



SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 12

Library members listen...



Members of the Regional Medical Library listen attentively to Director Elaine Martin's presentation. The Lamar Soutter Library is a candidate for the New England Regional Library position.

Book a Book Place into Your Plans

On April 4, 2001, from 10:30 am to 3:00 pm, the Lamar Soutter Library will celebrate National Library Week with its third Annual Library Open House.

The theme of the Open House is *Café Bibliotheca*. Library staff want to let everyone know about the high quality electronic information tools provided by the library.

Representatives from companies such as Ovid, Elsevier, EBCSO, ISI, and MD Consult will demonstrate unique features that make their software products useful to researchers and clinicians. An instructor from the National Network of Libraries for Medicine will also demonstrate many of their informative products. Giveaway items and tip sheets on how to get the most from these products will also be available.

In addition to these short presentations and product displays, there will be exhibit tables that focus on new and improved services such as Health Net, Library publications, remote access via the Library's proxy server, and the Library's ever-growing website. Browse the exhibits. Attend a program or two. Win a door prize. Enjoy delicious hors d'oeuvres from the Struck Café. We hope to see you there! **AN**

Library Survey: Faculty Responses

This is the third in a series of articles reporting the results of a survey of the UMass Medical School faculty, students, and residents in the Spring of 2000. The purpose of the survey was to assess patron usage and satisfaction with collections, resources, and services in the medical library and elicit comment on Library-wide services. *continued on page 2*

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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

Surveys were sent to 1000 faculty, of whom half are located at our school's University Campus, 55 Lake Ave. North. This included faculty with Biotech Park offices. An additional 500 names were selected with addresses not at 55 Lake Ave. We received 326 responses, for a return rate of 32.6%. Of these, 317 responses were usable.

The analysis of the survey results focused on the clinical and non-clinical status of the respondents, to better identify their use and knowledge of the Library, rather than the respondents' primary location. Clinical respondents were defined as faculty with the primary responsibility to see patients, and non-clinical respondents were defined as faculty with the primary responsibility to teach and engage in research.

The non-clinical faculty visit and use the Library's resources more than the clinical faculty. Seventy

percent of the non-clinical faculty visit the Library regularly, utilizing the paper/electronic journals and electronic resources on the web page. In contrast, about thirty percent of the clinical faculty visit the Library regularly, as well as utilize the journal collections and electronic resources on the web page.

Satisfaction with the Library's collections and services was higher for the non-clinical faculty than the clinical faculty. The clinical faculty were somewhat less satisfied with electronic journals and full-text sources. Access and newness of the services for off-campus faculty may have contributed to the lower satisfaction rating for these resources. The faculty expressed high satisfaction with services associated with personal assistance from the staff generally, the Circulation staff, and Reference staff.

Faculty were asked to rate their overall satisfaction with the Library

and to rate the order of importance from a list of eight items related to needs and resources. On a scale of 1 to 5, Library services and the library system as a whole were rated 4.8 and 4.0 respectively. The physical amenities of the Library were rated lowest at 3.41, followed closely by the book collection at 3.43. The faculty considered the delivery of full-text articles to the desktop and the journal collection as most important. Group study space, electronic reserve materials and an online curriculum were considered least important.

In the last section of the survey, faculty were given the opportunity to suggest books, journals, or other resources, or to make any general comments. Further analysis of the data and a review of faculty comments will enable the Library to identify areas for improvement and make the changes necessary to respond to collection and service needs of the faculty. *JC*

Ovid Online Replaces Local Ovid System

Access to the suite of databases that the Library offers through the Ovid interface was changed, effective February 1, 2001. The new interface, referred to as Ovid Online, was introduced in the Library in January so that the older, local Ovid system and the new system could run in parallel.

The decision to move to Ovid Online was made for several reasons, including the currency of the databases and the improved interface and features of the Ovid Online system. There is no password needed to access the system. Remote access may be gained by logging on to the Library's new proxy service. (Registration at the Library is required for this service.)

Ovid Online content includes databases such as MEDLINE, Pre Medline, CancerLit, BIOSIS, PsychInfo, Evidence Based Medicine Reviews, CINAHL, approximately 100 full-text journals and 18 full-text medical textbooks. With Ovid Online, the user connects with the Ovid server in Utah instead of with a server located at UMass.

Instead of the time lag created by receiving CD updates from Ovid, the servers at Ovid are updated weekly. MEDLINE and PsychINFO are updated each week.

New features and enhancements are also available sooner with Ovid Online, since it is the focus of Ovid Technologies' development. One of the major enhancements currently available only with Ovid Online is the ability to search multiple databases at one time and then to eliminate duplicate citations. Another new feature is the ability to delete one or more sets from a search strategy.

Access to Ovid Online is IP-dependent and Ovid Online will recognize your school or clinical system computer as being within the UMass domain. Ovid users will no longer need to register for a login or set a password. To use Ovid Online, a user should be a registered borrower at The Lamar Soutter Library. Your name and barcode will enable access to the proxy service provided by the Library.

For more information about Ovid Online, please contact the Library's Reference Desk at 856-6857.

*For more information about registering for access to the Library's proxy service, please contact the Library's Circulation Desk at 856-6099. **DS***

The Library Collection: Help Us Help You

The Lamar Soutter Library welcomes and encourages suggestions for books to be added to the Library's collection. Request forms are available at the Circulation Desk or on the Library's webpage at <http://library.umassmed.edu/MatReq.html>.

Items are added to the collection in support of the mission of the Library and its written Collection Development Policy, as the budget allows.

For more information, please contact Barbara Ingrassia, Assistant Director for Library Technical Services, at (508) 856-1041 or by e-mail at: Barbara.Ingrassia@umassmed.edu.

Virtual: a Reality

Imagine that you are looking for a book and that you can search sixteen research libraries' catalogs simultaneously. That is the concept behind the Boston Library Consortium's (BLC) Virtual Catalog (VC). With funding provided by the Massachusetts Board of Library Commissioners, the sixteen-member group of the BLC has been working with two public library networks in the Boston area to develop the Virtual Catalog.

The VC allows you, as a library user, to seamlessly search the combined holdings of the members' online card catalogs, to view the results in a common system, and to initiate interlibrary loan (ILL) requests based on real-time local Circulation status and ILL policies. The materials you order will be sent to this library's Circulation Desk. You will be notified when the material arrives. When you are finished with the material, you will return it to the library's Circulation Desk so that it can be shipped back to the lending library. This service will be provided to you at no cost.

Besides UMass Medical School, members of the BLC include UMass-Amherst, UMass-Lowell, UMass-Dartmouth, UMass-Boston, Marine Biological Laboratory/Woods Hole Oceanographic Institute, MIT, Wellesley College, Boston College, Boston University, Tufts University, Northeastern University, Brandeis University, Boston Public Library, the Massachusetts State Library, and one out-of-state institution, Brown University in Rhode Island.

The catalog is currently in various stages of implementation. Four of these libraries have just opened their catalogs to public access. UMass Medical School will soon go live with Library staff implementation. Sometime this spring or summer, once a smooth workflow has been established, we will join in with the "First Four" and go live for public use. Eventually all sixteen BLC libraries will be brought on board. In addition, two public library networks, which contain about one hundred public libraries, are participating in the project. *MAS*

A Trip to (The Other) Portland

Giving presentations and poster sessions at professional conferences in the Northeast are not unusual occurrences for Library staff. It is less common, however, for librarians to travel cross-country for such activities.

In late January, Reference Librarian Robert Vander Hart traveled to Portland, Oregon to present an hour-long program at the eighteenth annual Online Northwest Conference. Sponsored by the Interinstitutional Library Council of the Oregon University System, Online Northwest is a one-day conference that focuses on learning about computers and technology in all types of libraries.

Vander Hart's presentation, co-authored by Reference Librarian Peg Spinner, was entitled "Usability

Testing for Effective Web-Based Learning: An Interactive Evidence-Based Medicine (EBM) Web Site." The program consisted of PowerPoint slides and an online demonstration of an EBM tutorial. Presentation materials may be viewed at <http://library.umassmed.edu/EBM/onlinenw>.

The keynote speaker at this year's conference was Roy Tennant, an award-winning, internationally recognized pioneer in digital library development and Internet training. Tennant currently manages the eScholarship web and services design for the California Digital Library and is author of the column "Digital Libraries" for *Library Journal*. *RV*

Displays of Service and Humanity

In the opening days of March, two catastrophes befell the Library. While on duty March 3, longtime Technical Services employee Dorothy Adams suffered a debilitating stroke. Two colleagues, John Marengo and Kerry Mayotte, quickly and calmly responded to the emergency. In addition to summoning medical assistance, they monitored Dorothy's vital signs and ensured that she be kept as comfortable as possible until the appropriate personnel could rush her to the adjacent hospital's ICU.

Two days later, a blizzard struck central Massachusetts, leaving three-foot snowdrifts in its wake. Although most area schools and

businesses were brought to a halt, the Library's doors remained open. Providing yeoman service, staff members Mary Ann Slocomb, James Comes, Harvey Fenigsohn, and Doug Parker worked extra shifts at the Circulation and Reference desks, assisting many of the more than 300 customers who braved the forbidding weather to use our facilities. (Two of these staff even brought blankets and bunked on the premises overnight!)

We commend our colleagues who, under such stressful conditions, coolly demonstrated the highest levels of service dedication and human compassion toward others in need. *JL*

Donors Thanked

We wish to thank the following individuals for their donations of books and journal issues to The Lamar Soutter Library during 2000:

Paul S. Appelbaum, Sandra Beling, Leslie Berg, Jeffrey Bernhard, David Dunn, Arnold D. Fiascone, Stephen Fish, Jeffrey Geller, H. Maurice Goodman, Lillian Goodman, Karleen Habin, Dawn King, Aaron Lazare, Sharyn

Ann Lenhart, David B. Ludlum, Sandy Marks, Leroy Mayo, John Moran, Edward Purcell, Frank Reale, Vivek Somnotra, Merrill Wolf

The Library accepts offers of materials in good condition, published primarily during the past ten years, for possible addition to the main collection. Older items, with special historical significance

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Worcester, MA 01655

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Dose of Reading: Orphans and Adoption

Blais, Madeleine. *Uphill Walkers: A Memoir of a Family* (2001). A journalist, Blais recalls how she and her siblings survived their childhoods in Holyoke, Massachusetts after their young father died.

Dahlberg, Edward. *Because I Was Flesh* (1964). Born in Boston at the turn of the century, iconoclast Dahlberg here recalls much of his life, including his years at a Jewish Cleveland orphanage.

Fisher, Antwone. *Finding Fish: A Memoir* (2001). Soon to be a motion picture starring (and directed by) Denzel Washington, this memoir tells of Fisher's early years in a Cleveland orphanage, running wild on the streets, and then having to confront emotions of anger and abandonment, while in the Navy.

Klose, Robert. *Adopting Alyosha: A Single Man Finds a Son in Russia* (1999). A testimonial to his perseverance against numerous international bureaucratic obstacles, this narrative delineates how this journalist, an unmarried man, ultimately prevailed in his attempt to adopt abroad.

Lewis, Judy. *Uncommon Knowledge* (1994). A penetrating analysis of her youthful torment, this memoir recalls her learning, in her thirties, that Clark Gable and

Loretta Young were her biological—and not merely adoptive—parents.

McKenzie, Richard. *The Home: A Memoir of Growing Up in an Orphanage* (1996). Economist McKenzie tells of his life in a North Carolina orphanage during the 1950s, following his mother's suicide.

Norling, Donna Scott. *Patti's Journey: From Orphanage to Adoption and Reunion* (1996). Born during the Depression, Norling recreates her experiences growing up in a Minnesota orphanage.

Rhodes, Richard. *A Hole in the World: An American Boyhood* (1990). Following physical and emotional abuse inflicted upon him and his brother by their stepmother, Rhodes and his sibling were sent to a Missouri working farm in 1950.

Satre, Jeanne M. *Eight Was Not Enough: The Unlikely Adventures of an Only Child* (1998). Satre describes her experiences with her husband, who are the adoptive parents of six interracial and special needs children.

Simpson, Eileen. *Orphans: Real and Imaginary* (1987). In this unusual book, the author combines her own memories (of growing up as an orphan in Westchester, NY

and Hanover, NH) with scholarly essays on the orphan as a cultural figure.

Waldron, Jan L. *Giving Away Simone* (1995). Waldron recounts how, as an unwed mother in Boston in 1969, she relinquished her newborn daughter, but was reunited with her eleven years later; this memoir also details the difficult process of their subsequent reconciliation.

Wilson, Rex L. *Out East of Abilene: An Adoption Memoir* (2000). Set in Oklahoma, this memoir describes his life in a state orphanage from about his fourth through twelfth years. *JL*

Donors Thanked *cont. from page 3*

and value, may be offered for possible addition to the Rare Books Room. Financial donations are also welcomed.

We particularly encourage faculty, researchers and staff to donate a copy of any books they have authored or edited. For more information, please contact Barbara Ingrassia, Assistant Director for Technical Services, at 508-856-1041.

Again, many thanks to those who have made items available to our collection. *BI*