



*A Legacy of Service and Learning*

# SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 29

## Library Employee is Employee of Distinction



*Employee of Distinction Marianne Siener*

Congratulations to Marianne Siener for receiving the August, 2007 University of Massachusetts Medical School's Employee of Distinction Award.

Marianne began working in the Lamar Soutter Library in 1989, as a Circulation Assistant on night and weekend shifts. She assisted in maintaining the Library's Local Area Network (LAN) in the mid-1990s. In March, 1999, she moved over to the Technical Services Department to work in the Serials area of the Library. In

February, 2006, Marianne divided her work time between assisting the Library's Financial Manager on the second floor and the Serials Department on the first floor. "I had an upstairs/downstairs job in the library," she noted. Marianne also works part time in the Circulation Department. The Financial Office is now on the first floor, in the vicinity of the Serials area. "It's much easier for me to have one work space," she added.

She was asked to comment on what she perceived to be the biggest change that she has seen in the Library in the last eighteen years. "Definitely, technology has been the biggest change! When I started working here, we were just beginning to use an electronic circulation system, and that was only for books, as the audiovisual materials had not yet been converted to the electronic system. **Medline** was only available on two computer terminals. A disk had to be loaded into each of the terminals. That system quickly evolved into loading the **Medline** disk to a main computer. And then along came the Internet!"

Marianne grew up in Worcester. She has family roots connected to UMMS. Her oldest brother, Mark, had a job in the 1970s, shortly after the Medical School was constructed, working for a department that planned out space usage for the School. Mark helped to put the room number plates outside the library's study carrels. "My mother, Dorothy, was employed as a nurse in the UMass Medical Hospital, as well," she added.

Marianne graduated from Worcester State College as a History major. She was advised to consider a career in library science as an alternative to teaching. She also recalls that, in high school, she would often get a library pass during her free times in school. Marianne remembers the time in the ninth grade when she first visited the Lamar Soutter Library, to get information on the biochemistry of the brain for a science class paper. She also works part-time in the Science Library of Holy Cross College in Worcester.

Happily married to her husband George, she recently celebrated their fourth wedding anniversary. Her hobbies include reading, playing cards, and, more recently, collecting art. Marianne bought her two first "real art pieces" from Peter Grigg, M.D., some of whose art was recently exhibited as part of the Library's "Artist in Residence" program.

—PJ

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### LIBRARY HOURS

**Monday - Thursday**  
7:30 am - 11:00 pm

**Friday** 7:30 am - 9:00 pm

**Saturday** 10:00 am - 9:00 pm

**Sunday** 10:00 am - 11:00 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**  
508-856-2469

**Interlibrary Borrowing**  
508-856-2080

**Library Administration**  
508-856-2205

**Journal Information**  
508-856-2388

**Acquisitions**  
508-856-4513

## Stretching the Boundaries of the Library

A trio of librarians from the Lamar Soutter Library participate in chart rounds at three area health centers—Family Health Center of Worcester, Hahnemann Family Health Center, and the Barre Health Center. (These centers are family medicine residency training sites for the Medical School.)

Nancy Harger, Jim Comes, and Len Levin have been attending chart rounds once a week for the past five years to assist with answering clinical questions that are generated from daily patient encounters. UMass faculty physicians conduct the rounds with the residents and review current patient cases.

Family physicians generate a substantial number of clinical questions, while caring for their patients. Nancy, Jim, and Len assist with answering questions, using an array of resources from the Library's online sources and then demonstrate how they found the answers. Many of the medical resources contain frequently updated and peer-reviewed answers to specific clinical questions using the "best available evidence." The resources available through the Library's web site expand the options for many practicing physicians to answer patient-specific questions.

The Family Health Center of Worcester recently celebrated its 35<sup>th</sup> anniversary of service to an ethnically diverse urban community. (It has been a training site for UMass family medicine residents since 1974.) The center has a staff of 300—family practice residents, faculty physicians, nurse practitioners, nurses, social workers—and sees 25,000 patients per year. The homeless, immigrants, and refugees who would otherwise be unable to access medical, dental, social, and ancillary services are all welcome at the health center. Forty percent of its patients need some kind of translation services.

Hahnemann Health Center's patients are ethnically and socio-economically diverse and come from the many urban close-knit neighborhoods surrounding the center. The health center has a busy obstetrical practice that stresses family-centered maternity care. Residents follow the obstetric patients and attend their deliveries at the Memorial Campus, supervised by the faculty.

The Barre Health Center Director, Steve Earle, M.D., is a specialist in rural health. It is the only rural academic health center in the state. Due to tremendous growth in patient volume, the center recently expanded with a \$6.6 million addition. The health center supports a volume of up to 45,000 patient visits per year.

We three participating LSL librarians have found that attending chart rounds at the three area health centers has been an excellent opportunity for us to become involved as team members on the front line of medical education and patient care.

—NH

## eScholarship@UMMS - Digital Repository

Library staff continue to add content to the digital repository eScholarship@UMMS, capturing the scholarly work produced by the University of Massachusetts Medical School community. Its purpose is to make the research and scholarly output of UMMS faculty, researchers, staff, and students accessible.

The power of eScholarship is represented by collecting information in one place and making it discoverable through Internet search engines. eScholarship@UMMS is supporting research interests among members of the Women's Faculty Committee, by allowing members to find future research partners; also, it is promoting students' interests in international programs and fourth-year research projects; and is offering first-hand evidence of the research performed by students in the GSBS program.

Six groups or "communities of interest" have been established, representing researchers, clinicians, and students. eScholarship@UMMS provides cumulative usage statistics for individual documents (i.e. articles) and sends the usage statistics to the author. For example, an article by one UMass author has been accessed more than six hundred times. A brief description of each community follows:

### Library Publications

**Sponsor(s)** Library staff

**Start Date:** May, 2006

**Description:** There are 94 documents from the Library community and four staff web pages.

**Usage:** Full-text downloads of the documents have been requested 2,401 times through August, 2007.

### GSBS Dissertations

**Sponsors:** Anthony Carruthers, Ph.D. and Rose Daniels (Director of Administration and Finance)

**Start Date:** June, 2006

**Description:** eScholarship contains 332 dissertations produced by students in the GSBS program.

**Usage:** There have been 13,884 full-text downloads through August, 2007.

### Senior Scholars

**Sponsors:** Anthony J. Rothschild, M.D. and Judy Savageau, MPH

**Start Date:** December, 2006

**Description:** The program encourages and supports fourth- and fifth-year medical students' involvement with research projects. Forty-one abstracts of the students' research projects are available.

**Usage:** As of August, 2007, abstracts describing the projects have been downloaded 3,072 times.

### International Medical Education Program

**Sponsor:** Michael Godkin, Ph.D.

**Start Date:** December, 2006

*continued on page 3*

## IN MEMORIUM

With this issue, we sadly note the April 27, 2007 passing of Mary Cleveland Bigelow Soutter, widow of Lamar Soutter, after whom this publication—and the medical library whose services, collections, and staff it promotes—was named. A former nurse, conservationist and sailing enthusiast, Ms. Soutter contributed much to early recruitment efforts on behalf of the Medical School. She also will be remembered for her generous donation towards the Library's renovation in 2002.

—JL

**Description:** There are 87 reports of the students' clinical rotations overseas.

**Usage:** The site registered 101 full-text downloads and 1,132 views, as of August, 2007.

#### Women's Faculty Committee

**Sponsor:** Women's Faculty Committee, formed for the purpose of sharing and collaborating in research projects.

**Start Date:** December, 2006

**Description:** A collection of 81 documents have been collected in eScholarship and six faculty web pages created, with more to come.

**Usage:** There have been 1,984 full-text downloads through August, 2007.

#### Dermatology

**Sponsor:** Amit Garg, M.D.

**Start Date:** May, 2007

**Description:** Twelve documents added; 1 faculty web page created.

**Usage:** Twenty-eight full-text downloads through July 6, 2007; 255 views (only 1 full-text document in system)

eScholarship@UMMS is a new strategy for libraries to present faculty research, institutional progress, and enable libraries to move from a passive to an active role supporting scholarly publishing and new uses of the digital medium. The Library's eScholarship@UMMS is just one of 160 academic institutions building digital repositories to showcase their scholarly activities. In the first year and a half, our librarians have learned a great deal about the infrastructure supporting eScholarship@UMMS, managing electronic content, identifying metadata and working with students, clinicians, and researchers to promote their work. The Library will continue to reach out to the UMass community, expanding content and exploring models to capture, share, and promote UMass scholarly efforts.

—JC, MP

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## Cultural Events News

The Library continues to be approached by artists for its Artist in Residence series.

June featured an exhibition of floral Cloisonné enamels by the Physiology Department's Peter Grigg, Ph.D.

The Pediatrics Department's Marianne Felice, M.D. presented her collection of seascape oil paintings at a reception on July 17.

The Library will next play host to landscapes by James B. Hanshaw, M.D. in paint and paste.

—JP

## Reference Book by LSL Staff Member Donated to Archival Collection

LSL library assistant (and *SoutteReview* co-editor) Jeff Long has donated a copy of *Remembered Childhoods*, a new multicultural and multidisciplinary resource book, to the Lamar Soutter Library archives' UMass Authors collection.

Published by Libraries Unlimited, this work is an indexed and annotated bibliography of some 2,600 coming-of-age memoirs by persons from around the world who have lived during the past two centuries. It is the culmination of 25 years' work by Long.

The book functions as a reference and bibliotherapy tool for medical professionals (e.g., pediatricians, child psychologists, family therapists) and their patients. It lists and describes autobiographical works by individuals who have coped with various ailments (e.g., diseases, sense impairment), dysfunctions, and traumas (e.g., family violence, psychological issues). The volume also contains citations for memoirs of the formative years of persons who emerged into adulthood as medical students, physicians, nurses, and other health professionals.

—JL

## Promotion Plan Announced

Library Support staff play an important role in the daily operations of the Lamar Soutter Library. The Library is instituting a career ladder/promotion in place plan for these staff members. The program is one of the first of its kind for academic medical libraries.

Over two years in its development, the Levels Program incorporates three Library Assistant "Levels" after probation, four library functional areas called "Areas of Responsibility," three "Achievement Stages," objective evaluation criteria called "Frameworks," and other competency sets in basic library skills, team skills, and Microsoft® Office skills.

The core of the Levels Program is cross-training in all library areas to create a staff with broad experience and the ability to move between LSL functional areas.

This program will allow Library staff to transcend the career confines of the "silo" model (i.e. discrete office departments), enabling staff to train and advance through achievement stages in multiple areas. Achievement is evaluated based on objective frameworks, designed with competencies in mind.

As staff members develop expertise in multiple areas, they are rewarded for breaking out of their silos. Promotion to the next level is tied to achievement in multiple areas, as well as to education and years of work experience at the LSL.

The new Levels Program addresses the inadequacies of a graded system that depends on tightly-defined, graded job descriptions, and rigid office area departments. (Such traditional systems lack the flexibility needed to respond to the workflow changes in today's information-rich environment.)

A team of Library managers and supervisors drafted the program and ushered it through Medical School channels required for approval. The team will schedule cross-training, as well as mentor and coach staff, and also document achievements toward promotion in this new program.

For more information, contact Barbara Ingrassia, Associate Director for Strategic Initiatives and Workforce Development at [Barbara.ingrassia@umassmed.edu](mailto:Barbara.ingrassia@umassmed.edu).

—JE, BI

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

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## Dose of Reading: Depression and Manic-Depression

The following are non-technical books about depression or manic-depression that assume no prior clinical subject expertise by the reader. Patients and other laypersons may find them to be of interest and use. Titles without Lamar Soutter Library call numbers are available through Interlibrary Borrowing or the Virtual Catalog system.

DePaulo Jr., J. Raymond and Leslie Alan Horvitz. *Understanding Depression: What We Know and What You Can Do About It* (2002) (Consumer Health Collection) WM171 D410U 2002

Endler, Norman S. *Holiday of Darkness: A Psychologist's Personal Journey Out of His Depression* (1990) WM40 E56h 1990

Harris, E. Lynn. *What Becomes of the Broken-Hearted: A Memoir* (2003) After telling of his suicide attempt in his 40s, Harris returns to his childhood to trace his years growing up with an abusive stepfather in Arkansas.

Jamison, Kay Redfield. *Touched with Fire: Manic-depressive Illness and the Artistic Temperament* (1996) WM207 J32t 1996 The author discusses how this affliction affected such prominent writers as Anne Sexton, Robert Burns, Virginia Woolf.

Miklowitz, David J. *Bipolar Disorder Survival Guide: What You and Your Family Need to Know* (2002) (Consumer Health Collection) WM207 M636 2002

Nuland, Sherwin B. *Lost in America: A Journey with My Father* (2003) The physician describes his youth growing up in the Bronx, during the 1930s-1940s.

Papolos, Demetri F. and Janice Papolos. *Overcoming Depression* (3<sup>rd</sup> ed., 1997) WM171 P218O 1997

Summer, Lauralee. *Learning Joy from Dogs Without Collars* (2003) Raised in poverty by her mother, here she recreates her first 22 years on the West and then East coasts.

Torrey, E. Fuller and Michael B. Knable. *Surviving Manic Depression: A Manual on Bipolar Disorder for Patients, Families, and Providers* (2002) WM207 T694s 2002

-JL