



## ROCKHAMPTON HOSPITAL LIBRARY, WHERE THE UNTHINKABLE IS A DEFINITE POSSIBILITY

When someone asks me what I do for a living, I say, "I am a medical librarian at the Rocky hospital". Usually the reply is one of curiosity as most folk hereabouts don't realise that the hospital has a library, let alone one staffed by three professional librarians.

Then I go on to explain that it is a Corporate Library for Queensland Health staff use only and that we do not offer our services to the public or our patients.

We support the clinical staff with their evidence-based patient care decisions and directly contribute to patients' health and well-being during and after their time as a patient here at the Rockhampton Hospital.

I also get asked if it's an interesting job and, unfortunately, this is where I tend to lose my audience. With their eyes glazing over or the sudden need to be elsewhere, I explain the wonders of the modern medical library, the array of databases and internet-based resources we have at our disposal to source clinical information for our clients, the raft of training we offer our clients from Winton in the Far West to the Bundaberg Hinterland in the South of Queensland, servicing around 4600 staff and the value of hallway conversations to

improve our service delivery and drive our service innovation to assist with patient care.

Maybe this is the point at which they realise that I love my library! And that I want to share the love. There is nothing more effective than a happy librarian to promote services and become a valued asset to the organisation. This attitude overflows into many aspects of the working day and can become infectious (please excuse the pun!).

Even though the workload is too high sometimes and the routine core jobs can't be left for tomorrow, my job encourages me to think outside of the boxes that we tick each day, deliver services at a high standard, drive innovation, say "yes" and think of the unthinkable as being a possibility.

This is why I love my job.

*"Maybe this is the point at which they realise that I love my library! And that I want to share the love."*

### Sue Druskovich

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## I love my library because...

*Fashion designer and retailer and Collectors co-host Claudia Chan Shaw admits to an addiction to crime fiction.*

When I was a teenager I spent a lot of time at the City of Sydney Library. It was in the Queen Victoria Building, in the days before the QVB was restored as a magnificent shopping centre.

I'd push open the black and silver Art Deco doors on George Street and run up the staircase to level one, where the library was situated. I'd visit the library not only for its reference books, but also to sit and do my school assignments. No distractions. No noise. Disciplined.

I'd sit in my chair. In my library. It was part of my routine. It got to the point where the people who seemed to live in the newspaper room became my library family. We never exchanged a word, but always nodded a greeting.

Funnily enough, the QVB is still my home. We have our boutique on level one, not far from where the library used to be. I still run up the stairs to the first floor, but now the work I have to do is just a little different.

**Claudia Chan Shaw**



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