



Australian Library and
Information Association

**Submission in response to the Teaching, Training and Research Costing Study
Public Consultation Paper - Independent Hospital Pricing Authority (IHPA) -
December 2014**

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1. About us

ALIA

The Australian Library and Information Association [ALIA]¹ is the professional organisation for the Australian library and information services sector. On behalf of our 5,000 personal and institutional members, we provide the national voice of the profession in the development, promotion and delivery of quality library and information services to the nation, through leadership, advocacy and mutual support.

ALIA Health Libraries Australia Group (HLA)

Health Libraries Australia (HLA) is a group under the aegis of the Australian Library and Information Association (ALIA) the professional organisation for Australian librarians. HLA comprises the nation's health librarians and acts as their principal representative on policy related issues.

2. Introduction

This paper is submitted as feedback to the IHPA (Independent Hospital Pricing Authority) public consultation paper prepared by Paxton Partners 'Teaching, training and research costing study' issued in December 2014.

The Executive of HLA is greatly concerned at the omission in the public consultation paper of the role performed by health libraries, and by information technology in general, in the paper prepared by Paxton Partners on the creation of an appropriate classification (costing study) for teaching, training and research (TTR).

The consultation paper seeks to capture the direct and indirect costs associated with the provision of TTR in Australia's hospitals, including such overheads as payroll. The paper though makes no explicit reference to libraries or information technology and the part they play in TTR for clinicians within hospitals.

HLA submits this is a serious weakness in the consultation paper and should be addressed.

This paper from HLA addresses Questions 2 and 9 in the consultation paper:

2. Are there any specific T&T activities (refer to step 1 of the T&T costing methodology) that should be captured as part of the costing study?
9. Are there any specific research products (refer to step 1 of the research costing methodology) that should be captured as part of this costing study?

The submission outlines the reasons why the costs associated with health libraries in facilitating TTR in hospitals need to be recognised and incorporated into any future costings study conducted by the IHPA. The evidence for these reasons is outlined below.

¹ <http://www.alia.org.au/>

3. Evidence for the role of health libraries in supporting teaching, training and research in Australian hospitals

The Health Libraries Census

Currently HLA is undertaking a nation-wide census of Australian health libraries encompassing all of Australia's hospital and other health facilities' libraries. This submission is based on a subset of data from hospital libraries, and excludes other types of health facilities.

<http://aushealthlibcensus.blogspot.hk/2014/10/preparing-for-census.html>

The census will give a detailed overview of the size, organisational structure, activities, staffing profiles, collections and technology in Australian health libraries as of December 2014. It will also illustrate the range of client groups who use hospital libraries and the types of services those client groups regularly use.

Census data on hospital library support for TTR activities

The data for this health libraries census is presently being collated and a full analysis of the data is yet to be completed. However, a preliminary examination of the data with regard to the role of hospital libraries in supporting and participating in TTR activities provides an Australia-wide overview of the existing situation.

Results expressed in percentages represent the total number of Australian hospital libraries which indicated significant usage levels in responses to each census question:

- 1) Users representing regular or substantial consumers of library staff time, services or resources in hospitals:
 - a) Clinical staff 94%
 - b) Researchers 74%
 - c) Health sciences students 94%
 - d) Academics/faculty 77%

- 2) Information services in hospitals offered to patrons and/or wider organisations for TTR:
 - a) Research support services 89%
 - b) Teaching support/education services 85%
 - c) User education/information literacy/e-learning 92%
 - d) Teaching EBP, critical appraisals, systematic reviews 71%
 - e) Citation management 60%

- 3) Access services and resources used in hospitals for TTR:
 - a) Library homepage/web site 82%
 - b) Provision of subject guides 49%
 - c) Electronic collection management 87%

- d) Print collection management 96%
- e) Electronic collection lending 47%
- f) Virtual reference 32%
- g) Catalogue access 93%
- h) Reserve collections for education 65%
- i) Interlibrary loans/document delivery 95%
- j) Equipment lending-laptops, handhelds etc. 30%

4) Building, equipment and technology services used in hospitals for TTR:

- a) Study spaces 88%
- b) Reading areas 89%
- c) Computers for client use 92%
- d) Meeting/tutorial rooms 51%
- e) Dedicated computer labs 28%
- f) Technology support 46%
- g) Intranet development/management 29%

Health libraries 2012 survey: 'Questions of life and death'

In 2012 ALIA and Victorian health librarians conducted a survey of 250 clinicians designed to determine the value and impact of Australian health libraries on patient care. The resultant report '*Questions of life and death: an investigation into the value of health library and information services in Australia*' was published in October 2012.

Extracted from this report are findings relevant to TTR. These findings reflect the views of the surveyed clinicians on the role of hospital libraries in supporting teaching, training and research. Results are expressed in percentages of total responses to survey questions.

1) Provision of information and support services relevant to TTR:

- a) Borrowed items from library 98%
- b) Used electronic resources 86%
- c) Used copying facilities 41%
- d) Undertook literature reviews 36%
- e) Training to use resources 30%
- f) Used library to study 70%
- g) Used library computers 69%

2) Skills development in hospital libraries relevant to TTR:

- a) Used library for teaching/supervision 27%
- b) Used library for personal research 53%
- c) Used library for funded research 11%
- d) Used library for professional development 66%
- e) Used library to achieve higher exam marks 75%
- f) Used library to progress their studies 95%
- g) Used library to progress their research 82%

4. Evidence for calculating the costs of hospital libraries in supporting teaching, training and education

The Health Libraries Census

The 2014 census is collecting data on staffing numbers and the staff composition of Australian health libraries. The figures quoted here are preliminary in nature but give a general sense of staff numbers, occupational categories, employment status, and by extension, salary costs, for health libraries.

In the near future more refined figures shall be available from the census to assist in any analysis of library staff costs.

Library staff numbers by occupational category and FTEs as of December 2014

	Permanent	Temporary/Contract/Casual
Health librarians	170.3	6.56
Library technicians	51.7	5.05
Admin/clerical officers	27.75	4.11
Totals	249.82	15.72
Vacant FTE positions		
Health librarians	14.9	1.0
Library technicians	8.4	0
Admin/clerical	2.9	0
Totals	26.2	1.0

The preliminary figures suggest that approximately 74% of hospital libraries are independent departments with a librarian as manager and holding a budget. Only about 20% of hospital libraries are subsumed within larger units. On the initial figures at least 75% of hospital libraries reside in the public sector.

SGS Economics and Planning. Report on the cost benefit analysis of Australian health libraries

In 2013 ALIA commissioned SGS Economics and Planning, a consultancy firm which has undertaken research for the Commonwealth Treasury, to investigate the costs and benefits associated with Australian health libraries.

The research process combined a survey with case studies and in September 2013 the results were published as *'The community returns generated by Australian health libraries. Final report. September 2013.'*

The SGS report found that the annual expenditure of health libraries ranged from just \$37,000 up to \$1.5 million. The report determined annual Australian health library budgets to be as follows:

Annual health library costs 2013

- Minimum - \$37,000
- Maximum - \$1,500,000
- Average - \$335,266
- Median - \$210,000

SGS concluded that overall expenditure on health libraries amounted to just over \$100 million per annum, which against the almost \$50 billion spent annually on health in Australia, translates into just 0.1% of total recurrent expenditure for public and private hospitals.

In response to questions on the nature and provision of service levels and resourcing health libraries gave the following data in percentage terms:

Service levels and resources offered by health libraries relevant to TTR

- | | |
|-----------------------------------|-----|
| a) Training | 70% |
| b) Group meeting/work/study space | 60% |
| c) Quiet work/study space | 68% |
| d) Research by library staff | 85% |
| e) Computers for work/study | 72% |
| f) Electronic resources | 75% |
| g) Alerting services | 75% |
| h) Library staff expertise | 85% |

Department of Health, NHS. Education & training tariffs: Tariff guidance for 2104-15

The UK National Health Service through its Workforce Development Strategy Branch, Strategic External Relations Directorate has an operational model for determining the costs accompanying educational and training placements.

These are via education and training tariffs for non-medical placements and medical undergraduate and postgraduate placements in secondary care.

The tariffs are set for the guidance of LETBs (Local Education and Training Boards) as well as other providers of education and training placements.

The NHS does recognise library funding in their budget setting models as can be observed in the following document:

Education and training tariffs: tariff guidance for 2014-15 – England Department of Health – 6 March 2014

This document sets out:

- a) National tariffs for healthcare education and training placements in the financial year 2014 to 2015.
- b) how the tariffs will be implemented
- c) in what circumstances the national tariffs may be varied and how to do this

The tariffs cover non-medical placements and medical undergraduate and postgraduate placements in secondary care. The document states that guidance on the tariffs is published once a year to cover the tariffs for the following financial year while any further information arising during the year shall be published on Health Education England's website.

The Education and training tariffs mentions libraries several times as illustrated by these extracts.

Extract page 9:

Section 19. The tariffs cover funding for all direct costs involved in delivering education and training by the provider, for example:

- Direct staff teaching time
- **Teaching and student facilities, including access to library services**

Extract page 15:

Section 48. Host providers/pooled support:

Where a provider hosts particular services, such as library services, the LETB may agree the basis for any recharges that the host provider wishes to make. If all the organisations within a LETB patch agree to a pooled support system they may agree that the LETB or other named organisation manage a proportion of the placement fee on their behalf.

5. Summary

The very concise summary of the evidence contained in this response demonstrates two key facts overlooked in the Paxton Report viz:

- (1) The integral role hospital libraries play in supporting clinical teaching, training and research.
- (2) The existence of data that can be utilised as a starting point in determining hospital library costs for any activity based funding in teaching, training and research.

The omission of any analysis of hospital library costs associated with teaching, training and research for any activity based funding classification would be a major oversight.

Such an omission would significantly impair the efficacy of any recommended classification attempting to identify the teaching, training and research cost terms for hospitals. This in turn would seriously compromise any attempt to establish realistic funding levels that reflect actual operational overheads for the infrastructure supporting these services in hospitals.

There is now a considerable body of literature on investigating the cost effectiveness and return on investment of health library operations. This literature can be readily utilised to

facilitate any costing study into the contribution of hospital libraries in supporting teaching, training and research in their institutions.

Health Libraries Australia is willing to assist either the IHPA or Paxton Partners in researching any such costing study for hospital libraries in relation to teaching, training and research.

For any enquiries or information please contact the Convenor of Health Libraries Australia, Ann Ritchie, as shown on the covering page.

6. References

ALIA Health Libraries Australia. 2013. *Worth every cent and more. An independent assessment of the return on investment of health libraries in Australia.*

ALIA: Canberra, ACT. October, 2013. <https://alia.org.au/sites/default/files/Worth-Every-Cent-and-More-FULL-REPORT.pdf>

ALIA/HLI. 2012. *Questions of life and death; an investigation into the value of health library and information services in Australia.* Health Libraries Inc. /ALIA: Canberra, ACT. October, 2012.

Department of Health, United Kingdom. 2014. *Education & training tariffs: Tariff guidance for 2014-15.* Workforce Development Strategy Branch: Leeds. March, 2014.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/286774/education_and_training_tariffs_2014-15.pdf

SGS Economics and Planning. 2013. *The community returns generated by Australian health libraries. Final report. September 2013.* SGS Economics and Planning. Canberra, ACT: September, 2013.

<https://alia.org.au/sites/default/files/SGS%20Health%20Report%20September%202013%20launch%201%20November.pdf>