

**Annual Report, FY 2001**  
**July 1, 2000 – June 30, 2001**  
**THE LAMAR SOUTTER LIBRARY**

**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, it is important to look back at the many successful projects and programs developed by a wide range of Soutter Library staff members that have culminated in the selection of the Lamar Soutter Library to become the Regional Medical Library for New England.

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 goals to enhance Library services for our many customers in the coming year. During the August 2000 retreat, Director Elaine Martin, with the help of the Management Team, established new teams to address staff suggested topics that would allow everyone to provide better library service. During the 2000-2001 year, 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 was to plan and produce the newsletter. The Web Team's priority was to improve the Library web site. The Management Team met regularly with the Director to address ongoing Library issues.

The Photocopier Services Task Force completed its year-and-a-half long assessment of the Lamar Soutter Library's photocopier services. This assessment included diligent research, e-mail and phone surveys, several informative site visits, Photocopier Room temperature monitoring and vendor contacts and presentations. After much discussion and deliberation the Task Force issued a recommendation to the Management Team. The Task Force recommended that the Library contract with an outside management company, through an RFP that details specific features for the Library's photocopy services. A task force meets as regularly as a team but, when its work has been completed, it is dissolved.

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

The on-line 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 and the Reference staff assisted 15,249 patrons during this time. The Document Delivery Department sent over 19,000 articles to many happy customers. The Lamar Soutter Library added 6,587 new titles to the book collection. It truly was a busy academic year and this upcoming year promises to be even busier.

## **Administration**

This has been a landmark year for the Lamar Soutter Library, based on the many accomplishments of our talented staff – the heart and soul of the Library. These accomplishments have made a difference in the way we do business, enhancing our ability to provide quality health sciences information, in any format, at any time and anyplace to the faculty, staff, students and the public we serve.

Here is just a few of our accomplishments:

- After a year-long comprehensive process, the Lamar Soutter Library was awarded a \$6 million contract to serve as the Regional Medical Library for the 6 New England States – 1 of only 8 in the entire country
- A Customer Service Initiative focused on exceeding user expectations was completed by every department
- Funds for a badly needed renovation, (\$1.5 million), were made available. A team of UMASS facilities personnel, outside architects, librarians and library committee representatives worked throughout the year to develop a renovation plan to be completed early in 2002
- A survey of the faculty, students and residents was completed to assess our users' perceptions and expectations and to increase communication and interaction with our community of users.

The Library's budget remained strong with continued growth in the increased number of electronic and print resources. New staff positions were also added this year.

## **Access Services**

After initial virtual testing, with the help of the Lamar Soutter Circulation staff, the Boston Library Consortium Virtual Catalog (VC) went public for lending in May, followed two weeks later by borrowing. A test group of Library staff was recruited to help with the actual usage of the VC, which helped with establishing workflow and ironing out problems. The Virtual Catalog is accessible from the Library's homepage and will allow end users to search multiple library catalogs simultaneously and view search results in a common system. Users will also be able to initiate interlibrary loan requests based on real-time local circulation status and interlibrary loan policies.

The Circulation staff also expanded their Access database to include recording of questions asked at the circulation desk in an attempt to more accurately record the number of reference questions answered in the Library.

Document Delivery and Interlibrary Borrowing began using the web-based version of DOCLINE in July, 2000. This version of DOCLINE provided staff with direct access to real-time data without having to use an intermediary. QuickDoc was implemented for document delivery as segments became available. Unfortunately, segments were not always available on a timely basis, which created inefficiency in the billing process and inaccurate data collection. This time delay for the release of segments created many challenges for the Library staff. Due to the turmoil created by QuickDoc, the staff began looking at how ILLiad could improve upon the offerings of QuickDoc.

As part of the Customer Service Initiative, the Access Services staff provided library users with a microfilm reader/printer that utilizes the same payment system as the library's photocopy machines. This service allows patrons to instantly print from microfilm so they no longer need to fill out a form, or wait 24-48 hours for their printouts.

## **Reference Department**

The Reference staff worked with their assigned departments to support research and instructional needs. Electronic Databases, journals and books were reviewed for the Department of Biochemistry & Pharmacology and the Graduate School of Nursing.

Reference staff participated in the Faculty Boot Camp, a Grant Writing Workshop and orientation programs for students and residents. Topics presented included Literature Searching, PowerPoint, and email. Instructional programs were also presented to Cell Biology, Graduate School of Nursing, Behavioral and Preventive Medicine, and Clinical Nutrition.

The Reference Department introduced EndNote to the UMass Medical Community this year. A multi page booklet was developed to train the Reference Staff, the UMass faculty, staff and students. A total of thirty-eight attendees participated in twenty classes. Classes in EndNote are a part of the monthly class schedule offered by the Reference Department. Alternate sessions are scheduled for individuals and classes as needed.

Proxy service was introduced at UMass facilities located at the Shriver Center in Waltham, State Labs in Jamaica Plain, and DMA/Commonwealth Medicine in Boston.

The Reference staff offered support for residency programs in the Department of Family and Community Medicine and Pediatrics.

The Reference Department collaborated with the physician clerkship director on a 3-hour, regularly scheduled workshop on Evidence Based Medicine.

Reference librarians attended Chart Rounds at Barre Family Health Center, Fitchburg Family Practice, Hahnemann Family Health Center, and Queen Street Family Practice

Clinic. Presentations were made at Barre and Fitchburg to residents and physicians. Reference staff members also attended Morning Report in the Pediatric Departments and worked to assist residents with searches for literature that is evidence based.

A statistics program to record all orientation, training and instructional programs was implemented in January, 2001.

## **Technical Services**

The Technical Services Department continued to work on its Customer Service Initiative, which intended to “De-mystify Technical Services.” Staff members from Technical Services attended meetings with both the Circulation Department and the Reference Department to get a better understanding of how they could better serve these departments. Some outcomes of this initiative have been: the regular distribution of a list of new acquisitions to library staff, the placement of barcodes on the outside covers of new books and the addition of searchable fields for journal articles with abbreviations.

The Technical Services staff also developed and implemented a Policy and Procedure for identifying retracted journal articles in an effort to stop perpetuating “bad science”. Over 400 articles were identified and stamped “retracted.”

The Technical Services staff completed a first pass inventory and began a second pass for items that were not on the shelf during the first pass. An OPAC clean up phase was also initiated.

The process of barcoding the current journals began with the goal of obtaining usage statistics in the future.

Electronic resources continued to grow with the licensing of several new collections of journals: Blackwell Science, OUP, Karger, Kluwer, Mary Ann Liebert, EbscoHost Premier. New databases such as: Current Index to Statistics, Scientific American Medicine were also licensed.

## **Systems**

The Systems Department implemented a number of new programs in FY 2001 that have greatly impacted both the staff and users of the Lamar Soutter Library.

In September 2000, the Library purchased the EZProxy software program to meet the needs of our users requesting off site access to IP restricted databases and e-journals. October and November were spent testing the system and in December, access was opened to the public slowly. By January and February the Reference staff had advertised this new capability and the proxy service was well under way.

In January of 2001 the Proxy Server was well tested and running without problems. This enabled the Library to migrate from a local installation of Ovid to the Online version. The Library moved to the Online product primarily because of a policy implemented by Ovid that some new products would only be available through the Online product, such as Ovid Books.

With the Online version came new features to the Ovid system, the largest being simultaneous searching and the availability of the Pre-MEDLINE database. The Library was also able to add a new product called Books@Ovid. Books@Ovid continues to be a largely used resource. It was the 7<sup>th</sup> most used database and has only been available since January 2001. Usage of the Ovid System is also up from last year. In FY 2001 there were 4,046 more sessions than in FY 2000.

In March, the Web Team thought it was necessary to upgrade both the operating system and hardware being used for the Library web server. The operating system was upgraded to RedHat Linux 7.0 Professional Server from Linux 6.0 and the hardware was upgraded from a Pentium II to a Pentium III.

In FY 2001 Endeavor saw a number of changes. With the release of Voyager 2000 there were major changes to the acquisitions module and web voyage (QUIN) and minor changes to the circulation module. The 2000 release had a number of errors in the programming and the system has since been patched three times.

The Library, with UMass Amherst, Boston and Dartmouth has made a joint purchase, (using IT Bond Money) of an Electronic Course Reserve system developed by the company DocuTek, *E-Res v4*. Electronic Course Reserves allows libraries to migrate traditional paper-based reserves to the World Wide Web and to manage copyright-protected documents online. The DocuTek system is seen as a major step forward in providing traditional library resources in a new way to the students of UMassOnline, the University's I-495 Center for Professional Education and all distance education efforts.

As a result of being awarded a Professional Development Grant, the Systems Department has worked with ILB and UMass Amherst to plan and implement ILLiad as the new Interlibrary Loan Management System. In FY 2001 training was received and initial editing of the web interface was performed. The actual implementation of the program did not occur in FY 2001. At the end of FY 2001 Worcester and Amherst continue to share one server for this software install, currently being housed and maintained at Amherst. It remains to be seen if this will affect system performance for Worcester.

In April of 2001 the Systems Department, along with the Kiosk Implementation Task Force, was able to place a Kiosk at the main entrance of the Library. The kiosk is designed to familiarize users with the Library. There is a staff directory, floor maps, and descriptions of many Library services.

## **Selected Accomplishments, Library Staff**

### **James Comes**

#### **Associate Director Research, Education, and Information Services**

10/2000 *From a Paper Based System to a Database: Using Microsoft Access to Track Reference Desk Usage* - Mary Piorun and James Comes. Poster session at North Atlantic Health Science Libraries (NAHSL) meeting in Newport, RI

### **Barbara Ingrassia**

#### **Assistant Director Technical Services**

5/2001 *The Worcester Gateway: Partners in Consumer Health Information* Barbara Ingrassia, Poster session at the Medical Library Association Conference in Orlando, FL

10/2000 *The Worcester Gateway: A Portal for Partners in Consumer Health* – Barbara Ingrassia. Poster session at North Atlantic Health Science Libraries (NAHSL) meeting in Newport, RI

### **Elaine R. Martin**

#### **Director of Library Services**

“National Network of Libraries of Medicine, New England Region” (NLM Contract No. N01-LM-1-3518), National Institutes of Health, National Library of Medicine, 5/1/01-4/30/06, \$6 million. Elaine R. Martin, principal investigator. To provide information, outreach and resource sharing services to health professionals and consumers in the 6 New England states.

Walton, L., Hasson S., Ross, F. and Martin, E.R. “Outreach to Public Health Professionals: Lessons Learned From a Collaboration for a Public health Project.” *Bulletin of the Medical Library Association*, 2000 Apr 88 (2): 165-71.

### **Mary Piorun**

#### **Systems Librarian**

10/2000 *Expanding the OPAC*, Mary Piorun and Pauline McCormick, Presentation at the North Atlantic Health Science Libraries (NAHSL) meeting in Newport, RI

5/2001 *Expanding the OPAC* Mary Piorun and Pauline McCormick, Oral presentation at the Medical Library Association Conference in Orlando, FL

10/2000 *From a Paper Based System to a Database: Using Microsoft Access to Track Reference Desk Usage* - Mary Piorun and James Comes. Poster session at North Atlantic Health Science Libraries (NAHSL) meeting in Newport, RI

**Peg Spinner**  
**Librarian, Education and Information**

10/2001 *Responding to User Experience in the Design of Interactive Tutorials* Robert Vander Hart, Peg Spinner. Presentation at meeting, *Web Usability: Does Your Site Work?* to be held in Hanover, NH (Accepted)

06/2001 *Communicating the Evidence to Patients and Peers: a Clinical Trial of an Instructional Method* Frank Domino, Peg Spinner. Oral presentation at the 9th International Cochrane Colloquium to be held in Lyon, France (Accepted)

1/2001 *Usability Testing for Effective Web-Based Learning: An Interactive Evidence-Based Medicine (EBM) Web Site* Robert Vander Hart, Peg Spinner. Presentation at Online Northwest 2001 conference in Portland, OR

Poster sessions at North Atlantic Health Science Libraries (NAHSL) Oct. 22-23, 2000 meeting in Newport, RI

- a. *Usability Testing an Evidence-based Medicine Tutorial* - Robert Vander Hart, Peg Spinner
- b. *Supporting Students and Faculty at Remote Sites* - Peg Spinner, Patricia Carney
- c. *Creating and Integrating a Library Skills Curriculum into the Medical School Curriculum* - Peg Spinner, Gael Evans

**Robert Vander Hart**  
**Reference Librarian/Government Documents Specialist**

Publication

Vander Hart, Robert, and Margaret Spinner. "Web Technology and Evidence-Based Medicine: Usability Testing an EBM Web Site." In *Library User Education: Powerful Learning, Powerful Partnerships*. Lanham, MD, and London: The Scarecrow Press, 2001.

10/2001 *Responding to User Experience in the Design of Interactive Tutorials* Robert Vander Hart, Peg Spinner. Presentation at meeting, *Web Usability: Does Your Site Work?* to be held in Hanover, NH (Accepted)

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