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Lamar Soutter Library Annual Report FY2009

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Library and Learning Resources Committee 2008-09 Membership

MEMBERS: John M. Cooke, Ph.D. (Chair), *Cell Biology*; Brian Akerley, Ph.D., *Molecular Genetics & Microbiology*; Michael Francis, Ph.D., *Neurobiology*; John Hegarty, M.D., *Radiology*; Chung-Cheng Hsieh, D.Sc., *Cancer Biology*; Carolina Ionete, M.D., Ph.D., *Neurology*; Francesca Massi, Ph.D., *Biochemistry & Molecular Pharmacology*; Sherry Pagoto, Ph.D., *Medicine*; Manju Prasad, M.D. (Alternate), *Pathology*

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EX OFFICIO: Elaine R. Martin, D.A., *Director of Library Services*; Lyn Riza*, *Information Services*; Ralph Zottola, Ph.D., *Information Services*

*Alternate for Ralph Zottola

Grants/Sub-Contracts in Effect FY09

National Network of Libraries of Medicine, New England Region. (NLM Contract No. N01-LM-6-3508), National Institutes of Health, National Library of Medicine, 5/1/06-4/30/11, \$6.2 million. Elaine R. Martin, principal investigator. Javier Crespo, associate director. To provide information, outreach, and resource sharing services to health professionals and consumers in 6 New England states.

Partners in Information for the Public Health Website. NN/LM, NER, 5/1/06 -4/30/11, \$32,000/yr. Elaine R. Martin, principal investigator. Hathy Simpson, project director. To maintain the Partners in Information Access for the Public Health Workforce Website.

University of Massachusetts and New England Area Librarian E-Science Symposium Express Outreach Award. NN/LM, NER, 12/1/09 – 5/31/09, \$7,000. Elaine R. Martin, project administrator. Raquel Rivera, project coordinator. To continue to enhance collaborative New England region libraries' support of e-science initiatives for their research institutions.

Honors and Awards

Jane Fama
2008 AAHSL Leadership Scholarship

Len Levin
2008 NAHSL Achievement Award

Vivian Okyere
Medical Library Association Scholarship
for Minority Students

Mary Piorun
David A. Kronick Traveling Fellowship,
awarded by the
Medical Library Association.

Cultural Events in the Library

The LSL hosted many events this year, bringing students, staff, and the public into the Library.

▶ Artist in Residence Exhibits

- Nancy Von Hone: *The View from Here, Landscape Paintings in Pastels*
- Christina Giza: *Watercolors: People, Places, Etc.*
- Gregory Seward: *You and Me and What was Missed, Conceptual Photographique*
- David Drachman: *The Selective Eye: Finding Order in a Chaotic World (Photographs)*
- Jean-Pierre Etchegary: *Abstract Views, Acrylics*
- Student Art Show: *Perspectives*
- Student Art Show: *Celebrating Black History Month*
- Felicia Kuo: *Flights of Fancy (Photographs)*

▶ Humanities in Medicine Presentations

- John Harley Warner: *The Image of Modern Medicine: Professional Identity and Visual Culture in America at the Turn of the 20th Century*
- Gertrude Halstead: *memories like burrs* (reading and film screening)
- Richard Berlin: *Poets on Prozac: Mental Illness, Treatment, and the Creative Process*
- The Fifth Annual Gerald F. Berlin Prize for Creative Writing Awards Ceremony and Readings to celebrate poems and fiction written by UMMS students
- The Wisdom of Wit: An Artistic Portrayal of Life, Relationships and the Human Spirit*
- A Walk to Beautiful* (movie)
- Kris Holloway: *Writing that changes lives: the importance of sharing health stories*
- Rita Charon: *Narrative Medicine, Honoring the Stories of Illness*

▶ Other Events

- Women's History Month - Anne Taylor Kirschmann: *Nineteenth Century Women Physicians and the Homeopathic Choice*
- Black History Month - *Opening Doors* (NLM exhibit)
- Lamar Soutter's 100th Birthday Celebration
- TB Awareness Day - a special advanced screening of the documentary, *On the Lake: Life and Love in a Distant Place* and Q & A with the filmmakers as well as a forum on the current TB epidemic from both global and local perspectives.
- GBLT exhibit - *Love Makes a Family*
- The Price of Sugar* (movie)

Escience

The exponential growth of scientific data requires new ways to manage data management, preservation and curation. Health Science and science librarians can help researchers manage their data. The Lamar Soutter Library has taken a lead in bringing together librarians from the New England region to collaborate in brainstorming the skills, opportunities and challenges of managing data sets. Activities in the past year included:

- An escience symposium
- A science bootcamp
- A web portal development project

Sharing research data is important but challenging. LSL librarians are taking the lead in building a network of librarians who can help.

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THE
Lamar Soutter
LIBRARY

Annual Report • FY 2009



Director's Message

It is my pleasure to present to you the Lamar Soutter Library's Annual Report for the period covering July 1, 2008-June 30, 2009. The library is a place of study; it is also a place where people connect to scholarly information; and it is a place of art, history and the culture of academic medicine and health care, a "cultural commons" for the entire UMass-Worcester community. This report highlights the many services, resources and projects that accomplish these goals.

One of our major achievements this year was the redesigning of the library's customer service model. The development of a single point of service and outreach model focuses our patron services and resources on those who really need them in a timely manner whether they are physically in the library or at a remote location. Our focus on customized, personalized service irrespective of time or place is what distinguishes the Lamar Soutter Library.

A new service initiative focused on escience—both as a service to our researchers and as a leader of the other libraries in New England in escience initiatives. With money from the National Library of Medicine, we hosted a symposium to bring together health science and science librarians to brainstorm ways to collaboratively address the needs of researchers to curate, retrieve, manage and preserve data sets. We continue to take a lead in the escience initiative by creating an escience web portal and seizing other opportunities for collaboration with our library colleagues throughout the region.

Finally, we hosted more than 20 art exhibits, lectures, presentations, historical displays, and book signings, bringing together the entire UMMS community and linking UMMS to the Worcester area community as well.

In closing, I would like to thank our donors, the Library and Learning Resources Committee, and all our supporters. Your support of the LSL makes it possible for us to enrich the intellectual and cultural lives of all our users.

• Elaine Martin, D.A.
Director, The Lamar Soutter Library

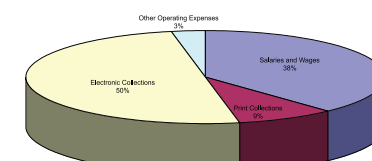
Selected Statistics FY 09

Collections
Current Subscriptions 5,089
(Print and electronic)
Total print volumes held 208,716
Databases 375
(Bibliographic citation)

Services and Staff
Service hours/week 99.5
Library visitors 253,634
Web site visits 3,768,782
(LSL home page)
Education sessions 205
Participants in education sessions 1,599
Outreach sessions 31
Circulation transactions 27,771
ILL to others 12,290
ILL from others 1,309
Total staff 46.6
(FTE, all funding sources)

FISCAL YEAR 2009

Lamar Soutter Library Operating Budget



Lamar Soutter Library Staff (7-1-08 – 6-30-09)

Administration: Elaine Martin, DA; Jan Sohigian; Marianne Siener; Cheryl Lavallee

Public Desk and User Services: Jane Fama; Kerry Mayotte; June Gasperski; Susan Garron; Richard Gray; Joe Guarini; Jean Hearn; Paul Julian; Charles Labonte; Jeff Long; Clare Nelson; Vivian Okyere; Susan Skoog; Fran Williams

Strategic Initiatives and Workforce Development: Barbara Ingrassia

NESCSO: Nancy Peterson

Office of Medical History and Archives: Ellen More, Ph.D.; Harvey Fenigsohn; Kristine Reinhard

Community, Technology & Global Relations: Mary Piorun; James Comes; Cecile Bianco; Janet Dadoly; Penny Glassman; Sally Gore; Nancy Harger; Len Levin; Nancy Linnehan; Judy Nordberg; Lisa Palmer; Julia Powell; Raquel Rivera; Robert Vander Hart

National Network of Libraries of Medicine, New England Region: Javier Crespo; Michelle Eberle; Mark Goldstein; Lauri Kolakoski Fennell; Martha Pearson; Hathy Simpson; Nicole Vernon

A Legacy of

Service and Learning

NER Update

Under contract with the National Library of Medicine, The Lamar Soutter Library serves as the Regional Medical Library for the New England Region. The RML office (NER for short) supports the National Network of libraries that serve health professionals and the public with timely access to health information. Its staff of librarians supports the training on National Library of Medicine resources such as PubMed, MedlinePlus, and DOCLINE. NER provides funds to libraries and community organizations to plan and conduct outreach projects that provide training and expand the use of National Library of Medicine's resources.

Instructional Sessions/Presentations

Across the region and in other parts of the country, staff conducted 59 instructional sessions to 920 participants. These sessions included PubMed, NCBI, consumer health topics, technology, and DOCLINE. The Connecting with the NER series was introduced this year for the delivery of online learning sessions and continuing education courses offered throughout the winter months. Updates on resources like PubMed, PHPartners, MedlinePlus, and DOCLINE were given, with a question-and-answer session with NER coordinators and members. Other sessions were conducted on the Value of Libraries Calculator and Trends in Medical Libraries. In addition to the Moodle-based course Caring for the Mind, a four-session continuing education class on service continuity was also introduced and conducted.

Subcontracts

Two outreach subcontracts were approved:

- Mid Upper Cape Community Health Center, Hyannis, MA; Diabetes Education: Cape Cod Outreach Project

This health education project will target low-income patients who have diabetes, many of whom being Portuguese speakers.

- Outreach Worker Training Institute (OWTI) at the Central Massachusetts Area Health Education Center, Worcester, MA; OWTI Health Information Outreach

OWTI will develop a curriculum based on research and OWTI's expertise in community health workers' competencies, related to web access and the sharing of NLM health information with patients, communities, and clinical teams.

Pointing Toward the Future: A New Model of Customer Service

Working toward our long-term goal of librarians providing more outreach to our primary clientele, the LSL eliminated the Reference Desk in January, 2009 and implemented a **triage and referral model** for a Single Service Desk. In simple terms, the triage and referral model means:

- ▶ Library assistants staff the desk.
- ▶ Reference librarians are on-call for in-depth patron assistance.
- ▶ Other reference librarians provide services in clients' own departments.

As the one-stop-shopping point of service for the library patron, the Library Service Point provides a first point of contact for anyone coming into the Library. It combines the services formerly provided at the Circulation Desk and the ready reference services formerly provided at the Reference Desk. Instead of the patron deciding what the appropriate place to go for his or her particular need would be, the library assistants at the LSP "triage" the patron's request. Either the assistants handle ready reference questions themselves or call in the assistance of a librarian to answer in-depth reference questions.

Pictured at right above: The GSN Dean's Award was given to the librarians of the Lamar Soutter Library for their outstanding contributions to the education of nursing students. Pictured are (seated, left to right) Lisa Palmer, Barbara Ingrassia and Elaine Martin; (standing, left to right) Paulette Seymour-Route, Sally Gore, Raquel Rivera, Judy Nordberg, Jane Fama, Nancy Harger, and Michael Collins. 2009 Educational Recognition Awards. April 14, 2009



LSL Professionals Transition to Outreach Activities

With the advent of the new service model in the Library, the professional library staff that had previously covered the Reference Desk became available to engage in the LSL's educational *legacy of service and learning* at a higher level.

Accomplishments:

- ▶ Further immersion into School of Medicine (SOM) and Graduate School of Nursing (GSN) curricula
- ▶ New classes in Evidence-Based Practice
- ▶ Instruction surrounding new National Institutes of Health (NIH) publishing mandates.
- ▶ Librarians now support Graduate Medical Education via attendance at chart rounds/resident report for the departments of Family Medicine and Community Health, Emergency Medicine, Pediatrics and Surgery.
- ▶ The personal librarian program has been expanded to include Nurse Educators on the University and Memorial Campuses.
- ▶ The library worked with the trainer from Micromedex to set up and conduct training for nursing staff and pharmacy staff at Memorial Campus, Clinton Hospital and Marlborough Hospital.

The successful GSN personal librarian program has also continued its success, by matching librarians with incoming PhD students, in addition to students from the new Doctor of Nursing Practice program. Evidence of this success was demonstrated when the LSL was awarded the GSN Dean's Award at a ceremony on April 14th, 2009.

Scholarly Communications

"Scholarly communications pertains to the creation, transformation, dissemination and preservation of knowledge related to teaching, research and scholarly activities." *Scholarly Communications Initiative, Becker Medical Library, Washington University in St. Louis* (<http://becker.wustl.edu/services/scholarly/index.html>)

Using this definition, LSL's own scholarly communications initiative focuses on several areas including:

- Public access funding policies
- Author rights
- New publishing models (e.g., open access, public access, e-only content, etc.)
- Digital archives (including our institutional repository)
- Copyright education and compliance

Accomplishments

- Campus-wide Scholarly Communications Forum - "A New Era of Scholarly Publishing: The NIH Public Access Policy Leading the Way"
- Addition of course to Library classes schedule - "NIH Public Access Policy: Submitting Manuscripts to PubMed Central"
- Continued development of Neurology Department's eJournal



eScholarship@UMMS (<http://escholarship.umassmed.edu>), a digital archive that provides worldwide access to the scholarly publications of UMMS faculty, researchers, staff, and students, grew significantly during the year.

Facts and Figures

- Over 5,000 papers to date, across 19 collections
- 35,393 downloads in the past year, up 60% from FY08
- Most downloaded paper: a GSBS dissertation by Farah Mustafa, *HIV-1 Sequences in the Establishment of Chronic Virus Producers*
- 18 personal researcher pages, which highlight the work of individual faculty and researchers
- Number of authors with works in eScholarship: over 7,500

Established collections:

- Graduate School of Biomedical Sciences dissertations and student publications
- Graduate School of Nursing dissertations and publications
- International Medical Education Program student trip reports
- Open Access publications continued to expand. The Open Access publications project, which gathers journal articles from the NIH's PubMed Central archive, increased faculty interest in eScholarship@UMMS and led to the creation of **two new personal researcher pages** and **four new collections**

New collections:

- Biochemistry and Molecular Pharmacology
- Cancer Biology
- Cell Biology
- Infectious Diseases and Immunology

Presentations/Posters/Publications FY2009

Bianco, Cecile E. Presentation/Poster: **Medical Librarians' Uses and Perceptions of Social Tagging.** North Atlantic Health Sciences Libraries Annual Conference, Lowell, MA, October 20, 2008. (Available online at http://escholarship.umassmed.edu/lib_articles/97/)

Bianco, Cecile E. Article: "Medical Librarians' Uses and Perceptions of Social Tagging." **Journal of the Medical Library Association**, 2009 April; 97(2); 136-139. (Available online at http://escholarship.umassmed.edu/lib_articles/95/)

Eberle, Michelle and Simpson, Hathy. Presentation: **National Library of Medicine: Hey Look at Us Now!** Boston Regional Library System Continuing Education Conference, Boston, MA, April 15, 2009.

Fama, Jane; Comes, James F.; Frempong, Vivian; Ingrassia, Barbara; Mayotte, Kerry; Palmer, Lisa A.; and Piorun, Mary E. Presentation/Poster: **Levels Program: A Career Ladder for Support Staff.** North Atlantic Health Sciences Libraries Annual Conference, Lowell, MA, October 20, 2008. (Available online at http://escholarship.umassmed.edu/lib_articles/93/)

Fenigsohn, Harvey. Article: "Curing the Body, Healing the Soul: A Navajo Vision of Healing in Medicine," **Worcester Medicine**, 2008 Sept/Oct; 72 (5); 16-17.

Fenigsohn, Harvey. Article: "The Power of Representation and the Self-Image of Physicians: A Historical Perspective." **Worcester Medicine**, 2009 March/April; 73 (2); 26-27.

Fenigsohn, Harvey. Article: "The Wisdom of Wit: the Challenge of Empathy at the End of Life." **Worcester Medicine**, 2009 May/June; 73 (3); 26-27.

Levin, Len, L.; and Whelany, Julia S. Presentation/Poster: **Evidence-Based Medicine Instruction in Integrative Medical School Curricula: A Tale of Two Libraries.** Northeast Group on Educational Affairs (NEGEA) Regional Conference, Hershey, PA, May 2, 2009. (Available online at http://escholarship.umassmed.edu/lib_articles/98/)

Long, Jeffrey E. Presentation: **Growing Up in Worcester and Around the World: Reading Memoirs for Pleasure, Bibliotherapy, and Cultural Insight.** Worcester Public Library, Worcester, MA, November 16, 2008.

Long, Jeffrey E. Presentation: **Remembered Childhoods.** Holden Senior Center, Holden, MA, November 17, 2008.

Long, Jeffrey E. Presentation: **Bibliotherapy Through Memoir.** Monthly meeting for the National Alliance for the Mentally Ill Monthly Meeting, Worcester, MA, April 16, 2009.

Martin, Elaine R. Presentation. **Report of a Qualitative Study of New England Hospital Administrator Perceptions of the Value of the Library.** MAHSLIN Annual Meeting, Waltham, MA, April 24, 2009.

More, Ellen S.; Fee, Elizabeth; and Parry, Manon, ed. Book: **Women Physicians and the Cultures of Medicine.** Baltimore, MD: Johns Hopkins University Press, 2008.

More, Ellen S. Book Review: "The Changing Face of Medicine: Women Doctors and the Evolution of Health Care in America." By AK Boulis and JA Jacobs. In: **Bulletin of the History of Medicine.** 2009 Winter; 83 (4); 813-814.

More, Ellen S. Book Review: "A Vital Force: Women in American Homeopathy." by Anne Taylor Kirschmann, In: **Bulletin of the History of Medicine.** 2009 Spring; 83 (1); 208-209.

More, Ellen. Presentation: **Changing the Face of Medicine: Women Physicians and the Cultures of Medicine.** UTMB, Galveston/Rosenberg Library, Galveston, TX, August 18, 2008.

Palmer, Lisa A.; and Piorun, Mary E. Presentation: **Digitizing Dissertations for the eScholarship@UMMS Institutional Repository.** Massachusetts Library Association's Introduction to Digitization Program, Worcester, MA, October 28, 2008. (Available online at http://escholarship.umassmed.edu/lib_articles/96/)

Simpson, Hathy. Presentation: **Public Health Online Resources – Virtual Tour of PHPartners.org.** National Network of Libraries, New England Region, Online Distance Learning Series, Shrewsbury, MA. February 3, 2009.

Vander Hart, Robert J. Book Review: "Designing the Digital Experience: How to Use Experience Design Tools & Techniques to Build Websites Customers Love." By David Lee King. In: **Journal of Web Librarianship**, 2009 April; 3 (2); 162-163. (Available online at http://escholarship.umassmed.edu/lib_articles/101/)

Office of Medical History and Archives

The Office of Medical History and Archives (OMHA) took some significant steps to further its mission and publicize its goals. On May 12, 2009, we held the first meeting of the Archives Advisory Committee to discuss collection strategies and potential subjects for our Oral History Interview program. Present at this inaugural meeting were Mary Kay Alexander, Harvey Fenigsohn, Richard Glew, Maurice Goodman, Barry Hanshaw, Lanny Hilgar, Elaine Martin, Ellen More (chair), John Paraskos, Thoru Pederson, Shirwin Pockwinse, Elizabeth Soutter Schwarzer, and H. Brownell (Brownie) Wheeler.

On March 9, 2009, we commemorated the Centennial of the birth of Dr. Lamar Soutter, our founding dean. This was an opportunity for our patrons to visit the Archives and many members of the Soutter family gathered with some of the faculty, students, and staff from the early years of the school to reminisce and to admire a generous gift of artifacts and documents from Elizabeth Soutter Schwarzer, Dr. Soutter's granddaughter. Most notable was a pair of suspenders embossed with the likenesses of all 16 members of the first graduating class, their gift to Dr. Soutter.

The Oral History Interview Collection has reached 53 completed interviews. Those interviewed during this year included James Dalen, Robin Davidson, James Dobson, Barry Hanshaw, Allen Lucia, Ira Ockene, Shirwin Pockwinse, Aldo Rossini, Susan Schooley, Nicholas Soutter, Robert Tranquada (Part 2), and Merrill (Ken) Wolf. The Archives received a total of 16 new collections, totaling some 40 linear feet. Besides materials from the Soutter family, donors ranged from founding deans and chairs to the descendants of Dr. Milman Pease, a rural practitioner from the Brookfields. The Finding Aid for the H. Brownell (Brownie) Wheeler collection was completed and is accessible online via the OMHA website.

Ellen More co-taught a "History of Medicine" Optional Enrichment Elective with Dr. Richard Glew, Vice Chair for Education in the Department of Medicine and a seminar for Psychiatry residents with Drs. Sheldon Benjamin and Jeffrey Geller on the History of Psychiatry. OMHA acquired and LSL hosted the National Library of Medicine/American Library Association exhibition, "Opening Doors: Contemporary African American Surgeons" in conjunction with the DEO Office during African American History month. The exhibition remained here for six weeks and was viewed by hundreds of library patrons and Worcester community members.

For the second consecutive year, the LSL contributed **more than 15000** pages of digitized materials to the Open Content Alliance, a collaborative effort of a group of cultural, technology, non-profit organizations around the world that helps build a permanent archive of digitized text. In collaboration with other members of the Boston Library Consortium, the LSL agreed to digitize and make publicly available several items from its Rare Books collection. This means users can now access such out-of-print non-copyrighted **19th century titles as Dr. Rachel Brooks Gleason, Talks to My Patients: Hints on Getting Well (1870) from their desktops. (Dr. Gleason was one of America's earliest women medical graduates.)**