

# Caring for the Mind

## 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

## Places to Find Trusted Health Information for Patrons

### MedlinePlus

MedlinePlus is the National Institutes of Health's website for patients and their families and friends. MedlinePlus offers reliable, up-to-date health information, anytime, anywhere, for free. Resources include health information in multiple languages, videos, easy-to-read materials, medical encyclopedia, and more!

### National Mental Health Information Center

The Substance Abuse and Mental Health Services Administration (SAMHSA) offers a helpful site for information on substance abuse, mental illness and coping with disaster. Resources include help lines and a Behavioral Health Treatment Services Locator."



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## ASCLA's tips (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
- 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 sufficient signage to allow patrons to be independent
- Select and recommend titles on health issues based on community needs and requests (do not assume)
- 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

Source: Adapted from Guidelines for Library Services for People with Mental Illnesses, by the ASCLA Standards Review Subcommittee to Prepare Guidelines for Library Services for People with Mental Illnesses, released in 2007.

## Mental Health Database Searching Tips

PubMed is a database developed by the National Library of Medicine (NLM) indexing health sciences journals, which contains over 29 million citations and select full-text content from PubMed Central and publisher web sites.

- Keep in mind that there may be more than one medical term for a mental health disorder throughout the history of the medical literature. 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 with dementia, dementia may one 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 resource, such as MedlinePlus, to get an overview of your search topic before researching
- According to the **MLA ENCYCLOPEDIAIC GUIDE TO SEARCHING HEALTH INFORMATION ON THE WEB**, if you are searching 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. (Disease / Disorder / Spectrum / Syndrome)

Learn more about providing mental health information through the Network of the National Library of Medicine (NNLM) course, *Caring for the Mind: Providing Mental Health Information at Your Library*. Registration is free.