



Annual Report

The Lamar Soutter Library • A Legacy of Service and Learning

FY 2004

Letter from the Director



The fiscal year began with much trepidation over the library's operations budget. Impacting all 29 of Massachusetts' college and university libraries, the state legislature had

eliminated a special line item budget (called "ERM"), which had been designated to support book and journal purchases. The overall loss to the state's academic libraries was approximately \$11 million. Of this amount, the Lamar Soutter Library stood to lose nearly \$680,000 from its budget.

This reduction in state library funding led us to undertake a reevaluation process that affected all purchasing, library hours, and hiring. We developed and proposed several cost-saving strategies, including the elimination of all hourly and unfilled positions, the reduction of library hours, the cancellation of one-fourth of our journal subscriptions, and a moratorium on binding and on book purchases. We created a website, asking faculty and students for feedback and guidance regarding these proposals and solicited additional ideas for means to better absorb the budget cut.

The response to our appeal was overwhelming; users appreciated the opportunity to weigh in on our various proposed solutions. When the feedback was reviewed by the medical school administration, one fact became apparent. Namely, Lamar Soutter Library users value the library both as a necessary and reliable source of print and electronic collections and as a venue for congregating, collaborating, researching, and studying.

As a result, Chancellor and Dean Aaron Lazare, MD mandated the restoration of nearly all lost ERM funds with medical

school monies. In the end, only 40 little-used print journals were cut and library hours were restored. The library is extremely appreciative of the outpouring of support it received from its users and the administration during this challenging time.

While budget planning preoccupied most of the year, preparing for the LCME (Liaison Committee on Medical Education) site visit was another major priority. The library was responsible for writing the report for the Library and Information Services Standard. The previous year's LibQual +™ survey data, along with ongoing meetings with various faculty and student committees, provided the basis for the data and analysis presented in the report.

This report was particularly important to us, because during the previous accreditation process, the library had been cited as having several deficiencies. During my tenure here, we had been working extremely hard to eliminate these deficiencies. I am pleased to report that the library (along with the entire medical school) came through the LCME accreditation process with flying colors.

Despite the year's rocky financial beginnings, the Lamar Soutter Library ended the year with enhanced resources and services that met the needs of its users. LSL users recognize the library as truly the intellectual heart and soul of the medical school, and value its legacy as a virtual and physical base for service and learning.

The information and statistics offered in the following pages demonstrate that, in a very real sense, the actions and commitment of our staff fully embody this Report's theme—"The Lamar Soutter Library: A Legacy of Service and Learning."

—Elaine Martin, D.A.

Director, The Lamar Soutter Library

THANK YOU to these individuals for their donations of books and journal issues:

- Margaret Barton-Burke
- Greg Begin
- Leslie Berg
- Neil Blacklow
- W. Michael Byrd
- Linda A. Clayton
- Gael Evans
- Richard Fenton
- Warren Ferguson
- Stephen Fish
- Jonathan Gaffin
- Jeffrey Geller
- Lillian Goodman
- Rosemary Guerguerian
- Marion Harnois
- David Johnson
- Elliott Marcus
- Carmie McGreehan
- Helen Pappas
- Willard G. Rice, Sr.
- Judith Savageau
- Alpert P. Scheiner
- Cindy Su
- Tolga and Hande Tuncer



Pictured at right: Gracing our library, this permanent exhibit honors the achievements and life of Dr. Lamar Soutter (1909-1996), founding Dean of the University of Massachusetts Medical School. The display is the fruition of contributions from several, as well as a gift from the John S. Efstathiou Memorial Fund.

Grants/Sub-Contracts in Effect FY04

The CATCH Project. National Institutes of Health, National Library of Medicine, 10/1/02-3/1/04, \$38,992. Elaine R. Martin, principal investigator. To provide public health professionals access to and training with online resources.

Early Childhood Resources Center. Massachusetts Department of Education, 2003-2007, \$40,000. Elaine R. Martin, principal investigator. To house and develop a regional center featuring a variety of resource materials for early childhood instructors and parents.

Evidence-Based Practice for Public Health. (TS-0734), 2001-2004. ATPM/CDC/ATSDR Cooperative Agreement, \$615,307. Elaine R. Martin, principal investigator. To investigate and develop evidence-based public health literature models.

Massachusetts Area Health Education Centers (AHEC) Learning and Library Resources Service Program. NN/LM, NER, 7/1/02-6/30/04, \$39,000. Elaine R. Martin, principal investigator. To provide a statewide learning and library program throughout the MA AHEC system and its regional service centers.

National Network of Libraries of Medicine, New England Region. (NLM Contract No. N01-LM-1-3518), National Institutes of Health, National Library of Medicine, 5/1/01-4/30/06, \$6 million. Elaine R. Martin, principal investigator. To provide information, outreach, and resource sharing services to health professionals and consumers in all six New England states.

New England Public Health Workforce Outreach. NN/LM, NER, 1/1/04-12/31/06, \$150,000. Elaine R. Martin, principal investigator. To contact and train public health officials within designated geographic areas in each of the region's states.

Outreach to Parents Interested in Finding Quality Health Information on the Internet to Care for Their Children. NN/LM, NER, 7/1/02-6/30/04, \$25,000. Elaine R. Martin, principal investigator. To provide classes to parents in identifying quality health information on the Internet.

Partners in Information for the Public Health Website. National Institutes of Health, National Library of Medicine, 4/1/04-4/30/06, \$18,000. Elaine R. Martin, principal investigator. To provide content assistance and consultation in addressing redesign issues of the Partners in Public Health Website.

During FY2004, NN/LM, NER completed its fourth year and hired a new Consumer Health Information Coordinator. The NLM site visit showcased our strengths and provided welcome input regarding areas for possible improvement. We enjoyed another robust year in our support of the network's resource-sharing capabilities. In this regard, 1,249 contacts with librarians and network libraries were recorded during this twelve-month period. Moreover, we offered some 62 instructional sessions to librarians, health professionals, and the public. Training continued through our subcontracts and awards. Finally, outreach to underserved populations increased, both in urban and rural parts of New England.

New resources and services added during the year include:

- UpToDate: an evidence-based clinical information database
- LWW "Pick 50": a customized collection of 50 Lippincott Williams & Wilkins journals available electronically through OVID
- An expanded liaison program to provide better communication with academic departments
- A new web server to maintain an appropriate level of access as resources expand
- Upgraded photocopiers/scanners for use by Document Delivery staff and other library staff, to allow for faster transmission of articles to the desktop
- Continued excellent public desk service staffing levels through successful cross-departmental training initiatives

Special Project to Catalog Rare Books

The Rare Books Room at the Lamar Soutter Library houses approximately 1,400 volumes relating to the history of the health sciences from the 16th through 20th centuries. This comprehensive library was formed by the merging of those items of historical value discovered in the collection of the Pittsburgh Academy of Medicine purchased by the medical school in 1967, and the collection of the Worcester Medical Library of the Worcester District Medical Society. In 2003, the Worcester Medical Library gave a gift of money to enhance the use of the collection. Thanks to that donation, the Lamar Soutter Library began to catalog selected materials in its online library catalog (QUIN). As a result of this project, library users locally and around the world are able to identify and access the valuable content housed in the Rare Books Room. A flyer describing how to identify the volumes was developed and distributed at the Worcester District Medical Society's annual meeting in February. During FY04, 93 titles/128 volumes were cataloged. Access to the Rare Books collection is by appointment only. Because of their historical importance, rarity, or physical fragility, the materials must be used within the Rare Books Room.

MediaBase

Responding to a need widely voiced by faculty, a library task force developed a training manual and program to teach faculty how to use software to create a campus-wide collection of digitized images. MediaBase, this local application of Cumulus™ software, is a logical extension of LSL's print and electronic media collections. Seven faculty members were trained and records have been added to MediaBase. The library's collaboration with Information Services on this project has strengthened outreach skills of the LSL staff. Evaluation of the project continues, as ways are sought to enhance accessibility to this collection by all teaching faculty.

For Further Information

about the Lamar Soutter Library, please contact Elaine Martin at Elaine.Martin@umassmed.edu

Our website:
<http://library.umassmed.edu>

CPI Teams Successful

This year, the library initiated a Continuous Process Improvement (CPI) project, with the goal of reducing cycle time and/or saving money by examining and improving work processes. Staff members were already working hard, but cuts in budget and staff required increased efficiency to continue to meet the library's research, education, and patient-care missions.

CPI teams were formed along departmental lines and charged to reduce by 50% or more: the turnaround time in book acquisitions (from ordering to shelving), implementation of serials title changes, journal processing (from check-in to binding), the number of false alarms at the security gate, the lost book rate, and turnaround time and mailing costs for Document Delivery (while increasing the fill rate).

Depending upon the particular team, the process included identifying, flow charting, and timing the current processes, evaluating the value and impact of each, proposing changes, pilot testing the new procedures, and implementing those that were successful. The CPI model helped us identify and institute positive workflow changes.

Scholarly Communication

In its continuing efforts to inform the UMMS community about the important issues and changes in scholarly communication, and to facilitate discussion, the LSL and the Office of Medical Education invited noted cell biologist Marc Kirschner, Ph.D, of Harvard Medical School to meet with faculty, researchers, students, and librarians to address the question: "Is Open Access Publishing the Answer to the Crisis in Scholarly Communication?" In his remarks, Kirschner asserted that "Scientific research benefits us all; it must be easily accessible. Open Access publishing is making that possible." He went on to discuss the developments in the OA arena since 1999—including the launching of the Public Library of Science (PloS), BioMedCentral (BMC), possible legislation in Congress and the NIH, the impact on hiring, promotion, and tenure practices in academia, and the commercial publishing world's response.

Presentations

Barr, Dorothy. April 30. Presentation: **Biology Resources, as part of: "Biology, Chemistry, Physics - Oh, My! Taming Science Reference."** Massachusetts Library Association Annual Meeting, Falmouth, MA, April 30, 2004.

Fama, Jane. Presentation/Poster: **"But we made the *easy* cuts last year!" Staffing the Library.** Medical Library Association Annual Meeting, Washington, D.C., May 25, 2004.

Ingrassia, Barbara. Presentation/ Poster: **"But we made the *easy* cuts last year!" Maintaining a Quality Journal Collection in Tough Budget Times.** Medical Library Association Annual Meeting, Washington, D.C., May 25, 2004.

Levin, Len. Presentation: **PubMed.** New England Therapeutic Recreation Association Annual Meeting, Tyngsborough, MA, November 7, 2003.

Palmer, Lisa; Ingrassia, Barbara; Varney, Jennifer; Glassman, Penny; and Martin, Elaine R. Presentation/ Poster: **Utilizing the Power of Continuous Process Improvement in Technical Services.** Medical Library Association Annual Meeting, Washington, D.C., May 25, 2004.

Piorun, Mary and Vander Hart, Robert. Presentation/ Poster: **Library Web Site Development: A Decade in Review.** Medical Library Association Annual Meeting, Washington, D.C., May 22, 2004.

Piorun, Mary; Comes, James; Varney, Jennifer; Palmer, Lisa; Dadoly, Janet; Langevin, Gary. Presentation: **Feeling Around in the Dark: Establishing the Role of the Library in a Campus-Wide Digitization Project.** Medical Library Association Annual Meeting, Washington, D.C., May 24, 2004.

Simpson, E. Hatheway. Presentation/Class: **Evidence-Based Public Health: Finding and Appraising Relevant Resources.** Medical Library Association, Medical Library Association Continuing Education Course, Washington, DC, May 21, 2004.

Simpson, E. Hatheway; Telleen, Sharon L.; Martin, Elaine R. Presentation: **Identifying Evidence-Based Resources for Maternal and Child Health.** American Public Health Association Annual Meeting, San Francisco, CA, Nov 18, 2003.

Copyright Workshops Co-Sponsored by LSL and OME

After holding a breakfast to gather areas of concern involving copyright issues, the Lamar Soutter Library held workshops for UMMS faculty and staff on October 23, 2003 and May 6, 2004. Associate Professor Linda K. Enghagen, J.D., visiting from our sister campus in Amherst, spoke to faculty members on the complexities and applications of copyright law to researchers and teachers.

Discussion at these sessions focused on such topics as individual versus institutional liability, copyright protection for lecture notes, ownership of instructional and published materials, and the electronic linking of online articles to support class assignments. At both workshops, there was a lively discussion between Dr. Enghagen and faculty.

Lamar Soutter Library Staff (2003-2004)

Administration: Elaine Martin, Deanna Lucia, Jan Sohigian, Deb Dulmaine-Coonan, Jennifer Cederberg, Cheryl Lavallee

Access Services: Jane Fama, Kerry Mayotte, Spiro Efstathiou, John Hemenway, Jean Hearn, Amanda Noe, Fran Williams, Harvey Fenigsohn, Jacob Gemme, Richard Gray, Mariah Hill, Pamela James, Jeff Long, Julie Lucas, Kim Ossene
NESCSO: Nancy Peterson

Reference Services: James Comes, Dorothy Barr, Janet Dadoly, Gael Evans, Vivian Frempong, Nancy Harger, Paul Julian, Len Levin, Nancy Linnehan, Judy Nordberg, Hathy Simpson, Peg Spinner

Systems: Mary Piorun, Matthew Clark, Robert VanderHart

Technical Services: Barbara Ingrassia, Bobbie Brooke, June Gasperski, Joe Guarini, Pat Joyce, Clare Nelson, Lisa Palmer, Marianne Siener, Jen Varney

National Network of Libraries of Medicine, New England Region: Javier Crespo, Donna Berryman, Michelle Eberle, Penny Glassman, Mark Goldstein, Nicole Vernon, Rebecca Zenaro

Selected Statistics

Collections	FY03	FY04
Current subscriptions (Print and Electronic)**	2570	3,172
Total print volumes held	288,463	289,583
Services and Staff	FY03	FY04
Library visitors	388,001	456,657
Website visits	N/A	752,290
Education sessions	216	341
Participants in education sessions	818	964
Interlibrary loan to others	13,588	15,905
Interlibrary loan from others	1,520	1,655
Staff (FTE—all funding sources)	41.2	41.6

**FY03 refers to unique titles; FY04 refers to all titles, all formats

Fiscal Year 2004

LAMAR SOUTTER LIBRARY OPERATING BUDGET

