Serving Up Good Health Information

Marcia Francis, M.A., M.Ed., AHIP
Idaho Health Sciences Library
Idaho State University
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Triangle Connection

Health Consumer

Health Information Need

Health Care Professional

Librarian

Debra Kakuk Smith, 4/16/09 Webcast
Medical Jargon

Tylenol vs. Tylenol PM

Hypothermia vs. Hyperthermia

Vertebrae?
Cervical
Lumbar
Thoracic

Doxorubicin liposomal vs. Doxorubicin

Prednisolone vs. Prednisone

Uncomfortable Patrons

Physically ill
Embarrassed, reluctant to share
Concerned about privacy
Emotional – angry, sad, frustrated, etc.
Uncertain
Uncomfortable Librarians

Intimidated by nature and complexity of questions
Moral & Ethical Conflicts
Anger directed at librarian & others

Regain Self-Control

➢ Stop
➢ Breathe
➢ Reflect
➢ Choose
Provide Info., Not Advice

- Sharing personal opinions, experiences, recommendations
- Practicing medicine without a license, fraud, defamation of character

Nonverbal Tips

- Maintain good eye contact but watch for cultural differences
- Body language should be open and encourage patrons to approach
- Be attentive
- Environment is welcoming and accommodates privacy needs
Verbal Tips

➢ Explain why you have to ask questions to define information need
➢ “Compassionate Neutrality” & professionalism
➢ Use active listening techniques
➢ Speak calmly, clearly, not too fast, be patient
➢ Avoid medical jargon
➢ Provide information but do not overwhelm
➢ Hand off question or take a quick break

Disclaimers

➢ Keep library policies for services (reference, staff development, Web, etc.), collection development, etc. up-to-date
➢ Web sites
➢ Include or stamp disclaimer on handouts provided
Print Resources

- Library Journal’s Best of the Best annual list
- Reviews in other professional journals
- Quickly become out-of-date – DISCARD!

Online Resources

- MedlinePlus (English, Spanish)
- NIHSeniorHealth
- KidsHealth
- ProQuest Family Health
- And many more
What's Cooking At Your Library

ILA Regions 5 & 6 Spring Conference

April 24, 2009
April is a busy month for environmental and public health observances!

- Observe National Public Health Week, April 6-12.
- Celebrate Earth Day on April 22 by visiting the Climate Change page.
- Visit the School and School Bus pages in honor of National Healthy Schools Day on April 27.
- "No Air Madness" in honor of Air Quality Awareness Week, April 27. May 3, and click on the Outdoor Air and Home pages.

**ToxTown**

Welcome to WHAT'S WRONG IN THIS ROOM, a ToxMystery activity. Enter the house by clicking on the Front door.

National Library of Medicine | Parent Resources | For Teachers | Getting Started

April 24, 2009
What's Cooking At Your Library

April 24, 2009
You are **Not** Alone!

- Local hospital library?
- Local hospital Education Department?
- Local health clinic?
- Local health department?
- Local health organizations?
- Idaho Health Sciences Library, Pocatello
- National Network of Libraries of Medicine
- National Library of Medicine online resources

**Conclusion**

- Stop, Breathe, Reflect, Choose
- Provide information, not advice
- Help patrons evaluate information (just like with any other information)
- Teamwork works! – refer or ask for help when needed
Marcia J. Francis, M.A., M.Ed., AHIP

Director
Idaho Health Sciences Library
850 South 9th Avenue, Room 327B
Stop 8089
Pocatello, ID 83209-8089

Telephone: (208) 282-4182 or 1-800-363-4781
Email: franmarc@isu.edu
FAX: (208) 282-4295
Internet: http://www.isu.edu/~franmarc
Meebo: HealthInfoWhiz