Point-of-Care Reference Service in a Pediatric Clinic

Elaine Russo Martin

University of Massachusetts Medical School

Let us know how access to this document benefits you.

Follow this and additional works at: https://escholarship.umassmed.edu/lib_postpres

Part of the Library and Information Science Commons

Repository Citation

Creative Commons License
This work is licensed under a Creative Commons Attribution 4.0 License. This material is brought to you by eScholarship@UMassChan. It has been accepted for inclusion in Library Posters and Presentations by an authorized administrator of eScholarship@UMassChan. For more information, please contact Lisa.Palmer@umassmed.edu.
Point-of-Care Reference Services in a Pediatric Clinic

Elaine R. Martin, Director of Library Services
Barbara Winrich, MA, CHES
Christopher Stille, MD, Dept. of Pediatrics
Nancy E. Harger, Project Manager
UMass Medical School
Lamar Soutter Library
http://library.umassmed.edu

Need for Library:
• Parents want more information than they typically receive in an office visit.
• 37% of the typical patient/physician encounter is spent on education.
• With managed care, health care providers have much less time to spend educating their patients—on the average only 7 minutes per visit.
• Many of these children have very complicated illnesses, and their needs change over time.
• Many are seeing several different specialists at the same time.

The Library Provides:
• A point-of-care reference service staffed 36 hours per week.
• Three specially trained parents and four librarians from the Lamar Soutter Library
• Books and videos for parents to check out with prepaid postage mailers to return the materials.
• Pamphlets.
• Internet searches and access to all of the databases and full-text resources on the Lamar Soutter Library’s web page.

Outcomes:
• Since the library opened in January 2002:
  • We have had 800 visitors/browsers.
  • Issued 165 library cards.
  • Completed 80 searches.
  • The ease of access to information resources and reference services may positively impact clinicians’ practices and families' ability to care for their children.

Location: 2nd floor Benedict Building.

A survey was conducted July - September 2002. Out of 80 surveys 25 were returned.

A Project of the Lamar Soutter Library funded with LSTA funds through the Massachusetts Board of Library Commissioners.