

# Statewide Information and Library Services Network and Network Directors Group

## Charter

### Purpose

The purpose of the statewide **Information and Library Services (ILS) Network** is to support, with a robust menu of authoritative, current, community-based, customer-driven information services and resources, the NC AHEC Program's work to recruit, train, and retain the workforce needed to create a healthy North Carolina.

The purpose of the statewide **NC ILS Network Directors Group** is to facilitate communication, partnership, and teamwork among and between regional AHEC libraries and to communicate the decisions made by this group to the broader ILS Network. The ILS Network Directors' Group plays a large role in decision making for the Network.

NC AHEC ILS Network Vision: Health professionals affiliated with health system, independent, or rural, underserved hospitals and clinical practices across the state have access to high-quality, current, authoritative clinical care information.

### Area

Pertains to the Library Services discipline group in the NC AHEC Program.

### Inclusion/Members

The statewide **NC AHEC ILS Network** forms the cross-cutting Library Services service line, which provides library services and resource support for all NC AHEC service lines. All regional library staff from across the state plus a librarian representative from the Duke AHEC Program and representatives from the UNC Health Sciences Library (HSL) are included in the ILS Network group.

The **ILS Network Directors Group** consists of the directors of the nine regional AHEC libraries, one librarian representative from the Duke AHEC Program, and representatives from the UNC HSL (Liaison to the Program Office and ADL programmer).

The **NC AHEC Director for Library Services** provides leadership to both groups.

### **Director for Library Services (DLS), ADL Manager (ADLM), HSL Liaison to the Program Office (LPO), Discipline Chair (DC) and Vice Chair (VC)**

**The NC AHEC DLS** is the leader of the ILS Network and an NC AHEC Program Office staff member. The DLS is appointed by the NC AHEC Director and handles the financial administration and oversight of all NC AHEC library services.

**The NC AHEC ADLM** is an NC AHEC Program Office staff member who manages the care, growth, expansion, and maintenance of the ADL. The ADLM, along with the DLS - with input from regional library staff when needed, oversees data-driven collection development for the ADL.

**The NC AHEC Library Services DC** is a current regional library director who is elected by the ILS Network Group to advise Program Office Library Service (POLS) staff on regional issues, plan and manage all ILS meetings, and serve as an intermediary between POLS staff and regional librarians when needed.

**The NC AHEC Library Services VC** is a current regional library director who will serve one year as Vice Chair to be followed by one year as Chair.

**The LPO** is an employee of the HSL and is appointed by the HSL Director.

### **Other Roles**

#### **Minute Taker:**

- Minute takers for ILS Network meetings rotate among the AHECs alphabetically.
- The Chair informs the appropriate AHEC of minute taking responsibility prior to meeting.
- Minutes are taken for all regular meetings of the ILS Network.
- Responsibilities
  - Records minutes of the meeting using a concise action-oriented format.
  - Provide a draft copy of the minutes to the Chair for review no later than two weeks after meetings.

### **Standard Procedures**

#### **Leadership**

The DLS, ADLM, DC, and VC shall serve as the executive leadership team for the NC AHEC ILS Network. The DC and VC must have a minimum of one year of experience with NC AHEC. It is estimated this will require two hours/week on average (5% effort) for these two individuals.

#### **Responsibilities**

- **DLS:** The DLS advocates for Library Services and provides advice and strategic planning support. The DLS explores and facilitates collaboration with other NC AHEC service lines. The DLS ensures that regional AHEC librarians and UNC HSL staff are familiar with and carry out the work outlined in annual work statements. The DLS confirms that NC AHEC librarians and the ADL serve the functions of service provider and library, respectively, for the NC AHEC System. Library Services should support all AHEC programs, disciplines, and service lines. Additionally, the DLS, along with members of the ILS Network should constantly seek new client groups and explore/implement innovative best practices for serving those groups. The DLS will also work directly with the ILS technical team to manage and plan for all technical enhancements. The DLS oversees resource management functions of the ADL and the AHEC library consortium including vendor negotiation and other financial management duties.
- **ADLM:** The ADLM manages all aspects of the ADL including the provision of data to drive collection development decisions and oversight of the ADL Database Administrator.
- **DC:** The ILS Network Discipline Chair serves as a conduit from the DLS, ADLM and the LPO to the ILS Network Directors Group and the ILS Network. The chair serves a one-year (term: July 1 – June 30). The chair, in partnership with the DLS, is responsible for planning all meetings and coordinating meeting logistics. The Chair also facilitates meetings for both groups and ensures that minutes of ILS Network Directors Group are recorded.
- **VC:** The Vice Chair shadows the Chair and will succeed the Chair after one year of service. The Vice Chair assists with meeting planning and may fill in for the Chair if that individual is unable to facilitate meetings.
- **LPO:** The role of the LPO is to oversee the responsibilities, agreed to by UNC University Libraries, which are outlined in the November 2021 MOU between University Libraries and NC AHEC. The

LPO will provide supervision for the Practice Support Knowledge Management Librarian and the ADL application analyst and will assist with ideation of the ADL user interface redesign.

**Member Responsibilities/Expectations**

- All **ILS Network Directors' Group** members are expected to attend and actively participate in at least 85% ILS Network Directors' calls each year and may designate a library staff member to attend in their place if needed.
- All ILS Network Directors' Group members are expected to serve on ad hoc committees, based on interest and expertise, when called. Care will be taken not to overburden individual members.
- Members of the **ILS Network** Group are expected to actively participate, if possible, in all meetings of the ILS Network.
- Network members will share successes and failures, best practices, and ideas for future activities to support the provision of services and resources for the recruitment, training, and retention of the healthcare workforce in North Carolina.
- Members of the ILS Network will share with the group the education and training needs identified within their region.

For greater efficiency and effectiveness, a shared platform (Basecamp) for project management and communication shall be utilized by all members.

**Accountability**

Decisions, that are not driven by vendor contracts and/or licensing or directly related to ADL administration, design, or maintenance, will be made for both will be made for both the ILS Directors' and ILS *Network* groups, and any ad hoc workgroups using a majority voting system (51% of members present at the time of the vote). Since workgroups are made up of volunteers and all ILS Network members are offered the option to volunteer, decisions made in work groups will be understood to express the views of all in the Network and will be incorporated into daily operations. It will be the responsibility of the workgroup to solicit and consider feedback from non-workgroup members prior to making a final decision. All proposed decisions will be presented at ILS Network Group meetings before going into effect so that all are aware of recommended changes. Voting may only take place in the presence of a quorum. The DLS may only vote in case of a tie.

The purpose, area, inclusion, membership, structure, duties, and standard procedures outlined in this document shall be reviewed and updated annually.

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