

Massachusetts Library Association (MLA)
Reference User Services Section (RUSS) Quarterly Meeting
November 1, 2019
10:00 am – 12:00 pm
Massachusetts Library System Offices Marlborough, MA

Meeting minutes

Present: Sarah Breen – Co-Chair, MLA RUSS, Needham Free Library
Becca Lemos – Co-Chair, MLA RUSS, Newburyport Public Library
Michele Eberle – Consultant, Massachusetts Library System
Sara Kelso – RUSS Recording Secretary, Newburyport Public Library
Mariti Combs – Somerville Public Library
Heidi Downing – Somerville Public Library
Amy Kaufman – Framingham Public Library
Marcy Maiorana – Framingham Public Library
Jennifer Pickett – Brooks Free Library, Cape Cod
Patti Pottle – Gale Free Library, Holden
Lisa Ryan – Beverly Public Library
Emily Tricco – Goodnow Library, Sudbury
Allison Zaya – Pollard Library, Lowell

Meeting called to order at 10:08 a.m.

- I. **Announcements:** none
- II. **MLA and section updates**
 - a. MacMillan Publishing – 8-week embargo on e-books. See [MLA statement](#) expressing concern for restricted access.
 - b. Lynda.com – [MLA has also reached out to Lynda.com/LinkedIn](#) about privacy concerns and data ownership, with alternative suggestions for providing access to library users of LinkedIn Learning.
- III. **RUSS Sponsored Programs for Conference**
 - a. **Five RUSS sponsored programs**
 - i. Working with library school interns
 - ii. Connecting patrons with resources at special, municipal, and non-public libraries
 - iii. Role of the public library during times of economic inequality
 - iv. Everything you want to know about statewide databases but were afraid to ask
 - v. Libraries on the go: providing outreach services in the 21st century
- IV. **Presentation: Best Practices for Providing Mental Health Information at Your Library – Michele Eberle, Consultant, Mass Library System**

Mass Library System Mental Health Resource Guide:
[Guides.masslibsystem.org/mentalhealth](https://guides.masslibsystem.org/mentalhealth) Ask MLS if you are interested
in an onsite training

a. Mental health management

- i. Sustaining yourself/avoiding burnout: What/who rejuvenates you and how to prioritize these. Handout/exercise: [Libraries Transforming Communities](#).
- ii. Contributing factors: physical, social, financial, environmental, sexual, spiritual, emotional, intellectual, occupational.
- iii. Social determinants of health: neighborhood and environment, health and healthcare, social and community context, education, economic stability.
- iv. Barriers to service access: cost, belief that treatment won't help, unfamiliarity, time, stigma, navigating insurance, confidentiality, medication, transportation, cultural, wait time, language

b. Staff training:

- i. Ensure frontline staff are current with mental health training
 1. Have public safety departments/municipal social workers conduct training at your library
 2. [National Network of Libraries of Medicine classes](#) are government funded. Attendees are permitted to provide instruction of completed course to materials others.
- ii. Utilize de-escalation techniques

c. Programs & Partnerships

- i. Offer wellness opportunities and health-focused programs
- ii. Create displays and mental health-conscious library spaces
- iii. Curate collection and discussion materials
- iv. Partner with community organizations specializing in mental health, bridge gaps where local resources are scarce

d. Patron health literacy: libraries play a critical role

- i. Conduct a thorough [reference interview](#) with sensitivity. Listen and provide resources, don't relate personal experience
- ii. **Suggested resources for librarians/patrons:**
 1. [Librarian's Guide to Homelessness](#) – available in MLS professional collection
 2. [Agency for Healthcare Research and Quality – Question Builder Tool](#)
 3. trustortrash.org patron information evaluation tool
 4. [Medlineplus](#) – health topics and drugs & supplements
 5. [National Center for Complementary and Integrative health](#)
 6. [PubMed.gov](#) scholarly articles
 7. [National Library of Medicine](#)
 8. [National Institutes of Health](#)
 9. [National Institute of Mental Health](#) - free brochures and fact sheets

10. [NAMI – National Alliance on Mental Illness](#) – community support groups, sponsored events, training for caregivers
11. [SAMHSA](#) – Substance Use Disorder and Mental Health Services Administration
12. [National Center for PTSD](#)
13. [HealthReach](#): Multi-Lingual Health Information
14. Drug Safety Information
15. [Pillbox](#): identify medications by appearance
16. [Mental Health First Aid](#)
17. [California State Library Mental Health Training video library](#)

Meeting adjourned at 12:05 pm

Next meeting: February 21, 2020 – location TBD: MLS Marlborough most likely
Topic: 2020 Census and Libraries