

Annual Report, FY 03
July 1, 2002 – June 30, 2003
The Lamar Soutter Library

Introduction: The Year in Review

During the first few months of FY 03 the Library became a construction zone as the Library's \$1.5 million remodeling project continued through the summer months with major changes and improvements occurring on a daily basis. During this second half of the remodel project the public LCA (Library Computing Area) was redesigned to more efficiently provide our services. New cubicles with low panels were installed to capitalize on the natural light from the Library's atrium. An audio visual area was created with six single viewing stations and an audiovisual viewing room was also constructed where patrons can watch videos in a group. The AV viewing room also serves as a much needed group study area.

Comfortable seating is now located along the windows on the first floor, outside the Rare Books Room, in the unbound journals area, in front of the Consumer Health collection and on the third floor mezzanines. Soundproof panels were installed on the "bridges" to help muffle conversations and keyboard clacking. A local architectural firm, Lamoureux Pagano Associates, was brought in to suggest different uses of color and materials as the entire Library houses new furniture, new carpeting, and a fresh coat of paint.

In addition to the improvements made in our public spaces, the renovation enhanced staff areas as well. Document Delivery and Interlibrary Borrowing staff were relocated from the backroom to the Access Services area so that all staff members would be centralized by department. The small cubicles with high walls in the Technical Services area were transformed into larger more open spaces which encourage staff collaboration. Shelving space for Technical Services was also increased. The new Circulation and Reference desks were both custom-built and modernized to better accommodate the needs of both our patrons and staff.

There are always challenges when re-designing existing space. Some days the noise was deafening and even the ear plugs dispensed at the Circulation desk could not drown it out. Services and staff moved in and out of temporary locations—some more than once. Both our staff and patrons are to be commended for their patience and understanding during the many transitions that took place in the Library. Despite the many physical changes, the purpose of the Library remains the same—a place where faculty, staff and students are brought together to investigate new knowledge, exchange new ideas, socialize or rest.

The completion of the renovation project was marked with an open house and re-dedication ceremony in April. The theme of the celebration was "Rededication: New Beginnings, Old Friends" and was sponsored by vendors, private donations, and other local organizations. The open house featured a ribbon cutting ceremony by Chancellor and Medical School Dean Dr. Aaron Lazare, the presentation of a plaque to Dr. H. Brownell Wheeler (Harry M. Haidak Distinguished Professor of Surgery, Emeritus), thanking the Worcester Medical Library for the Humanities in Medicine Collection, and the reading of an autobiographical essay by UMMS medical student Aarti Sekhar, Class

of 2005. A number of displays were available for viewing hosted by Library staff, outside vendors and staff of the NNLM/NER. All who attended enjoyed music, refreshments and left with favors to remember the event—the Library's website address.

Although many staff members spent the summer of FY 03 uprooted during the renovation, everyone managed to come together in one place for the annual retreat in August. At the retreat staff identified an impressive number of issues to investigate in FY 03 and the following teams and task forces were then created to address these issues:

Cumulus Implementation Task Force
Events Team
Government Documents Deselection Task Force
Government Documents Task Force
Medical School Curriculum Task Force
Outreach Study Group/Team
Remodel Follow-Up Task Force
Social Issues Study Group/Team
SoutteReview
Staff Development Team on Study of Change
Staff Use Photocopy Machine Task Force.

The Cumulus Implementation Task Force was created to work with Academic Computing and UMMS faculty to create, index, and maintain a database of web accessible images using Cumulus software.

The Events Team was charged to coordinate and plan the Library Annual Open House/Rededication.

In February of 2002, the LSL was required to submit a self study on its selective depository operations which will be followed by a routine inspection sometime in the future. Some issues were noted by the inspector in his evaluation of the self-study, especially the high selection rate compared to the staffing level. This prompted several questions by the Management Team about our role as a Depository Library. The Government Documents Task Force was appointed to study the issues raised by the Management Team and government inspector. Findings were included in a written report to the Management Team after six months of study. Because of the findings included in this report, the Government Documents Deselection Task Force was formed and asked to drastically reduce the LSL's Selection Rate of FDLP items. The goal was to reduce the selection rate from the present 33% (LSL's 24% + Clark's 9%) to 20% (LSL's 11% + Clark's 9%). The 11% selection rate for the LSL would be closer to the average for depository libraries of our size and mission.

The Medical School Curriculum Task Force was created to make recommendations on how the Library can better integrate itself into the Medical School curriculum.

The purpose of the Outreach Study Group/Team was to investigate different models of outreach; identify the Library's present model for providing outreach; and make a recommendation regarding how the LSL should provide outreach in the future.

The Remodel Follow-up Task Force identified problems or spaces that had not been finished or furniture that was damaged or delivered incorrectly, etc. as a result of the remodel project. The Task Force also looked at library aesthetics such as art and plants and made recommendations.

The charge to the Social Issues Study Group was to study the issues related to the social aspects of work life in the Library such as what to do when staff members leave for other jobs; retire, are ill, or have family members who are ill or die. The group also needed to investigate how to handle birthdays, holiday parties, etc. The team was also asked to recommend who or what group should coordinate these activities, how money should be handled, how reports should be generated and to develop procedures that are inclusive, fair, and equitable to everyone in the Library.

The *SoutteReview* Team formed again to write and solicit articles, for quarterly publication in the *SoutteReview*. The *SoutteReview* is the Library's newsletter for patrons and benefactors.

The Staff Development Team for FY 02 was reinvented to focus on a theme: the study of change. The team was asked to develop a comprehensive program for staff to learn about change throughout the year. The staff development program about change could include videos, discussion groups, outside speakers, readings, multimedia, fun activities, etc. Funds were provided to sponsor these events upon receipt of a budget developed by the team.

The Staff-Use Photocopy Machine Task Force was created to examine the needs of the ILL/DD, Technical Services, Reference, Circulation, Systems and Administrative staff with regards to photocopy machine use to perform their daily work. Once the needs had been determined, the Task Force was asked to make recommendations for new machines for staff use. The Task Force had to select from the pre-approved state list of vendors only.

FY 03 also saw the creation of a new special collection, the Humanities in Medicine Collection. This collection is a collaborative effort of the Worcester Medical Library and the Lamar Soutter Library to emphasize the human aspects of healthcare through broad reading from the world's literature. It also strives to promote reading about the history, sociology and ethics of medicine. The Humanities in Medicine Collection is housed in the LSL adjacent to the Rare Books Room. Comfortable seating and reading lamps accompany the collection to offer a haven for busy medical students and health care practitioners to enjoy these works focusing on the human issues involved in the practice of medicine.

Administration

The Library renovation continued to be a priority for the management team as staff areas were impacted by the project for most of the first half of FY 03. Because the renovation was not able to address the future space needs of the Library and the remodeled Library only had enough space to house the collection through FY 04, a space study became the focus of administration while the renovation was winding down. The Future Space Team looked at options for housing the collection within the Library's walls, expanding the

capabilities of the remote storage on the eighth floor of the Medical School building, and the possibility of remote storage at an off-site University storage facility.

The Library also took part in LibQual, a nationwide survey developed by the Association of Research Libraries. LibQual results can be used to measure our service quality and identify what we are doing right and where we need to improve our library services.

The Library completed its third year of service as the National Network of Libraries of Medicine, New England Region NNLM/NER. The mission of the NNLM is to advance the progress of medicine and improve the public health by providing all U.S. health professionals equal access to biomedical information and by improving the public's access to information to enable them to make informed decisions about their health. The Program is coordinated by the National Library of Medicine and carried out through a nationwide network of health science libraries and information centers.

Access Services

The work of Access Services was greatly affected by the renovation as circulation functions were moved to a temporary location at the open of FY 03. Despite the awkward temporary space all circulation services continued with no interruption throughout the entire remodel project. During the fall, Access Services staff moved into their newly constructed spaces in two phases: first Document Delivery and Interlibrary Borrowing, then Circulation.

Knowing of the possibility that the budget for all hourly help may be cut in FY 04 the circulation staff began compiling statistics to determine when the Library is being used, and by whom. The circulation staff took count every two hours from opening to closing, seven days a week from March through May. These statistics were used to develop a plan to reduce Library hours from 106 hours per week to 86 if hourly help was cut from the budget. A plan was also made to use Library staff from other departments to help staff the Circulation Desk if hourly help was lost.

Class videos are the most heavily used items in the LSL's reserve collection. Cumbersome reserve processing was creating a backlog, and videos were not available for students use quickly enough. The circulation staff streamlined the process to ensure that students could view each video within 24 hours of the class. Now, in most cases, the videos are received, processed, and on the shelf ready for students the same day. In FY04 the department will investigate additional functionality of the reserve system.

Reference

The Reference Department began FY 03 by conducting their annual orientation programs for the residents and the medical, GSBS, and nursing students. Throughout the year, the reference staff also provided a variety of instructional programs such as classes about OVID, Endnote, and Power Point for students, faculty and staff of the Medical School.

The Reference Department continued to collaborate with the Department of Family Medicine to offer Evidence Based Medicine training to third year clerkship students.

EBM tutorials created by reference staff were accepted as part of the ACRL Instruction Section's Internet Education Project available at:
<http://cooley.colgate.edu/dbs/acrliep/showrec.html>.

The Reference Department also coordinated and implemented three new subcontract awards to promote access to health information.

The "Parent's to Learn to Find Quality Health Information in the Internet" was awarded by the National Network of Libraries of Medicine for \$18,000. Through this project, parent groups in the Central Massachusetts area were taught how to access quality online health information and how to evaluate online health references for quality and consistency.

"CATCH: Central Mass Access to Children's Health Information" is a \$40,000 subcontract from the National Library of Medicine that provides community-based, public health agency staff and their clients with training to locate and effectively use quality electronic health information resources. The project targets public health agencies from Central Massachusetts that serve chronically ill and/or developmentally disabled children and their families.

The LSL became a designated Early Childhood Resource Center with an initial award of \$10,000 and a three year extension from the Massachusetts Department of Education. The Center features a variety of resource materials for early childhood instructors and parents.

"The Evidence-Based Public Health Project," funded through a cooperative agreement between the CDC and ATPM was continued for another year. The project identifies quality resources for the public health workforce specifically designed to meet their information needs.

Technical Services

FY 03 brought the addition of a half-time collection development librarian and a second cataloger to the technical services staff. Having a collection development librarian permitted the department to begin weeding the collection so that out of date materials could be removed from the Library's shelves. Having two catalogers allowed the department to begin work cataloging the Library's electronic resources. Over 225 e-books were cataloged in FY 03.

The Library was also awarded money from the Worcester Medical Library to catalog the materials in the Rare Books Room. The important planning phase for this project was completed during FY 03 and the actual cataloging will take place next year.

Technical Services staff focused much of their effort on evaluating journals for possible cancellation as cuts to the acquisitions budget loomed for FY 04.

Technical Services staff also worked on the ordering, checking-in and cataloging of the materials for the new Humanities in Medicine Collection.

Systems

The Systems Department was in maintenance mode for much of FY 2003. In November of 2002, the EZproxy software installation was transferred to a different Unix server. In January 2003, our version of EZproxy was upgraded which allowed for “proxy by host name” and reduced the number of ports that needed to be opened on the firewall. Prior to the upgrade, the software was reaching the max number of open ports and users were being denied.

The proxy server continues to be the most used service in the System Department. Students, staff and faculty are very happy with this service.

The web server continues to be maintained in the Systems Department. In January of 2003 the machine’s security was compromised. Thankfully, neither the machine nor any of its data were damaged. As the machine was being rebuilt the hard drive was upgraded to 40 GB and the Linux operating system was upgraded to version 8.

The Systems Department continues to host web sites for local medical library associations as requested through the RML. As a result of the security compromise in January, the number of user accounts on the web server has been limited; all local medical library associations request files are now posted and removed through the Technology Coordinator at the RML. In the coming year we will be exploring options to upgrade the current web server hardware.

The Library continues to share the ILLiad server with the University of Massachusetts in Amherst. In FY 03 two client upgrades were performed. These upgrades were minor and have not included any changes to the billing module. We continue to struggle in our attempts to gain the needed support from the vendor.

From July 2002 – December 2002 the monthly average number of pages printed in the Library was 108,000. All of this printing was done free of charge and was becoming a financial burden for the Library. Starting in November of 2002 the department worked with the Library’s photocopier vendor, Copico, to test a new Pay for Print system. In the month of November we were able to work with the University’s Information Services Department to install the pay for print software on the network and on a demo release station that could be used by staff to test the stability and reliability of the pay for print system.

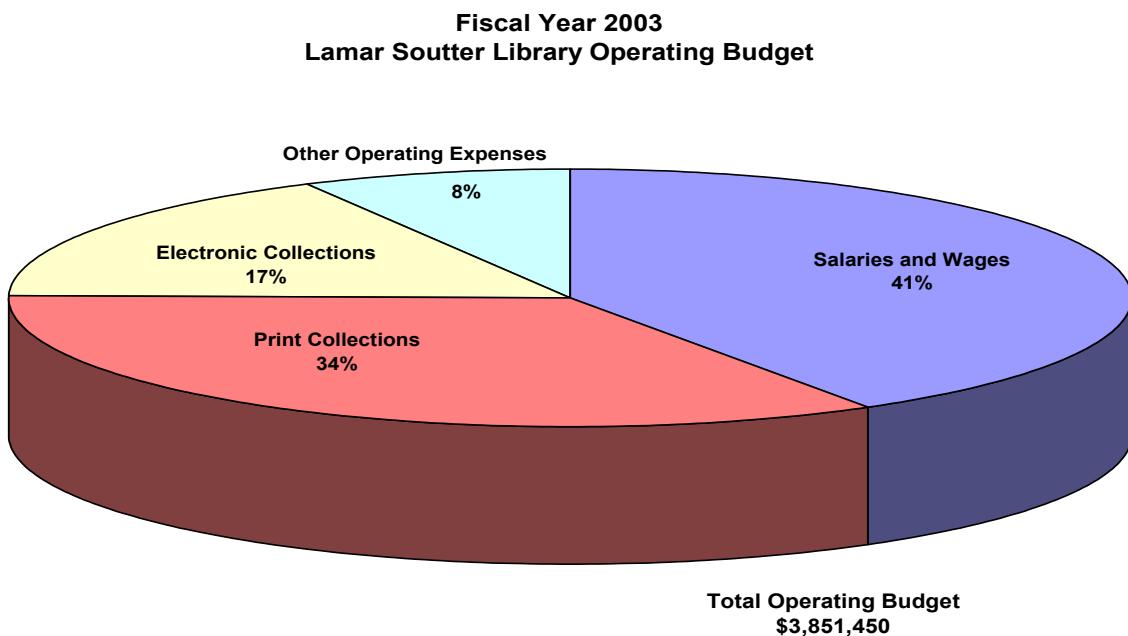
After a successful test period and a simultaneous marketing campaign, the students piloted the service for the month of December. Students were not required to pay for printouts but were asked to send all of their jobs through the print release station so they could become familiar with the process. On January 2nd, 2003 all printing originating from the LCA was sent through the pay for print system.

In the first six months the system was relatively stable, but there were times when the system was down and patrons were not able to print. The Library continues to work with Information Systems on evaluating the stability of the pay for print system and creating a fast reporting and troubleshooting processes. As a result of outsourcing the printing

functionality in the Library total maintenance of the printers has been turned over to Copico to include paper, toner and parts, and clearing of all jams.

The last six months has also shown a dramatic drop in the amount of pages being printed. The average of 108,000 pages monthly has dropped to 18,000 pages monthly.

Finances



Poster Presentations

Comes, James. "Copyright in a Sea of Technology, Legislation, Interpretation and Guidelines," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Harger, Nancy. "Parents Learn to Find Quality Information on the Internet," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Ingrassia, Barbara. "Tracking Usage of Non-circulating Print Journals in the Electronic Age," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Lucia, Deanna and Mary Piorun. "Managing a Library Renovation Project: A Team Approach," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Simpson, Hathy; Martin Elaine R.; Luckmann, R; and S Telleen. "Evidence-based Resources for a Public Health Project," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Spinner, Peg. "The Process Behind the Project: Tips for New Researchers," Medical Library Association Annual Meeting, May 3-6, 2003, San Diego, CA

Speaking Engagements

Vander Hart, Robert. "LinkOut: The Lamar Soutter Library Experience," presentation at Fall Meeting of the Maine Health Science Libraries Information Consortium (HSLIC), Bangor, Maine, October 25, 2002.