

SUBJECT: Reference Services:

MANUAL: Health Sciences Library Policy & Procedure
POLICY: Literature Searches and Research Consultations
RESPONSIBLE PERSONS: Librarians and Customers

POLICY

1. Literature searches and research consultations shall be provided to Mount Carmel Health System Medical Staff, Resident Physicians, College of Nursing Faculty and MCHS colleagues.
2. If requested by students, Librarians will work with the students to enable them to do their own searches.
3. Literature searches for course assignments shall *not* be provided to employees who are currently enrolled in academic courses other than through Mount Carmel College of Nursing or other Mount Carmel affiliated educational entities.
4. Search requests must be submitted using the Literature Search Form in hardcopy or electronically.
5. Response time for reference requests shall be determined by requestor.
6. The requestor will determine delivery method of search results.
7. Priorities shall be assigned to reference queries:
 - a) Emergency Patient Care - *handled immediately upon request*
 - b) Patient Care
 - c) Professional education, including preparation of classroom or conference presentations
 - d) Administration, including operating issues, strategic planning,
 - e) and litigation support
 - f) Research Support
8. Reference services to patients, families and consumers shall be directed to MCHS Consumer Health Librarians.
9. Reference services shall be provided to other health care organizations when a contractual relationship exists between an organization and Mount Carmel Health System.
10. Requests for reference services from businesses or firms who are not in a contractual relationship with Mount Carmel Health System shall be referred to other health sciences, academic or public libraries.
11. Confidentiality shall be maintained in all matters.
12. Statistics and related data shall be reported only in aggregate, and only as needed for administrative decision support, performance improvement or reference staff training.

DEVELOPED BY: Library Staff **DATE: 3/02**

REVISED BY: Library Staff **06/27/14**

REVIEWED BY: Stevo Roksandic, Director **06/27/14**

APPROVAL FOR IMPLEMENTATION BY:

DATE:

7/1/14

Ann Schiele