



# SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 20

## Meet Deanna Lucia



Deanna Lucia, Associate Director of Administrative Services

*PJ:* You began your job during the last phases of the Remodeling project. How will the new look of the library impact our delivery of services?

*DL:* I think that the remodeling project has impacted our delivery of service in two ways. The remodel project has created a more appealing physical space for our patrons by providing more seating options (and more comfortable furniture!), better lighting, and increased accessibility to the Library's collections and resources.

The renovation has also provided staff with work areas that are centralized by department in a more open environment that is conducive to collaboration and the streamlining of our workflow. Overall, I think that the renovation has allowed the Library staff to provide better service to our patrons in a more appealing and comfortable environment.

*PJ:* Can you give us some background on your past library experience?

*DL:* While I was working on my undergraduate degree, I worked at the reference desk at the library. It was my job to teach patrons how to search the online and CD ROM databases available at that time. I really enjoyed working with patrons and helping them with their information needs.

Several years later, after completing a Master's in English and still feeling uncertain about what career was right for me, I looked back over all of my work experiences and found that librarianship combined all of my favorite aspects of each of my past jobs. I like working in an academic setting with students. I like teaching and helping people find answers to their questions. I also love to constantly learn new things myself. *continued on page 4*

## Library Hosts Fourth Annual Open House

On Thursday, April 3, from 10 am through 3 pm, the Lamar Soutter Library welcomed all to its fourth annual Open House. This year's theme was "Rededication: New Beginnings, Old Friends." The event was generously sponsored by various sources, consisting of a number of businesses and Library staff. Vendors that donated funds include Ovid®, the Institute for Scientific Information, the American Chemical Society, EBSCO, Acme Bookbinding, Elsevier Science, Deerfield Press, COPICO, Dunn and Company, and Scano's Bakery. Private donations

*continued on page 2*

## In this issue

Profile: Denna Lucia	p. 1
Library's Open House	p. 1
Satisfaction Survey	p. 2
Meet Janet Dadoly	p. 2
Growing Collection	p. 2
Dose of Reading	p. 3
Neither Snow Nor Rain	p. 3
Farewell to Deborah	p. 3

## 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**  
508-856-2473

**Journal Information**  
508-856-2388

**Acquisitions**  
508-856-1041

## “Survey Says...”

The Lamar Soutter Library is participating in a nationwide survey March 17<sup>th</sup>-28<sup>th</sup>, using the LibQUAL+ survey instrument. LibQUAL+ is a research and development project started in 1999 by the Association of Research Libraries (ARL), in collaboration with Texas A&M University, and supported in part by a grant from the U.S. Department of Education's Fund for the Improvement of Postsecondary Education (FIPSE). The web-based survey instrument uses 25 core questions to measure library users' minimum, perceived, and desired levels of service quality in four key dimensions: Access to Information, Effect of Service, Library as Place, and Personal Control.

From the results of the LibQUAL+ survey, the Lamar Soutter Library will be able to identify users' views about library services and target those that need improvement. The Library will also be able to compare its service quality with that of peer institutions and identify benchmarks and best practices across institutions.

For more information, please visit our website at [library.umassmed.edu/libqual](http://library.umassmed.edu/libqual). *DL*

## Meet Librarian Janet Dadoly

Janet Dadoly is the newest employee of the Lamar Soutter Library. She divides her work time between the Reference Department and Collection Development. Janet brings a wealth of clinical and library experience to her position. As a nurse with nearly twenty years of experience, Janet truly understands the clinical aspect of the Lamar Soutter Library's mission and collection. She began her library career in the 1990's and obtained a Master of Library Science degree from Simmons College in 2001.

A main priority for Janet is the evaluation of the current book collection. She is currently analyzing the general stacks book collection and, if necessary, weeding out

older clinical books that she deems to be out of date. The second component to the Collection Development portion of her job is to select and order new books to add to the collection. Her clinical background, as well as her library training, gives Janet a relevant expertise in collection analysis.

Janet also has an interest in Evidence Based Medicine. Her knowledge in this field will be particularly helpful to the Reference Department and its outreach programs. Janet is currently staffing the Reference Desk and is learning the many types of questions that come to a busy reference desk in a large medical school library environment. *PJ*

## Humanities Collection Expands with Contribution

Forty books have been added to the Lamar Soutter Library's new Humanities in Medicine collection, thanks to the generosity of the family of the late Sandy C. Marks Jr., DDS, PhD. As Professor of Cell Biology, Radiology, and Surgery at UMMS, Dr. Marks was greatly respected for his scientific achievements, his humanitarian efforts, and his dedication to his students.

Reflecting his widely varied interests and concerns, the donated books are from Dr. Marks' own library. Titles include Lewis Thomas' *The Medusa and the Snail*, Eric Cassel's *The Healer's Art*, and Mitch Albom's *Tuesdays with Morrie*. The Library is grateful for a contribution that helps us remember such an outstanding scientist, humanist, and mentor. *HF*

*Open House continued from page 1*



Elaine Martin, Director of Library Services, introduces Chancellor and Dean Aaron Lazare, MD

came from the John S. Efstathiou Memorial Award. Other organizations that contributed music and giveaways include the Worcester District Medical Society, the Massachusetts Board of Library Commissioners, and the New England Regional Medical Library.

At 10:30 am, Chancellor and Medical School Dean Dr. Aaron Lazare cut a ribbon, symbolizing the rededication of the Library, following its extensive renovation and remodeling. Dr. H. Brownell Wheeler (Harry M. Haidak Distinguished Professor of Surgery, Emeritus), representing the Worcester District Medical Society, accepted a plaque.

*continued on page 4*



Aarti Sekhar, Medical School student (Class of 2005) reads from her essay "Magic Hands," at the celebratory opening of the Library's Humanities in Medicine collection

## Dose of Reading: Dysfunctional Family Life

The following are accounts by individuals who grew up in dysfunctional families. All titles are held in the collection of the Lamar Soutter Library, or are available through Interlibrary Borrowing or the Virtual Catalog system.

Ashworth, Andrea. *Once in a House on Fire* (1998). Years before becoming one of Oxford University's youngest Fellows, Ashworth endured a hard life, growing up in Canada and England, brutalized by stepfathers.

Burroughs, Augusten. *Running with Scissors: A Memoir* (2002). Raised by his mother's ineffectual psychiatrist, and sexually preyed upon by the psychiatrist's adult son, Burroughs offers a dark humor memoir of his coming of age in western Massachusetts.

Ciment, Jill. *Half a Life* (1996). This gritty memoir chronicles how she came of age, in a life of poverty—shoplifting and running with gangs in Los Angeles, before working as a pornography model and professional art forger in New York City.

Cournos, Francine. *City of One* (1999). Currently a teacher of clinical psychiatry at Columbia University, by age 12 Cournos had lost both parents to diseases, and was subsequently shunned by aunts and uncles before being placed in an orphanage.

DeMeo, Albert with Mary Jane Ross. *For the Sins of My Father: A Mafia Killer, His Son, and the Legacy of a Mob Life* (2002). Told in an exceptionally readable and engaging style, this reminiscence follows the author's life from the time he was a boy on Long Island in the early 1970s through the fear and trauma of surviving his father's murder at the hands of the mob.

Duke, Patty with Kenneth Turan. *Call Me Anna: The Autobiography of Patty Duke* (1990). The noted actress recounts the traumas of her early years, during which she was

diagnosed with manic-depression and deprived of her childhood, while being subjected to emotional abuse from her theatrical managers.

Edmonds, Walter. *Tales My Father Never Told* (1995). The renowned author of *Drums Along the Mohawk* here recreates his fractious relationship with his domineering father, who was a New York City patent attorney during the first two decades of the twentieth century.

Faderman, Lillian. *Naked in the Promised Land* (2003). A renowned pioneer in lesbian history studies, Faderman takes us back to her early years, which included being raised in the Bronx by her mother (a neurotic Holocaust survivor) and later earning money in southern California as a stripper.

Flook, Maria. *My Sister Life: The Story of My Sister's Disappearance* (1997). This poet recounts a turbulent period of her life in the mid-1960s, growing up in a house with a mother who was both narcissistic and oversexed. As she entered adolescence, her fourteen-year-old sister ran away from home and became enmeshed in a promiscuous lifestyle.

Holman, Virginia. *Rescuing Patty Hearst: Memories from a Decade Gone Mad* (2003). For several years during the 1970s, the author and her younger sister were kept by their schizophrenic mother in a family cabin in Virginia, where she believed they could fight a "secret war."

Karr, Mary. *Liars Club: A Memoir* (1995). Raped as a girl, and growing up in the unforgiving oilfield environment of East Texas, the childhood of this journalist was further molded by dysfunctional parents—a violent father and a mother who had been married six times. *JL*

## Snow Problem at All!

As the Presidents Day weekend came to an end on February 17, Worcester was hit with yet another wintry blast, as two more feet of snow blanketed the UMMS campus. Yet the Lamar Soutter Library remained open, maintaining its extended hour schedule (due to exams), thanks to dedicated staff. Jim Comes and Jean Hearn kept the doors open until midnight, and then stayed overnight, until relieved at 6:45 the next morning by Jeff Long. This continues the tradition set during the area's April Fool's Day Blizzard of 1997, during which staff members Mary Ann Slocomb and Harvey Fenigsohn volunteered for overnight duty. *JL*

## Bound for Philadelphia

Deborah Sibley, whose service to the Lamar Soutter Library and its sister institution the New England Regional Medical Library spanned nearly a decade, resigned her position here on April 4, in order to assume responsibilities as Deputy University Librarian at the Jefferson Medical School Library in Philadelphia.

Ms. Sibley began her distinguished association with the University of Massachusetts Medical School in September, 1993, when she was hired as an Acquisitions Librarian at the Lamar Soutter Library. Less than two years later, she was appointed Deputy Director of LSL, under (former) Library Director Annanaomi Sams. She continued her tenure in this capacity under Interim Director Frank Chlapowski, and then under current Director Elaine Martin.

In May, 2001, Ms. Sibley was named Associate Director of the New England Regional Medical Library in Shrewsbury. In this venue, she accomplished much, traveling extensively to interface with health professionals and medical librarians throughout New England.

*continued on page 4*

# SoutteReview

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

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## Deanna Lucia continued from page 1

Librarianship seemed like a perfect fit. I started working on my MSLIS (Masters of Science in Library and Information Science) at Simmons College in 2000. I worked full-time for the Physical Therapy Department at Simmons while I earned my degree, and I soon became the unofficial Librarian for PT faculty and some of the students. I think working for the PT department heavily influenced my decision to focus my studies on medical librarianship.

*PJ:* What do you see as the greatest challenges for you as Associate Director of Administrative Services?

*DL:* I would like to have a better understanding of the workflow within each department of the Library. I think it is important for me to understand the workflow in all areas, to be aware of the impact that management decisions will have on all staff and their ability to successfully do their job. *JL*

## Bound for Philadelphia continued from page 3

Her new employment affords her the opportunity to return to the challenges and rewards of overseeing day-to-day operations at a major medical library. Well-known

## Open House continued from page 1

As Chairman of the Board of Trustees of the Worcester Medical Library, Dr. Wheeler initiated, fostered, and coordinated the creation of the LSL's Humanities in Medicine Collection. Dr. Wheeler then presented Dr. Lazare with an envelope containing monies for the future augmenting of this collection, as well as that of the Rare Books Room.

This was followed by a reading of "Magic Hands," a poignant autobiographical essay composed for the occasion by UMMS medical student Aarti Sekhar, Class of 2005.

Live music and light refreshments enhanced this festive occasion, and a number of parties exhibited their merchandise and services. Displays that graced the Library and Rare Books Room were provided by representatives of the Worcester District Medical Society, Ovid®, MICROMEDEX®, the Institute for Scientific Information, EBSCO, Elsevier Science, the New England States Consortium Systems

throughout all six New England states, Deborah will be missed by many. We wish her the best in her new endeavors in Pennsylvania. *JL*

(NESCSO), and the New England Regional Medical Library. Staff exhibits showcased the UMMS Pediatric Family Resource Library, Book Preservation, Lamar Soutter Library Government Documents, and other print and electronic publications and resources.

On this day, the LSL staff was happily surprised by visits of former colleagues Linda Hayes, Pauline McCormack, and Ellen Barry. Judging by the pleasant interaction of guests and the smiles all around, this Open House was a great success, and the occasion will be fondly remembered for years to come. *JL*

## Laying Out Our Thanks

Due to UMMS restructuring, this is the final issue of *SoutteReview* whose layout will have been produced by the Biomedical Media department. Through its run of twenty-one issues, this publication has greatly benefited from the high level of compositional skill and eye to detail accorded it by such principals as George Jamieson, Beth Mellor, and Themia Pappas-Fillmore. The craftsmanship and grace under deadline pressure displayed by these individuals have long been noted and will be much missed by this newsletter's staff. *JL*