

SUBJECT: Reference Services: Literature Searches

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, Associates, and Consumers.
2. If requested by students, librarians will provide instruction to students to enable them to perform their own effective literature 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 may be submitted using the Literature Search Form electronically or in hardcopy, in person, or over the phone.
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, and litigation support
 - e) Research Support
8. Reference services to patients, families and consumers shall be in response to specific requests. Consumer queries that are deemed more appropriate for the Community Health Information Center shall be directed to that location.
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

7/16/07

REVIEWED BY: Stevo Rokсандic, Director

7/16/07

APPROVAL FOR IMPLEMENTATION BY:

DATE:

8/7/07

Gene Eschelle