Department of Veterans Affairs
Veterans Health Administration
Washington, DC 20420

VHA DIRECTIVE 1932.01
Transmittal Sheet
December 27, 2023

LIBRARY INFORMATION SERVICES AND RESOURCES PROGRAM

1. SUMMARY OF MAJOR CHANGES: This directive:

   a. Updates Library Network Office (LNO) Director responsibilities to include Librarian Manager Mentoring Program management and adds responsibilities for the Chief Informatics Officer and Executive Director, Health Information Governance in paragraph 2.

   b. Provides information about the National Core Collection of Online Resources and the Core Collection Advisory Group in paragraph 2.f.

2. RELATED ISSUES: None.

3. POLICY OWNER: LNO, Office of Health Informatics (105) is responsible for the content of this directive. Questions may be referred to the LNO Director at 469-785-7594 or vhalno@va.gov.

4. RESCISSIONS: VHA Directive 1932.01, Library Information Services and Resources Program, dated October 11, 2018, is rescinded.

5. RECERTIFICATION: This Veterans Health Administration (VHA) directive is scheduled for recertification on or before the last working day of December 2028. This VHA directive will continue to serve as VHA policy until it is recertified or rescinded.

6. IMPLEMENTATION SCHEDULE: This directive is effective 6 months from publication.

BY DIRECTION OF THE OFFICE OF THE UNDER SECRETARY FOR HEALTH:

/s/ Steven Lieberman MD, MBA
Deputy Under Secretary for Health

NOTE: All references herein to Department of Veterans Affairs (VA) and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

DISTRIBUTION: Emailed to the VHA Publications Distribution List on December 28, 2023.

CONTENTS

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1. POLICY

It is Veterans Health Administration (VHA) policy to provide library and information services and resources to assist Veterans, their families and caregivers, Department of Veterans Affairs (VA) employees, researchers, students and health professions trainees (HPTs) in affiliated teaching programs with clinical and management decision-making, research and education critical to enhance the quality of care for Veterans enrolled in the VA health care system. **AUTHORITY:** 38 U.S.C. § 7301(b).

2. RESPONSIBILITIES

a. **Under Secretary for Health.** The Under Secretary for Health is responsible for the overall VHA compliance of this directive.

b. **Deputy Under Secretary for Health.** The Deputy Under Secretary for Health is responsible for supporting Health Information Governance with implementation and oversight of this directive.

c. **Assistant Under Secretary for Health for Operations.** The Assistant Under Secretary for Health for Operations is responsible for:

(1) Communicating the contents of this directive to each of the Veterans Integrated Services Network (VISNs).

(2) Assisting VISN Directors to resolve implementation and compliance challenges in all VA medical facilities within that VISN.

(3) Providing oversight of VISNs to ensure compliance with this directive and its effectiveness.

d. **Chief Informatics Officer.** The Chief Informatics Officer is responsible for supporting Health Information Governance with the implementation and oversight of this directive, including the provision of library services and resources for VHA.

e. **Executive Director, Health Information Governance.** The Executive Director, Health Information Governance is responsible for ensuring that LNO mission and vision are accomplished by:

(1) Ensuring the VHA National Core Collection of Online Resources is maintained and accessible by VA.

(2) Ensuring the Library Network Office is empowered and staffed to meet the requirements of this directive.

f. **Library Network Office Director.** The LNO Director is responsible for:

(1) Providing oversight for the VISN and VA medical facility compliance with this directive and ensuring corrective action is taken when non-compliance is identified.

(2) Developing VHA policies and standards for establishing and implementing VHA library and information services. *NOTE: For additional information on programs and services, see the VA Library Network (VALNET) website at https://dvagov.sharepoint.com/sites/VACOVETSVALNET/Pages/default.aspx. This is an internal VA website that is not available to the public.*

(3) Advocating for every VA medical facility to have equal access to the services of a qualified librarian to serve as the Librarian Manager and taking an active role in working with VA medical facility management where there are vacancies. *NOTE: The term qualified librarian refers to a librarian with a master's degree in library science from an American Library Association (ALA) accredited school.*

(4) Providing enterprise level access for all VA staff to the VHA National Core Collection of Online Resources needed to provide evidence-based care and ensuring that changes to the VHA National Core Collection of Online Resources are communicated to VA medical facility, VISN and VHA program office leadership. These resources are made available through the VHA National Desktop Library. *NOTE: The VHA National Desktop Library can be accessed at https://www.va.gov/library/.*

(5) Convening, at least annually, the multidisciplinary Core Collection Advisory Group to review cost and usage data and make informed recommendations regarding the online resources that are made available enterprise wide. *NOTE: The Core Collection Advisory Group consists of 18 members from VHA program offices.*

(6) Promoting and supporting VALNET library professionals and support staff by conducting meetings and training sessions to enhance the knowledge and skills of individual librarians and information professionals.

(7) Providing consultation to VHA leadership, VHA program offices, VISNs and VA medical facilities regarding the provision of information services and resources including library policies, staffing, space and collections.

(8) Managing the VALNET Librarian Manager Mentoring Program. *NOTE: The VALNET Librarian Manager Mentoring Program is an orientation and mentoring program for new Librarian Managers designed to review library and VHA policies, and program procedures and standards. The Librarian Manager Mentoring Program Fact Sheet can be accessed at the VHA National Desktop Library: https://www.va.gov/LIBRARY/VALNET/About_VALNET.asp.*

g. **Veterans Integrated Services Network Director.** The VISN Director is responsible for:

(1) Ensuring that all VA medical facilities within the VISN comply with this directive and informing leadership when barriers to compliance are identified.

(2) Ensuring that all VA medical facilities within their VISN are providing VA staff with access to library services and resources under the direction of a qualified librarian.

h. **VA Medical Facility Director.** Each VA medical facility Director is responsible for:

(1) Ensuring overall VA medical facility compliance with this directive and appropriate corrective action is taken when non-compliance is identified.

(2) Establishing and maintaining library services and resources under the direction of a qualified librarian in support of clinical, research, training and patient health education programs.

(3) Reporting to the LNO Director any significant changes to the administration or structure, staffing, services and resources in the Library Information Services and Resources Program (i.e., Library Program) in accordance with https://vaww.va.gov/lno/policies.asp. *NOTE: This is an internal VA website that is not available to the public.*

(4) Providing space and resources to, at a minimum, accommodate Library Program staff and an emergency print collection.

(5) Consulting with the LNO Director on vacancies for Library Manager positions and collaborating with LNO during recruitment.

(6) Ensuring that the VHA National Core Collection of Online Resources is made accessible to all employees through a link to an accurate library or clinical resources page on the VA medical facility's intranet website.

i. **VA Medical Facility Librarian Manager.** The VA medical facility Librarian Manager is responsible for:

(1) Directing and managing all aspects of the VA medical facility Library Program including strategic planning, marketing, quality management, human resources, budgeting and financial management and space.

(2) Preparing and submitting the Library Annual Statistical Report (see paragraph 3) and providing data within designated time frames in response to LNO's informational requests and updates (e.g., reports, changes in staffing and library collections). *NOTE: The Annual Statistical Report is submitted via web form at: http://vacoweb02.dva.va.gov/VALNETCC/ASR/Check. This is an internal VA website that is not available to the public. Access to the form is restricted to Library staff.*

3. REPORTING

The VA medical facility Library Manager prepares the Library Statistical Report on an annual basis using the web-based form available on the VALNET Intranet website. Registration is required for the statistical portion of the Intranet site to access and complete the report. The Library Statistical Report must be submitted within 30 days following the close of the fiscal year.

4. TRAINING

There are no formal training requirements associated with this directive.

5. RECORDS MANAGEMENT

All records regardless of format (e.g., paper, electronic, electronic systems) created by this directive must be managed as required by the National Archives and Records Administration approved records schedules found in VHA Records Control Schedule 10-1. Questions regarding any aspect of records management should be addressed to the appropriate Records Officer.

6. BACKGROUND

VALNET is the largest health care library network in the United States. LNO is the VHA program office responsible for coordination of the delivery of national library programs, resources and services to Veterans and VHA staff, and VALNET. VALNET libraries facilitate VHA's Library Program and serve a diverse group of users such as: Veteran inpatients and outpatients, their families and caregivers, VA staff and employees, researchers and students and HPTs in affiliated teaching programs. VALNET library staff provide knowledge-based information for clinical and managerial decision-making, research and education critical to the provision of evidence-based care and enhancing the quality of care for Veterans enrolled in the VA health care system The services they provide contribute to VHA's patient-centered care focus by empowering Veterans through information and education.

7. REFERENCES

a. 38 U.S.C. §§ 7301(b) and 8153.

b. Library Network Office Intranet Website. Reporting Requirements for Significant Changes in Local Library Programs. https://vaww.va.gov/lno/policies.asp. **NOTE:** *This is an internal VA website that is not available to the public.*

c. VA Library Network (VALNET) Intranet Website. https://dvagov.sharepoint.com/sites/VACOVETSVALNET/Pages/default.aspx. **NOTE:** *This is an internal VA website that is not available to the public.*

d. VHA National Desktop Library. https://www.va.gov/library.