Fuelling better services: Using patron mapping and lean thinking to redesign library evidence services

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I would like to acknowledge the land that I live and work on is the traditional lands of the Kaurna people and that I respect their spiritual relationship with their country.

I also acknowledge the Kaurna people as the custodians of the greater Adelaide region and that their cultural and heritage beliefs are still as important to the living Kaurna people today.

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“You are producing corporate waste”

Where our journey started

- 735 requests in 2025
- Average of 327 mins per request
- 8.5 FTE Reference Librarians*

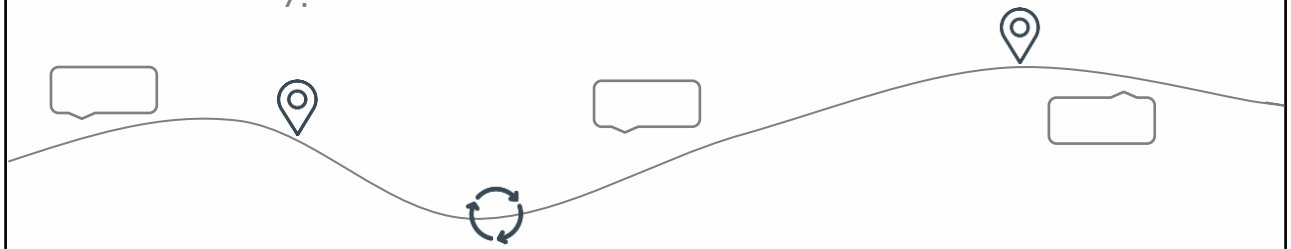


- One size fits all service
- Oversupply of information
- Unclear service boundaries
- Communication break
- Dissatisfaction

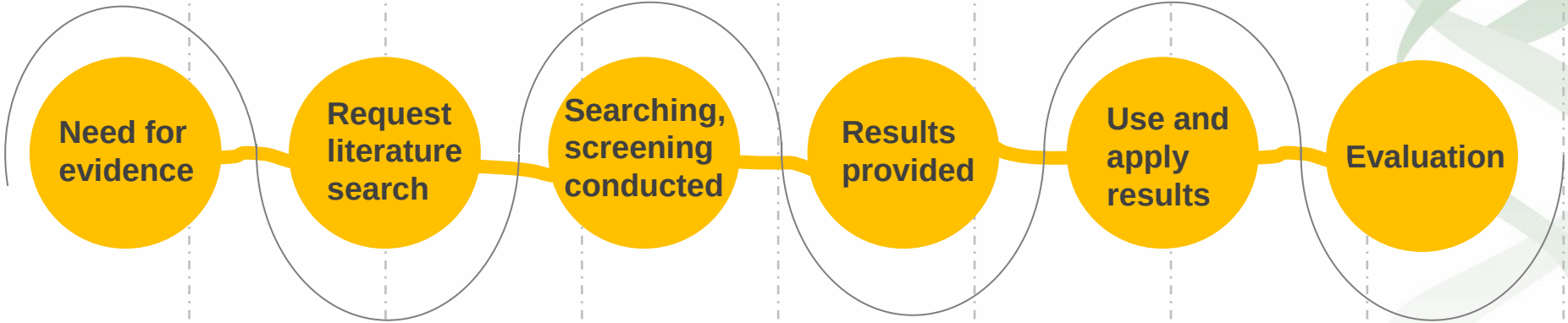
1 Service Form Output

* In org chart

Identify need	Locate service	Contact	Receive service	Follow-up
1. ------ 2. ------ 3. ------	4. ------ 5. ------ 6. ------ 7. ------	8. ------ 9. ------	10. ------ 11. ------	12. ------ 13. ------ 14. ------



Pain points:



Awareness

Motivation

Planning

1st Contact

Waiting

2nd Contact

Results

Evaluation

- Ongoing project
- Regular communication
- Collaborative approach
- Requires all results
- In EndNote format

Research Coordinator

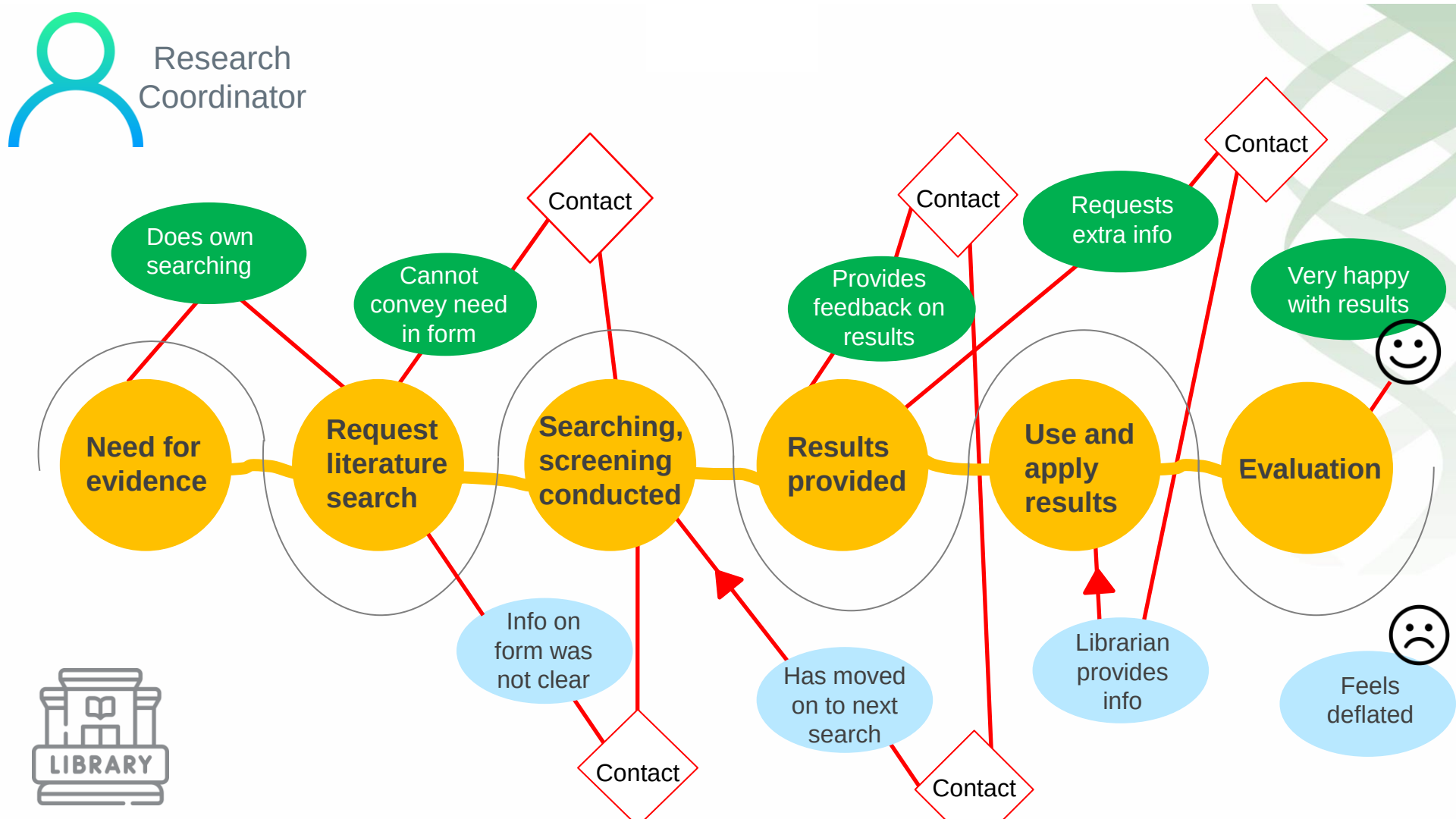
Guideline developer

- Only top-level evidence
- Requires all results
- Team approach
- No communication
- Pdf format with abstracts

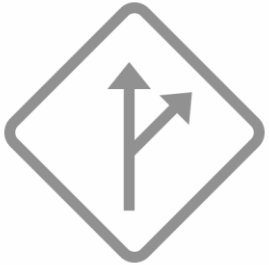


- Needs rapid results
- Only interested in a few key papers
- Requires us to screen
- Article links

Service improvement


Research Coordinator
Need for evidence
Request literature search
Searching, screening conducted
Results provided
Use and apply results
Evaluation
Does own searching
Cannot convey need in form
Contact
Contact
Provides feedback on results
Contact
Requests extra info
Very happy with results
Info on form was not clear
Contact
Has moved on to next search
Contact
Librarian provides info
Feels deflated
LIBRARY

Deviations



- Collaborative project not a service
- Ongoing communication expected
- Open ended or long term
- Record keeping for sustainability
- Requires self care resources
- Wants to see all the results, self screening

- Feel like a burden
- Library champions

Research Coordinator

New options

Urgent	Snapshot	Highest Evidence	Standard	Advanced
• Direct patient care • Ministerials	• Journal clubs • Presentations • PD	• Patient care • Guidelines • Clinical practice improvement	• Ethics and grant applications • Service redesign • QI Projects	• Service reform • Research and funded projects • Literature reviews
Turnaround: 2 days	**Turnaround:** 5 days	**Turnaround:** 10-15 days	**Turnaround:** 15-20 days	**Turnaround:** As negotiated

Standard searches are best selected for:

- Ethics applications
- Grant applications
- Background for publication
- Service design / redesign
- Quality improvement projects

We will: search within 2 key databases, Google Scholar, eBooks, and unpublished literature; within the last 10 years.

You can select to receive either:

Option	Term	What You Receive	What the Librarian Does	Best For
1.	**UNSCREENED** results (full list)	All search results, including irrelevant ones.	No filtering - results are provided exactly as the database outputs them.	Researchers who want full transparency or prefer to screen themselves.
2.	**SCREENED** results (Librarian filtered)	A shortened, relevant list of citations.	Librarian checks titles/abstracts and removes irrelevant items.	Clinicians needing quicker answers; time-poor staff.

Estimated turnaround time: Unscreened 15 working days, screened 20 working days (subject to staff availability)

1. CLICK HERE TO REQUEST AN UNSCREENED STANDARD SEARCH

2. CLICK HERE TO REQUEST AN SCREENED STANDARD SEARCH

Click here to view the explanatory document of all of our literature search service levels

https://sahealthlibrary.libwizard.com/f/LitSearch

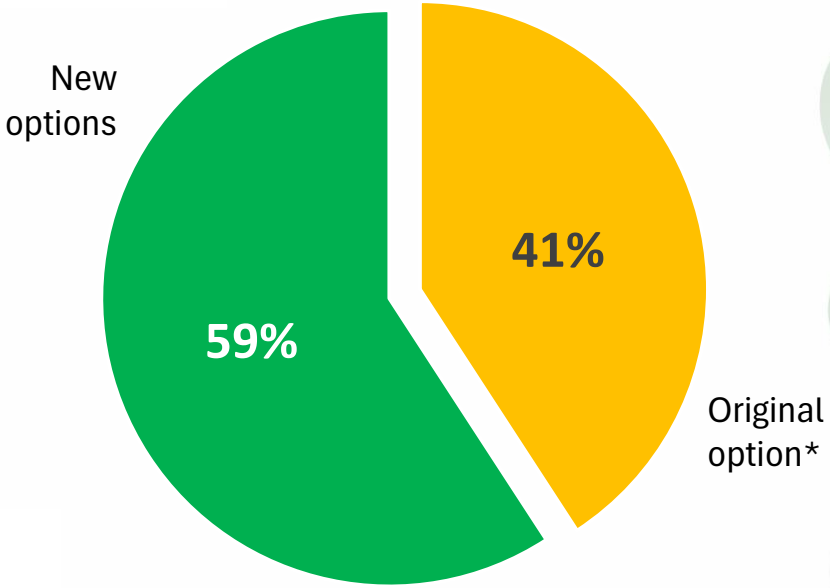
25-28% reduction in time spent per request

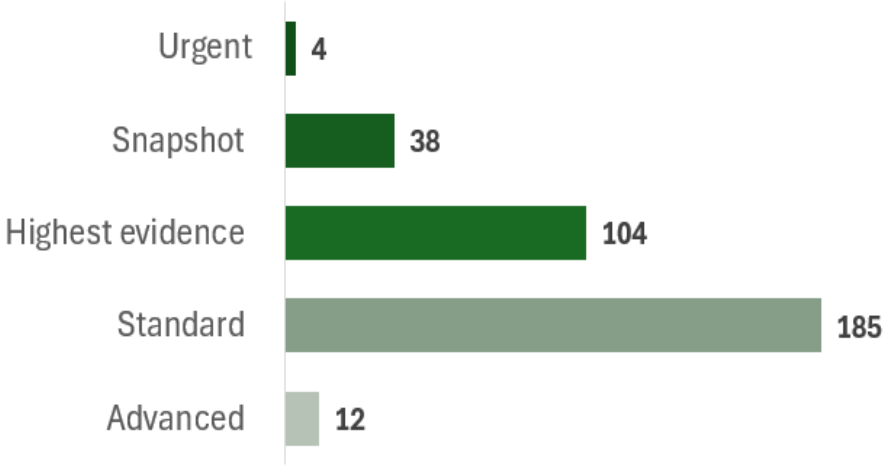


Saving 100+ mins per request

	Time	# Requests	Mins per req	Time saved
Q2 2025	69298	199	348.23	
Q2 2026	43813	168	260.79	25%
Q3 2025	58259	152	383.28	
Q3 2026	34680	125	277.44	28%







* Excluding unscreened selections = 140

Learnings

- Be led by your patrons and their needs
- Bring the whole team along
- Have an open mind
- Have fun



Limitations

- Interviewed existing library fans
- Team dynamics
- Missing evaluation data

“Things are so much clearer now”

SA Health Reference Librarian - 2026



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