

## Partnership Description

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The Reference Continuity Service Partnership is a completely voluntary way for librarians within the MCR to offer temporary reference services to other librarians who may be temporarily unable to provide these services to their patrons due to training opportunities, illness or vacation/personal time.

Partnerships are based on the DOCLINE concept of resource sharing between Full Network member libraries. Rather than sharing collections, partnering members share their reference expertise. Full members participating in the service would either be reference service providers or members requesting reference service in times of temporary library closures.

## Eligibility

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Participant **MUST** be Full Network Members. For information on membership to the National Network of Libraries of Medicine, call toll free 800.338.757 or visit <http://nmlm.gov/mcr/services/network>

## How it works

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### Express interest

Contact John Bramble or your state liaison and let us know you are interested in a reference continuity partnership.

If you already have a Full Network member you wish to partner with but would like help in establishing terms of your partnership, please contact your state liaison.

### Negotiating Terms

We can help with negotiating terms with your partner(s). Having clear expectations with your partner is critical.

Terms may include discussing levels of service your institution will need. For instance,

*Who will be providing the services?*

- An MLS/MLIS librarian, paraprofessional, etc?

*What are the hours of services to be?*

- On-call, 24-7 services, 1-2 hours per day/ week?

*How quickly will be services performed?*

- Will your partner respond to urgent patient care, rush or general queries?
- How are these time defined?

*How will billing be taken care of?*

- Will the partnership be reciprocal?
- Will there be charges for services?
- What are the bill procedures?

*How formal will your partnership be?*

- Will you need a letter of agreement?
- Will your agreement be verbal?

## EFTS

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EFTS (Electronic Funds Transfer Service) has agreed to provide billing services to Network members creating a reference continuity services partnership where billing for services is required.

To learn how to sign up with EFTS please visit

<https://efts.uchc.edu>

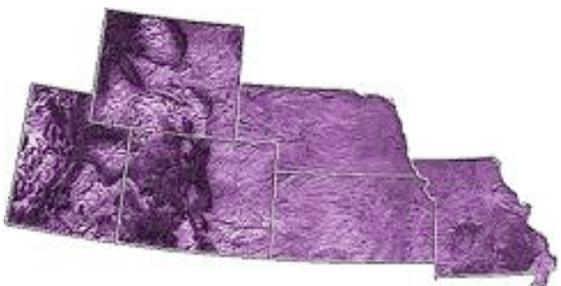


MidContinental Region

## Reference Continuity Services Partnerships

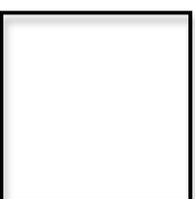
*Temporary reference  
services shared between  
Network members*

<http://nnlm.gov/mcr/rsdd/continuity>



Toll Free - 800.338.7657

National Network of Libraries of Medicine/MidContinental Region (NN/LM-MCR)  
University of Utah  
Spencer S. Eccles Health Sciences Library  
10 North 1900 East  
Salt Lake City, UT 84112-5890



### **Partnership Advisory Group Members:**

Colorado: Myoung Fry, Mercy Medical Center, Durango  
Kansas: Camillia A. Gentry, Via Christi Health System, Wichita  
Missouri: Sandy Decker, Missouri Baptist Medical Center  
Nebraska: Darrel Willoughby, VA Medical Center, Omaha  
Utah: Emily Jean Eresuma, Primary Children's Medical Center, Salt Lake City  
Wyoming: Nicole Cormia, Wyoming Medical Center, Casper  
Resource Librarian: Mary Youngkin, University of Utah Health Sciences Library, Salt Lake City  
Network Membership Liaison: John Bramble, University of Utah Health Sciences Library

### **Contact us at:**

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