Annual Report, FY 02
July 1, 2001-June 30, 2002
The Lamar Soutter Library

Introduction: The Year in Review

The Library remains committed to building the digital library and offering a variety of enhanced information resources and services to library users in support of their education, research and patient care endeavors. Although the rapid changes in technology and access to digital resources has greatly enhanced the ability of the Lamar Soutter Library to promote and advance research, education and clinical care, the need for the Library as a physical place has not been diminished or eliminated. The medical school administration recognized the importance of the Library as a place by giving the Library $1.5 million to renovate the existing space. The renovation project began in December 2001 as a way of helping the Library sustain and enhance what we are about— delivering quality, up-to-date information needed to improve the health of the public and the education of medical, basic sciences and graduate nursing school students. The substantial progress we made during the last six months of this fiscal year was sorely needed, heartily welcomed and greatly appreciated. We thank our library patrons and staff for their continued patience and flexibility throughout the project and the medical school for its financial support. The project is expected to be completed by December 2002.

While the renovation project remained the top priority this past year, we continued our commitment to teams as a way of responding quickly and appropriately to the complex environment in which we work. At the annual August retreat, the following priorities were identified and teams formed to address them:

> *Research Task Force
> *SoutteReview
> *Staff Development
> *Photocopy Implementation Task Force
> *Outreach Team/Events Team
> *Marketing Team
> *Exhibits Subcommittee
> *Handbook/Orientation Team

The Research Task force was created to investigate the information needs of the researchers at the UMMS especially those who will occupy the new research building and make recommendations as to collections, training, and information resource needs of these users. The *SoutteReview* Team continued its work of writing and soliciting articles so that the team can publish and distribute four issues of the *SoutterReview* within its assigned budget. The Staff Development Team was charged with doing a library survey asking staff about their training needs, designing a curriculum to meet those needs,

finding instructors, setting a class schedule, making all room and equipment arrangements for the class, and handling registration. The Photocopy Implementation Task Force was assigned the responsibility of designing an implementation plan and cost analysis for the previous task force's recommendation to outsource photocopy services. In addition, the Task Force was asked to implement quick fixes for addressing ongoing problems with service. The charge of the Outreach/Events Team was to coordinate all outreach events of the library such as the Annual Open House, Family Day, and the event for Family Medicine Preceptors (a new event proposed for this year). The Team was also charged with completing the Outreach and Training Plan. The charge of the Marketing Team was to complete the Marketing Notebook, develop a policy for a consistent look and feel for in-house library brochures and handouts and to investigate the pros and cons of developing a library logo. The Handbook/Orientation Task was asked to produce a Library handbook and design a new staff orientation program.

Once again, the Library Staff at the Lamar Soutter Library experienced a year full of many exciting and worthwhile projects and changes.

Administration

The priority for the Library's Management Team was to oversee the Library's renovation/remodel project. After many months of planning, the Lamar Soutter Library remodeling project moved from drawing board to reality in December. The goal of the renovation is to improve the functionality and general appearance of both user services and certain staff areas. R.J. Whipple of Worcester is the general contractor of this project, which includes many phases. The first phase is already completed, with the relocation of government documents to their new home on the first floor. The second phase, which occurred in January, entailed the removal of some built-in study carrels on the second floor, in order to make space for public photocopiers, which have been dispersed throughout the Library. The Photocopy Room has been converted to a state-of-the-art, hands-on computer classroom for Library instructional services. When not used for Library teaching, this room is available as an open computer lab. Other parts of the project which will take place in FY 03 will see the installation of new service desks in the Library's Circulation and Reference areas, as well as new Reference collection shelving. The offices of Document Delivery and Interlibrary Borrowing staff will be relocated from the back room to the new Circulation area. Further, the Systems and Technical Services departments will expand and showcase new looks. Finally, the public LCA (Library Computer Area) will be redesigned, and all Library users will note the replacement of carpet and paint on floors and walls, as well as the introduction of new furniture for more comfortable reading and studying.

The Library continued to serve as the Regional Medical Library for New England, completing its second year of a five-year contract from the National Library of Medicine. One of only eight in the country, the RML program is committed to providing information access and resources to health professionals and consumers who may not otherwise have the opportunity to find information that will help them make the best health care decisions.

The Library received two LSTA grants from the Massachusetts Board of Library Commissioners. The Pediatric Library grant facilitated our ability to start a Family Resource Center in the waiting room of the Children's Medical Center for patients and their families in need of medical information. The Customer Service grant allowed us to view ourselves as customers for a change and to create an Employee Handbook/Orientation program for new staff.

The Centers for Disease Control awarded the Library a three-year award to study the issue of evidence-based information resources for public health professionals. The project entails the identification of key resources for public health workers and the development of an evidence-based tool to help them locate quality information quickly and easily.

Access Services

The circulation staff implemented a new policy for those patrons from the general public (non-UMass employees or students) wishing to borrow materials from the Consumer Health and Humanities in Medicine collections. Patrons from the general public are now able to receive a free library card that expires in one year's time. This card allows patrons to borrow up to two books at a time from the Consumer Health or Humanities in Medicine collection. Pre-stamped mailers are provided for the return of all borrowed materials.

In collaboration with the Systems Department, the document delivery and interlibrary borrowing (ILB) staff implemented a new feature of the Ariel software, web delivery. The Ariel software is used to electronically transmit articles between requesting libraries. The new web delivery piece of the software allows the sending or receiving library to post the document to a web server for their patron to view their article. Testing of the web delivery software began in November 2001 and the first pilot project was conducted from December 2001-May 2002. For the project, six libraries in Maine were identified and they agreed to send their interlibrary loan requests to the Lamar Soutter Library. In return, the Lamar Soutter Library filled all requests from the six participating libraries for free. When a request was received from one of the six Maine libraries, the document delivery staff would copy the article, scan it using Ariel software, post it to a password protected space on the Lamar Soutter Library's website, and then email the requesting library with the link to the requested article. A participating library would than log on to the Lamar Soutter Library's website, enter their password and access their articles. All articles could be accessed five times or up to two weeks before they were deleted. Articles could not be transmitted directly to the participating libraries because they did not have the Ariel software on their computers.

Reference Department

The Reference staff was involved in a variety of instructional programs this year. Orientation programs were offered to the medical, GSBS, and nursing students and residents. A series of instructional programs were offered through the Faculty Boot

Camp co-sponsored with the Office of Faculty Administration. The Reference Staff offered twenty classes and trained thirty-eight individuals from the medical school staff. A weekly schedule of classes on the Internet, OVID and EndNote are available to all staff.

Evidence Based Medicine classes were offered to the Medical Students in the 3rd year clerkship program in cooperation with the Department of Family Medicine and to the nursing students. Programs on Evidence Based Medicine were offered to residents participating in the Meyers Institute on Evidence-Based Medicine and to a group of community physician preceptors.

Reference Librarians have visited and supported staff at Wing, Heywood, the Memorial Campus, and Marlborough Hospitals; participated in Chart Rounds at Barre, Fitchburg, Hahnemann, and Queen Street; and offered workshops at the Division of Medical Assistance (Commonwealth Medicine) in Boston, the Shriver Center in Waltham, and the Jamaica Plains facility.

Reference librarians are working as liaisons for outreach and collection development purposes with the following departments: Pediatrics, Psychiatry, Biochemistry and Molecular Pharmacology, Cell Biology, GSN, and Surgery.

Reference Librarians worked cooperatively with the other four UMass campuses on the LivePerson project, a chat reference service. The International Healthcare Opportunities Clearinghouse web site was revised and a new web page designed. The reference librarians staffed and managed the Pediatrics' Library and answered parents' questions related to their children's health.

Technical Services

This year the Technical Services staff continued to work on past initiatives while undertaking some new projects at the same time. The bar coding project initiated last year has made a significant difference in the collection development practices of the Library. The decision was made to barcode titles by decade, and 2000-2009 was the first decade to receive bar codes as it would provide information about the usage of current journals. Each current title received its own red Princeton File with the bar code attached to its side. Shelvers were trained to shelve the loose issues in the correct red Princeton File and to scan the barcode on the file as they reshelved the journals (overflows of issues went into black Princeton files. Shelvers would scan the barcode on the Red Princeton files only as they re-shelved loose issues that had been removed by patrons.) Those "scans" could then be uploaded into Voyager and be counted as "browses" in the title statistics.

The 2000-2009 volumes were completed in the spring and a seven-month journal use study was conducted. The results of this study provided the Library's management with a list of all journals the Library owns by title (for the 2000-2009 volumes) and the number of times each of these journals was used. The results from this study were used

to make decisions about what journals could be weeded from the Library's collection. It was found that the average number of uses for each title was 52. Any Journal that was used four or less times was then considered for weeding. Work has now begun on the 1990-1999 volumes. For these older volumes, we hope to gain usage information that will assist us in making decisions about remote storage, and, for earlier time periods, retention.

A major accomplishment this year was the completion of a Self-Study on our depository operations. Depository libraries in several states were required by the Federal Depository Library Program (FDLP) to submit self-studies this year and Massachusetts was one of those states. The self-study asks a library to describe, in detail, its depository operations in the following 7 areas: collection development, bibliographic control, maintenance, human resources needs, physical facilities, public services, and resource sharing. Every area of the library was involved in preparing this document. It was submitted to the FDLP on time and received a favorable review by the FDLP inspectors. We received a follow-up phone interview by one of the FDLP inspectors, during which he praised our self-study and supporting materials. We also received a written evaluation of our self-study and were informed that we would be inspected sometime this fall.

In addition to the self-study, a Government Documents Collection Development Policy was written which has been posted to the Library's website and submitted to our Regional Depository Library--the Boston Public Library. A Procedures Manual was also created for the processing of depository materials. The FDLP encourages depository libraries to have a procedures manual to ensure compliance with the program's requirements on acquiring, labeling, record-keeping, storing and claiming missing materials.

Systems Department

The proxy server continues to be a huge success for the Systems Department. In February the software was upgraded to include the latest features and fix minor bugs. We continue to work with Information Systems to ensure that the proxy traffic is able to travel through the firewall.

Proxy Usage			
	Unique Logins	*No. of Sessions*	*Total Hits*
School	781	18,103	2,730,213
Clinical	415	6,016	760,556
Totals	1,196	24,119	3,490,769

Unique logins refers to individual login names and the number of sessions refers to the number of times they used the proxy (example: 1 person may have logged in 6 times). Total hits gives us an idea of the amount of data being transferred. This table also shows how the unique users are categorized.

The Library subscribes to a number of databases. Most of these are accessed over the web and require no maintenance from the System Department however, there are a few that the systems department does install and maintain.

- ***SciFinder:*** SciFinder is new to the Library this year. It is a client/server application using Z39.50 searching which requires the Library to load the software on each machine that will have access to this database. SciFinder is currently running on 6 machines.
- ***PhysProp:*** The Physical Properties Database (PHYSPROP) contains chemical structures, names and physical properties for over 25,250 chemicals. Subscribing to this database is unlike any other database the Library has contracted with because all of the data is purchased. It is up to the Library to build the database that searches and displays the data. The Library has partnered with Information Services in an effort to make this data available to Library users.
- ***Open Links:*** OpenLinks is an add-on to Ovid Web Gateway, which supplements Journals@Ovid by providing access to external, non-Ovid full text journal articles. OpenLinks allows users to link from Ovid bibliographic citations to full-text articles from online content providers with whom the Library has electronic subscriptions. This feature is maintained by the System Department using a web tool developed by Ovid.
- ***Link Out:*** LinkOut is similar to Open Links, but it is used with the PubMed program. The Systems Department is responsible for submitting the titles that the Library subscribes to so that the links to full text and other resources can be displayed on the PubMed citations.

The web site continues to be maintained on a daily basis by the Electronic Resource Librarian. In the past year the features of ColdFusion have been incorporated into the web site. This year the search engine Verity was also installed and configured allowing the database tables to be searched as well as the flat files. The web server continues to host web sites for local medical library associations as requested through the RML.

In the past fiscal year, with the cooperation of Technical Services and Circulation, we have been able to implement a piece of inventory control software called Observer. This is a free program developed at the University of Indiana that interacts with the Circulation module of Voyager. Using a Palm Pilot equipped with a built in scanner the Circulation staff were able to gather usage statistics on journal usage. This data was then uploaded to the Circulation module and was able to be extracted to produce usage reports that were used to evaluate which journal titles received the highest use.

During FY 01, the Library with UMass Amherst, Boston and Dartmouth made a joint purchase, (using IT Bond Money) of an electronic course reserve system developed by the company DocuTek, *E-Res v4*. Electronic course reserves allow libraries to migrate traditional paper-based reserves to the World Wide Web and to manage copyright-protected documents online.   The DocuTek system is a major step forward in providing traditional library resources in a new way to the students of UmassOnline, the University's I-495 Center for Professional Education and all distance education efforts.

The Library was able to start using the Illiad System in July 2001 for lending and August 2001 for borrowing. Illiad replaced the QuickDoc system to manage interlibrary loan

requests. The server is housed at UMass Amherst and is shared by the two campuses. The new web interface allows patrons to submit, cancel and edit requests 24 hours a day. There is a similar feature on the lending side that will be implemented in the coming year to handle ILL requests that arrive in the mail or over the fax machine.

Over the past year the Library Computing Area (LCA) has undergone a major change because of the Library remodel project. The largest change comes from the construction of a new computer lab in the area that was once the photocopier room. This lab added 15 new computers to the number of PC's the Library maintains as well as the necessary AV equipment (ceiling mounted projector, retractable screen, VCR and a speaker system) to host training classes when needed.

The Library Network closet was removed during the remodel project. All network connections on the main floor now run to the closet located in the Goff Learning Center. As a result, the machines on the main floor had their network cabling upgraded.

The Library had four network printers in the LCA. These were mid size HP printers with a duty cycle of 100,000 pages. The volume of printing in the LCA was causing the printers to be under constant repair. The Library was able to purchase two new large HP printers in December with a duty cycle of 350,000. Because of the printing capacity of these two printers we were able to reduce the number of printers from four to two.

When the Library Network closet was eliminated the wireless network needed a new location to be powered from. Since the wiring was going to be upgraded we used this opportunity to upgrade the network access points and network cards. This upgrade enabled users of the network to use an 11 MB card instead of the 2 MB cards that we originally installed on the network.

Grants Awarded

"Evidence-Based Practice for Public Health" (TS-0734), 2001-2004, ATPM/CDC/ATSDR Cooperative Agreement, $615,307. Elaine R. Martin, principal investigator. Hathy Simpson, Project Director.

"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.

"Pediatric-Family Resource Library," Lamar Soutter Library, University of Massachusetts Medical School. Elaine R. Martin, principal investigator. Nancy Harger, Project Director. LSTA Open Grant: Massachusetts Board of Library Commissioners. October 1, 2001-September 30, 2002. $28,134.

"Customer Service Project" Project # 02.3.11 MBLC 2001-2002 $7330.00. Elaine Martin contact, Kerry Mayotte Project Director

Presentations

Comes, James and Peg Spinner. "PDA Basics: Just What You Need to Know,"
PDA Expo at UMass Medical School, Worcester, June 11, 2002

Martin, Elaine R. "Dimensions of Family Mentoring," Medical Library Association
Annual Meeting, Dallas, TX, May 20, 2002 (panelist).

Piorun, Mary "Wireless Technologies in Academic Libraries," ACRL Information
Technology Committee Rivier College, Nashua, NH., August 31, 2001

Piorun, Mary "Library Document Delivery & Distance Education Support,"
Massachusetts Education Computing Conference 2002, Cape Cod Community College,
West Barnstable, MA., June 6, 2002

Piorun, Mary "Expanding the New Users Horizons," PDA Expo, UMass Medical School,
Worcester, MA., June 11, 2002

Vander Hart, Robert and Peg Spinner "Responding to User Experience in the Design of
Interactive Tutorials," October Conference for New England Librarians, Dartmouth
College, Hanover, New Hampshire, October 25, 2001.

Posters

Martin, Elaine R. and Nancy E. Harger "Point-of-Care Reference Services in a Pediatric
Clinic," MLA Annual Meeting, Dallas, TX, May 19, 2002.

Piorun, Mary & Ingrassia, Barbara "Creating a Digital Collection: The Original Research
of Dr. Gregory Pincus," MLA Annual Meeting, Dallas, TX, May 19, 2002

Book Reviews

Comes, James." *How the Way We Talk Can Change the Way We Work* by Robert Kegan
and Lisa Lahey In: "The Leading Edge," Newsletter of the Leadership and Management
Section, Medical Library Association, August 2001