

# REFERENCE IN BIOMEDICAL LIBRARIES

UNIVERSITA' DEGLI STUDI DI NAPOLI FEDERICO II

Bacchini Maria Rosaria\*, Castagnolo Gloria\*, Iorio Angela°, Garau Luisa #.

\*Biblioteca Centrale, °Dip. di Scienze Chirurgiche, Anestesiologiche e Rianimatorie

#Istituto Zooprofilattico Sperimentale Lombardia ed Emilia-Romagna



## 1. Front-office

Specific information on Library and its reference service.

On-site assistance at the reference desk. Direct assistance is available from Library staff to help guide users in the most effective use of the information resources, to assist them at bibliographic research, to locate specific information, select electronic or traditional resources. Information on the Faculty of Medicine and its programs, orientation and on-line services.

## 2. Search on line

A brief introduction to the Internet and search techniques.

An overview of the concepts and criteria of evaluating Internet sites.

General information on some databases of the biomedical literature worldwide.

An introduction to using Medline.

Specific information on e-journals and Library opac.

Bibliographic databases

Image system databases

## 3. Links

Linkage to the most

important institutions sites:

WHO (World Health

Organization), ISS

(Istituto Superiore di Sanità),

Ministry of Health etc.

## 4. Back-office

Development and choice of the best index databases in biomedical research.

Selection of electronic resources: identifying, locating, evaluating different types of information sources.

Constitution and building of a library OPAC

Working-out of a guidebook to use web effectively

## 5. History of Medicine

Bibliographic research

Alternative medicine

## 6. Patient education

Service offered by experts for patients and family members.

Assistance for achieving knowledge of his/her disease and enabling patient to manage his/her own health care both psychologically and culturally

Carefully selected health information web sites from government institutions (informed consent, privacy, chart service)

Accessing and using both print and electronic information materials for patient's education

## 7. Document delivery and ILL (inter-library loan)

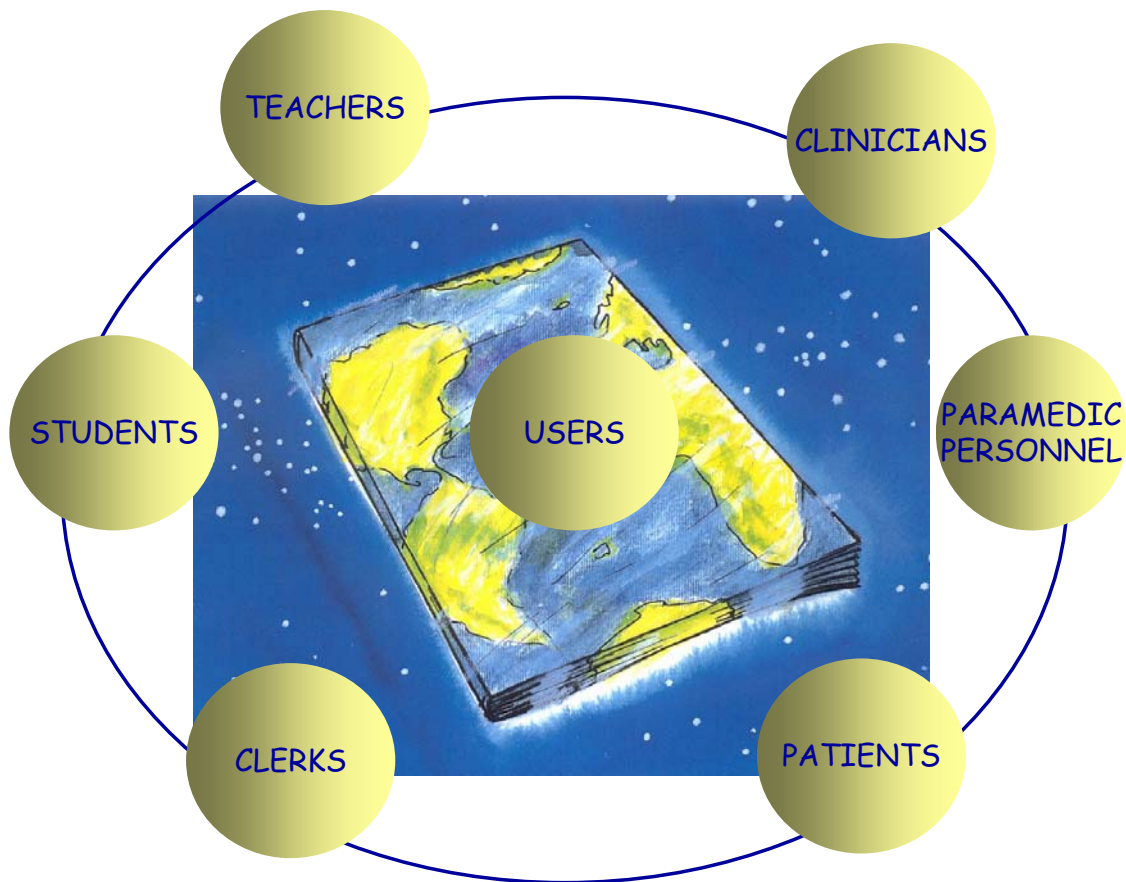
Document retrieval in full-text from international catalogues, university OPACs etc

## 8. Copy service

According to copyright law, photocopying of documents retrieved in the library

## 9. E-mail question

A library staff member will respond within two business day or will delivery document via e-mail  
Forum  
Newsletter



In 1930 James Wyer in "Guide to study and use of reference book" introduces for the first time the definition of reference, establishing three levels of it. These conjectures were named the "conservative theory", the "moderate theory", and the "liberal theory" of reference work. The first level consists in leading the user to the useful informative sources, teaching him to use them without any other kind of aid. At the second level there is a service model wherein the librarian serves a somewhat active role in the library education of the user leading him to a source and/or consult it with him according to the circumstances. At the third level there is the real role of the librarian as the information provider and the actor of the reference service. Electronic informative services put on evidence the role of the librarian as that of an intellectual which uses technologies for the purpose of the information service. In biomedical Libraries where reference service is primary, librarian needs to take on a task to control the electronic data and linking, interpreting and synthesizing them to give the correct information to the user. Librarian has to find also procedures to provide open access to the information, keeping in mind that electronic instrumentation offers elevate levels of Reference work in biomedical Libraries is tied up to two different aspects:

**Users:** students, teachers, clinicians, paramedic personnel, patients.

Students and teachers are the traditional users. They attend Faculties of medicine, Odontoiatrics, Biotechnologies and sanitary professionals. Their requests are of a traditional kind, information retrieval both of books and journals. Clinicians and Sanitary professionals are different from other university figures, but their requests are highly specialized, sometimes not retrievable through traditional instrumentation. Patients represent the last but not least aspect of the library user: information must be filtered in a suitable and answering way to his requests avoiding to interfere with the work of medical assistance.

**Typology:** traditional reference, virtual reference desk.

Traditional reference: assistance and education, formal and informal in the use of library.

Assistance in the information retrieval of books, journals and other documents necessary for a particular information need: from pure information retrieval to the selection of documents

Traditional reference: assistance and education, formal and informal in the use of library.

Assistance in the information retrieval of books, journals and other documents necessary for a particular information need: from pure information retrieval to the selection of documents