



Defense Health Agency

ADMINISTRATIVE INSTRUCTION

NUMBER 8100.02

August 22, 2024

Director, J-7

SUBJECT: Defense Health Agency Medical Libraries

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Administrative Instruction (DHA-AI) based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (m), establishes the Defense Health Agency's (DHA) procedures and assigns responsibilities for managing, overseeing, and administering the DHA medical libraries in the J-7, Education & Training Directorate.
2. APPLICABILITY. This DHA-AI applies to the DHA Enterprise (components and activities under the authority, direction, and control of the DHA) to include assigned, attached, allotted, or detailed personnel.
3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (f) through (k), that DHA medical libraries will centralize, coordinate, and consolidate, as appropriate, library functions throughout the J-7, Education & Training Directorate.
4. RESPONSIBILITIES. See Enclosure 2.
5. PROCEDURES. See Enclosure 3.
6. PROPONENT AND WAIVERS. The proponent of this publication is the Director, Education and Training (J-7). When components and activities are unable to comply with this publication, the activity may request a waiver that must include a justification, including an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the Director, J-7 to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. **Cleared for public release.** This DHA-AI is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: [https://info.health.mil/cos/admin/pubs/SitePages/DHA%20Publications%20System%20Office%20\(PSO\).aspx](https://info.health.mil/cos/admin/pubs/SitePages/DHA%20Publications%20System%20Office%20(PSO).aspx).

8. EFFECTIVE DATE. This DHA-AI:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

9. FORMS.

The Federal Library and Information Network (FEDLINK) Registration Form is available at: <https://www.loc.gov/flicc/>

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Director

Enclosures

1. References
2. Responsibilities
3. Procedures

Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD (HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013, as amended
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” April 1, 2022
- (d) Public Law 115-232, “John S. McCain National Defense Authorization Act for the Fiscal Year 2019,” August 13, 2018
- (e) Public Law 114-328, “National Defense Authorization Act for the Fiscal Year 2017,” December 23, 2016
- (f) United States Office of Personnel Management, “Handbook of Occupational Groups and Families,” December 2018 or current edition
- (g) United States Code, Title 17
- (h) United States Code, Title 5, 552a(r) of the Privacy Act of 1974
- (i) National Commission on New Technology Uses of Copyrighted Work, “Final Report of the National Commission on New Technology Uses of Copyrighted Work,” July 31, 1978¹
- (j) The Joint Commission, “Comprehensive Accreditation Manual,” current edition²
- (k) Tarabula, Jill, Donna S. Gibson, Bridget Jivanelli, J. Michael Lindsay, Ana Macias, Sondhaya McGowan, Lori Mills, Louise McLaughlin. 2022. “Standards of Practice for Hospital Libraries and Librarians, 2022.” *Journal of the Medical Library Association* 110(4): 399-408. <https://doi.org/10.5195/jmla.2022.1590>
- (l) United States Code, Title 31
- (m) United States Code, Title 2

¹ This reference can be found at: <http://digital-law-online.info/CONTU/PDF/index.html>

² This reference can be accessed by contacting the DHA NCR Education-Training Mailbox MHS Medical Library at: dha.ncr.education-trng.mbx.mhs-medical-library@health.mil

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DHA. Under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness through the Assistant Secretary of Defense for Health Affairs, the Director, DHA, will provide guidance to and oversight in developing, implementing, executing, and evaluating the strategic direction, policies, plans, budget, and activities for the DHA medical libraries.

2. DIRECTOR, J-7, EDUCATION & TRAINING DIRECTORATE. The Director, J-7 will:
 - a. Provide guidance for medical library and information services as related to the DHA medical libraries.

 - b. Support and maintain the Defense Health Agency Medical Libraries Organizational Management Office (DML OMO), which is responsible for planning, coordinating, and implementing DHA-wide management, budget, personnel, and policy initiatives in support of the DHA medical libraries.

 - c. Oversee funding for the DML OMO enterprise-wide information resource contracts.

 - d. Promote channels of communications and policies to facilitate networks, consolidation, consortia, and resource sharing.

 - e. Sponsor and support research and studies designed to develop policies and procedures for more efficient and effective mission execution within the scope of the DML OMO.

3. DIVISION CHIEF, LEADERSHIP, EDUCATION, ANALYSIS, DEVELOPMENT, AND SUSTAINMENT (LEADS), J-7, EDUCATION & TRAINING DIRECTORATE. The Division Chief, LEADS, J-7, Education & Training Directorate will:
 - a. Advocate for enterprise-wide purchasing, facilitate the use of emerging technologies to improve library processes, and maintain library and information services in accordance with established DHA library standards.

 - b. Ensure DHA libraries are operated according to applicable Federal laws as well as DoD and DHA regulations, policies, standards, and instructions.

 - c. Ensure only professional librarians, with a graduate degree in library science or library and information science, provide subject matter expertise; advise, guide, and direct the library program while serving as the organization's career manager; and define the requirements and specify outcomes based on accepted standards and practices of library and information sciences.

d. Encourage representation at meetings, conferences, and on committees for matters affecting libraries and librarians.

e. Encourage medical library efficiencies.

4. SENIOR LIBRARY CONSULTANT, DML OMO, LEADS, J-7, EDUCATION & TRAINING DIRECTORATE. The Senior Library Consultant, DML OMO, LEADS, J-7, Education & Training will:

a. Advise the Division Chief, LEADS on matters concerning library and information services as related to the DHA medical libraries.

b. Develop the DML OMO vision, mission, supporting goals, and objectives.

c. Develop and recommend library policies and procedures promoting standardization throughout the DHA medical libraries to leadership.

d. Serve as the DHA representative for library and information services to the DoD, Military Departments, other Federal agencies, academia, industry, and professional organizations.

e. Ensure the DHA Emergency Management Plan includes contingency planning and continuity of operations plans for DHA's medical library services.

f. Identify DHA subscription contracts and explore opportunities for costs savings.

g. Serve as the librarian for the Defense Health Headquarters (DHHQ) Library (formerly Defense Medical Virtual Library), the library that serves the DHHQ Campus.

h. Assess and evaluate the DHA medical libraries as well as the DML OMO.

i. Serve as Contracting Officer Representative for DHA library contracts and submit required acquisition paperwork to Contracting in a timely manner.

j. Engage DHA J-6 Medical Systems/Chief Information Officer on issues involving access and approval of online library information sources and systems.

5. SENIOR OPERATIONS MANAGER, DML OMO, LEADS, J-7, EDUCATION & TRAINING DIRECTORATE. The Senior Operations Manager, DML OMO, LEADS, J-7, Education & Training will:

a. Establish and maintain the Defense Health Agency Virtual Medical Library (VML), the online library providing access to DHA library subscriptions.

- b. Advise and/or participate in the recruitment, interview, and selection process for any library staff at the request of leadership at the Defense Health Networks (DHNs), military medical treatment facilities (MTF) and dental treatment facilities, or DHA medical libraries.
- c. Serve as the functional career community representative for library occupational series civilian employees.
- d. Oversee the access, administration, support, and evaluation/monitoring of DHA medical library subscriptions and the utilities that promote interactivity and provide dynamic access across publisher platforms.
- e. Oversee delivery of library services such as interlibrary loan (ILL) to DHA personnel without access to a facility library.
- f. Maintain the Army Medical Department Virtual Library OpenAthens account and the Navy Medicine Electronic Library OpenAthens account.
- g. Ensure DHA library subscriptions are accessible to personnel DHA-wide.

6. DIRECTORS, DHNs. The Directors, DHNs will:

- a. Ensure that established medical libraries in the DHNs are operated according to applicable Federal laws as well as DoD and DHA regulations, policies, standards, and instructions.
- b. Approve or disapprove requests to establish new libraries in DHNs.
- c. Establish library procedures consistent with DoD and DHA policies, procedures, and professional standards of Reference (k) and ensure Network libraries comply with any installation requirements for the maintenance of libraries.
- d. Encourage library staff participation in meetings, conferences, and on committees for matters affecting libraries and librarians.
- e. Encourage library efficiencies.
- f. Ensure that libraries are staffed with contractor or civilian employees in the following series according to the provisions of the Reference (f).
 - (1) GS-1410, Professional Librarian
 - (2) GS-1411, Library Technician
 - (3) GS-1412, Technical Information Specialist

g. Formalize all joint library purchasing initiatives between or among DHA facilities through a Memorandum of Agreement (MOA) or other formal agreement.

h. Submit resource sharing MOAs or other formal agreements between or among facilities to the DHA OMO for awareness.

7. DIRECTOR, MTF AND DENTAL TREATMENT FACILITIES. The Director, MTFs and Dental Treatment Facilities, will:

a. Oversee established and newly established facility libraries essential to the needs and interests of the military community, civilian employees, and other authorized personnel in accordance with this DHA-AI.

b. Provide the resources to support established and newly established facility libraries in fulfilling their local mission in accordance with this DHA-AI, other DHA, and DoD policies, DHA OMO guidance, and recognized professional standards. These resources include, but are not limited to, personnel, facilities, information technology, library and information services and materials, equipment, and supplies.

c. Promote and facilitate library efficiencies.

d. Provide a librarian(s) to attend meetings, committees, medical library governance, and other events dealing with library matters. Fund temporary duty expenses of rotating and at-large librarian(s), if any, to attend medical library meetings.

e. Support facility librarians and staff libraries with contractors or civilian employees in the following series according to the provisions of the Reference (f).

(1) GS-1410, Professional Librarian

(2) GS-1411, Library Technician

(3) GS-1412, Technical Information Specialist

f. Ensure GS-1410 librarians, who are solo librarians or whose primary responsibility is direct library service to customers, meet the competencies listed below:

(1) MTF Librarians

(a) Ability to translate clinical topics into well-built clinical foreground questions in the PICO/T format.

(b) Understanding of study methodologies and levels of evidence in order to identify the best evidence to answer clinical questions on treatment, diagnosis, prognosis, and etiology/harm.

(c) Ability to apply expert skill in searching the MEDLINE database to identify and retrieve the best evidence to answer clinical questions on treatment, diagnosis, prognosis, and etiology/harm.

(d) Ability to triage online access problems through an understanding of common points of failure.

(2) Research Facility Librarians.

(a) Understanding of methods of scholarly communication in order to promote research performed by customers.

(b) Skill in using a citation management or reference management software (e.g. Endnote, Zotero, RefWorks).

(c) Ability to triage online access problems through an understanding of common points of failure.

g. Request periodic consultation and guidance from the DHA OMO on library matters when there are no personnel in the GS-1410 occupational series at the facility.

h. Formalize all joint library purchasing initiatives between or among DHA facilities through an MOA or other formal agreement.

8. MTF LIBRARIANS. The MTF Librarians will:

a. Establish and/or implement policies, procedures, and standards that govern the mission accomplishment of the library consistent with applicable DoD, DHA, Network and/or region and installation policies and recognized standards.

b. Manage libraries to meet the interests and needs of the military medical community and the beneficiaries.

c. Plan, budget, and manage resources for library facilities, personnel, information technology, library materials, equipment, furniture, supplies, and other resources needed to operate libraries in accordance with the mission and recognized standards.

d. Provide a full range of library services to library patrons.

e. Develop library programs and services that are customer-oriented, demand-driven, and knowledge-based.

f. Provide expert retrieval and evaluation of information in support of knowledge- and evidence-based clinical practices, research, and administrative decision making.

- g. Provide library program planning and direction; recruit, select, train, and supervise staff.
- h. Select and acquire information technology, library materials and services, equipment, furniture, supplies, and other items needed to operate libraries in accordance with the mission and recognized standards.
- i. Develop local instructions on the use of the library consistent with DHA medical library policies, procedures, and recognized standards.
- j. Have a written collection development instruction and update it annually.
- k. Provide and support professional development and training for library personnel.
- l. Market, promote, and advocate for library and information services.
- m. Initiate and implement library efficiencies.
- n. Formalize all joint library purchasing initiatives between or among DHA facilities through an MOA or other formal agreement.
- o. Provide reports on the library as required, including an annual report to the Senior Library Consultant, DML OMO, reporting such data as library funding, personnel, services, collections, technology, and facilities by assigned suspense date.
- p. Provide the DML OMO a copy of an annual continuity plan that includes, at a minimum, the facility's budget point of contact, supervisory chain above the library, list of local online subscriptions if any, online vendor points of contact if any, serials agent information if any, remote authentication details if any, and the library identifications for the FEDLINK, OCLC, and DOCLINE accounts if applicable.
- q. Conduct a continuous program of orientation and instruction for library customers.
- r. Comply with and inform customers of the requirements of section 107 in Reference (g).
- s. Ensure circulation records as a system of records, are governed by Reference (h).
- t. Ensure ILL policies:
 - (1) Conform to the ILL codes of the National Library of Medicine (NLM), the American Library Association, and the guidelines of Reference (i).
 - (2) Comply with the NLM's Serial Holdings annual update requirement.
 - (3) Comply with the provisions of section 107 in Reference (g).

ENCLOSURE 3

PROCEDURES

1. MISSION AND PURPOSE. The mission of the DML OMO is to serve as a strategic knowledge management resource that enables the DHA to gain and maintain knowledge while concurrently facilitating research, education, and training. The purpose of the DML OMO is to provide professionally managed library services through its various components to directors and their communities to meet a broad spectrum of mission support and unique requirements essential to the DHA.

2. MEDICAL LIBRARIES. DML OMO provides oversight to DHA medical libraries, which are managed by librarians who provide the services, programs, resources, and specialized staff to select, acquire, organize, and offer access to intellectual materials. DHA medical libraries preserve the integrity of physical and digital collections over time to support the Military Health System (MHS) mission and the information needs of a defined community. DHA medical libraries may provide service through multiple service points, including physical (e.g., MTF and laboratory libraries) and online (i.e., websites). The library assets may consist of print, electronic, and multimedia resources.
 - a. Establishing oversight for DHA medical libraries will address the need for a centralized, consolidated, and rationalized medical library structure. By supporting MTFs and DHNs, the DML OMO will provide an organized environment within the library construct to support functions, including library subscriptions, funding, staff, structure, and organization. Librarians are a crucial component of the medical libraries as they must be inculcated into the delivery of resources in supporting DHA, DHNs, MTFs, field-operating agencies, and other military departments.

 - b. A virtual library provides access to an integrated collection of online and multimedia resources delivered seamlessly and transparently to users regardless of their physical location or ownership of information and with consideration of their workflows. A virtual library includes assigned professional librarian(s) to select, structure, organize, and preserve these assets; maintain systems that facilitate access to resources across platforms; and to provide instruction and assistance in interpreting resources. Not included in this definition of “library” are databases, repositories, and other collections of electronic documents that are libraries in name only and lack the professional library staff to perform the functions and services of a DHA medical library as defined above. For example, a digital collection of database Uniform Resource Locators, training materials, working documents, or regulations does not meet the definition of a library.

 - c. A contractor-operated library is a DHA medical library and must function within the DHA medical library parameters.

3. POLICY. Staffed medical libraries may be established at DHN levels and MTFs subject to the approval of the Director, J-7, Defense Health Agency, 7700 Arlington Boulevard, Falls Church, VA 22042.

a. Medical libraries will comply with standards of Reference (j) for knowledge-based information ensuring the MTF has the resources and services required to effectively meet their knowledge-based information needs.

b. Medical libraries will use standards in Reference (k) to develop and evaluate services and/or policies.

c. At graduate medical and dental education program sites, the level of services and onsite accessibility to the library will comply with the accrediting requirements of the Accreditation Council for Graduate Medical Education, Commission on Dental Accreditation, and the residency review committees for the various specialties.

d. A medical library committee of military or civilians representing a cross-section of the professional staff will be established to serve in an advisory capacity to the medical librarian.

e. DHA medical libraries may share their collective resources through the following services: ILL, duplicate and excess journals exchange, and cooperative technical processing.

f. DHA medical libraries will use commercial search services and networks to ensure DHA personnel have access to the required multimedia bibliographic and online services. Consortium group licensing will be used for electronic access to a select group of knowledge-based biomedical information resources.

g. Libraries will provide reference, ILL, and bibliographic services to all authorized users and to personnel who are on temporary duty to the facility.

h. Library staff will conduct a continuous program of orientation and instruction for DHA staff in the use of the library and managing knowledge-based information.

i. The library's circulation system of records will ensure the proper lending, safeguarding, and return of library materials. There will be an organized plan for the systematic follow-up and return of overdue library materials. Indefinite loan collections will be kept to a minimum and will include only items used daily.

j. Library personnel will ensure ILL policies:

(1) Conform to the ILL codes of the NLM, the American Library Association, and the guidelines of Reference (i).

(2) Comply with the policies of the NLM's automated ILL and referral system, DOCLINE.

(3) Comply with the NLM's Serial Holdings annual update requirement.

(4) Promote using the most expeditious, cost-effective ILL and commercial document delivery services for obtaining the loan or photocopy of materials required by staff in connection with their official duties. Libraries may enter into agreements with local, regional, national, or international ILL networks. Libraries reserve the right to terminate ILL agreements with any Government or non-Government institution for misuse or violation of established ILL practices or policies, such as reciprocity agreements.

(5) Address payment for ILLs and document delivery by establishing accounts with the FEDLINK and non-Federal institutions.

(6) Comply with the provisions of section 107 in Reference (g). On-demand systematic copy services staffed by Government employees are not authorized. Such a service is in violation of copyright law. Libraries may make photocopies for ILL within the guidelines of the law. Libraries will transfer electronic documents according to licensing agreements established between libraries and the database vendors. Paper copies obtained from electronic sources will also be subject to licensing agreements.

(7) Authorize the use of appropriate telecommunications, capabilities, technologies, and services (e.g., telephone, facsimile, e-mail, digital scanner, electronic document delivery, tagged image file format, portable document format, document delivery software, etc.) to participate fully in ILL systems and essential library networks.

(8) Authorize the use of registered, insured, and express mail services when necessary to meet mission requirements.

k. The NLM Classification Scheme and NLM Subject Headings will be used for cataloging and classifying books. Library of Congress classification and subject headings will be used for nonmedical titles. Cataloging digital resources and collections will use accepted taxonomies and metadata standards.

l. Institutional membership in the Medical Library Association is recommended for all MHS libraries.

m. Membership in the Medical Library Association Academy of Health Information Professionals is encouraged for librarians.

n. The medical library committee may advise on the selection of those materials that will be housed in the library or exist in the library inventory. The librarian or technical information specialist will serve as the reviewer for the acquisition of library materials in various formats for the organization. The librarian or technical information specialist is not authorized to make credit card purchases of materials not housed in the library or existing in the library inventory.

o. The DHA medical libraries and information centers will be staffed during the facility's regular duty hours. After hours, key-card access is authorized in compliance with appropriate standards of Reference (j) and standards of other accrediting agencies.

p. According to Reference (k), physical facilities will be readily accessible to the staff and will be large enough to house the collection and have space for services provided without encroaching on reading and study areas. Reading and study areas will be reserved for library users.

q. The MHS libraries will have the appropriate equipment to most cost effectively accomplish the facility's mission. Photocopiers and digital scanners will be maintained for all MHS libraries to ensure maximum use of the collection and minimize losses of collection materials.

r. Inventory control for physical library materials is handled through a library management system, such as a Library Services Platform or Integrated Library System. Facility directors will provide libraries access to a library management system, either standalone or shared, to manage inventory and library operations. Libraries will not use enterprise desktop applications, including spreadsheets and basic database management systems that are not designed to manage library inventory and operations.

4. PROCUREMENT PROCEDURES. The DHA medical libraries and information centers will use the most cost-effective and responsive means of acquiring materials in support of the facility's mission.

a. FEDLINK Agreements

(1) MHS libraries are authorized to use the Library of Congress FEDLINK program for procuring library subscriptions and library support services. Benefits include:

(a) The availability of Federal and/or consortium discounts.

(b) Contracts written and completed by FEDLINK.

(c) Litigation or corrective action for vendor failure to perform provided by FEDLINK at no added cost to the library.

(2) The MTF library shall submit each completed FEDLINK registration package (FEDLINK registration form, list of databases, list of systems/tools, serials list, and quotes) to the DML OMO at dha.ncr.education-trng.mbx.mhs-medical-library@health.mil for review and approval before submitting to FEDLINK. If also competing or re-competing a serials contract, the library shall submit the completed serials competition form to the DML OMO for review and approval.

(3) The DML OMO will flag any online resource that is a duplicate of a subscription already provided by DHA and will reject the purchase package. The facility library must remove the flagged resource to gain approval. Alternatively, the library may address the unique requirements of the flagged resource to secure approval from the DML OMO.

(a) Simple preference for one platform over another will not be justification for a duplicate subscription.

(b) The DML OMO may approve a duplicate subscription purchased on a different platform if there is a material difference in front-file content (e.g., access to ahead-of-print, no embargo, access to special features, etc.). For example, the “In the Clinics” section of *Annals of Internal Medicine*, which is used by Internal Medicine GME programs, is only available through a direct journal subscription through American College of Physicians. In general, access to older content will not be justification for a duplicate subscription when ILL will suffice.

(c) The DML OMO may approve flagged subscriptions with sufficient justification on a case-by-case basis.

(4) The MTF library shall not make any modifications to the FEDLINK package approved by the DML OMO. A library requiring modifications to the approved package must resubmit the complete modified purchase package to the DML OMO for review and approval. A library sending additional funds to FEDLINK for additional purchases during the year shall submit the FEDLINK amendment package, including quotes, to the DML OMO for review and approval.

(5) After the DML OMO approves a FEDLINK package, the library may then submit it to FEDLINK.

(6) The MTF library shall submit a copy of each completed interagency agreement and a copy of each delivery order (DO) as it becomes available to the DML OMO at dha.ncr.education-trng.mbx.mhs-medical-library@health.mil.

b. Contracting Offices

(1) The MTF library using a contracting office other than FEDLINK for library purchases shall submit each Performance Work Statement (PWS) to the DML OMO at dha.ncr.education-trng.mbx.mhs-medical-library@health.mil for review and approval before submitting to the contracting office. If no PWS is required or if the library is making a Government purchase card purchase, the MTF library shall detail the requested purchase in email to the DML OMO for review and approval.

(2) The DML OMO will flag any online resource that is a duplicate of a subscription already provided by DHA and shall reject the purchase package. The facility library must remove the flagged resource to gain approval. Alternatively, the library may address the unique requirements of the flagged resource to secure approval from the DML OMO.

(a) Simple preference for one platform over another shall not be justification for a duplicate subscription.

(b) The DML OMO may approve a duplicate subscription purchased on a different platform if there is a material difference in front-file content (e.g., access to ahead-of-print, no embargo, access to special features, etc.). For example, the “In the Clinics” section of *Annals of Internal Medicine*, which is used by Internal Medicine GME programs, is only available through a direct journal subscription through American College of Physicians. In general, access to older content shall not be justification for a duplicate subscription when ILL will suffice.

(c) The DML OMO may approve a duplicate subscription with sufficient justification on a case-by-case basis.

(3) The MTF library shall not make any modifications to the PWS approved by the DML OMO. A library requiring modifications to the PWS shall resubmit the complete modified PWS to the DML OMO for review and approval.

(4) After the DML OMO approves the PWS, the library may then submit the PWS to the contracting office.

(5) The MTF library shall submit a copy of each completed award or copy of each GPC receipt to the DML OMO at dha.ncr.education-trng.mbx.mhs-medical-library@health.mil.

c. The DML OMO aims to complete reviews within 2 business days of receipt.

5. COLLECTION DEVELOPMENT. Collections will support the patient care, healthcare administration, education, training, readiness, and biomedical research needs of the organization.

a. Collections will include print and electronic access to material in the following categories as determined by the librarian or technical information specialist and recommended by the medical library committee, as appropriate:

- (1) Journal subscriptions
- (2) Monographs and textbooks
- (3) Reference materials
- (4) Reprints of staff and other source publications
- (5) Patient education and consumer health
- (6) Mobile resources

- b. Reliance on commercial electronic resources to meet all the organization's clinical and research information needs cannot substitute for a locally held physical library collection.
- c. Reference (j) requires hospitals to have a backup to electronic resources when systems are unavailable.
- d. MTF libraries may establish patient libraries and local policies on providing access to consumer health information to support the needs of patients and their families.
- e. A local policy for acquiring back files of journals will be formulated in clinical libraries with priority given to those journals indexed in standard indexing services, such as NLM's MEDLINE, PsycInfo, and Cumulative Index to Nursing and Allied Health Literature.
- f. The MTF libraries will develop a local policy for withdrawing outdated or unused materials from the library collection. This policy will identify any mission-related requirements impacting the retention of these materials.
- g. In keeping with mission requirements, MTF libraries will use preservation and conservation measures, including digital archiving, either in-house or by contract services. The local librarian or technical information specialist will coordinate with the chief information officer to develop procedures and acquire storage media for digital resources.
- h. Increased demand for access to electronic information in the collection requires the availability of hardware and software to support customer needs. Services and technologies will conform to the appropriate industry technical standards and specifications to ensure interoperability. As a minimum standard, MTF libraries will have the technology to access the Internet and online resources.
- i. MTF libraries may take custody of library materials offered as gifts for evaluation and for determining whether to accept them as part of the collection. The library will return items not accepted to the donor if feasible or dispose of the items.

6. DIRECTIVES. MTF libraries will use standards of Reference (k) to assess and meet the knowledge-based information resource and service needs to the organization and the library's physical space and staffing requirements.

- a. Library spaces will be used for library functions and services. Any changes to use of library spaces for non-library functions will first be discussed with the DHN and the DML OMO. Library conference rooms may be scheduled by libraries for non-library meetings.
- b. MTF libraries will comply with standards in Reference (j) to ensure the library's services support clinical, service, and management decision making; educational and research needs; patient and family information; performance improvement and patient safety; and a plan to provide access to information when electronic systems are unavailable.

c. Library circulation records are for internal use only. Release of information on circulation records will occur only after a review of the request by the appropriate official. Records are destroyed when no longer needed to obtain and/or control library materials.

d. MTF libraries will comply with and inform their clientele of the requirements of copyrights. The DHA point of contact on copyright law issues is the Office of the General Counsel.

e. MTF libraries may use registered, insured, and express mail services to meet mission requirements.

f. Class determination and findings authorize MTF libraries to use the FEDLINK. This Determination and Findings, executed by the Senior Procurement Executive, authorizes the Library of Congress FEDLINK Program, under the authority of the Economy Act, to procure commercial information; publications in any format; library support; related accounting, education, and information; and support services on behalf of participating Federal libraries.

g. Subscriptions for periodicals, newspapers, and other publications that a continuing requirement exists and funding is available, may be purchased for multiple years rather than for a single year to take advantage of lower subscription rates. Per section 3324(d)(2) in Reference (1), advance payment is authorized for “charges for a publication printed or recorded in any way for the auditory or visual use of the agency.” Funds sent via a Military Interdepartmental Purchase Request to FEDLINK for the purchase of subscriptions on an MTF’s or DHA’s behalf retain the time limitations imposed on those funds by Congress. Defense Health Program funds must be obligated on contract or earned by FEDLINK (by performing services for DHA), prior to 30 September each fiscal year. Any funds not earned by FEDLINK or that are not obligated on a contract must be returned to DHA prior to 30 September each fiscal year.

h. MTF libraries will comply with information assurance requirements.

i. MTF libraries may participate in both Federal and non-Federal library networks, including the FEDLINK. Memberships may be determined by geographical region, library consortia, or functional area.

7. MEASUREMENT/REPORTING. The DML OMO is required to submit an annual report to Director, J-7 by reporting data on library funding, personnel, services, collections, technology, and facilities at the end of each fiscal year. The data will be used for management planning and decision making at DHA; analyzing and evaluating library resources and services; resource sharing and collaborative projects among libraries; supporting library budget requests; and increasing efficiency and effectiveness of library services. The DML OMO annual report will incorporate data provided by DHA libraries. Each fiscal year, all DHA libraries will complete an annual report and submit it to the DML OMO by the assigned suspense date.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

DHA	Defense Health Agency
DHA-AI	Defense Health Agency-Administrative Instruction
DHA OMO Office	Defense Health Agency Medical Libraries Organizational Management Office
DHN	Defense Health Network
FEDLINK	Federal Library and Information Network
ILL	Interlibrary loan
J-7	Education and Training
LEADS	Leadership, Education, Analysis, Development, and Sustainment
MHS	Military Health System
MOA	Memorandum of Agreement
MTF	Military Medical Treatment Facility
NLM	National Library of Medicine
OMO	Organizational Management Office

PART II. DEFINITIONS

These terms and their definitions are for the purposes of this DHA-AI.

Medical libraries. Professionally managed collections of resources, programs, and services designed to meet the knowledge-based information needs of physicians, nurses, allied health personnel, researchers, staff, and students in military treatment facilities, medical research laboratories, and institutes. These libraries' biomedical online and print resources support patient care, clinical and management decision making, research, knowledge management, education, training, readiness, and patient and/or family education.