



SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 14



LSL Staff Member named Employee of the Month



Judy Nordberg, recipient of Employee of the Month award.

Judy Nordberg, a Reference Associate in the Lamar Soutter Library, was named as the University of Massachusetts Medical School's Employee of the Month for June. Her selection for this prestigious award marks the third consecutive year that a Soutter Library employee has been so honored. Because of her selection in June as the Employee of the Month, Judy also becomes a recipient of the "Commonwealth Citation for Outstanding Performance Award," the Governor's

recognition of exceptional service to the state. This award is given to state employees who "set higher standards for themselves" and "challenge their fellow workers to adopt similar standards."

Four years ago, Judy transferred to the Lamar Soutter Library from the former Worcester Foundation for Biomedical Research Library. She enjoys the challenge of reference work and the diverse clientele that she assists. Judy has been an active member of the Outreach Team. Her creative talents have been seen in the artistic posters, signs, and window displays that she has designed in these past four years. All Outreach Team members warmly endorsed her nomination as Employee of the Month as an expression of their appreciation for her expertise in library knowledge and for her excellent people skills.

As a recipient of the Employee of the Month Award, Judy will join the other employees who won this prestigious award for the past year at the UMMS Employee Appreciation Awards Celebration 2001 dinner at the Boston Museum of Science. She will receive the Commonwealth Performance Recognition Award at a special dinner to be held in the Hynes Convention Center in Boston on November 20. Congratulations, Judy, on a job well done! *PJ*



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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

(508) 856-6857

Document Delivery

(508) 856-2029

Interlibrary Borrowing

(508) 856-3302 or 856-2080

Library Administration

(508) 856-2205

Government Documents

(508) 856-3290 or 856-2473

Journal Information

(508) 856-2388

Acquisitions

(508) 856-1041

The Academic Year in Review

The selection of the Lamar Soutter Library to be the New England Regional Medical Library capped a busy and fruitful academic year for us. As we move into the new academic year, a time of promising challenges and new directions, we can look back at the numerous projects and programs developed by a wide range of Soutter Library staff people culminating in the selection of this library to be a Regional Medical Library.

For us, the academic year begins at the Annual Library Retreat held in August. Library employees spend the day at a remote site focusing on one main goal-enhancing library services for our many customers. From the August, 2000 retreat, Director Elaine Martin, with the help of the Management Team, established different teams to address staff suggested priorities in

order to provide better library service. The Outreach Team concentrated on setting up programs to inform our diverse clientele about the many services provided by the Lamar Soutter Library. The Staff Development Team co-coordinated several workshops for the staff. The Marketing Team focused on the development of a plan to promote library services to UMass users. The SoutteReview Team's charge is to plan and produce the newsletter. The Web Team's priority was to improve the library web site. The Management Team meets regularly with the Director and addressed ongoing Library issues.

The Photocopier Services Task Force completed its year and a half long assessment of the Soutter Library's Photocopier services and issued a recommendation. A task force meets as regularly as a team but, when its work has been com-

pleted, it is dissolved.

It was a year of orientations for students in all of the University of Massachusetts Medical School's divisions: nursing, medical, and graduate. Programs were offered to Summer Enrichment Program students, new residents, new researchers, and even students from other area campuses.

The online journal links on the library web site grew to over 1,000. A total of 390,957 patrons used the library in the past 12 months. The library staff shelved 113,298 journals during this time. The reference staff assisted 15,249 patrons. The Document Delivery Department sent over 19,000 articles to many happy customers. The Lamar Soutter Library added 1,100 new titles to the book collection. It truly was a busy academic year. This upcoming academic year promises to be even busier. *PJ*

LSL Reports Web Site Now Available

A work-in-progress under development by Electronic Resources Librarian Robert Vander Hart, the Library Teams and Task Forces web site is intended to make readily available (to medical librarians and other interested parties) a large assortment of Lamar Soutter Library documents. Current and former chairs and members of Library teams, task forces, and committees as well as the staff of SoutteReview have collaborated to identify and collect such groups' reports, as well as various other important departmental documents.

Other staff members have contributed older and more elusive items, which will increase the archive's exhaustiveness. To date, documents and accompanying data from several Library groups have been posted on the web site. To access the link to this site, go to the Library's home page (library.umassmed.edu). Questions and comments should be directed to Robert Vander Hart at (508) 856-3290. *JL*

ILLiad is Launched

On August 13, the Lamar Soutter Library's handwritten Interlibrary Borrowing (ILB) form was superseded by all-electronic ordering. For on that date, employees and students affiliated with UMass/Worcester's University campus began submitting their fee-based requests for materials available from other libraries exclusively through a new electronic ordering system named ILLiad (Interlibrary Loan Internet-Accessible Database). The ILLiad registration form is linked to the LSL home page: library.umassmed.edu.

Photocopies of articles from medical journals constitute the bulk of the Library's ILB requests. However, patrons also request book loans, as well as such obtainable items as microform material, dissertations, government documents, conference proceedings, and symposia.

After registering themselves into this system from a computer at work or home, Library patrons are able to input as many requests as they desire. This ordering system inter-

faces with the OCLC (Online Computer Library Catalog) and Docline search systems, and offers several advantages over the Library's previous ILB system:

- Patrons enter registration information only once, rather than with every request
- Patrons can track the progress of their requests by computer, day or night
- Requests are handled more quickly, because Library staff does not have to interpret handwritten requests
- Patrons can cancel requests without penalty, up to two hours after initiating a request
- Patrons can view their entire request history, including cancelled and completed requests, with detailed tracking information and ancillary notes

Questions and comments should be directed to Jeff Long at (508) 856-2080, or to Karen Cangello at (508) 856-3302. *JL*

Librarians Collaborate in User Education Text

Electron Resources Librarian Robert Vander Hart and Margaret Spinner are the co-authors of a chapter in a book recently issued by Scarecrow Press, entitled *Library User Education: Powerful Learning, Powerful Partnerships* (edited by Barbara I. Dewey).

In their chapter "Web Technology and Evidence-Based Medicine: Usability Testing an EBM Web Site," they briefly describe the process of developing the EBM web site in partnership with the Department of Family Medicine and Community Health. The project web site (library.umassmed.edu/EBM/index.html) is organized into several sections. The key learning tool on the site is the three-part tutorial exercise which guides users through the process of defining a clinical question for a hypothetical

case, deciding on the best type of study to address the question, and performing a literature search.

Following completion of the exercise, students filled out a paper evaluation form that asked them to rate the effectiveness of the design of the tutorial and its help screens, and to make written suggestions for improvements. The students' ratings and comments were inconsistent; the authors concluded that evaluations are not a reliable measure of the tutorial's success or failure. They chose to perform a usability study to test the accuracy of the written evaluations.

The test consisted of six timed tasks, taking approximately 45 minutes to complete. The administrators developed an observer form on which to record demographic information, elapsed time, the

browsing path, and the comments and actions of each participant in the study. Five volunteers were chosen for the study; four of the five had not used that EBM web site prior to the test.

The authors could observe firsthand that the volunteers found navigation within the tutorial difficult because of its unidirectional design. The help frame was used inconsistently; the observers concluded that the large amount of text presented in a small font made the help frame ineffective. These observations will be used to improve the web site. Further, the development team learned that future changes to this and other sites should be tested with usability studies prior to release to the target user group. *BI*

Recent Staff Additions to the Lamar Soutter Library

The Lamar Soutter Library hired several new employees in the past twelve months. Nearly all Library departments have had a new person or so added to their staff. As the saying goes, "you can't tell the players without a scorecard." So here is a synopsis of who is who among the new staff members, by department.

The Access Services Department has added Astrid Bergner to its staff. Astrid can be found at the Circulation Desk from morning to afternoon. She began working for the Library in March. Astrid once worked in the Geographical Institute Library of the Technical University of Munich.

The Research, Education and Information Services (REIS) Department added several new employees in the past year. E. Hathaway "Hathy" Simpson is a part-time Reference Associate. Hathy started her employment here in November 2000. She has a solid scientific background and holds a Master's degree in Public Health from the University of Connecticut.

Vivian Okyere combines a part-time Reference Associate position in the morning with a part-time afternoon position in the Document Delivery Department of Access Services. Her past library experience at the Levy Library of Mount Sinai Hospital in New York City has made her transition to our library an easy one. Vivian started working in the Soutter Library last winter.

Nancy Harger is the newest full-time employee in the REIS Department. Prior to accepting the position here in August, Nancy was employed at the Memorial Hospital campus Library and the Marlboro Hospital Library. Nancy's current position involves some outreach work at some affiliated libraries of the UMass/Memorial system, as well as the Pediatric-Family Resource Library at the University campus.

The Technical Services Department has two new recently hired employees. Bobbie Brooke, who formerly worked here in a non-benefited position, is now the Gov-

ernment Documents Librarian. After her first stint in this library, Bobbie went to work at the Quinsigamond Community College Library in an Acquisitions position. She commenced her new role here in February.

Joe Guarini is relatively new to the library scene. He works in the Technical Services Department as a Bar coder and Inventory Assistant. Joe has been bar coding library items since May.

The new Assistant Director of UMass HealthNet is Barbara Winrich. She brings extensive experience to the position from several clinical settings, most recently at the UMass/Memorial Comprehensive Breast Center. Barbara started at the end of August.

The Lamar Soutter Library added many new hourly employees and shelvers as well. *PJ*

SoutteReview

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RML Fortified with New Staff

Three new members of the New England Regional (NER) Medical Library are becoming acclimated to their offices and duties on the Shrewsbury campus, since their employment began there in July. All three individuals have deep personal and career roots in the Bay State. Reporting directly to NER Associate Director Deborah Sibley, they are among the Library's expanding workforce. At the time they were interviewed for this profile, Rebecca, Nicole, and Mark were continuing to advance along the learning curves of their respective jobs.

Rebecca Chlapowski, a UMMS employee for the past six years, has assumed the position of Administrative Assistant. During the early weeks of her new assignment, which involves closely working with Ms. Sibley, Rebecca has logged many hours interacting with physicians, medical students, and others who have had questions regarding the access and use of the Lamar Soutter Library's home page, PubMed search techniques, and related issues. She also oversees

payroll and travel matters, and prepares packets for LSL librarians attending conferences. Rebecca is setting her sights on editing paper and electronic editions of a public relations newsletter, in order to expand public awareness of the Regional Medical Libraries.

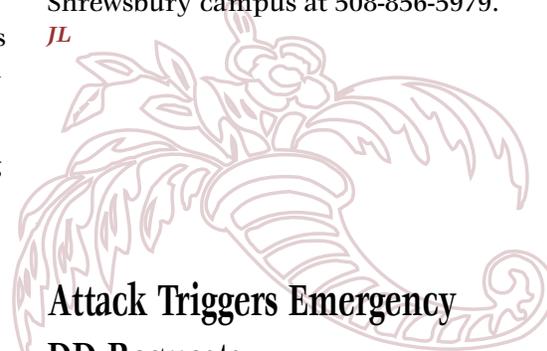
Nicole Vernon, a UMMS employee for nearly fifteen years, has taken the office of Financial Assistant. Her first month in this capacity has been devoted to the setting up of an Access database, which will allow her to track all aspects of the budget. Presently, Nicole is putting the finishing touches on assimilating all fiscal and expense data pertaining to the institution's first year.

Mark Goldstein, a former computer consultant hailing from greater Boston, has become the network coordinator. He is responsible for providing technical support and training to other medical libraries in the Northeast, regarding such interlibrary loan systems as DOCLINE and ILLiad. In the coming weeks and months, Mark (and Technical Coordinator Shawn

Klejmont) will be working with LSL Systems Librarian Mary Piorun to offer a support arm to the staffs of public, medical school, and hospital libraries throughout the region.

Further information on this Regional Medical Library is available through a link from the Lamar Soutter Library's home page (library.umassmed.edu). Or call the Shrewsbury campus at 508-856-5979.

JL



Attack Triggers Emergency DD Requests

During the hours and days following the terrorist attacks of September 11, the Library's Document Delivery department received several emergency requests from New York City area hospitals. In view of the magnitude of this human tragedy, the requested journal articles were supplied immediately, and without charge. JL