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SoutterReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 13

Lamar Soutter Library Named Regional Medical Library of New England



New England Regional Medical Library staff include (left to right) Shawn Klejmont, Deborah Sibley, and Javier Crespo.

On May 1, 2001, the National Library of Medicine (NLM) announced that The Lamar Soutter Library of the University of Massachusetts Medical School has been awarded a contract for 2001-2006 to serve as one of the nation's eight Regional Medical Libraries. With its convenient location in Worcester, Massachusetts, the Library in its new role is well-positioned to respond to the needs of clientele in all six New England states: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

The Regional Medical Library program, established by the Medical Library Assistance Act in 1965, strives on a national basis to truly democratize the availability of authoritative and cutting-edge medical and health sciences information to all who require access to it. Benefitting from this program are such otherwise underserved

communities as rural-based medical professionals, patients, and the general public.

Following this announcement, Lamar Soutter Library Director Elaine Martin articulated several immediate changes that this newly earned status of the Library will bring

for staff and customers. Ms. Martin will continue to serve as Director of the Library and will concurrently function as the National Network of Libraries of Medicine, New England Region (NN/LM, NER) Director.

Former LSL Deputy Director Deborah Sibley has assumed the position of NER Associate Director, and will work out of the school's Shrewsbury campus. Ms. Sibley has indicated that one of her highest priorities during the spring and early summer would be staff recruitment, in order to fill five librarian and two support staff positions.

On May 25, she and her New England RML colleagues (Ms. Martin, Javier Crespo, and Shawn Klejmont) networked in Orlando, Florida with professionals from the nation's other RML libraries, all convening at the annual spring conference of the Medical Library Association. Mr. Crespo, formerly Assistant Director for UMass HealthNet, is the New England RML

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LIBRARY HOURS

Monday - Thursday 7:00 am - 11:30 pm

Friday 7:00 am - 9:00 pm

Saturday 9:00 am - 10:00 pm

Sunday 10:00 am - 11:30 pm

Hours are subject to change due to exams, holidays, and weather conditions. Please call (508) 856-2511 for current library hours.

TELEPHONE NUMBERS

Circulation
(508) 856-6099

Reference Desk
856-6857

Document Delivery
856-2029

Interlibrary Borrowing
856-3302 or 856-2080

Library Administration
856-2205

Government Documents
856-3290 or 856-2473

Journal Information
856-2388

Acquisitions
856-1041

Survey Summary

Note: This is the final installment in a series of four articles reporting the results of last year's in-depth Library user survey.

The survey of faculty, residents, and students in the Medical School, the Graduate School of Nursing, and the Graduate School of Biomedical Sciences (GSBS) was conducted in the Spring of 2000. The purpose of the survey was to collect information about the use and satisfaction with the Library's resources and services. The survey data present a snapshot of the respondents' usage and perceptions of the Library in the Spring of 2000.

Faculty, residents, and nursing students received paper surveys. Medical and GSBS students received an electronic survey. Two thousand one hundred thirty surveys were sent. Six hundred twenty-eight surveys were returned for an overall response rate of 29.5%. The results from the three populations surveyed offer baseline data for the Library as a whole. The results of the survey demonstrate that each population is unique, and that information needs and use-behavior

serve the distinct purposes of each respective group.

Some conclusions from the survey:

- The overall responses concerning satisfaction with the Library found that faculty and students were satisfied with Library system as a whole, including Library services and its journal collection. Residents were somewhat less satisfied.
- The journal collection and electronic resources were most important to all respondents.
- Clinical faculty (hospital and community physicians) were more likely to check off "Don't Use/Not Aware of," for the survey category of collections and services.
- There is an ongoing need to educate, instruct, communicate, and interact with the clinicians and medical school faculty.

Faculty and residents were asked to rate eight resources and services in terms of importance. Delivering

full-text articles to the desktop, electronic resources, and paper journals were rated most important. Responses to open-ended questions focused on journals, the physical condition of the Library and its resources. The last section of the survey asked respondents if they would be willing to be contacted for a follow-up interview. One hundred forty-seven respondents indicated a willingness to participate in a telephone interview or focus group.

The data collected is an affirmation of the direction the Library is heading and identifies areas requiring future attention. In addition, there are three conditions impacting on libraries: 1) the changing nature of information, knowledge, and scholarship; 2) the needs of individual learners; and 3) the changing nature of work. The survey results will assist the Library with planning and developing services to adjust to the external factors influencing libraries and to meet the current and future needs of the UMass medical community.

JC

Library Remodeling Project

A new look and improved reader services are coming soon to The Lamar Soutter Library. An extensive remodeling project, now in the final planning stages, is set to begin later this year.

The project's scope is based on several service and appearance criteria developed collaboratively by Library staff. These priorities include greater convenience and comfort for Library patrons, improved work spaces for Library staff, and a modern appearance.

A new glass entrance, an expanded Circulation Desk, and a more efficient Reference Desk are among the changes visitors will first notice upon entering the Library. The computers will be arranged for easier use in the eastern end of the first floor. A classroom, accommodating 15

students, is also being created on the first floor, for the providing of instruction involving computers and other methods of accessing information.

Current journals and new books will be relocated to the western end of the first floor, to provide better access and browsing. Another part of the first floor will have improved facilities for both individual and group viewing of the Audio-Visual collection. New furniture in se-

lected areas, improved general lighting, and new carpet and paint will complete the project.

Project work is under the direction of the UMMS Facilities design staff with the assistance of Lamoureux Pagano and Associates, Inc. of Worcester. The project will be completed in phases to allow continuous functioning of all Library services. All phases should be completed by Spring. JP

Dose of Reading continued from page 4

tery of Endurance (2001). A *New York Times* reporter, Johnson ran the 135-mile Death Valley marathon to reduce the pain he felt at his sister's suicide.

Purnell, Karl H. *A Mountain Too Far: A Father's Search for Meaning in the Climbing Death of His Son*

(2000). To try to better understand his son and achieve some closure after his son Christopher's fatal ice-climbing accident in Canada at age 28, Karl took up mountaineering at the age of 65, attempting to conquer slopes in Yosemite, the French Alps, and the Himalayas. JL

MLA, an Odyssey

At the Medical Library Association's spring convention, titled "2001: An Information Odyssey," the Library was represented well by Jim Comes (Reference), Javier Crespo (Consumer Health), Barbara Ingrassia (Technical Services), Elaine Martin (Library Director), Debbie Sibley (Associate Director, New England RML), and Mary Ann Slocomb (Access Services).

Among our contributions to the Orlando gathering, Debbie Sibley presented a poster "Expanding the Online Public Access Catalog (OPAC)." The work of Systems Librarian Mary Piorun and Cataloger Pauline McCormick, the poster described the process of incorporating the manual card catalog of thirteen affiliate hospital libraries into one integrated library system (Endeavor).

Another poster, "The Worcester Gateway: Partners in Consumer Health Information," presented by Barbara Ingrassia, described her work with Reference Librarian Gael Evans, together with UMass HealthNet Director Javier Crespo, and Library Director Elaine Martin. Various types of health information providers working jointly results in

Faculty Computer Boot Camp

Boot Camp?! Computer Boot Camp is the name suggested by Associate Vice Chancellor, Sharyn Lenhart, to describe a program of mini-courses that not only introduced new faculty to the computer resources available to them, but also provided them with hands-on practice as part of each session. Dr. Lenhart led the effort to offer this program at UMass, with training sessions developed and taught by Peg Spinner and Jim Comes of the Reference Department and Lyn Riza and Derek Anderholm from the Information Services (IS) Department.

Originally, eight classes were planned – with a different class to be offered each month. The topics included:

- Getting the Most from Your Outlook NT Account

increased accessibility of consumer health information at the local level.

The collaboration involves 1) the creation of a Web-based referral database 2) workshops to train onsite staff in the use and teaching of MEDLINEplus, 3) training sessions for consumers, and 4) the marketing of free services through exhibits, articles, and press releases.

Finally, Javier Crespo and Elaine Martin presented the exhibit, "Crossing the Health Information Divide," which further details how access to health information, by means of computers and kiosk units, can be made available to patients and health care providers alike, in locations traditionally removed from health care settings.

Now that the Library is the new site of the Regional Medical Library for New England, Library Director Elaine Martin is also now the RML Director. At the Orlando meeting of the staff of the Regional Medical Libraries and the National Library of Medicine, Elaine also officially became Chair-Elect of the MLA Leadership and Management Section. *HF*

- Internet Searching & Web Site Evaluation
- Ovid is more than MEDLINE
- Web of Science
- Introduction to EndNote
- PowerPoint
- Microsoft Word
- Excel

Due to the popularity of the classes and faculty requests, two additional sessions were offered:

- Teaching in a Multi-media Classroom
- Using a PDA in Medicine

Despite the boot camp designation, the programs have had excellent attendance among the faculty and the evaluations were extremely positive! The hope is that this "Boot Camp" program will become a regular benefit offered to new, and also *current* faculty members! *MS*

Audio-Digests Are a Good Resource

Are you trying to stay up-to-date in your field, but the unread journal issues are stacking up?

Are you eager to supplement classroom lectures and textbook material as you prepare for exams?

Do you need CME/CE credit but don't know how to earn it?

Do you feel as if you're wasting time during your commute to and from UMMS?

The Lamar Soutter Library has an audiocassette collection which may be just the resource you need!! The Library subscribes to twelve specialties in the AUDIO-DIGEST series: Anesthesiology, Emergency Medicine, Family Practice, Gastroenterology, General Surgery, Internal Medicine, OB/GYN, Ophthalmology, Orthopaedics, Pediatrics, Psychiatry, and Urology. Content is compiled from original recordings made at professional meetings held around the world.

Billing itself as "the spoken medical journals," new tapes on different specific topics within each specialty are received once or twice a month. The entire collection can be browsed in the cabinet located on the second floor of the Library in the AV Mezzanine. Tapes can be signed out at the Circulation Desk for a one week loan period. The Library retains tapes for three years.

Check <http://www.audiodigest.org> for a list of recent programs and those of the previous three years.

Each listing includes an abstracted written summary. One can browse by specialty or search by title, lecturer, subject, drug, or keyword. The web site includes a free announcement service and details for earning up to 2 hours of Category 1 CME/CE credit. WebCasts are also available. *DA, EI*

Note: This article was drafted by AV Cataloger Dorothy Adams, who died on June 2, after suffering a stroke at work in March. Dorothy worked tirelessly to provide students, faculty,

continued on next page

SoutteReview

SoutteReview is a quarterly publication of The Lamar Soutter Library at the University of Massachusetts Medical School.

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Lamar Soutter Library continued from the front page

Consumer Health Information Coordinator. His consumer health education responsibilities and opportunities have thus expanded beyond the confines of the Bay State, to include all of New England. Mr. Klejmont has taken on the duties of Technical Coordinator.

Throughout the five-year contract, RML librarians will travel about New England to develop working relationships with librarians at academic libraries, hospital libraries, and public libraries, and to meet with individuals and groups representing consumers. Much of

the training they will be engaged in involves the technology-driven (e.g., involving Web-based products) nature of RML's variety of charges.

Ms. Sibley states that much of the RML charge will be implemented through subcontracted work and outreach efforts. Presently, candidates are being recruited for the professional positions of Outreach Services Coordinator, Administrative Assistant, and Network Coordinator. (The person who fills the latter position will, among other duties, assist area RML member personnel with Docline

system installation and staff training.)

In the coming months, NER coordinators will participate in exhibits, training, and otherwise represent the New England RML at conferences around New England. In the first few months, staff will attend conferences sponsored by Entech, the American Veterinary Medical Association, the International Federation of Library Associations, and the American Society for Healthcare Risk Management. JL

Dose of Reading: Family Bereavement

Note: The following titles are available either at The Lamar Soutter Library or through its Interlibrary Borrowing Services division. They are memoirs or other works on family bereavement that have intimate connections to their authors.

Anderson, Hesper. *South Mountain Road: A Daughter's Journey of Discovery* (2000). This memoir by dramatist Maxwell Anderson's daughter opens when she is 19, shortly after her mother's 1953 suicide.

Diehl, Margaret. *The Boy on the Green Bicycle: A Memoir* (1999).

During her childhood, both Diehl's older brother and father killed themselves, causing her to flee into a self-destructive world of fantasy.

Handke, Peter. *A Sorrow Beyond Dreams: A Life Story* (1974). This is a compelling portrait of this noted Austrian novelist's mother, who committed suicide. It has received high praise when performed as a dramatic monologue.

Henderson, Carol. *Losing Malcolm: A Mother's Journey Through Grief* (2001). This is an arresting meditation by Henderson on the death of her infant.

Jamison, Kay Redfield. *Night Falls Fast: Understanding Suicide* (1999). A mental health therapist who herself has faced thoughts of suicide, Redfield here marshalls an impressive amount of information and perspectives on the possible roots and prevention of suicide, particularly regarding afflicted persons who are under forty years of age. Johnson, Kirk. *To the Edge: A Man, Death Valley, and the Mys-*
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Good Resource continued from page 3

and researchers with access to quality audiovisual materials. She will be sorely missed.