INCOL SPRING 2020 WORKSHOP

Caring for the Mind

PROVIDING MENTAL HEALTH INFORMATION AT YOUR LIBRARY

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Hello! I’m Emily Hamstra.

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National Institutes of Health
Nation’s research agency
27 institutes and offices

National Library of Medicine
World’s largest biomedical library

National Network of Libraries of Medicine
Program of the NLM comprised of 8 Regional Libraries (RMLs) and 5 offices

Pacific Northwest Region (NNLM PNR)
Serves Alaska, Idaho, Montana, Oregon, Washington
National Network of Libraries of Medicine (NNLM)

The mission of NNLM is to advance the progress of medicine and improve the public health by:

- Providing all U.S. health professionals with equal access to biomedical information
- Improving the public's access to information to enable them to make informed decisions about their health
Objectives
Caring for the Mind: Providing Mental Health Information at your Library

1. Gain awareness of mental health issues
2. Learn practices for responding to challenging questions for mental health information
3. Be informed of tools and resources for mental health information
## Mental Health Facts
- Definitions, statistics
- Causes
- Reflective activity

## Best Practices for Reference Interviews
- Responding to challenging questions and behavior
- Library policies and guidelines
- Caring for your own mental wellbeing

## Health Information Resources
- Freely available resources

## Programming
- Monthly health observances
- NLM Exhibition Program

## Reflection, Wrap Up
- Review
- Reflective activity
- Upcoming classes from NNLM
Mental Health Literacy

Includes:

- Understanding how to obtain and maintain positive mental health
- Understanding mental disorders and their treatments
- Decreasing stigma related to mental disorders
- Enhancing help-seeking efficacy (knowing when and where to seek help and developing abilities to improve one’s mental health care and self-management)

Mental Health Definitions

- **Any mental illness (AMI)** is defined as a mental, behavioral, or emotional disorder. AMI can vary in impact, ranging from no impairment to mild, moderate, and even severe impairment (e.g., individuals with serious mental illness as defined below).

- **Serious mental illness (SMI)** is defined as a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. The burden of mental illnesses is particularly concentrated among those who experience disability due to SMI.

Definitions from the National Institute of Mental Health
Millions of people are affected by mental illness each year. Across the country, many people just like you work, perform, create, compete, laugh, love and inspire every day.

1 in 5 U.S. adults experience mental illness

1 in 25 U.S. adults experience serious mental illness

17% of youth (6-17 years) experience a mental health disorder

NAMI Infographics and Factsheets
https://www.nami.org/Learn-More/Fact-Sheet-Library
Children and Seniors

**Depression, Anxiety, Behavior Disorders, by Age**

- **CDC Children’s Mental Health:** [https://www.cdc.gov/childrensmentalhealth/data.html](https://www.cdc.gov/childrensmentalhealth/data.html)

- **CDC State of Mental Health and Aging in America:** [https://www.cdc.gov/aging/pdf/mental_health.pdf](https://www.cdc.gov/aging/pdf/mental_health.pdf)
What Causes Mental Illness?

- Your genes and family history
- Your life experiences, such as stress or a history of abuse, especially if they happen in childhood
- Biological factors such as chemical imbalances in the brain
- A traumatic brain injury
- A mother's exposure to viruses or toxic chemicals while pregnant
- Use of alcohol or recreational drugs
- Having a serious medical condition like cancer
- Having few friends, and feeling lonely or isolated
Barriers to Mental Health Care

- Stigma
- Cost
- Belief that treatment won’t help
- Time
- Unfamiliarity with services/resources
- Navigating insurance
- Confidentiality
- Medication
- Transportation
Stigma

- Prompts subtle and overt prejudice, discrimination, fear, and stereotyping
- Results in avoidance to work, socialize, and live with persons with mental illness
- Impedes persons with mental illness to seek help
- Fewer opportunities for work, school or social activities or trouble finding housing
- Bullying, physical violence or harassment

NAMI, stigmasfree
Mayo Clinic
Reflective Activity (5 Minutes)

Write (or think) for 5 minutes, responding to one of these questions.

We will return to this reflection at the end of the class. Sharing your reflection is optional.

1. Reflect on a time that you spoke with or observed someone experiencing a mental health crisis. What happened?

2. Working in public service is emotionally demanding. What actions do you take to care of your mental wellbeing? Or, what actions would you like to take?

Best Practices for Reference Interviews

- Mental Health Facts
- Best Practices for Reference Interviews
  - Responding to challenging questions and behavior
  - Library policies and guidelines
  - Caring for your own mental wellbeing
- Health Information Resources
- Programming
- Reflection, Wrap Up
Common Mental Health Questions or Topics
Common Mental Health Topics

- Anger Management
- Anxiety
- Asperger’s syndrome
- Autism
- Bipolar Disorder
- Borderline Personality Disorder
- Building self-esteem
- Community re-entry
- Depression
- Eating disorders

- Family support
- Health care coverage for the uninsured
- Medication and side effects
- PTSD
- Refusal to take medication
- Schizophrenia
- Self-Abuse
- Social services
- Teen Suicide
Discussion

What are your best practices for assisting someone who is searching for sensitive health information, including mental health information?
Practices for responding to challenging questions for mental health information

- Respect Confidentiality
- Actively Listen
- Be empathetic and patient
- Know the difference between providing health information and giving health advice (stay within scope)

*Use the same approach as with any other reference interview*
Open Ended Questions

- “What kind of information on ... are you looking for?
- “Would you tell me more about ...?”
- “When you say..., what do you mean?”
- “What do you already know about ...?”

Source: Reference Interview Skills 2004: Looking for Questions in all the Right Places InfoPeople by Carol Leita and Sallie Pine
Expressions: person-first language

Avoid expressions like:
“a schizophrenic or an alcoholic”

In favor of:
“a person with schizophrenia” or
“an individual with alcohol dependence”
Patrons with Mental Illness

Behaviors may or may not be associated with mental illness but maybe due to:

- Brain injury
- Substance misuse
- Intellectual or developmental disabilities
- Physical illness
- Side effect of medication (personality changes, confusion, memory loss)
Library Policies

Library policies should follow the American with Disabilities Act (ADA) and other legal requirements.

ADA requires that libraries provide services to people with disabilities that are provided for those without disabilities.

- ALA Policies: Library Services for People with Disabilities
- ALA Code of Ethics
- ADA Regulations title II, subtitle A

Flexible enough to accommodate all patrons.
Guidelines for Library Services for People with Mental Illnesses

- Treat people with mental health issues with the same respect and consideration as other patrons
- Avoid making assumptions based on behavior (remember that a patron is just as likely to be on the phone as talking to him-or herself)
- Remember that mental illness is not the same as unusual, deviant, or criminal behavior, or a cognitive disability
- Respect the privacy of a patron—have a discreet, but safe, place to talk if necessary

ALA ASGCLA Guidelines for Library Services for People with Mental Illnesses
ALA Guidelines, continued:

- Allow enough time to meet the needs of patrons with orientation issues
- Be aware of the wide range of behaviors associated with mental health issues
- Help increase community awareness of mental illness with displays, programs, books, and other materials
- Have enough signage to allow patrons to be independent
- Select and recommend titles on health issues based on community needs and requests (do not assume)
ALA Guidelines, more:

- Do not share your anecdotal stories to demonstrate that you understand; this may convey the wrong message (each situation is different, respect that difference)
- From partnerships with agencies, professionals, and self-advocates to assess and meet the needs of people with mental illness
- Take care to correct negative stereotypes
- Set and enforce standards of tolerance that reflect well on the library and serve as a model for the children and teens in your community
- Reach out to group homes, state institutions, mental health clinics, and facilities
Key Elements in Empathic Listening

- Be non-judgmental
- Give undivided attention
- Listen carefully to what the person is really saying
- Allow silence for reflection
- Use restatement to clarify messages
- Refer individuals to their health care providers

Adapted from Mental Health First Aid
If it gets emotional...

Four step approach:

- STOP
- BREATHE
- REFLECT
- CHOOSE

Source: Spatz, M. Answering Consumer Health Questions. 2008
Communicating with those with challenging behavior

- Be respectful
- Don’t assume lack of intelligence
- Be honest
- Don’t ignore
- Don’t mirror patron’s behavior
- Under-react
- Follow library’s policies
- Keep an arm’s length away
- Set limits/boundaries

Psychology Today: Strategies for communicating effectively with people with mental illness. Threat Management
Important Tip: Be Prepared

Work with your administrators to have an institutional plan and make sure that EVERYONE, including volunteers, knows what to do if you need to address a situation with someone exhibiting signs of mental illness.
Mental Health First Aid

- 8 hour training
- National Council for Behavioral Health
- Not affiliated with NLM or NNLM
- Cost: varies

Mental Health First Aid: mentalhealthfirstaid.org
Discussion: Service Referral

- What mental health resources or services are available in your community? (Not sure? This question is your homework).
  - Do you refer patrons to these services?
  - How do you refer patrons to local services?
Your Mental Wellness

- Use your vacation time, lunch breaks, etc.
- Know your limitations. Let go of perfection.
- Go home on time. Don’t stay late.
- Don’t take work home with you.
- Identify activities that help you relax and make time for them.
- Beware of “preparing to live syndrome”
- Develop a network of supportive family and friends.

Source: ALA-APA Wellness
8 Dimensions of Wellness

- Physical
- Social
- Financial
- Environmental
- Spiritual
- Emotional
- Intellectual
- Occupational

Image Source: SAMHSA Learn the Eight Dimensions of Wellness
Recommended Resources for Library Staff

- Wellness in the Library Workplace (August 3-16, 4 CHIS credits)
  - [https://nnlm.gov/class/wellness-library-workplace/23471](https://nnlm.gov/class/wellness-library-workplace/23471)

- ALA-APA Wellness:
  - [https://ala-apa.org/wellness](https://ala-apa.org/wellness)

- Greater Good Magazine: Science-Based Insights for a Meaningful Life:
  - [https://greatergood.berkeley.edu/](https://greatergood.berkeley.edu/)
Coronavirus – Coping

Coping With Stress During Infectious Disease Outbreaks

What You Should Know

When you hear, read, or watch news about an outbreak of an infectious disease such as Ebola, you may feel anxious and show signs of stress—even when the outbreak affects people far from where you live and you are at low or no risk of getting sick. These signs of stress are normal, and may be more likely or pronounced in people with loved ones in parts of the world affected by the outbreak. In the wake of an infectious disease outbreak, monitor your own physical and mental health. Know the signs of stress in yourself and your loved ones. Know how to relieve stress, and know when to get help.

Know the Signs of Stress

What follows are behavioral, physical, emotional, and cognitive responses that are all common signs of anxiety and stress. You may notice some of them after you learn about an infectious disease outbreak.

YOUR BEHAVIOR:

- An increase or decrease in your energy and activity levels
- An increase in your alcohol, tobacco use, or use of illegal drugs
- An increase in irritability, with outbursts of anger and frequent arguing
- Having trouble relaxing or sleeping
- Crying frequently
- Worrying excessively
- Wanting to be alone most of the time
- Blaming other people for everything
- Having difficulty communicating or listening
- Having difficulty giving or accepting help
- Inability to feel pleasure or have fun

Know When To Get Help

You may experience serious distress when you hear about an infectious disease outbreak, even if you are at little or no risk of getting sick. If you or someone you know shows signs of stress such as restlessness and irritability, help by accessing one of the resources at the end of this tip sheet. Contact the National Suicide Prevention Lifeline right away if you or someone you know threatens to hurt themself or themselves, or talk or writers about death, dying, or suicide.

It is normal to feel sad, stressed, confused, scared or angry during a crisis. Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don’t use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counselor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life’s adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.
Break

10 minutes
Health Information Resources

Mental Health Facts
Best Practices for Reference Interviews

Health Information Resources
- Freely available resources

Programming
Reflection, Wrap Up
Behavioral Health Glossary

- Comprehensive definitions
  - Types of services
  - Types of disorders
- Appendix of common acronyms
- Links to reliable, authoritative health websites
- Easy-to-read articles
- Lab test information
- Medical encyclopedia
- Social media presence
- Clinical Trials information
- Links to local services
- English, Spanish and other languages
- MedlinePlus Magazine
- No Advertisements!
MedlinePlus- Mental Health

- Start with the health topics
- For basic information, you can use the medical encyclopedia
- Find providers and hospitals/facilities in the directories
- Find support groups in organizations section
- Learn more about drug information
- Learn about supplements and interactions
- Multilingual and multicultural
- Health education materials in various languages and formats
- Provider information
- National collaboration
- Submit your resources

HealthReach: https://healthreach.nlm.nih.gov/
Drug Information Portal

Drug information Portal: druginfo.nlm.nih.gov/drugportal
National Institute of Mental Health

- Health information
- Resources to find help
- Free education and outreach materials (including social media)
- Free webinars, Reddit events

NIMH: https://www.nimh.nih.gov
MentalHealth.gov

Let’s talk about it.

Basics | What To Look For | Talk About Mental Health | How To Get Help

Help For Veterans
Service members, veterans and their families are at risk for mental health problems, too.

- Consumer Guide
- Suicide Prevention
- Veterans

Find Out About Resources Available to Service Members

Featured Topics

- Eating Disorders
  Extreme emotions, attitudes, and behaviors involving weight and food is a kind of mental health problem. Read more about the causes, symptoms and how to get help.

- Mental Health Experts, Resources
  Find a local organization that can help you coordinate a community event, organize support groups, or provide general info.

- Help for Young People
  Get support for boys and young adult struggling with mental health.

Get Immediate Help

| NATIONAL SUICIDE PREVENTION LIFELINE |
| 1-800-273-8255 (TALK) |
| Veterans Crisis Line |

U.S. National Library of Medicine
National Network of Libraries of Medicine
Pacific Northwest Region
Publications for Professionals and Patients

DISASTER KIT
SAMHSA'S EMERGENCY MENTAL HEALTH AND TRAUMATIC STRESS SERVICES

Disaster Distress Helpline
PHONE: 1-800-985-5990
TEXT: "TalkWithUs" to 66746
If you or someone you know is struggling after a disaster, you are not alone.

SAMHSA BEHAVIORAL HEALTH DISASTER RESPONSE APP
SAMHSA Disaster App

“Ever since the tornado, I haven’t been able to get a full night’s sleep…”
“I can’t get the sounds of the gunshots out of my mind…”
“Things haven’t been the same since my shop was flooded…”

Talk With Us!

Managing Chronic Pain in Adults With or in Recovery From Substance Use Disorders
BASING ON TIP 54

QUICK GUIDE FOR CLINICIANS
National Institute on Aging

- Health information
  - Dementias
  - Cognitive health
  - Depression
- Caregiver information
- Free print resources
- Some information in Spanish

**NIA**: https://www.nia.nih.gov/
Suicide Prevention

Call and Text

- National Suicide Prevention Lifeline at 1-800-273-TALK (8255)
- Crisis Text Line by texting TALK to 741741

National Suicide Prevention Lifeline: suicidepreventionlifeline.org/
Crisis Text Line: crisistextline.org/
Suicide Prevention

Risk Factors

Warning Signs

Additional Resource List: See Resource guide

Suicide Warning Signs

Something to look out for when concerned that a person may be suicidal is a change in behavior or the presence of entirely new behaviors. This is of sharpest concern if the new or changed behavior is related to a painful event, loss, or change. Most people who take their lives exhibit one or more warning signs, either through what they say or what they do.

Talk

If a person talks about:
- Killing themselves
- Feeling hopeless
- Having no reason to live
- Being a burden to others
- Feeling trapped
- Unbearable pain

Behavior

Behaviors that may signal risk, especially if related to a painful event, loss or change:
- Increased use of alcohol or drugs
- Looking for a way to end their lives, such as searching online for methods
- Withdrawing from activities

Mood

People who are considering suicide often display one or more of the following moods:
- Depression
- Anxiety
- Loss of interest
- Irritability
- Humiliation/Shame
- Agitation/Anger
- Relief/Sudden Improvement

Search tips

- Start out with a general site like MedlinePlus to get an overview of your topic
- Keep in mind there may be more than one term for the same condition
- Conditions may manifest in completely different ways
- Though inaccurate, many resources use terms like disease, disorder, spectrum and syndrome interchangeably

Source: Anderson PF, Allee N. The Medical Encyclopedic Guide to Searching and Finding Health Info on the Web, 2004
Programming

- Mental Health Facts
- Best Practices for Reference Interviews
- Health Information Resources
- Programming
  - Monthly health observances
  - NLM Exhibition Program
- Reflection, Wrap Up
May

Mental Health Month

- Webinar: Caring for the Mind: May 21, 2019 (3:00PM - 4:00PM ET)
- Printer-friendly handout (8.5”X11”) Mental Health Support for Public Library Staff
- Printer-friendly handout (8.5”X11”) Caring for the Mind: Mental Health Resources for Library Patrons
- Electronic bulletin slides:
  - Mental Health Month: MedlinePlus
  - Mental Health Month: NIMH Resources

- Social Media Promotional Materials:
  - Mental Health Month: MedlinePlus Facebook Image
  - Mental Health Month: MedlinePlus Twitter Image
  - Mental Health Month: NIMH Resources Facebook Image
  - Mental Health Month: NIMH Resources Twitter Image

NNLM National Health Observances
Mental Health Resources

- National Health Observances
- Educational flyers for public library patrons
- Printer-friendly
- Webinars & Social Media
NNLM Reading Club

- Join NNLM (institutional)
- Free kit
  - Books
  - Discussion questions
  - Bookmarks
  - MedlinePlus Magazine
- Online resources

NNLM Reading Club
Graphic Medicine

- Graphic medicine combines visual storytelling and medicine
- NNLM NER Graphic Medicine Initiative
- Topics such as addiction, epilepsy, grief, mental health, cancer, and more
- Full booklists, discussion guides
- Pictured: Fun Home by Alison Bechdel
Graphic medicine is the use of comics to tell personal stories of illness and health.

NLM Graphic Medicine exhibit
Teen Hygiene Health Center at the Rockwood Makerspace (Multnomah County, OR)

WebJunction story on Teen Hygiene Health Center
Expanding Children's Mental Healthcare in Butte/SilverBow (Butte, MT)

Health Disparities Information Outreach Award

Early Childhood Coalition (the Butte Community Council) and Children’s Mental Health Committee

PNR Partners webinar session recording
Potential Partners / Community Resources

- Developing social supports/Support groups
- Alternative therapy
- Counseling and Psychiatry
- Career counselors
- Faith based organizations
- Local public health department mental health division
- Hospital (day treatments, in-patient)
- Organizations that provide health information
- Others? Instagram #hereforyou
Reflection, Wrap Up

- Mental Health Facts
- Best Practices for Reference Interviews
- Health Information Resources
- Programming
- Reflection, Wrap Up
Take Home Points

- Fight stigma
- Cultivate your knowledge of mental health resources
- Do your very best when assisting those with mental health issues
- Keep the dialogue going at your library/organization – be a leader in the community
- Make a plan with your team
- Be proactive about your mental health
Reflective Activity
(5 Minutes)

Return the question you reflected on at the beginning of the class. What do you want to add to your original reflection?

Sharing your reflection is optional.

1. Reflect on a time that you spoke with or observed someone experiencing a mental health crisis. What happened?

2. Working in public service is emotionally demanding. What actions do you take to care of your mental wellbeing? Or, what actions would you like to take?

Upcoming Classes from NNLM

- I am... Safe Zones: Sticks and Stones LGBTQ+ 101, May 13, 9-10 am PT

- MedlinePlus for Public Librarians (on demand, 1 CHIS credit)
  - https://nnlm.gov/class/medlineplus-public-librarians/16469

- Introduction to Health Reference: Ethics and Best Practices (on demand, 4 CHIS credits)
Questions?

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