1. MCHSL CHL staff will establish liaisons with specific groups within the Mount Carmel Community, professional Library and healthcare organizations. Groups may include but are not limited to:
   a) Mount Carmel Health System (MCHS) Community (i.e. Nursing Clinics, Mount Carmel College of Nursing, Graduate Medical Education, Employee Health, Health Providers, and other MCHS entities)
   b) National Library of Medicine
   c) Medical Library Association
   d) Local Public Libraries (including only Ohio Counties where MCHS is a Health Provider) and State Library of Ohio
   e) Ohio Department of Health (including only Ohio Counties where MCHS is a Health Provider)

2. Liaison activities may address but are not limited to:
   a) profile consumer health information
   b) consumer health information consultations
   c) information literacy integration
   d) consumer health education
   e) professional education to provide consumer health information
   f) collection management
   g) new services and technologies

3. The MCHSL CHL shall provide consumer health information to customers within MCHS Community.
4. Information services to eligible customers shall also include MCHSL CHL orientation.
5. Instruction to access and evaluate consumer health information will be offered in-person or virtually.
6. Instruments to assess MCHSL CHL outreach effectiveness will include surveys, feedback forms, suggestions by e-mail or in-person, and other methods.

DEVELOPED BY: Library Staff DATE: 02/07/11
REVISED BY: DATE: 02/07/11
REVIEWED BY: Stevo Roksandic, Director DATE: 02/10/11
APPROVAL FOR IMPLEMENTATION BY: DATE: 02/10/11