Caring for the Mind:

Providing Mental Health Information at Your Library

Questions? Contact:

Michael Balkenhol

mab602@pitt.edu

Health Programming Coordinator

Network of the National Library of Medicine, Middle Atlantic Region

Caring for the mind course page

The Reference Interview for Mental Health

Challenges of the Reference Interview in the context of mental health

- Patrons may be stressed, nervous, upset, embarrassed
- Confusion with medical terminology
- Patron may have unreasonable expectations
- Patron may be confused about the role of the librarian
- Librarian may have fear of providing wrong answer
- Stereotypes/misconception of the mentally ill as dangerous
- Interacting with persons who are hallucinating can be challenging
- Patrons may be more reluctant to ask certain types of reference questions.

Best Practices for the Reference Interview

- A reference interview for mental health information should follow the same steps as any other reference interview.
- Respecting Confidentiality
- Respect privacy by lowering your voice or bringing patron to a quiet area.
- Active Listening
- Use open ended questions & neutral questions
- Be aware of your body language
- Let the patron finish their question before responding.
- Be empathetic and patient
- Be aware that the consumer/patron may not be aware of the potential impact or seriousness of his/her disorder
- Be prepared for emotional reactions
- To better serve patrons with stigmatized health condition, librarians must be aware of placement of resources in the library and be sensitive to the specialized needs of underserved populations in the provision of reference services. *Source: Eberle, ML. Librarians Perceptions of the Reference Interview. Journal of Hospital Librarianship, 5(3), 2005. Full text at: http://escholarship.umassmed.edu/lib_articles/7/*

Interacting with emotional patrons

Michele Spatz outlines a four step approach to regain self-control in tense situations. The approach comes from " The Wellness Book: The Comprehensive Guide to Maintaining Health and Treating Stress-Related Illness." She shares this information in her book "Answering Consumer Health Questions." (Neal Schuman 2008)

STOP

"Cut off the craziness in your mind. Tell yourself to stop any anxious thoughts or negative self-talk

BREATHE

"Take a deep breath to release tension and calm yourself..."

REFLECT

"Ask yourself, what is really going on here? What am I protecting? Do I need to?... What personal buttons of mine are being pushed? Do I need to distance myself emotionally from this situation in order to handle is responsibly? In reflecting, we are taking a moment to put the situation into perspective, briefly weighing whether our personal feelings are distorting the situation while asking a central question: "How important is this?"

CHOOSE

"Choose to respond rather than simply react. Now that you are calm and have more clarity about the situation, communicate that you are willing to find common ground to resolve the situation. "I'd really like to hear what you have to say" or "You're right; how can we work this out?" or "What do you need right now?"

Another resource with tips for handling situations where emotions are rising is The Concise Guide to Assessment and Management of Violent Patients which gives the following advice, which could be applied to any situation where inappropriate behaviors were escalating.

- Present a calm appearance.
- Speak softly.
- Speak in a non-provocative and non-judgmental manner.
- Speak in a neutral concrete manner.
- Put space between yourself and the patient.
- Show respect for the patient.
- Avoid intense eye contact and authoritarian stance.
- Facilitate the patient's talking.
- Listen to the patient.
- Avoid early interpretation.
- Do not make promises you cannot keep. (Johnson ME 1997)

STIGMA

- Misconceptions portrayed by news & media
- Inaccurate linking of mental illness and violent behavior
- 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

Sources: NAMI and Mental Health America

Most Frequently Asked Reference Questions on Mental Health Topics

In response to an informal posting to the CAPHIS listserv, librarians from the Medical Library Association responded that the following are the most frequently asked topics on mental health question

Most frequently Asked Topics on Mental Health

- Anxiety
- Anger Management
- 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
- Relaxation Techniques
- Schizophrenia
- Self-Abuse
- Social Services
- Teenage suicide

Open Ended Questions for Reference Interviews

- 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_____?
- What is it you want to know about _____?
- What do you mean by _____?
- What else can you tell me that might help us locate materials?
- I'm not certain I understand… Can you give me an example?
- Where have you checked for information so far?
- Where did you hear or read about _____?
- How will you use the information? This will help me with our search.

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

Guidelines and Continuing Education

BringChange2Mind

BC2M activates and empowers you to join our fight to end stigma and discrimination surrounding mental illness. Resources include videos and advice for how to talk about mental illness.

[McLean Hospital](#)
Deconstructing Stigma; Tips for ending stigma surrounding mental illness.

[American Library Association](#)
Guidelines for Library Services for People with Mental Illnesses

[Threat Management Blog](#)
This blog from Psychology Today is about the research and practice of threat management to help keep workplaces and schools safe. It focuses on the strategies of behavioral threat assessment. Many topics outlined.

[Road to Resilience](#)
American Psychological Association guide on dealing with difficult events that change our lives.

[Teach-back](#)
The teach-back method is a communication method used by healthcare providers to confirm whether a patient understands what is being explained to them. For health providers, but helpful to library professionals.

[American Foundation for Suicide Prevention](#)
AFSP is a voluntary health organization that gives those affected by suicide a nationwide community empowered by research, education and advocacy to take action against this leading cause of death. Resources include risk factors and warning signs information.

[Understanding the Opioid Crisis](#)
An estimated 1.9 million people in the U.S. have a prescription opioid use disorder, while another 586,000 have a heroin use disorder. This class will help you to understand what addiction and opioids are and where you can find authoritative information to understand this complex epidemic. Includes resource list and past webinar recording.

Health Information Reference Resources

[MedlinePlus Mental Health Topics](#)
Includes many mental health topics pages, as well as drug information, directories of providers/facilities, a medical dictionary, medical encyclopedia and more.

MedlinePlus Search Tips:
- Start with the health topics
- For basic information, you can use the medical dictionary or encyclopedia
- Find providers and hospitals/facilities in the directories
- Find support groups in organizations section
- Look up drug or supplement information.
- For more in depth drug information, [explore the Drug Information Portal](#)

Tips for Advanced Searching with the Search Box
- For phrase searching, use quotes: "Asperger's Syndrome"
- Can search a specific site: Ex/ bullying site:kidshealth.org
- Not case sensitive
- Will spell check
- Type – Alzheimer's – show spell check
- Can use Boolean searching (OR, NOT)
- (nutrition AND exercise) NOT surgery
- With +, can limit search term to exactly what you
- Ex/ +schizophrenia
- With *, can search for variations of a word: Schizo*

National Institute of Mental Health

The National Institute of Mental Health (NIMH) is one of 27 components of the National Institutes of Health (NIH), the Federal government's principal biomedical and behavioral research agency. Includes information for the public on the signs, symptoms, diagnosis and treatment for anxiety disorders, attention deficit hyperactivity disorder, autism spectrum disorders, bipolar disorder, borderline personality disorder, depression, eating disorders, generalized anxiety disorder, obsessive-compulsive disorder(OCD), panic disorder, post-traumatic stress disorder (PTSD), schizophrenia, social phobia (social anxiety disorder). Information is available on Clinical Trials, Statistics and Publications Some publications are available on order in print for free. Also there is information for research, funding and community outreach.

Mental Health, Department of Health & Human Services

MentalHealth.gov provides one-stop access to U.S. government mental health and mental health problems information

NAMI: National Alliance on Mental Illness

Empowers consumers to take action, find social support for their illness and fight stigma. NAMI is a nonprofit, grassroots, self-help, support and advocacy organization of consumers, families, and friends of people with severe mental illnesses. Resources include statistics, educational materials, and local chapters.

NAMI

Infographics and Fact Sheets

American Psychological Association Help Center

Includes information on mind/body health and locating a psychologist.

American Psychological Association: Psychologist Locator

Includes information on addictions, ADHD, bullying, aging, Alzheimer's disease, anger, children, depression, divorce, emotion, kids & the media, obesity, personality disorders, sexuality, shyness, sleep, stress, testing issues, trauma, women & men.

[The Mind Body Medical Institute](#)
The Institute, located in Chestnut Hill, Massachusetts, increases use of The Relaxation Response. The site has information on stress management, positive thinking, exercise and nutrition.

[ClinicalTrials.gov](#)
The National Library of Medicine/ National Institutes of Health's resource to search for clinical trials in various stages throughout the country.

[SAMHSA's National Mental Health Information Center](#)
The Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services is a helpful site for information on substance abuse, mental illness and coping with disaster.

[SAMHSA](#)
Find a treatment center

[SAMHSA Publications](#)
Online Ordering

[Mental Health America](#)
[Formerly known as the National Mental Health Association] "The National Mental Health Association (NMHA) is the country's oldest and largest nonprofit organization addressing all aspects of mental health and mental illness. With more than 340 affiliates nationwide. NMHA works to improve the mental health of all Americans, especially the 54 million individuals with mental disorders, through advocacy, education, research and service. NMHA was established in 1909 by former psychiatric patient Clifford W. Beers. During his stays in public and private institutions, Beers witnessed and was subjected to horrible abuse. From these experiences, Beers set into motion a reform movement that took shape as the National Mental Health Association."

[Center for Women's Mental Health](#)
The Massachusetts General Hospital Center for Women's Health is a leader in research on women's mental health. The latest research on PMS, pregnancy, postpartum, breastfeeding, infertility and menopause for women with mental health conditions is provided with information about how to get in touch with one of their expert care providers or to participate in a research study.

[National Suicide Prevention Lifeline](#)
We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

[National Center for PTSD](#)
The National Center for Posttraumatic Stress Disorder, from the US Department of Veteran Affairs, provides information for Veterans and the general public as well as researchers and providers. There are patient education materials on PTSD you can print. They have a PTSD Mobile App to help manage symptoms and cope. The site includes helpful videos for coping with PTSD. There are clinician guides.

[Bazelon Center for Mental Health Law](#)
A national legal advocate for people with mental illnesses and developmental disabilities

[American Academy of Child & Adolescent Psychiatry](#)

Helpful Facts for Families Guide includes information about talking with kids about sex and child/media health.

[Mental Health First Aid](#)

Mental Health First Aid is an internationally recognized program. Mental Health First Aid is the help provided to a person who is developing a mental health problem or in a mental health-related crisis, until appropriate professional treatment is received or the crisis resolves. The courses help community members learn how to recognize the signs and symptoms of mental health problems, understand the possible causes or risk factors, learn about evidence based medical, psychological and alternative treatments, and gain still to give appropriate initial help and support, and skill to take if a crisis situation arises. The courses are open to anyone age 18 years or older.

The Mental Health First Aid Action Plan includes the ALGEE plan:

A – Approach, assess and assist with any crisis
L – Listen non-judgmentally
G – Give support and information
E – Encourage appropriate professional help
E – Encourage other supports

Youth Health Information Resources

[KidsHealth](#)

Doctor-reviewed advice on hundreds of physical, emotional, and behavioral topics — from before birth through the teen years.

[Young Men's Health](#)

Boston Children's Hospital's health information website for teenage boys, young men, their parents, educators, and health care providers.

[Center for Young Women's Health](#)

Boston Children's Hospital's health information website for teen girls, their parents, educators, and health care providers.

[Teen Hygiene Health Center at the Rockwood Makerspace](#)

Not Just Deodorant provides a high quality example of serving/reaching high risk populations.

[Resource List: K-12 Health Information](#)

This course is an introduction to free health information and educational resources for K-12 professionals provided by the National Library of Medicine (NLM) and other trusted organizations. Includes resource list and past webinar recording.

Drug and Dietary Supplement Information

Drug Information Portal

The NLM Drug Information Portal gives users a gateway to selected drug information from the National Library of Medicine and other U.S. governmental agencies like the FDA and CDC. Information is provided from NLM sources including: DailyMed, MedlinePlus, PubMed, AIDSInfo, LiverTox, ClinicalTrials.gov, LactMed and ChemIDplus.

DailyMed

DailyMed provides high quality information about marketed drugs. Drug labeling on this site is the most recent submitted to the FDA and currently in use. The labels have been reformatted to make them easier to read.

LactMed

LactMed is a database of drugs and other chemicals to which breastfeeding mothers may be exposed. It includes information on the levels of such substances in breast milk and infant blood, and the possible adverse effects in the nursing infant. Statements of the American Academy of Pediatrics concerning a drug's compatibility with breastfeeding are provided, as are suggested therapeutic alternatives to those drugs where appropriate. All data are derived from the scientific literature and fully referenced. Data is organized into substance-specific records, which provide a summary of the pertinent reported information and include links to other NLM databases. Supplemental links to breastfeeding resources from credible organizations are also provided.

Dietary Supplements Labels Database

The dietary supplements labels database offers information about label ingredients from 5,000 brands on dietary supplements. It enables users to compare ingredients in different brands. Ingredients are linked to NLM resources like MedlinePlus and PubMed as well as other government online resources.

DEA Get Smart about Drugs

Drug Enforcement Agency Resource for parents, educators, & caregivers including extensive guide for identifying illegal drugs.

Other Free Databases

The following databases are available *free* on the web to anyone with Internet access.

PubMed

PubMed comprises more than 30 million citations for biomedical literature from MEDLINE, life science journals, and online books. Citations may include links to full-text content from PubMed Central and publisher web sites.

Stay up on the latest changes to NLM resources by subscribing to the NLM Technical Bulletin. With a MyNCBI account, you can save searches, collections or bibliographies. You can have searches e-mailed to you on a regular update.

PILOTS Database

Produced by the National Center for PTSD and maintained by Dartmouth College. This database contains nearly 25,000 citations on post-traumatic stress disorder.

ERIC provides over 1.3 million bibliographic records of journal articles and other education-related materials such as books, research syntheses, conference papers, technical reports, and policy papers. You will find information on mental health issues for children and adolescents including ADHD, bullying, abuse, separation anxiety, autism, learning disabilities, divorce, grief, OCD.

Mental Health Database Search Tips

- ✓ Keep in mind that there may be more than one medical term for a mental health disorder throughout the history of the medical literature
  - o For example, bipolar disorder is sometimes still referred to as manic depression.
- ✓ Be aware that many persons have more than one disorder or comorbid disorders
- ✓ Be aware that a condition may manifest in completely different ways
- ✓ For example, dementia may an indicator of another problem and will pass when the underlying condition is treated or it may be a singular irreversible condition.
- ✓ Start out with a general web site such as MedlinePlus to get an overview of your search topic before researching
- ✓ According to the MLA ENCYCLOPEDIC GUIDE TO SEARCHING HEALTH INFORMATION ON THE WEB, if you are searching for a mental health diagnosis which uses one of these words, you may also try to search it by replacing any of these terms because often, though inaccurate, they are used interchangeably.
  - o Disease / Disorder / Spectrum / Syndrome

Subscription Databases

The following are brief summaries of some of the subscription databases available for searching for mental health information. Since these are fee-based and not available to everyone in the class, we will review what each offers, but not have a comprehensive demonstration of each.

- **PsychInfo**: a product of the American Psychological Association, indexes journals, books, book chapters, dissertations and technical reports in the field of psychology and related field.
- **PsychArticles**: a product of the American Psychological Association
- **CINAHL**: The Cumulative Index to Nursing and Allied Health Literature includes literature from the social service, behavioral science and health services administration. You may limit your search to such fields as "social work" and journal subsets that include the behavioral sciences.
- **Other databases**: Social Work Abstracts, Social Sciences Citation Index, AGELINE for social gerontology, ERIC for educational psychology

Source:
Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Collections: Graphic Medicine & More

Graphic Medicine Initiative

The NNLM New England Region Graphic Medicine Initiative is an emerging field that considers the role that comics can play in medicine – including medical education, health literacy, healthcare communication, and much more. This guide include information about book clubs, book lists, webinars, and more.

- Book Club Kits and Discussion Guides
- Graphic Medicine Book Title List

GraphicMedicine.org

Graphic Medicine is a site that explores the interaction between the medium of comics and the discourse of healthcare. We are a community of academics, health carers, authors, artists, and fans of comics and medicine.

National Library of Medicine Exhibition Program

The Exhibition Program at the National Library of Medicine strives to promote greater understanding and awareness of how the past informs the present and can shape the future. The online exhibition features a range of resources for educators and students, including lesson plans developed by classroom teachers for middle and high school courses, a higher education module developed by a scholar working in the discipline for undergraduate and graduate students and instructors, educational online activities, and additional resources.

- *Graphic Medicine: Ill-Conceived and Well Drawn!* explores the meaning of an emerging sub-genre of medical literature that combines the art of comics and personal illness narrative. The art of comics, which combines the use of words and pictures, gives approachability and emotional impact to these personal stories, and even to the clinical data they sometimes include. As a way of understanding illness and health care, these stories can be essential to effective treatment, healing, and understanding.

- The Literature of Prescription: Charlotte Perkins Gilman and "The Yellow Wall-Paper" explores how, in the late 19th century, medical and scientific experts drew on notions of female weakness to justify inequality between the sexes. During a time when women were challenging traditional ideas about gender that excluded them from political and intellectual life, artist and writer Charlotte Perkins Gilman, who was discouraged from pursuing a career to preserve her health, rejected these ideas in a terrifying short story titled "The Yellow Wall-Paper." The tale served as an indictment of the medical profession and the social conventions that restricted women's professional and creative opportunities.

Collections: Mental Health Book Lists

Borges, Anna. BuzzFeed Books, 29 YA Books about Mental Health that Actually Nail It (November 20, 2016)

Davis, Sarah. BookRiot, 100 Must-Read Books About Mental Illness (May 23, 2016)

Jensen, Kelly. Book Riot, YA Books about Mental Illness and Mental Health (October 10, 2018)

Rebolin, Arianna; Patrinos, Maritsa. BuzzFeed Books, 24 Books that are Straightforward about Mental Illness (June 9, 2015)

Tartakovska, Margarita. 9 Psychologist Approved Must-Reads on Mental Health (January 30, 2013)

Collections: Bibliotherapy

The PubMed MeSH (Medical Subject Headings) database defines bibliotherapy as: "A form of supportive psychotherapy in which the patient is given carefully selected material to read." The librarian may take on a bibliotherapy role. A patron may ask for a book for an emotionally therapeutic reason such as to help a child grieve over the loss of a parent or to help a patient deal with diagnosis of a major illness.

About Bibliotherapy:

- Anderson, Hephzibah. (2015, January 6) "Bibliotherapy: Can you read yourself happy?" *BBC*
- Dover, Ceridwen. (2015, June 9) *"Can Reading Make You Happier?" New Yorker*
- Martin, Rachel. (2015, October 20) "To Cure What Ails You: Bibliotherapists Prescribe Literature." *NPR.*
- Presenters: Rebecca Elder, Amy Geddes, Mathew Rose. (2012, April 17) *InfoPeople.* "Healing Reads: Bibliotherapy for the 21st Century"
- Price, Leah. (2013, Dec. 22) "When Doctors Prescribe Books to Health the Mind: Can you read your way to psychological health? Britain is finding out". *Boston Globe.*

Bibliotherapy Guides/Resources:

- ALA Bibliotherapy
- Carnegie Library of Pittsburgh: Here to Help Booklists
- Central Michigan University, Bibliotherapy Education Project
- Hesley, John W.; Hesley, Jan G. Rent Two Films and Let's Talk in the Morning: Using Popular Movies in Psychotherapy. Wiley, 2008.
- Long, Jeffery E. Remembered Childhoods: A Guide to Autobiography and Memoirs of Youth. Libraries Unlimited, 2007.
- Maidman Joshua, Janice; DiMenna, Donna. Read Two Books and Let's Talk Next Week: Using Bibliotherapy in Clinical Practice. Wiley, 2000.
- Marlboro College Library Guide: Bibliotherapy: Therapeutic book databases and lists.

Caring for the Mind: Hands-On Searching Exercises

Please cite your answer and source.

1) My son was just diagnosed with Bipolar Disorder. How can I connect with other parents to learn more about how to help him thrive?

2) What are three complementary and alternative treatments likely effective to treat depression?

3) Find the name of a test for memory loss in older adults.

4) My brother served in Iraq. I'd like to learn more about the latest research on PTSD. Can you help me find three recent journal articles?

5) Locate a mental health support group nearest to where you live.

6) List two ways that a person with a mental health condition can find emotional support online.

Next Steps for your Library

1. Create a Mental Health resource list for your library
   a. Start with the Mental Health Resources list
   b. Add local mental health agencies, service providers, support organizations, advocates, etc.
2. Write up a plan with at least 2-3 different activities that will address the question: "What will you do to increase the level and quality of service your library provides around mental health topics and issues?" Possible options might include
   a. Formal or informal staff training
   b. Increase or adapt library programming to support mental wellness
   c. Review your library's collection for how well it addresses mental health and wellness
   d. Look for ways of making your library an explicitly supportive and anti-stigma environment for all members of your community

Bibliography:

American Psychiatric Publishing, Highlights of Changes from DSM-IV-TR to DSM-5, 2013

Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Baker L, Manbeck V. Consumer Health Information for Public Librarians. Lanham, MD: Scarecrow Press, Inc, 2002.

Barclay DA., Halstead DD. Consumer Health Reference Service Handbook. New York: Neal-Schuman Publishers Inc., 2001.

Casini B, Kenyon A. The Public Librarian's Guide to Providing Consumer Health Information. Chicago, IL: Public Library Association, 2002.

Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition, Text Revision, DSM – IV-TR, American Psychiatric Association, 2000.

Harden H. Expert Searching: Searching the Psychosocial Literature, Medical Library Association, MLA News, April 2004; (365): 11.

Johnson ME. Library Services in Mental Health Settings. London: Medical Library Association & Scarecrow Press, 1997.

Spatz, M. Answering Consumer Health Questions, New York: Neal Schuman Publishers Inc, 2008.