The Peter and Melanie Munk Patient & Family Learning Centre and Library

Location: 1st Floor, Norman Urquhart Building
585 University Avenue, Toronto, ON, M5G 2N2
Next to the TGH Outpatient Pharmacy and near Tim Hortons

Hours: Monday to Thursday 8:30 am to 4:30 pm
Friday 8:30 am to 4:00 pm

Phone: 416 340 4800 extension 5951
Email: tgpen@uhn.ca
Website: www.uhnpatienteducation.ca

Please visit the UHN Patient Education website for more health information: www.uhnpatienteducation.ca

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Author: TGH Patient & Family Library
Revised: 02/2015
Form: D-5544
The Peter and Melanie Munk Patient & Family Learning Centre and Library

The Patient & Family Learning Centre and Library at Toronto General Hospital offers reliable, up-to-date health information for patients, their families, caregivers, hospital staff, and community members.

We have a Consumer Health Information Specialist (Librarian) who can help you find the information to meet your needs. We also have many trained volunteers who can help you find materials in our collection or by using our computers and other materials.

How can the Learning Centre and Library help me?

In the Learning Centre and Library, you can:

• find information on many different health conditions, treatments, tests, and procedures
• collect brochures and factsheets about healthy living and disease prevention
• access the Internet and learn how to find good quality health information online
• have a tailored health information package created by our librarian
• learn about health care services and programs offered at University Health Network (UHN) or in your community
• pick up a copy of our newsletter or sign up to receive an electronic version

What types of materials does the Learning Centre and Library have to offer?

Most people want health information that is easy to find and understand. All the materials found in our library have been carefully selected to meet your needs. We offer:

• books, eBooks, audiobooks, DVDs, CDs, audio brochures, manuals and self-management guides
• free brochures and booklets created at UHN and from other organizations
• access to the Internet for reliable health information
• an iPad™ with selected health apps you can try
• information about community support groups and services
• a comfortable viewing area for videos from our collection
• a quiet and relaxed environment where your questions are welcomed by our trained and friendly library staff and volunteers

**Information available in the Learning Centre and Library**

We have information about:

• heart disease
• diabetes
• cancer
• seniors' health
• liver diseases
• kidney diseases
• TGH and UHN services
  and much more

• lung conditions
• eating disorders
• stress and mental health
• caregiving
• arthritis
• legal and financial information

If there is something you can’t find in the Learning Centre and Library, our trained staff and volunteers can help. They can print information for you or put together a tailored health information package that you can pick up later or have sent to you.

**Information in languages other than English**

Our collection offers information in English, Chinese, French, Italian, Korean, Portuguese, Spanish, and Vietnamese (and others). We do not have all of these items on display, but our staff or volunteers can help you find them.

If we don’t have a brochure in our collection in your language, our Librarian can do a tailored health information search for you.
Library catalogue

An online catalogue of all of the UHN Patient & Family Libraries’ lending materials can be found on our website. Visit www.uhnpatienteducation.ca and click on Use Our Libraries. From here you can access the Library Catalogue.

If you have questions about searching the catalogue or about the availability of an item, please call the Learning Centre and Library at 416 340 4800 extension 5951 or email tgpen@uhn.ca.

What are eBooks?

The Patient & Family Learning Centre and Library is pleased to offer UHN patients access to eBooks – electronic versions of print books. They can be read on a computer, e-reader, tablet, or smartphone.

The Learning Centre and Library has hundreds of eBooks available for patients to read free of charge.

You will need a personal access code to read these books. You can get an access code by visiting, calling or emailing the Library at tgpen@uhn.ca. Please note that this service is only for UHN patients.

Borrowing from the Learning Centre and Library

Anyone can borrow from the library, as long as you have a valid piece of identification.

Steps for becoming a library member:

1. Show the Library staff a piece of identification (I.D.) with your name and address. Acceptable pieces of ID include a driver’s license, a government-issued ID card, a passport or a UHN staff badge.

2. Fill out a New Borrower registration form. You will need to agree to the terms and conditions.
3. If you live outside of the Greater Toronto Area, or you will not be returning to TGH within 3 weeks to return your books, please talk with the Library staff before borrowing.

**Borrowing policies:**

- You can borrow up to 3 items per visit.
- You can borrow items for up to 3 weeks.
- Before your items are due, you can renew them 1 more time for another 3 weeks (6 weeks total).

Please note: We may limit you from borrowing items if we notice a pattern of frequently late returns or multiple lost items.

Please try to contact us before the due date if you would like to renew your item. You can renew in person, by email, or by calling the Learning Centre and Library.

If you cannot return your item on time, please call or email us. We understand that things can happen. We are happy to give you a little more time to return an item if needed.

**Borrowing from other UHN libraries**

We share a library management system with the other UHN Patient & Family Libraries and Resource Centres at Toronto Western Hospital, the Princess Margaret Cancer Centre, and Toronto Rehab. Once you register to borrow at one site, you can borrow from any of our UHN Patient & Family Libraries.

Please note: We may limit you from borrowing items if we notice a pattern of frequently late returns or multiple lost items.
How can the Learning Centre and Library help health care professionals?

The Learning Centre and Library can help health care professionals to:

- find patient education materials in a variety of formats to meet the needs of learners with different abilities
- find health information and community resources that are available in different languages to best communicate with UHN’s diverse patient population
- build education stations on units and in clinics where patients and families can find health information most relevant to their needs
- build a strong patient education network across their program
- connect with the TGH Patient & Family Education Program for help in developing effective patient and family education tools and skills

The TGH Patient & Family Learning Centre and Library does not provide medical or treatment advice. The resources provided by the library are for your information only and should not replace a visit with your health care professional.