



# SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 15

## Renovation of Library Underway



After many months of planning, the Lamar Soutter Library remodelling project is moving from drawing board to reality. 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 will involve many phases. The first of these 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 is being converted to a state-of-the-art, hands-on computer classroom for Library instructional services. When not used for Library teaching, this room will be made available as an open computer lab.

Other parts of the project 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 project is expected to last approximately nine months. During this time, the Library will remain open for business, although some services may be temporarily relocated or limited through specific construction phases. The LSL staff will do its best to keep all patrons apprised of such changes, as the project progresses. And throughout the project, we will continue to provide you, our clientele, with access to the quality information you need, in a timely manner. For the latest information regarding the stages of the project, please check the Library's web site ([library.umassmed.edu](http://library.umassmed.edu)), the foyer display case, or the signs posted on the easels at the Library's entrance.

Celebrate our grand unveiling at our Open House (date to be announced)!

*ERM, Director of Library Services*

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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

## Health Information Kiosk Launched at Psychiatric Outpatient Center

The UMass HealthNet project has installed the first kiosk as part of the Psychiatric Department's Mental Health Information Center. The kiosk is available for patient use at the Outpatient Psychiatric Center, adjacent to the UMass Campus. Patients can access and print information available from the World Wide Web.

The installation is thanks to a development team headed by Alan Brown MD, Director of Clinical Services. The team gathered a list of credible mental health web pages and sites geared toward patients and the public. The team also conceived a *Tests for Patients* page, with links to publicly available measures for patients to self-administer. The Tests for Patients page also houses other tests that providers can administer to patients. The web site includes links to agencies, support groups, and information on several of the Department of Psychiatry's clinical service units. A *Salud Mental* page links to Spanish language resources. The kiosk is part of a series of computer installations for patients at Department of Psychiatry clinical sites.

The Mental Health Information Center directs patients to quality information resources that are well known by providers. The team envisioned the Mental Health Information Center as a resource that patients can refer to within the treatment centers, while at home, or at other computers. Team members noted that their patients use of computers was increasing. Referral cards are given to patients' listing the address to the Mental Health Information Center. Providers can note which conditions, medication, or web site(s) they would like the patient to look up.

The kiosk uses a touch-screen monitor. By touching the links on-screen, the user navigates between pages. Because the kiosk lacks a keyboard, there are no searching or email options. In addition, the kiosk can browse only a pre-defined set of web sites. Patients can print out information for themselves during their visit.

Another kiosk is slated for the Family Practice Center at the campus' Benedict Building. Javier Crespo at the Regional Medical Library and Barbara Winrich, UMass HealthNet Assistant Director, will oversee its installation. *JC*

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Book Review • *Win the Battle: The 3-Step Lifesaving Formula to Conquer Depression and Bipolar Disorder*, by Bob Olson

*I know of no more encouraging fact than the unquestionable ability of man to elevate his life by a conscious endeavor.*—Henry David Thoreau

Diagnosed with manic depression (bipolar disorder) at 27, Bob Olson tried 15 antidepressant drugs and 21 shock treatments (electroconvulsive therapy). Nothing worked. On one medication, Olson quickly gained 24 pounds. Another drug slurred his speech and blurred his vision. Others caused hair loss or dizziness. He agonized for 5 years, spending some 18 hours a day

sleeping. Increasingly, Olson thought of suicide.

But Olson refused to give up. Besides his own indomitable courage, he was blessed with the inexhaustible love of his wife. With the support of Melissa (whom he dubbed "my silent knight") and his doctor, whom he later added to "the list of heroes who saved my life," Olson began to retry medications that had failed him in the past.

Miraculously, after seven days on one of these, he emerged from the abysmal darkness. Soon he was working again, and not long after that he founded his own successful business. Robert Olson has not

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## Librarian Head Presents Paper in France

Jim Comes, LSL Reference Head and Frank Domino, a physician from the Family Medicine Department, presented a paper at the IXth International Cochrane Colloquium held in Lyon, France from October 9-13. The Cochrane Collaboration is an international network of individuals and institutions committed to preparing, maintaining, and disseminating systematic reviews of the effects of health care. Originally developed by Peg Spinner and Frank Domino, their study evaluated a teaching technique to improve communication skills of learners around the content and context of evidence-based medicine.

During their third year, the medical class of 2002 received an experimental curriculum in evidence-based medicine that included the discussion of statistical concepts with patients during their Family Medicine clerkship. The students were asked to present a clinical scenario, search the school's electronic databases, including the Cochrane Database of Systematic Reviews, and to role-play with instructors using these communication techniques.

Seventy-five people attended their presentation, and Jim and Frank answered their questions regarding the study and implementation of evidence-based medicine. While at the meeting, Jim and Frank spoke with Kay Dickersin, director from the New England Cochrane Center at Providence based at Brown University, to collaborate on future projects.

Jim, Frank, and his family took the opportunity to travel to Paris on the high-speed train known as TGV (Train a Grand Vitesse). They were able to see the Mona Lisa and the Venus di Milo, in spite of a work stoppage of public employees at the Louvre. They also experienced the fine cuisine of Lyon, known as the "gastronomic capital" of the world.

*NH*

## Lamar Soutter Library Opens Pediatric Family Resource Library with Grant from Massachusetts Library Board

The Massachusetts Board of Library Commissioners has awarded a \$28,000 grant to UMass Medical School's Lamar Soutter Library to create a consumer health library for families using the services of the Children's Medical Center. The new Pediatric Family Resource Library collection will offer point-of-care reference services and pediatric resources for parents and other family caregivers interested in learning more about children's health care issues. The new library, next to the pediatric clinic waiting area, on the second floor of the Benedict Building on the University

Campus, opened Jan.3.

With the opening of the library, users can address questions directly to knowledgeable medical librarians and make requests to borrow books and videotapes. "The collection we have put together meets the needs of those searching for the most current information regarding the care of chronically ill children," said Christopher Stille, MD, a UMass Memorial primary care pediatrician and physician advisor to the Library program. "Library patrons will also benefit from having convenient access to specialized materials right here in

the hospital setting directly at the point of care. We are thankful to the Massachusetts Board of Library Commissioners for funding a project that connects families to children's health care issues in a very powerful way."

Nancy Harger, Gael Evans, Barbara Winrich, and Paul Julian from the Lamar Soutter Library will staff the Pediatric Family Resource Library with the assistance of two parent workers. Staff may be contacted at (508) 856-3967 or (508) 856-3334, or by e-mail at [LSLibrary@umassmed.edu](mailto:LSLibrary@umassmed.edu). NH

## Electronic Journals Provided by the Lamar Soutter Library

The Lamar Soutter Library is pleased to offer online access to over 1700 full-text electronic journals through its website and online catalog (QUIN). A newcomer to the library scene, electronic journals (e-journals) can offer the convenience of 24/7 access to the full text of major journals at the desk top. Registered patrons of the Lamar Soutter Library can even have proxy access to most of those e-journals from anywhere in the world.

As effortless as it seems for patrons to access these journals, there's a lot going on behind the scenes. Managing e-journals has been like trying to "nail Jell-O® to the wall."

Each journal publisher decides which journals it will offer online, and under what rules. A particular journal title may be available only as part of a package of journals, or may require purchase of the paper subscription. There may be an "embargo" imposed which delays electronic access to the most current articles for a period of time. An extra charge for the electronic version is often imposed. And these conditions are constantly changing.

Unlike for paper issues, access to e-journals is governed by a license agreement—a legal contract be-

tween the publisher and the library. Each license must be reviewed carefully and sent to UMass legal counsel and then signed by an officer in the UMass Treasurer's Office. This negotiation and review can take several weeks or months, depending on the contract.

Areas for careful review include: Fair Use provisions for educational institutions; access by IP address versus password; permission to use for Interlibrary Loan; the definition of "the campus site"; the number of concurrent users; permission for proxy access; the definition of a library's "Authorized Users"; the definition of "breach"; a manner and timetable for monitoring, reporting, and resolving any breaches; identification of indemnification clauses which could bind the state of Massachusetts; identification of U.S. states under which the contract is governed, legal availability for use in course packs and e-reserves; format which is considered to be the "official version"; availability of usage data; length of the contract's term; confidentiality of user data; and provision of advance notice of any changes. And then there's that matter of the price for online access.

Sometimes these negotiations breakdown and the LSL is not able to provide online access. In some cases, the LSL can participate in a consortial purchase with other libraries to negotiate a better license or price. When the negotiations are successful, registration forms are completed, IP ranges are submitted, and Librarian Robert Vander Hart creates and maintains the links from the LSL web page to each online journal ([library.umassmed.edu](http://library.umassmed.edu))

It may seem surprising to note that the Library is actually renting or leasing the electronic access to the journal content, and does not own the content outright. This raises the issue of access over the long term. Who archives those "issues"? The publisher pledges to keep copies in multiple safe places, but if the publisher goes out of business, then what? The publisher also "reserves the right at any time to withdraw from the Licensed Materials any item or part of an item for which it no longer retains the right to publish, or which it has reasonable grounds to believe infringes copyright or is defamatory, obscene, unlawful, or otherwise objectionable." (This last type of withdrawal actually occurred as recently as

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# SoutteReview

SoutteReview is a quarterly publication of The Lamar Soutter Library at the University of Massachusetts Medical School.

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*Electronic Journals cont. from page 3*  
November, 2001.)

If the Library decides not to continue the leasing arrangement, access to those past online issues may or may not be continued by the publisher. Some publishers will provide a CD-ROM copy or may allow a library to make and store a print copy of the online material. For archival and Interlibrary Loan reasons, the LSL has decided to maintain subscriptions to paper even while providing online access to its current collection of e-journal titles. However, any new titles under consideration will be accessed as "online only," whenever possible.

Due to budget constraints, not all biomedical journals can be acquired, and certainly not in multiple formats. This year, the Library's management team will focus much of its efforts on gathering and analyzing usage statistics for both paper and electronic journals. Some under-utilized titles will be dropped in order that other titles may be accessed. But rest assured that the goal of the LSL is to provide the best information and resources to its users in a most timely and useful manner, and access to electronic journals is an essential service for achieving that goal. *BI*

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## Wireless Network Explained

Systems Librarian Mary Piorun recently spoke at a meeting of the New England Chapter of the Association of College and Research Libraries (ACRL). She shared with the Information Technology Group the Library's experiences in developing a wireless network.

The project involved seeking external funding, identifying suitable hardware, arranging for installation, and purchasing laptop computers for student use. The

laptops have been circulating for two years, and are in such demand that circulation has been expanded to allow one-week loans to students, faculty, and staff for use outside the Library.

Piorun was a co-presenter of a paper on this topic at the 2000 annual meeting of the Medical Library Association and has advised other libraries undertaking similar projects. *BI*

*Book Review cont. from page 2*

relapsed after more than five years. Published by Worcester's Chandler Press, this book tells an inspirational story of how Robert Olson triumphed over his illness. Moreover, the author offers practical suggestions for the millions who suffer depression or manic-depression. In addition to victims of depression, he directs chapters to doctors, therapists, counselors, nurses, and loved ones.

Drugs alone did not enable Olson to defeat what fellow sufferer Winston Churchill called "the black dog." Explaining his three steps for conquering depression—Belief, Action, and Persistence—Olson draws from his own painful experi-

ences, providing clear examples of how he finally won the battle, and how others may do so as well. He speaks frankly of the stigma attached to mental illness and the mask victims often wear to deceive themselves and those around them.

Olson writes of the serious danger of denial and the need for the depressed person to take responsibility for his or her own illness. He provides sound, sensitive advice about how to cope with the suicidal tendencies so often plaguing those afflicted with mood disorders. Above all, in speaking of his own suffering, he illustrates how even those most grievously wounded may grasp the opportunity to heal themselves. *HF*