

Background

The healthcare system in Newfoundland and Labrador has evolved from single-hospital oversight, to community, then regional, and since 2023, a unified provincial system, NLHS.

The province’s vast, often rural geography presents challenges.



NLHS is organized into five zones based on former regions. Initially, one zone had no library personnel, and another recently lost its only librarian.

At the time of the merger, library services, resources, and procurement processes were not standardised.

Catalysts

Prompts for modernisation:

- Transition to remote work post-2020
- Cybersecurity breach in 2021
- NL Health Accord emphasizing equity
- A new librarian with innovative ideas
- Health system merger in 2023
- Dissolution of the NLHKIN consortium
- New IT integrations during EHR planning

Planning

The library team developed a modernisation plan and proposed a provincial library structure, guided by the standards of the CHLA.

To support this transformation, communication networks and strategic partnerships were established among IT, departments, and divisions.

Implementation

Digital Infrastructure:

- Enabled proxy access to support single sign-on for remote users
- Subscribed to LibGuides/LibWizard – the platform for the new library website and resource evaluation projects

Resources:

- Ended print subscriptions and the university-led consortium; introduced ePackages and subscriptions province-wide
- eBooks increased from **10 to 6,000**; eJournals from **1,800 to 10,000**; databases from **7 to 60**
- Point-of-care tools were assessed and selected for an NLHS solution

Services:

- Library services were aligned and expanded across zones, ensuring uniformity regardless of location

Results

Accomplishments:

- Provincialised the library division
- Demonstrated value to NLHS
- Aligned procurement to library standards, enabling savings and efficiencies
- Collaborated directly with Pharmacy, Nursing, Medicine, and Allied Health
- Established IT infrastructure to support future growth

Lessons Learned:

- Build connections within your organisation
- Be persistent in library advocacy
- Work with departments and divisions to secure funding and human resources

Future Goals:

- Advocate for a librarian manager for NLHS
- Expand and enhance library guides
- Implement a discovery layer and LSP
- Introduce document delivery software

Quote: “Having access to library resources that are up to date will revolutionize the way we conduct work. To know that we have access to a library with a multitude of journals, books and other resources that are maintained will ensure that we continue to provide education and care that is best practice and safe. It has been amazing to work with our librarians! They have worked diligently to ensure that the LG zone has the same access to resources that the rest of the province has.”
– Labrador Grenfell Zone

References and
Contact:

