

An Ounce of Prevention Discussion Questions

1. Discuss the roles and responsibilities of health consumers, health professionals, and information professionals. How are they alike? How are they different?
2. Explain the differences between the general reference interview and the medical reference interview.
3. Why is it important to remain "neutral" when providing medical reference information?
4. How far can/should librarians go in answering health reference questions?
5. How does HIPAA effect the way library staff provides consumer health reference services?
6. How should you respond to the patron who asks about your own medical experiences or for your medical advice?
7. What is the significance/importance of using disclaimers (verbal or written) when providing consumer health reference?
8. Where are the consumer/health/medical books in your public and/or academic libraries located?
9. Where do we learn our cultural "rules" and values?
10. Think of your cultural background and list some of your cultural "norms." Think of another culture and compare your list of cultural "norms" to that of the second culture.
11. How can we, as library staff members, become more culturally sensitive to our clients?
12. List some ways that a lack of cultural sensitivity can negatively impact service to culturally diverse patrons.
13. How can you increase awareness about your Library's consumer health resources? Give examples of how you can better market you Library's consumer health services.
14. What electronic and print health-related resources can't you live without in your Library? Why? Are there any resources that you wish you had? If so, what are they and why do you want them?
15. Why is the idea of providing consumer health reference to patrons so daunting to many library staff members? What makes it so difficult/uncomfortable? How can staff overcome their anxiety about providing this service?
- 16.) Discuss the importance of carefully matching the right resources to patrons (take into consideration: literacy level, comfort/preference for material type, material content, and age)