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

Medical Jargon

Tylenol vs. Tylenol PM
Hypothermia vs. Hyperthermia
Vertebrae?
Cervical
Lumbar
Thoracic
Prednisolone vs. Prednisone
**Regain Self-Control**

- Stop
- Breathe
- Reflect
- Choose

**Provide Information, 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
- Books quickly become out-of-date – DISCARD!
Online Resources

- MedlinePlus (English, Spanish)
- NIH Senior Health
- Kids Health
- ProQuest Family Health
- And many more
Tox Town

Environmental health concerns and toxic chemicals where you live, work, and play.


September is National Preparedness Month.
- Visit the Port scene for information on storms and floods.
- Go to the A-Z Disasters page to learn what you can do in an emergency.

National Farm Safety and Health Week is September 20 - 26.
- Learn how to protect your health on the Farm.

About | FAQs | Clip Art & Promotional Materials for Tox Town | Email Updates | Contact Us | health.gov.nia.nih.gov

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National Institutes of Health | Department of Health & Human Services

Developed by: General Information Services, Environmental Health and Toxicology

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Download Windows Media Player™ or Apple QuickTime™ to view multimedia files on this site.

Download Adobe Acrobat Reader™ to view PDF files located on this site.

ToxMystery

Learning about Chemical Hazards for Grades K-6 – Método de aprendizaje de los peligros químicos para los grados K-6

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

U.S. National Library of Medicine, National Institutes of Health, Department of Health & Human Services

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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
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