



Annual Report

The Lamar Soutter Library • A Legacy of Service and Learning

FY 2005

Letter from the Director

Legacy, Service, Learning—these three words capture the essence of the Lamar Soutter Library's efforts to improve the health of the public by enhancing access to information by University of Massachusetts-Worcester faculty, staff, students, and clinical partners. In FY2005, the Library pursued this goal in several ways: by helping users learn more about the process of locating, retrieving, and evaluating quality information, by offering new services and programs, and by building and enhancing a collection of books, journals, and online resources.

In many ways, FY2005 can be best described as a "set-up" year for great performances to come. Library managers, supervisors, and staff began thinking about the process for developing a new strategic plan. Regional Medical Library staff began preparing for the process of re-competing for the 2006-2011 National Library of Medicine contract, to continue serving as the regional library for the New England states. The Library applied to become a host site for the National Library of Medicine's traveling exhibit, *Changing the Face of Medicine: Celebrating America's Women Physicians*, opening May 5, 2006.



The LSL Management Team
(Sitting, left to right:) Deb Dulmaine-Cooman, Mary Piorun, Barbara Ingrassia, Jane Fama
(Standing, left to right:) James Comes, Elaine Martin

As stewards of published knowledge, the Library must ensure that its users have not only current but, also, older relevant materials that meet their needs. We must also provide the best service and an environment conducive to life-long learning. This annual report gives just a flavor of the work that the outstanding individuals who make up the Library staff do to achieve these goals. *Legacy, Service, and Learning* defines the past, present, and future of the Lamar Soutter Library.

—Elaine Martin, DA
Director, The Lamar Soutter Library

THANK YOU to these individuals for their donations of books and journal issues:

Jennifer Bricker-Bolton
Marilyn Chase
Marjorie Clay
James Craig
James Dobson
Elizabeth Dugan
Emily Ferrara
Stephen R. Fish
David Fitzgerald
Jeffrey Geller
Barbara Goldstein
Maurice Goodman
Lois Howland
Isabelle Joris
Samira Khera
Aaron Lazare
Sharyn Ann Lenhart
Guido Majno
Iratxe Mendizabal
Ellen S. More
Richard Moriarty
Evelyn Morrissey
Barbara Newborg
Richard Pieters
Michael Rohrer
Mark Rosen
Rita Sanderson
Abraham Shulman
Dorothea Simmons
Richard Traina
Merrill K. Wolf
Seymour Zigman

SAVE THE DATE:

Changing the Face of Medicine: Celebrating America's Women Physicians

Exhibit Opening:
Friday, May 5, 2006, 3:00 pm

Exhibit will run May 5 - June 15

The Lamar Soutter Library University of Massachusetts Medical School <http://library.umassmed.edu/changingthefaceofmedicine/>
Exhibit developed and/or made possible by: NLM, ALA, NIH-ORWH, AMWA



The Staff of the Lamar Soutter Library

Grants/Sub-Contracts in Effect FY05

E-Mental Health. NN/LM, NER, 9/1/04-3/31/06, \$39,095. Elaine R. Martin, principal investigator. To provide web-based access point for quality-filtered and evidence-based mental health information and local resources.

Early Childhood Resources Center. Massachusetts Department of Education, 2003-2007, \$40,000. Elaine R. Martin, principal investigator. To house and develop a regional center featuring a variety of resource materials for early childhood instructors and parents.

Evidence-Based Practice for Public Health. (TS-0734), 2001-2005. ATPM/CDC/ATSDR Cooperative Agreement, \$615,307. Elaine R. Martin, principal investigator. To investigate and develop evidence-based public health literature models.

Go Local Massachusetts. NN/LM, NER, 9/1/04-3/31/06. \$25,000. Elaine R. Martin, principal investigator. To develop a web-based access point for health resources available in Massachusetts, through MedlinePlus.

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 6 New England states.

New England Public Health Workforce Outreach. NN/LM, NER, 1/1/04-12/31/06, \$150,000. Elaine R. Martin, principal investigator. To contact and train public health officials within designated geographic areas in each of the region's states.

Partners in Information for the Public Health Website. National Institutes of Health, National Library of Medicine, 4/1/04-4/30/06, \$18,000. Elaine R. Martin, principal investigator. To provide content assistance and consultation in addressing redesign issues of the Partners in Public Health Website.

The LSL: A Link for Healers and the Humanities

During FY2005, the Lamar Soutter Library hosted several cultural events accenting the human side of health care.

October 7, 2004

Before a full house in the Library's Rare Books Room, the School's Chancellor/Dean Aaron Lazare, MD read excerpts from and signed copies of his book *On Apology*.

February 9, 2005

Poets Victoria Longino, Emily Ferrera, and Eve Rifkahn read selections from their verse. Ms. Longino, an Associate Professor at the Massachusetts College of Pharmacy, accompanied her reading choices with commentary upon relationships between medicine and the muse. Ms. Ferrera, employed by the UMMS Office of Medical Education, shared passages inspired by the death of her son. Finally, Ms. Rifkahn, co-editor of the poetry journal *Diner*, read from her work *At the Leprosarium*.

March 9, 2005

On the ninety-sixth anniversary of his birth, a web site celebrating the life and professional achievements of Dr. Lamar Soutter was unveiled. The proceedings were highlighted by personal recollections of Dr. Soutter that were provided by Mrs. Lamar Soutter and H. Brownell Wheeler M.D.

March 16, 2005

Dr. Alice Flaherty, Instructor of Neurology at Massachusetts General Hospital, and author of *The Midnight Disease*, spoke on the neurological causes of writer's block.

On April 27, 2005

UMMS Associate Professor of Psychiatry Dr. Richard Berlin presented awards to the prize-winners of the first annual Gerald F. Berlin Prize for Creative Writing, a competition originated as a tribute to the doctor's late father, who struggled with a severe, chronic disease.

The Humanities in Medicine Collection

Launched in June, 2002 as a collaborative venture between the Lamar Soutter Library and the Worcester District Medical Society, the Humanities in Medicine Collection enjoyed further expansion during FY2005. Resonating with ideas and perspectives from philosophy and literature, the books and films on DVD that comprise this collection cover medical issues and themes in approaches and language accessible to the layperson. With this enlargement, the HIM Collection has been augmented beyond the size of the original goal of 500 items.

Regional and National Accomplishments of the NN/LM, NER

During FY2005, staff coordinators of the New England Regional (NER) office of the National Network of Libraries of Medicine (NN/LM) served 511 (including 44 new) members across the region. More than 1,000 service requests were processed, assisting resource libraries whose clientele include health educators, support groups, family caregivers, clinical providers, and patients. Among other highlights of the fiscal year:

- Nine awards were issued to eleven member libraries for electronic delivery or enhancing access through public access desktops
- Three Express Outreach awards were issued to develop an online course, conduct a joint program for physicians, and exhibit at a national conference
- Seven outreach subcontracts were initiated
- Thirty-eight classes were held for librarians and the healthcare workforce
- Twenty-seven venues were attended, showcasing eighteen NER exhibits
- Twenty-nine consumer health sessions were held for more than two hundred attendees who received training on MedlinePlus® and other resources; three new courses were added to the curriculum.

LSL Recognized with NCLIS Consumer Health Award

Visitors to the Lamar Soutter Library may have noticed a large banner hanging above our entrance. That banner marks the presentation of the NCLIS Blue Ribbon Consumer Health Information Recognition Award for Libraries to the Lamar Soutter Library on October 7, 2004.

The U.S. National Commission on Libraries and Information Science (NCLIS) established the award in 2004 to identify "best health information practices" among libraries across the country. NCLIS encourages libraries to align their resources to address the needs of the country, and this award recognizes the public's pressing need for reliable health and medical information.

The LSL was designated the honoree for Massachusetts and was one of only 37 U.S. libraries to be so recognized.

For Further Information

about the Lamar Soutter Library,
please see our website:

<http://library.umassmed.edu>

Health Information for the Public: Web Sites Launched

In fulfilling its mission to provide quality health information to the public, the LSL launched two new consumer health-oriented projects in 2004. e-Mental Health in Central Massachusetts utilizes the power of the Internet to provide mental health care providers and their clients with easier access to authoritative information on mental health conditions and issues.

In May, Massachusetts became one of the first four states in the country to publicly release a Go Local project from MedlinePlus®, the National Library of Medicine's website for consumer health information. Go Local Massachusetts provides access to information about a wide variety of local health care services and agencies, all linked to the more than 700 health topics covered in MedlinePlus®. The project is in cooperation with the National Library of Medicine and supported by a grant from the National Network of Libraries of Medicine, New England Region.

URLs

e-Mental Health in Central Massachusetts - <http://library.umassmed.edu/ementalhealth/index.cfm>

Go Local Massachusetts - <http://www.medlineplus.gov/massachusetts>

MedlinePlus® - <http://www.medlineplus.gov>

Lamar Soutter Library Staff (2004-2005)

Administration: Elaine Martin, DA; Jan Sohigian; Deb Dulmaine-Coonan; Cheryl Lavallee

Access Services: Jane Fama; Kerry Mayotte; Spiro Efstathiou; John Hemenway; Jean Hearn; Amanda Noe; Fran Williams; Harvey Fenigsohn; Jacob Gemme; Richard Gray; Pamela James; Jeff Long; Kim Ossene

NESCSO: Nancy Peterson

Reference Services: James Comes; Dorothy Barr; Janet Dadoly; Vivian Frempong; Sally Gore; Nancy Harger; Paul Julian; Len Levin; Nancy Linnehan; Judy Nordberg; Lowell Schwartz; Hathy Simpson; Betsy True

Systems: Mary Piorun; Matthew Clark; Robert VanderHart

Technical Services: Barbara Ingrassia; Lisa Palme; Cecile Blanco; Bobbie Brooke; June Gasperski; Joe Guarini; Clare Nelson; Marianne Siener

National Network of Libraries of Medicine, New England Region: Javier Crespo; Donna Berryman; Michelle Eberle; Penny Glassman; Mark Goldstein; Nicole Vernon; Rebecca Zenaro

Presentations/Posters/Publications FY2005

Barr, Dorothy. Article: "Zoo and Aquarium Libraries." *Science and Technology Libraries* 2005; 25 (3): 71-87.

Barr, Dorothy. Article: "Gamers and librarians: some food for thought." *SLA Boston Chapter Bulletin* 2005 Spring; 70 (1): 6-8.

Barr, Dorothy. Book Review: "Who's afraid of Charles Darwin?" By Griet Vadermassen. In: *SLA Biofeedback* 2005 Spring; 12-13.

Barr, Dorothy, and Comes, James. Presentation/Poster: **ALERT: Helping Patrons Stay Current.** Medical Library Association Annual Meeting, San Antonio, TX, May 16, 2005.

Charles, Lonelyss; Gordner, Ronald L.; and Brtva, Roger. Presentation/Poster: **Analysis of MedlinePlus en Espanol Customer Service Requests.** Medical Library Association Annual Meeting, San Antonio, TX, May 16, 2005.

Comes, James; Domino, Frank; and Levin, Leonard L. Presentation/Workshop: **Evidence-based medicine and the medical librarian.** North Atlantic Health Sciences Libraries Annual Meeting, Sebasco Harbor Estates, ME, Oct 4, 2004.

Crespo, Javier. Article: "Training the health information seeker: quality issues in health information web sites." *Library Trends* 2004 Fall; 53 (2): 360-375.

Dadoly, Janet; Levin, Leonard L.; and Palmer, Lisa. Presentation/Poster: **Samuel B. Woodward: A Nineteenth century Pioneer in American Psychiatric Care.** Medical Library Association Annual Meeting, San Antonio, TX, May 17, 2005.

LaPelle, Nancy R.; Simpson E. Hatheway; Luckmann, Roger; and Martin, Elaine R. Presentation: **Improving access to credible and relevant information for public health professionals: A qualitative study of information needs in communicable disease control.** American Public Health Association Annual Meeting, Washington, D.C., Nov 8, 2004.

Martin, Elaine. Doctoral Dissertation: **Team effectiveness in academic medical libraries: A multiple case study.** Boston, MA: Simmons College, Dec 2004. (in press)

Martin, Elaine R. Presentation: **Future trends and roles for academic health sciences librarians.** Library School Symposium at Southern CT State University, New Haven, CT, Mar 11, 2005.

Martin, Elaine R.; Gore, Sally; Harger, Nancy; and Charles, Lonelyss. Presentation/Poster: **e-Mental Health in Central Massachusetts.** Medical Library Association Annual Meeting, San Antonio, TX, May 16, 2005.

Palmer, Lisa, and Ingrassia, Barbara. Presentation: **Coming out of the back room: technical services breaks loose.** Medical Library Association Annual Meeting, San Antonio, TX, May 16, 2005.

Peterson, Nancy L, and Droese, Peter W. Presentation: **Utilization of the medical librarian as a provider of information services on health policy and health disparities for state Medicaid programs.** Medical Library Association Annual Meeting, San Antonio, TX, May 18, 2005.

Piorun, Mary; Comes, James; Fama, Jane; and Ingrassia, Barbara. Presentation: **How diversity affects communication.** Medical Library Association Annual Meeting, San Antonio, TX, May 16, 2005.

Piorun, Mary; Fama, Jane; and Ingrassia, Barbara. Presentation/Poster: **Journals, journals everywhere—not a shelf to spare.** Medical Library Association Annual Meeting, San Antonio, TX, May 17, 2005.

Simpson, E. Hatheway. Presentation/Class: **Public health knowledge: acquisition, management and generation.** American Public Health Association Continuing Education Institute. Washington, DC, Nov 6, 2004.

Vander Hart, Robert; Nordberg, Judith; and Evans, Gael. Presentation/Poster: **Overcoming challenges: Lamar Soutter, M.D. (1909-1996).** Medical Library Association Annual Meeting, San Antonio, TX, May 17, 2005.

Journal Collection: On the Move

The LSL has embarked on a "move and merge" project to assure safe storage of archival bound journals. By installing compact shelving in the eighth-floor closed-stack storage area, space was created within the School building to accommodate bound journals for several additional years. More recent years of bound journals will remain in open stacks within the Library, proper.

Staff members transferred 1965-1977 bound journals from the second and third floors of the Library to the eighth floor, where they were integrated with pre-1965 volumes within the new compact shelving.

Two phases of the three-phase project were completed in FY05. The final phase will be finished in FY06. For our patrons, the completion of this project will ensure convenient and ready access to older materials that are otherwise difficult to locate.

Selected Statistics FY05

Collections

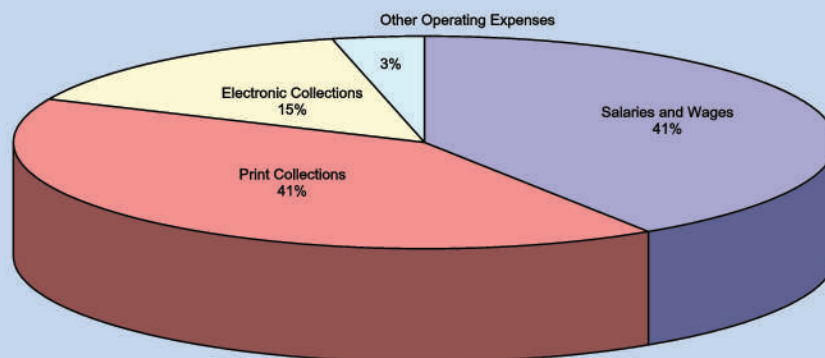
Current subscriptions (Print and electronic)	4,271
Total print volumes held	292,608
Databases (Bibliographic citation)	262

Services and Staff

Service hours/week	99.5
Library visitors	639,199
Web site visits (LSL home page)	1,055,026
Education sessions	216
Participants in education sessions	1,125
Circulation transactions	69,961
Interlibrary loans to others	16,810
Interlibrary loans from others	1,153
Total staff (FTE, all funding sources)	41.76

Fiscal Year 2005

LAMAR SOUTTER LIBRARY OPERATING BUDGET



Total Operating Budget
 \$4,066,388