



Annual Report

The Lamar Soutter Library • A Legacy of Service and Learning

FY 2007



Director's Message: The Library—A Place to Connect to Information and Culture

In every academic health sciences center, there is

one part of the institution that has always been the center for scholarship, knowledge retrieval, knowledge management, and cultural engagement. The Lamar Soutter Library is that center for the University of Massachusetts Medical School community. The Library works to strengthen access to evidence-based health information for all faculty, staff, students, researchers, clinicians, and the general public. This year, the Library continued to work on enhancing and personalizing its resources, technology, and services to the Medical School, our clinical system partner, the Commonwealth of Massachusetts, and the New England region.

The Library unveiled its strategic plan in the Fall of 2006. Six broad themes emerged: providing seamless service, valuing library staff, enhancing partnerships and collaboration, increasing collections and resources, providing education, and the marketing and promoting of Library services and resources. The plan was endorsed by the Library's Learning and Resources Committee and provides a roadmap for the future.

Also during FY07, the National Library of Medicine awarded the Lamar Soutter Library a five-year contract to serve as the Regional

Medical Library (RML) for New England. There are only eight such awards throughout the country. The Library's designation as an RML stands as evidence of excellence in outreach, technology, consumer health, public health, and network and resource sharing initiatives provided to the more than 400 network members by our program.

The Library continued to develop its cultural events programs, emphasizing the human side of health and medicine. A variety of art, movies, book signings—all designed to inspire us and celebrate creativity—were offered throughout the year.

During the past year, the Library continued to build its digital presence, but not at the expense of the library as place. More than 542,000 patrons came into the facility this past year—either to use a print book or journal, ask a reference question, check out a book, use a computer workstation, or attend a class or event. During the same period, 754,189 visitors accessed our new and redesigned Library website.

Strong libraries are essential to providing education and lifelong learning, to building strong communities, and to fostering economic development. The Lamar Soutter Library, as this annual report shows, is a strong library.

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

THANK YOU to these people for their donations of books and other materials:

Richard Aghababian*
Patricia Bartram*
Mrs. Roland Caron
Peter Castaldi*
Mary Costanza*
Phillip Crimmins
Richard Desouza
Elizabeth Dugan
Stephen Fish
Paul Fishman
Jeffrey Geller
Lillian Goodman*
H. Maurice Goodman*
Mrs. Lois Green*
Lanny Hilgar*
Daniel Lasser*
Jerry Longenecker*
Ingrid R. Markhardt
Ellen More
Rosalie Noone*
Thoru Pederson*
Gene Petit*
Mark E. Quirk*
Cheryl Scheid*
Mark Shelton
Samuel Thompson*
Henry Tulgan*
UMass Preventive Medicine
Program
H. Brownell Wheeler*
George Witman*
Worcester District Medical
Society

*Donations to the
Lamar Soutter Library's Office
of Medical History and Archives

OMHA Activities FY2007

The LSL Office of Medical History and Archives (OMHA) and the Humanities in Medicine (HIM) Library sub-committee make a variety of contributions to the UMass community. The HIM committee, composed of faculty, students, and Library staff, promotes greater awareness of the value of the humanities in health care, medical education, and biomedical research. The group maintains a website, http://library.umassmed.edu/humanities_med, helps build a collection of books and films, and sponsors cultural programs, including a creative writing contest and a film series.

HIM has sponsored talks and book signings by the physician-authors Perri Klass, Darshak Sanghavi, Dagan Coppock, Richard Berlin, and Rafael Campo, as well as the Richard Berlin Creative Writing Contest for medical students and residents at UMass Medical School.

The OMHA collects and preserves materials documenting the history of the Medical School. In addition, it supports historical research, teaching, and activities highlighting the history of UMMS and the history of American medicine and health care.

To date, approximately 45 interviews have been conducted for the UMMS Oral History initiative, including many documenting the early history of the Family Medicine Residency and other interviews tracing the early decades of UMMS. OMHA-sponsored events during FY2007 included "Women and Mentoring," a presentation by Naomi Rogers, Ph.D., of Yale University and "The Genetic Etiology of Psychiatric Disorders in Historical Perspective: The Case of Tourette Syndrome," by Howard Kushner, Ph.D. of Emory University.

OMHA also sponsors a web page, <http://library.umassmed.edu/omha>. The Archives accepts donations of departmental and individual papers and other historical materials pertinent to the history of UMMS. Major collections include the papers of Dr. H. Brownell Wheeler and of the Worcester Foundation for Biological Research (formerly, the Worcester Foundation for Experimental Biology). To inquire about donations or long-term loans, contact Dr. Ellen More, Head OMHA (ellen.more@umassmed.edu).

—EM, HF

The Library's Role in Education

The educational mission of the Lamar Soutter Library is two-fold. First, there are classes, such as MEDLINE training, Bibliographic Management software training and other database training that is a centerpiece of our instruction portfolio. These classes are taught on-site in the Library and also at many off-site locations, based upon request and need. Second, the LSL is heavily involved within the curriculum throughout the three schools and the Graduate Medical Education program.

Examples this past year include student and resident orientations and general instruction of Library resources; instruction of Evidence-Based Practice methods to students and faculty; support of electronic Personal Digital Assistant (PDA) resources; and assistance to students and faculty in the orientation and use of Blackboard Vista 4 (the UMMS online learning management tool).

Members of the Library staff were also actively involved in curriculum committees, such as the Clerkship Directors group, the Educational Technology Advisory Committee, and curriculum development task forces and retreats. Librarians also supported the residency program in the Department of Family and Community Medicine, by attending weekly patient chart rounds and encouraging the residents' further understanding and subsequent use of our wealth of information resources.

—LL

Regional and National Accomplishments of the NN/LM, NER

The National Network of Libraries of Medicine—New England Region (NN/LM—NER or NER) provides training and outreach to health information users throughout the six New England states. The National Library of Medicine awarded the Lamar Soutter Library its second five-year contract (\$6.2 million) to serve as the Regional Medical Library or RML. NER is staffed by five librarians acting as coordinators for the following program areas: 1) Training Health Professionals, 2) Consumer Health Information, 3) Network Services and Resource Sharing, 4) Technology, and 5) Public Health Information.

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Library and Learning Resources Committee: 2006-07

John M. Cooke Ph.D. (Chair)
Cell Biology

Judy Abbate Ph.D., RN, MS
Graduate School of Nursing

Paul Fanning Ph.D.
Orthopedics

Thomas Greenough M.D.
Pediatrics

Heather-Lyn Haley Ph.D.
Community Faculty Development

John Hegarty M.D.
Radiology

Sherry Pagoto Ph.D.
Medicine

Joan Politz Ph.D.
Biochemistry & Molecular Biology

Cristian Stefan M.D.
Cell Biology

John Walsh M.D.
Physiology

Paul Steen M.D.
Worcester District Medical Society/Library

Peter B. Schneider M.D.
*Worcester District Medical Society/
Medicine & Nuclear Medicine*

Lou Talarico
Student Representative

Ex Officio
Elaine R. Martin DA, MSLS, MA
Director of Library Services

Ralph Zottola Ph.D.
*ACIO, Academic Computing
Information Services*

Lyn Riza MS
*Manager, Instructional Technology
Information Services (Alternate)*

For Further Information

- about the Lamar Soutter Library, please contact Dr. Elaine Martin at Elaine.Martin@umassmed.edu
- about the New England Regional office of the National Network of Libraries of Medicine, please contact Javier Crespo at Javier.Crespo@umassmed.edu or go to <http://nmlm.gov/ner/>

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

eScholarship@UMMS

eScholarship@UMMS, a digital collection of the scholarly work of UMMS faculty, researchers, staff and students, grew significantly during the year. Library staff developed four new communities, representing student achievements, female faculty members' research, and other departments' highlights. Personal web pages for faculty members were also created. Additionally, established communities like the Graduate School of Biomedical Sciences contributed dissertations, and Library staff offered publications and presentations.

This past year, 31,304 patrons visited eScholarship@UMMS and downloaded 14,626 full-text versions of items in the repository.

A summary of the communities added this year:

Senior Scholars

A collection of research projects carried out by fourth- and fifth-year medical students. Forty-one abstracts of the students' research projects were added.

International Medical Education Program

A collection of 73 reports and personal reflections of students' clinical rotations carried out in 29 countries.

Women's Faculty Committee

A collection of nearly 300 publications and other works by members of the Committee, promoting their scholarly activity and creating awareness of possible collaborators for future research projects.

Personal Researcher Pages

Nine personal web pages highlighting individual faculty and researcher work were built during the year. These showcase UMMS scholarship across disciplines including Medical Education, Nursing, Oncology, Preventive and Behavioral Medicine, Orthopedics and Physical Rehabilitation, Family and Community Medicine, Dermatology, Cell Biology, and Molecular Genetics and Microbiology.

—SG

Project Completed

After three years of planning and physical labor, the project to shift all pre-1978 print journal volumes to compact shelving in an eighth floor storage area was finished. The project to barcode all 165,000 print journal volumes in the LSL was completed in the Spring. Statistics of volume usage can now be gathered and analyzed for planning purposes. There was a great sense of accomplishment felt by all involved.

—BI

The LSL: Library as Physical Place

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

- UMMS Associate Professor of Cell Biology, Cristian Stefan MD., continued his series, "The Medical Dimension of Non-Medical Movies," of film screenings followed by discussions. The films showed included:
 - September 14 – *Phenomenon* (1996) US
 - October 26 – *Rat* (2000) IRE
 - November 30 – *The Doctor* (1990) US
 - April 5 – *The Road to Galveston* (1996) US
 - April 26 – *Age-Old Friends* (1989) US
- September 20 – Opening reception for the launch of the *Artist in Residence Series* featuring Artist Lynn Simmons.
- November 27 – Discussion and reception with Janet Bickel M.A, co-sponsored by the Women's Faculty Committee of UMMS & UMMHC
- December 4 – Opening reception for artist Shoba Balaji, who displayed floral oil paintings throughout the month of December.
- Jan 2 – The kick-off of a weeklong series of launch events for the LSL's new and improved website.
- Feb 15 – A film screening, *Super Size Me*, co-sponsored by the Department of Preventive and Behavioral Medicine.
- Feb 26 – A film screening, *Percy Julian: Forgotten Genius*, presented in conjunction with the Office of Equal Opportunity and Diversity in observance of Black History Month.
- March 8 – Opening reception for photographer Tim Dailey who displayed his work throughout March and April.
- March 28 – Naomi Rogers Ph.D., Associate Professor of History and Women's Gender and Sexuality Studies Program and Yale, "Women and Mentoring" co-sponsored by Office of Equal Opportunity, Women's Faculty Committee, and Office of Medical History and Archives.
- April 4 – The Third Annual Berlin Awards presented by UMMS Psychiatrist Richard Berlin M.D. to prize-winners of the annual competition organized as a tribute to the late doctor's father, who struggled with a severe chronic disease.
- May 1 – Movie Screening: *Searching for Asian America* co-sponsored with the Asian Community Outreach Organization.
- May 30 – A reading by physician-poets Dagan Coppock and Richard Berlin from *Body Language*, a collection of poems written by doctors-in-training.
- June 5 – A reception for Dr. Peter Grigg's collection of Cloisonné enamels which were on display throughout the month of June.

Turn of a New Year Marks the Unveiling of a New and Improved Website

January 2, 2007 marked the beginning of the kickoff week of the "New Year/New Website" celebrations for the Library's new and improved website. Opening ceremonies included a toast by Director Elaine Martin, a demonstration of the new website and take-away educational items for attendees. The revamped website is a product of the Lamar Soutter Library's Website Implementation and Website Redesign teams. The new site (<http://library.umassmed.edu>) features a new color scheme and many new additions to the content of the site. The Office of Medical History and Archives also launched its new website in January (<http://library.umassmed.edu/omha>) which features images and news clippings chronicling the history of the UMMS campus and information about the Library's special collections. The new Humanities in Medicine website (http://library.umassmed.edu/humanities_med/) allows catalog access to the Library's HIM collection and provides information on upcoming cultural events.

—JP

Presentations/Posters/Publications FY2007

- Bianco, Cecile. Article: "Working in a funnel at the Name Authority Cooperative." **MLA News**, 2006 Sept.: 16. (Available online at http://escholarship.umassmed.edu/lib_articles/89)
- Comes, James; Bianco, Cecile; Gore, Sally; Palmer, Lisa; and Piorun, Mary. Presentation/Poster: **Capturing students' international experiences: eScholarship@UMMS and international medical education.** UMass Global Health Symposium session, Shrewsbury, MA, May 3-4, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/64/)
- Dadoly, Janet. Book Review: "Smart technology for aging, disability, and independence: the state of the science." Edited by William C. Mann. In: **Medical Reference Services Quarterly** 2006 Winter; 25 (4): 90-91.
- Dadoly, Janet. Book Review: "The Merck Manual, 18th ed 2006." Edited by Mark H. Beers, et. al. In: **Medical Reference Services Quarterly** 2007 Summer; 26 (2): 113-114.
- Franklin, Patricia; Haley, Heather-Lyn; Ingrassia, Barbara; More, Ellen; Piorun, Mary; Pollack, Phyllis; and Martin, Elaine. Presentation/Poster: **Changing the face of an institution: creative partnerships for women's professional development.** AAMC 2006 Annual Meeting, Seattle, WA, October 29, 2006. (Available online at http://escholarship.umassmed.edu/lib_postpres/24/)
- Gildea, Ruthann, and Levin, Len. Presentation/Poster: **Bibliotherapy: patient libraries and reading programs, One component of the moral treatment revolution.** Medical Library Association Annual Meeting, Philadelphia, PA, May 21, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/65/)
- Gore, Sally. Article: "All health is local: Go Local Massachusetts helps consumers locate health care services close to home." **Journal of Consumer Health on the Internet**, 2006; 10 (4): 1-14. (Available online at http://escholarship.umassmed.edu/lib_articles/53/)
- Gore, Sally, and Martin, Elaine. Article: "E-Mental Health: providing quality mental health information to practitioners and the public." **Journal of Hospital Librarianship**, 2006; 6 (4): 55-62. (Available online at http://escholarship.umassmed.edu/lib_articles/52/)
- Gore, Sally; Ingrassia, Barbara; Nordberg, Judy; and Piorun, Mary. Presentation/Poster: **New partnerships for a new generation.** Medical Library Association Annual Meeting, Philadelphia, PA, May 20, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/87/)
- Maggio, Lauren; Levin, Len; Tannery, Nancy; Thompson, Lora; and Whelan, Julia. Presentation/Poster: **Libraries in medical education (LIME): A special interest group of NEGEA.** Northeast Group for Educational Affairs Annual Educational Retreat, Stony Brook, NY, June 8, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/88/)
- Martin, Elaine. Book Chapter: "Team effectiveness and members as leaders." Published in: **Making a Difference: Leadership and Academic Libraries**, edited by Peter Hernon and Nancy Rossiter, Libraries Unlimited, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/63/)
- Martin, Elaine. Article: "Team effectiveness in academic medical libraries: a multiple case study." **Journal of the Medical Library Association** 2006 July; 94 (3): 271-278. (Available online at http://escholarship.umassmed.edu/lib_articles/21/)
- More, Ellen. Article: "Changing the face of medicine: one historian's experience as a curator." **Archival Elements** 2006 Summer. (Available online at http://escholarship.umassmed.edu/lib_articles/30/)
- More, Ellen. Article: "The last word." **Vitae** 2007 Spring/Summer; 29 (3): 28.
- More, Ellen. Presentation: **Women physicians and sex education: the case of Dr. Mary S. Calderone.** Worcester Women's Forum, Worcester, MA, October 26, 2006.
- More, Ellen. Book Review: "Nurse midwifery; the birth of a new American profession." By Laura Ettinger. In: **American Historical Review**, 2007 June; 112 (3); 888.
- Palmer, Lisa. Poster: **Anatomy of an institutional repository: dissecting the metadata process.** American Library Association Annual Meeting, Washington, DC, June 25, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/66/)
- Piorun, Mary, and Fama, Jane. Article: "Choosing the International Standards Organization's Interlibrary Loan Protocol (ISO) or Preserving the Status Quo?" **Journal of Interlibrary Loan, Document Delivery & Electronic Reserve**, 2007; 17 (1/2): 53-65. (Available online at http://escholarship.umassmed.edu/lib_articles/68/)
- Piorun, Mary, and Palmer, Lisa. Presentation: **Anatomy of a digitization project: dissecting the process.** Scanning Forum 2006 Meeting, Charlottesville, VA, November 6, 2006. (Available online at http://escholarship.umassmed.edu/lib_postpres/23/)
- Piorun, Mary, and Palmer, Lisa. Presentation/Poster: **Anatomy of a digitization project: dissecting the process.** Medical Library Association Annual Meeting, Philadelphia, PA, May 20, 2007. (Available online at http://escholarship.umassmed.edu/lib_postpres/25/)
- Piorun, Mary; Palmer, Lisa; and Comes, James. Article: "Challenges and lessons learned: moving from image database to institutional repository." **OCLC Systems and Services**, 2007; 23 (2): 148-157.
- Piorun, Mary; Comes, James; and Billings, Marilyn. Presentation/Poster: **The Role of the institutional repository in preserving the scholarly record of the University of Massachusetts.** University of Massachusetts, Instructional Technology Conference: The Scholarship of Teaching & Learning: Technology & Reflective Practice, Sturbridge, MA, April 5, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/59/)
- Riza, Lyn; Pasquale, Susan; Lydon, Andrea; Barrett, Andrea; and Levin, Len. Presentation/Poster: **Developing a WebCT support program to take teaching to a higher level.** Innovations in Teaching with Technology User Group session, Worcester, MA, April 5, 2007. (Available online at http://escholarship.umassmed.edu/lib_articles/61/)
- Simpson, E. Hathaway. Presentation: **Evidence-based public health: findings from a research project and resources for practice.** University of Massachusetts Medical School Preventive Medicine Residency Program session, Worcester, MA, September 13, 2006. (Available online at http://escholarship.umassmed.edu/lib_articles/58/)

Achievements by Three LSL Staff Recognized with Awards

Elaine Martin D.A., Assistant Professor of Family Medicine and Community Health, is the recipient of the University of Massachusetts President's 2006 Public Service Award. This faculty distinction recognizes the significant contributions that Dr. Martin has made to the Commonwealth of Massachusetts and the Lamar Soutter Library, since taking its helm in 1998.

Elaine's leadership has been integral in the landing of a number of National Library of Medicine grants that have enhanced the Library's ability to deliver superior service to its clientele. For example, her efforts have resulted in the establishment, on the Shrewsbury campus, of one of our country's eight Regional Medical Libraries. Her implementation of the online resource *Go Local Massachusetts* has further assured that all citizens of Massachusetts have equal access to quality health information resources.

Also during FY2007, Catalog Librarian Lisa Palmer received the year's NETSL Award for Excellence in Library Technical Services from the New England Technical Services Librarians. She was awarded this for her years of exemplary cataloging in corporate and academic libraries, as well as her part in launching an institutional repository and redesigning the Library's website. Lisa also was thereby recognized for her publishing and other technical services achievements at the local, state, and national levels.

Finally, Javier Crespo, Associate Director of LSL's Regional Medical Library, was awarded a fellowship from the the Association of Academic Health Sciences Libraries (AAHSL) and the National Library of Medicine. The focus of the program is the preparation of medical librarians for directorship positions, by exposing the Fellows to new professional environments and fresh perspectives. Javier was paired with Linda Watson, director of the Health Sciences Libraries at the University of Minnesota, while working on skill-building in such areas as fundraising, curriculum development, budgeting and planning, and information technology.

—JL

Regional and National Accomplishments of the NN/LM, NER *continued from page 2*

Some numbers:

Instructional sessions on NLM resources like PubMed, MedlinePlus, DOCLINE, Technology and consumer health topics: **99**. While most of these occurred within our six-state region, others were in locations such as Montreal, Oklahoma City, and Chapel Hill.

Instructional activities conducted remotely (Distance Education): **24**. These range from extended asynchronous classes offered for CE credit to one-time training of library staff on using DOCLINE.

Participants at all instructional sessions: **1,288**.

To fulfill the outreach mission of the National Network, NER provides funding to other institutions for the purpose of conducting outreach projects. Four funded projects were initiated this year. Three proposals targeted to specific areas of need in the region were submitted and approved. One project was part of a competitive competition.

FY07 NER-funded projects provided:

- health information services to underserved rural health professionals in Vermont and New Hampshire;
- resource room for families at a community-based head start facility in Revere, Massachusetts;
- on-site information access for consumers visiting a community farmers' market in Holyoke, Massachusetts; and
- information services to school nurses across the entire state of Connecticut.

This past year, NER subcommittees worked with staff on several initiatives to accomplish a variety of information access goals. The Hospital Library Subcommittee has worked to develop orientation and promotional toolkits for network members who may work in a hospital setting and need assistance with advocacy efforts. The Consumer Health Advisory Subcommittee provided feedback on our programs and services in consumer health. Our outreach and education coordinator worked with the Education Working Group to create an assessment survey and report designed to help us identify future training needs. The Outreach Review Subcommittee reviewed the proposals for funded outreach projects for the region.

As part of a national collaboration, NN/LM staff across all eight regions have been working together to develop an action plan to promote library emergency preparedness planning throughout the National Network. We expect the work of this group to be completed next year and will result in a coordinated, regional approach to providing access to health information during disasters or emergencies.

—JC

Lamar Soutter Library Staff (7-1-06 - 6-30-07)

Administration: Elaine Martin D.A.; Jan Sohigian; Deb Dulmaine-Coonan; Marianne Siener

Access Services: Jane Fama; Kerry Mayotte; Harvey Fenigsohn; Joshua Flaccavento; Vivian Frempong; Susan Garron; Jacob Gemme; Richard Gray; Jean Hearn; Tarah Hunter; Paul Julian; Jeff Long; Kim Ossene; David Pugh; Lynn Simmons; Cheryl Stevens; Fran Williams

NESCSO: Nancy Peterson

Office of Medical History and Archives: Ellen More Ph.D.; Heather-Lynn Haley; Kristine Reinhard

Reference Services: James Comes; Dorothy Barr; Janet Dadoly; Vivian Frempong; Sally Gore; Nancy Harger; Paul Julian; Len Levin; Nancy Linnehan; Judy Nordberg; Lowell Schwartz

Systems: Mary Piorun; Matthew Clark; Julia Powell; Lynn Simmons; Robert Vander Hart

Technical Services: Barbara Ingrassia; Cecile Bianco; Bobbie Brooke; Janet Dadoly; June Gasperski; Joe Guarini; Clare Nelson; Lisa Palmer; Marianne Siener

National Network of Libraries of Medicine, New England Region: Javier Crespo; Donna Berryman; Michele Eberle; Penny Glassman; Mark Goldstein; Martha Pearson; Hathy Simpson; Nicole Vernon

Grants/Sub-Contracts in Effect FY07

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

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 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. Hathy Simpson and Sally Gore, project directors. To contact and train public health officials within designated geographic areas in each of the region's 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.

—BI

Selected Statistics FY07

Collections

Current subscriptions (Print and electronic)	4,810
Total print volumes held	212,501
Databases (Bibliographic citation)	358

Services and Staff

Service hours/week	99.5
Library visitors	542,371
Web site visits (LSL home page)	754,189
Education sessions	252
Participants in education sessions	1,662
Outreach sessions	114
Circulation transactions	63,284
Interlibrary loans to others	16,332
Interlibrary loans from others	1,655
Total staff (FTE, includes grants and contracts)	41.65

