



General Information about CHIRS

CHIRS (Consumer Health Information Resource Service) is designed to provide Nebraska residents with access to health information through their local libraries. The local library, serving as the primary information resource for its patrons, has the option of referring any health information request which it cannot answer to the McGoogan Library of Medicine for handling by trained health science librarians. Under the CHIRS program, local libraries may expect to receive the following types of health information requests:

- Requests from non-health professionals for health-related information of a general nature.
- Requests for specific information on a condition, treatment, diagnosis, outcome, etc., which supplements the information received from a health care provider.
- Requests from health professionals for health information materials written at the non-professional level. **Requests from health professionals for professional-level information are outside the scope of CHIRS, although such requests may continue to be referred to the McGoogan Library for handling as regular reference requests.**

Any health information request which the library lacks the resources to handle should be referred to the McGoogan Library.

Cost for Services

Free document delivery will be provided for any item from the CHIRS collection, or for any item (photocopy or original) selected by the UNMC reference staff to be sent in response to a CHIRS request.

Standard photocopy charges apply for all copies made by or for *onsite users* of the CHIRS collection. Copies from the CHIS microfiche collection will be provided to onsite users at \$.05 per exposure.

Guidelines For Handling Health Information Requests

Librarians may provide their patrons with authoritative, relevant health-related information derived from reputable sources. **They may not provide or interpret medical advice.** Examples of medical advice include:

- Recommending a method or procedure of treatment.
- Recommending an alternate drug that may produce the same results as the one presently being taken.
- Attempting to diagnose a condition.
- Assisting the patron who diagnoses himself.
- Interpreting medical information for the patron.

Librarians may select materials which provide health information for library users and assist users in retrieving information from those sources. **They may not interpret those sources or apply the information to a particular situation.** For interpretation of information or medical advice on a specific condition, refer the patron to his or her personal physician or other health care provider.

Methods for Obtaining CHIRS Services

To submit consumer health information requests to UNMC:

- Follow your usual method for requesting reference backup services through the Nebraska Library Communications System (NeLCMS). Alternatively, CHIRS requests may be sent by mail or phone directly to the Reference Department, McGoogan Library.
- **For all information requests, please include the day phone number of the requester.** If the requester is a health professional, be sure to note that the request is for non-professional material.
- Unless otherwise instructed, all materials provided in response to a CHIRS request will be sent to the requesting library rather than directly to the user.

To obtain specific documents from the CHIRS collection:

- A bibliography of all items in the CHIRS collection will be issued and updated at regular intervals. Any circulating item in the collection may be borrowed on interlibrary loan.
- Send interlibrary loan requests for CHIRS items to the Interlibrary Loan Department, McGoogan Library of Medicine, using your usual method for transmitting I.L.L. requests (e.g. CMS, Octanet, A.L.A. form). Please include the call number of the item if available.
- Note that free document delivery for specifically requested items will be provided *only* for materials from the CHIRS collection. Standard I.L.L. fees will continue to be assessed for items requested from the general library collection.

Direct borrowing privileges and onsite use of the collection:

- Onsite use of the entire McGoogan Library collection, with the exception of Class Reserve items and materials located in the Rare Book Rooms, is permitted by anyone.
- Special privileges permitting limited borrowing from the Library's entire circulating collection will be granted to any Nebraska resident (except students) presenting a letter of referral from another library (public, academic, or special) or from a Nebraska health professional. Libraries and health professionals may also make advance arrangements for services by phone or electronic mail on behalf of their clients.
- Students (high school, college, or graduate) not currently enrolled at a University of Nebraska campus may obtain borrowing privileges only upon presentation of a letter of referral from their *school* library or from a Nebraska health professional. Borrowing privileges will not be granted to students in elementary or junior high schools.
- Materials in the *CHIRS* collection only may be borrowed by onsite patrons (excluding students) who have not been referred to the McGoogan Library by another library or a health professional and who are not themselves health professionals.
- Reference services will be provided for non-residents who have been referred by a Nebraska health professional, but non-residents may not borrow materials directly.

To request CHIRS services or obtain further information, call or write:

Leon S. McGoogan Library of Medicine
University of Nebraska Medical Center
42nd & Dewey Ave.
Omaha, Nebraska 68105
CMS ID: NLCUNM

Reference Department:	(402) 559-6221
Interlibrary Loan Dept.:	(402) 559-7085
CHIRS Project Director:	(402) 559-7088

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**PROCEDURES
FOR ACCESS
TO
CHIRS SERVICES**



For Nebraska Residents

**CONSUMER HEALTH INFORMATION
RESOURCE SERVICES**