HLA/HLI CONFERENCE 2026

Lighting the Path to Reliable Health Information

A Collaborative, Consumer-Focused Guide

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- **Early career Librarian at Monash Health**

- **2025: Joint winner, Pat Nakouz Award (HLi)**

  Attended the JBI Comprehensive Systematic Review Training

- **2024: Monash Health - Joint winner, Anne Harrison Award (ALIA HLA)**

  Project - ‘Consumer Health Resources in Australian Health Libraries’

- **Today: The collection development strategy and selection framework for Consumer Health Resources-project**

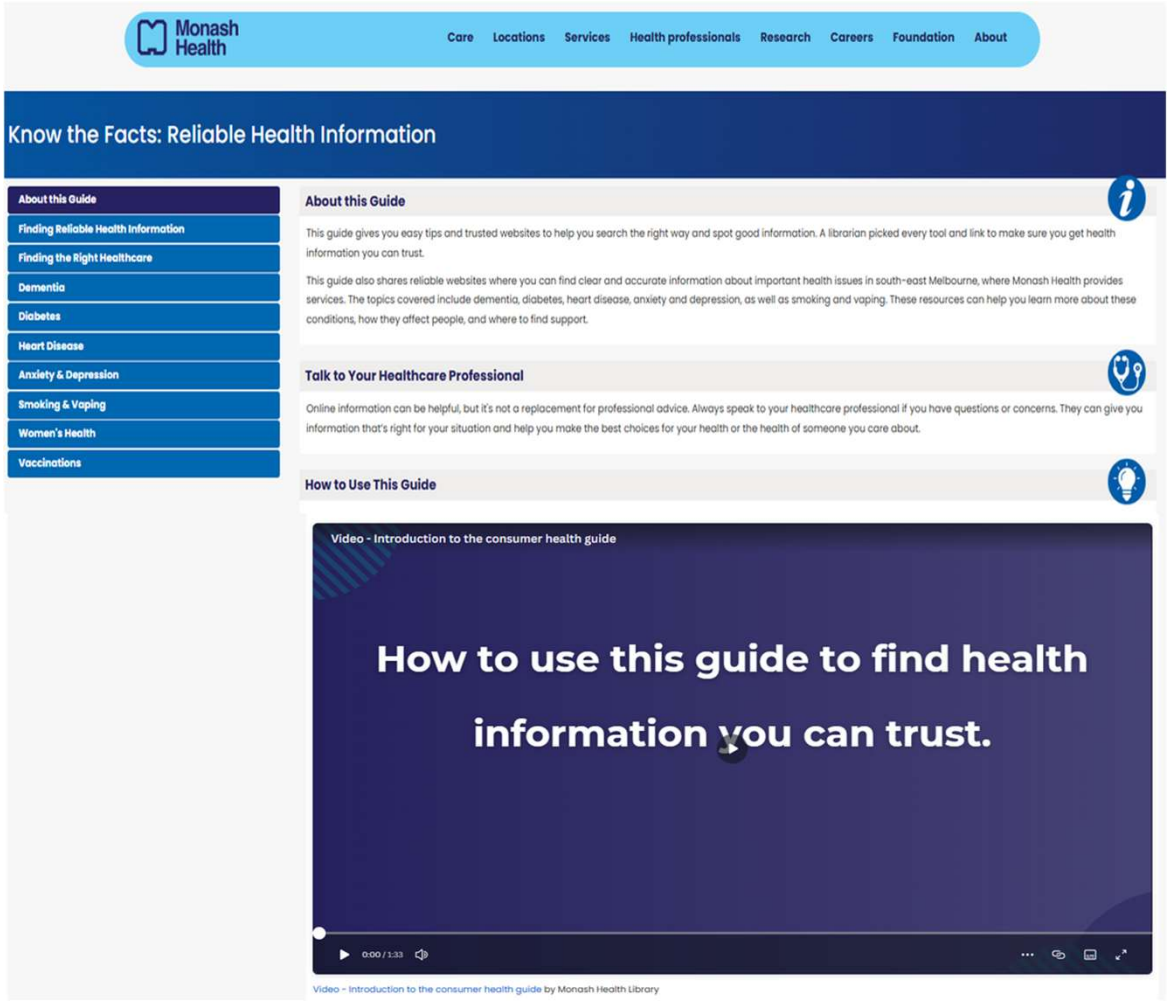
THE WHY

"Access to online health information can be linked to enhanced consumer engagement in healthcare and improved health outcomes, but may also be associated with adverse outcomes resulting from incorrect information which may lead to increased anxiety, and tension between patient and clinician."

El Sherif et al., 2018

The Guide - What is it?

- Freely accessible, web-based health literacy guide
- Device-agnostic, no login required
- Complements existing staff-facing services
- Two components: educational modules & evaluated resources



Setting the Scope

Imagine being tasked with cataloguing the internet..

- **Rather than a random selection of topics, we consulted the Monash Health South East Public Health Unit (SEPHU) to identify key public health concerns for our catchment → a manageable, evidence-based starting point**

- **Dementia**
- **Diabetes**
- **Heart Disease**
- **Anxiety & Depression**
- **Smoking & Vaping**



Adaptable model: other health libraries can apply using their own local public health data

Selection Framework

Relevance

- Non-fiction
- Builds or contributes to consumer health literacy

Origin & Currency

- Australian content
- Published within the last 10 years

Accessibility

- Digital, responsive design
- No login or authentication needed

Reliability

- Evaluated for quality before final selection

Monash Health Research Repository – Ruuska, Teija

Collection Development

- **Methodical, grey literature-style search:** Google domain search function, targeted keywords, snowballing
- **Formats:** websites, documents, videos, apps, helplines & services



Search

2 librarians search 5 topics + general digital health literacy resources



Collect

250 resources gathered in a variety of formats



Deduplicate

Manual deduplication in Excel



Result

180 resources ready for evaluation

250
resources initially collected



180
resources for evaluation

Testing the Evaluation Tools

- **To maximise reliability, three librarians independently tested three freely-available tools on a sample set of resources**

AACODS

Evaluates grey literature for accuracy, authority, bias, and currency

JAMA Criteria

Scores websites for authorship, attribution, currency, and disclosure

HIWET

Validated tool evaluating online information across seven domains:



- accuracy
- completeness & comprehensiveness
- technical elements
- design & aesthetics
- usability
- accessibility
- readability

33%

inclusion threshold - medium to high score

Consumer Advisor and the Future

Project Partners

- Monash Health Patient Experience & Consumer Participation team
- Consumer advisor

key shift: resources reorganised into more intuitive, consumer-centred groupings, local content prioritised, and resource count was reduced

The Future

A student project has since added new topics, guided by Monash Health Library Committee feedback

- Finding the Right Healthcare
- Women's Health
- Vaccinations

"...health libraries may be well positioned in lighting the path for consumers to follow."

Thank You

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