

NER Update

Under contract with the National Library of Medicine, the Lamar Soutter Library serves as the Regional Medical Library for the New England Region (NER). The office supports the National Network of libraries that serve health professionals and the public with timely access to health information. Librarians support the training of National Library of Medicine resources, such as PubMed, MedlinePlus, and DOCLINE.

Staff travel throughout the six state region providing training and coordinating funded projects with other libraries and community organizations that provide outreach to libraries and underserved populations.

For the current year, NER conducted 102 activities with 1,733 participants. Through community engagement and health information training, our staff and funded projects reached numerous audiences, such as health care providers, health educators, librarians, school nurses, and community health workers. We are currently in our last year of our contract period and submitted our successful proposal for our next five-year term.

Last July, the NER gathered health sciences librarians to its Regional Advisory Council meeting to identify areas or broad concerns that should be addressed in providing health information services to users. Five broad areas of need surfaced:

1. Redefining our roles: changing the perception of our roles throughout our institutions.
2. Learning more about emerging areas in clinical and research disciplines in hospital and academic settings.
3. Positioning ourselves as part of the health care team as an important tool in addressing health care delivery issues.
4. Developing a clearinghouse of combined resources for educational opportunities and resources in the region.
5. Developing skills and models for assessment of user needs and evaluation of library services.

In response to those needs, a February Town Hall Meeting explored issues related to health information delivery. This time, the group was asked to reflect on a set of broad topics or themes. Expert speakers provided a briefing on the topic. Participants took part in small and large group discussions to generate ideas about new opportunities for libraries and NER, and about how to prepare or train for those opportunities.

The themes were Healthcare Workforce Issues, Healthy Communities, Health IT, The Dynamic Academic Health Center, The Dynamic Hospital (Responding to Health IT Requirements). The needs identified within the broad health care themes and areas helped shape the specific programs submitted in NER's successful contract proposal, which was renewed for the 2011-2016 period.

The Library at Work: Cultivating both Mind and Spirit

Resource Maximization

In response to user requests for increased electronic resources and additional study space, the library converted the majority of the print journal collection to electronic-only format, maintaining a core print collection of 260 titles. This contribution to the University's resource maximization effort to develop more efficient and effective operations provided increased access to library collections, freed-up space within the library for user seating, provided a flexible environment for collaborative study and event programming, and reduced overall processing and binding costs.

The new dynamic space takes the library beyond its traditional role of cultivating the mind, to a place where it can cultivate the spirit through humanities in medicine and history of medicine events, art exhibits, and speaker programming. The library is the one place on campus where students, faculty and staff from the three schools (Medicine, Nursing, and Biological Sciences) can come together for interdisciplinary learning and inter-professional collaboration.

100 Seats Added

Approximately 4,000 square feet of unused shelving was removed and 100 new user seats were added. Seating options range from five small group study rooms, with oversized monitors, to facilitate group work, to wheeled tables and chairs for easy movement and configuration, high café style seating, and small round tables. This new user seating raises the total availability of library seats (study and computer) to 471, supporting the growing student population.

What's New in Education & Outreach

Medical School: This year witnessed immersion in the curriculum to a greater degree than ever. The library's medical historian/archivist taught a medical history elective. Librarian educators expanded a collaborative program with the Worcester campus of the Massachusetts College of Pharmacy and Health Sciences in the instruction of Evidence-Based Pharmacology on both campuses.

Graduate School of Biomedical Sciences and Researchers: The library designed a customized resource portal with dynamic relevant content for researchers and GSBS students, offered orientation sessions for new students and faculty, and provided assistance in migrating grant recipients onto the MyBibliography platform.

Graduate School of Nursing: With the advent of the new Doctor of Nursing Practice (DNP) program, the library lectured in the Nursing Epidemiology course. The personal librarian program available to all doctoral-level students expanded to include students in this new program.

Clinical Services: The Lamar Soutter Library expanded its outreach to our clinical partner UMass Memorial Health Care. This includes major new initiatives on the hospital's Memorial Campus where transitions in the physical library have begun in order to transform and further develop resources and services available to users at this location.



Somewhere in Time
By Gregory Seward, M.D.

Artist in Residence Exhibits

- Tobias McConchie: *Celebrating the Life and Works of Tobias McConchie*
- Alberto Mercado: *Fotographia: An Eclectic Collection*
- Lucille Grant: *The Colors of Nature* and Paul Berman: *Photographs: Abstract and Traditional*
- Student Art Show: *Third Annual Exhibit*
- J. Barry Hanshaw: *The Art of J. Barry Hanshaw*
- ECT Team: *Life is Beautiful*

Scholarly Communications

The library raised awareness of scholarly communication issues among faculty and researchers. Most notable are the support and education associated with drafting an Open Access Mandate for the University. Partnering with Faculty Council, the library provided the research and background information necessary to bring Open Access to the forefront. Classes developed by the library are available in the areas of author rights, copyright, funding body mandates, scientific writing, and research support. The library's membership in two leading Open Access publishing groups, BioMed Central and the Public Library of Science, facilitates and encourages open access publishing.

Copyright

As the Medical School prepared for the new Learner-centered Integrated Curriculum (LiNC), the library served as a resource for faculty, administration, and staff who were developing new content. Integrating electronic resources into the new online format for course readings and lectures resulted in complex copyright questions being directed to the library. In response, the library developed and offered educational sessions for faculty, departments, and campus committees. The library hosted a meeting with staff from the Copyright Clearance Center, explaining the basics of copyright and how the law applies to faculty in their teaching, publishing, and professional speaking roles. New content was added to the library homepage to provide the most current information on the topic of copyright.

Cultural Events

Event programming in FY 2010 included:

Humanities in Medicine Presentations

- Jeremy Greene: *Keeping Modern in Medicine: Pharmaceutical Promotion and Continuing Medical Education, 1959-2009*
- David Watts: *Navigating the Art of Medicine*
- Ellen More: *Women Physicians and the Cultures of Medicine*
- Anne M. Gilroy: *A View into the Worlds of Anatomic Art*
- Berlin Awards: *Sixth Annual Awards Ceremony*
- Tracy Kidder: *Strength in What Remains*

Additional Events

- American Archives Month: *Look How Far We Have Come (and How We Got Started)*
- Movie Showing: *The Price of Sugar*
- Black History Month: Thomas Doughton and Melinda J. Boone
- Sara G. Shields, MD and Lucy M. Candib, MD: *Women-Centered Care in Pregnancy and Childbirth*
- Women's History Month: Katharine Park, *Secrets of Women, Caesarian Section in the Early Renaissance*
- Stand Against Racism: *A Conversation on Racism with Tim Wise and Deborah L. Plummer*
- Lois B. Green: *The Last Chapter*

Grants/Sub-Contracts in Effect FY10

National Network of Libraries of Medicine, New England Region. (NLM Contract No. N01-LM-6-3508), National Institutes of Health, National Library of Medicine, 5/1/06-4/30/11, \$6.2 million. Elaine R. Martin, principal investigator. Javier Crespo, associate director. To provide information, outreach, and resource sharing services to health professionals and consumers in six New England states.

Partners in Information for the Public Health Website. NN/LM, NER, 5/1/06 -4/30/11, \$32,000/yr. Elaine R. Martin, principal investigator. Hathy Simpson, project director. To maintain the Partners in Information Access for the Public Health Workforce Website.

e-Science Portal. NN/LM, NER, 7/1/09-4/30/11, \$50,000. Elaine R. Martin, principal investigator. Donna Kafel, project coordinator. To develop an e-Science web portal to support learning and collaboration among science and medical librarians serving researchers in New England.

2nd Annual University of Massachusetts and New England Area Librarian E-Science Symposium Express Outreach Award. NN/LM, NER, 9/1/09-5/31/10, \$13,160. Elaine R. Martin, project administrator. Raquel Rivera, project coordinator. To continue to enhance collaborative New England region libraries' support of e-science initiatives.

Providing Ubiquitous Access to Public Health Department Outreach project. NN/LM, NER, 3/10/10-4/30/11, \$55,500. Elaine R. Martin, principal investigator. Karen H. Dahlen, project coordinator. To develop and expand a public health prototype digital library to streamline information access and delivery to select-ed Public Health Departments.

e-Science Phase 2: Developing an e-Science Portal to Support Learning and Collaboration project. NN/LM, NER, 5/1/10-4/30/11, \$29,400. Elaine R. Martin, principal investigator. Donna Kafel, project coordinator. To carry out implementation of an e-Science web portal to support learning and collaboration among science and medical librarians in the New England region.

LSL e-Science Learning Outcomes project. Joint funding between NN/LM, NER, 05/01/10-04/30/11, \$28,652; and IMLS National Leadership Planning Grant, LG-51-10-0141-10, 8/1/10-7/30/2011, \$49,894. Elaine R. Martin, principal investigator. Donna Kafel, project coordinator. To develop a curriculum for students to model effective data management practices and to develop a prototype data repository for student work in collaboration with Worcester Polytechnic Institute.

eScholarship@UMMS

eScholarship@UMMS is a digital archive offering worldwide access to the scholarly publications of University of Massachusetts Medical School (UMMS) faculty, staff, researchers, and students. The goal is to bring together all of the University's research under one umbrella to showcase, preserve, and provide access to that research. The archive was launched in 2006 and grew significantly in FY2010. The repository reached a significant milestone in FY2010 by **exceeding 100,000 full-text downloads** on April 6, 2010.

New features implemented in FY2010:

- Published the **new professional open access journal *Neurological Bulletin*** (http://escholarship.umassmed.edu/neuro_l_bull/) hosted by UMMS' Department of Neurology
- **PubMed ID quick submission** allows students and others to self-submit journal articles into eScholarship@UMMS quickly and easily with fewer errors
- **Embargoes** for GSBS and GSN dissertations provide needed flexibility by allowing students and their advisors to delay full-text publication of dissertations
- **Geo-location** feature for the International Medical Education collection displays student trip reports on a Google Map of the world
- **Virtual collections** feature allows administrators to systematically harvest submissions from one collection to another
- **RSS feeds** from eScholarship@UMMS collections are being utilized to update publication lists on department websites, such as the Graduate School of Biomedical Sciences (<http://www.umassmed.edu/gsbs/index.aspx>)

Facts and Figures

- **7,829 papers**
- **116,104 total full-text downloads** to users worldwide, including 43,677 in FY2010, a 23% increase over FY2009
- Visitors from **156 countries**
- **68% of website traffic is from search engines**
- **7 papers with more than 1000 full-text downloads each**, and 34 with 500 or more downloads each
- **36 collections**
- **33 personal researcher pages**, which highlight the work of individual faculty and researchers,
- **480 theses and dissertations** from GSBS and GSN

<http://escholarship.umassmed.edu>

Office of Medical History and Archives

The Office of Medical History and Archives (OMHA) took some important steps in support of the Library's goal of becoming a cultural hub for the UMass Medical Center community.

American Archives Month: In October (commemorating American Archives Month) the Library sponsored the first of an annual program to highlight the school's history and the importance of preserving the institution's historical documents. Titled "Look How Far We've Come (*And How We Got Started*)", OMHA invited six key figures from our first decade to describe the obstacles they encountered and how they overcame them in education, research, and patient care. Dr. John Sullivan moderated a panel consisting of Drs. Brownie Wheeler, Sue Gagliardi, Maurice Goodman, Allan Jacobson, Barry Hanshaw and Linda Pape. The event was attended by nearly 90 people. A window display chronicled the groundbreaking for the medical school, the first graduation, and a series of (very) early photos of well-known campus figures.

Acquisitions and acknowledgements: Of the numerous donations to the Archives this year, one particularly stands out for the serendipity which brought it to us. James P. Loughlin (1910 - 1984) was a Worcester native and major figure in organized labor for the Commonwealth. "Jimmie" Loughlin, as a new member of the recently organized Massachusetts State Labor Council, AFL-CIO at the time that negotiations were beginning to determine the location of the new state medical school, effectively advocated for a Worcester site for the medical school. But his connection to the school was only dimly remembered until Dr. Robert Phillips, Senior Vice President and Director, Heart and Vascular Center of Excellence at UMMHC, saw the photo of Mr. Loughlin at the 1969 groundbreaking. Dr. Phillips put the library in touch with Mr. Loughlin's granddaughter to get the full story. As a result, the library received a wonderful collection of materials to document Mr. Loughlin's role in the history of the school, including the shovel he used at the groundbreaking.

Online Finding Aids, Oral Histories, and Oral History Transcripts: Two more Finding Aids are available: the papers of James Loughlin and John Stockwell, the first director of University Hospital. The Oral History collection grew to 45, including interviews with former Chancellor/Dean Roger Bulger, Dr. Ruth Bulger, Dr. James Dalen, Dr. Michael Czech, and others. OMHA transcribed four additional oral history interviews (Drs. Wheeler, Tranquada, Goodman, and Hanshaw).

Book scanning: OMHA sent approximately 245 Rare Book Room volumes, or nearly 123,000 pages, to the Boston Library Consortium for digitization through the Open Content Alliance project. These are available online via the LSL's catalogue, the OMHA web page, and the BLC's Open Content Alliance. These titles have generated nearly 12,000 downloads.

Teaching: Ellen More co-taught an Optional Enrichment Elective, "The History of Medicine," with Richard Glew, MD, of Internal Medicine. The Rare Book Room and History of Medicine collections were primary source materials for student presentations. Ellen also taught in the History of Psychiatry seminar with Drs. Sheldon Benjamin and Jeffrey Geller.

We Thank

these people and departments for their donations of books and other materials:

Richard Aghababian *
Paul Berman
Michelle Brown
Ruth Bulger *
Oğuz Çataltepe
Francis Chlapowski **
Kevin Chysna
Robin Davidson *
Frank Domino **
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Pat Grignard *
Gail Hines *
Herbert B. Hudnut, Jr. *
Sona Husisian *
Benjamin Hyatt
Stuart R. Jaffee
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Paul Loughlin *
Ave McCracken
Ellen More *
Thoru Pederson *
Anthony J. Rothchild **
Elizabeth Soutter Schwarzer *
Hugh Silk
Michelle St. Fleur
UMMS Department of Psychiatry *
UMMS Office of Public Affairs and Publications *
UMMS Office of Faculty Affairs *
UMMS Department of Family Medicine and Community Health *
UMMS Office of Student Affairs *
UMMS Center for Mindfulness, Health Care, and Society *
UMMS Women's Issues Committee *
Westborough State Hospital

*Donations to the Archives Collection
**Donations to the UMass Authors Collection

Library and Learning Resources Committee 2009-2010 Membership

MEMBERS: John M. Cooke, Ph.D. (Chair), *Cell Biology*; Brian Akerley, Ph.D., *Molecular Genetics & Microbiology*; Jason Chen, Ph.D. (Alternate), *Medicine*; Michael Francis, Ph.D., *Neurobiology*; Janet Hale, Ph.D., R.N., *Graduate School of Nursing*; Chung-Cheng Hsieh, D.Sc., *Cancer Biology*; Carolina Ionete, M.D., Ph.D., *Neurology*; Francesca Massi, Ph.D., *Biochemistry & Molecular Pharmacology*; Susan Pasquale, Ph.D., *Family Medicine & Community Health*; Jie Song, Ph.D., *Orthopedics & Physical Rehabilitation*

WORCESTER DISTRICT MEDICAL SOCIETY REPRESENTATIVES: Peter B. Schneider, M.D., *Medicine & Nuclear Medicine*; Paul Steen, M.D., Worcester District Medical Society/Library

EX OFFICIO: Elaine R. Martin, D.A., *Director of Library Services*; Mary Piorun, MSL, MBA, AHIP*, *Associate Director*; Lyn Riza**, *Information Services*; Ralph Zottola, Ph.D., *Information Services*

*Alternate for Elaine Martin; **Alternate for Ralph Zattola

Presentations ♦ Posters ♦ Publications

Bond, Irena; Levin, Len L.; Gardner, Alice; and Lahoz, Monica. Poster: **Collaborative Cross-Institutional Model for Faculty and Librarians Teaching Evidence-Based Practice: A Future Fusion Recipe?** North Atlantic Health Sciences Libraries Annual Conference. Rockport, ME, Oct 26, 2009.

Consales, Judith C.; and Martin, Elaine Russo. Book chapter: "Health Sciences Librarianship." **Encyclopedia of Library and Information Sciences**, Third Edition, 2010 1:1; 2048-2054.

Creamer, Andrew; Crespo, Javier; Kafel, Donna; Martin, Elaine; and Morales, Myrna. Poster: **Assessment of Biomedical and Science Librarian e-Science Learner and User Needs to Develop an e-Science Portal and Support Library and Institutional e-Science Initiatives and Collaborations.** Medicine 2.0 Annual Conference, Toronto, Ontario, September 17, 2009, and at The Second Annual University of Massachusetts and New England Area e-Science Symposium, Shrewsbury, MA., April 7, 2010.

Fama, Jane; and Ingrassia, Barbara. Presentation: **Training Library Assistants for New Roles.** October Conference: Biomedical Libraries at Dartmouth College, Dartmouth, NH, Oct 9, 2009.

Fama, Jane; and Martin, Elaine Russo. Article: "One Model for Creating a Career Ladder for Library Support Staff." **The Journal of Academic Librarianship**, 2009 Sept; 35 (5); 475-481.

Fenigsohn, Harvey. Article: "*Narrative Medicine: Honoring the Stories of Illness*: Authored by Rita Charon, MD, PhD." **Worcester Medicine**, 2009 Sept/Oct ; 73 (5); 17-18.

Gore, Sally A. Poster: **Science Boot Camp for Librarians: Educating Researchers Means Educating Ourselves.** Medical Library Association Annual Meeting, Washington, D.C., May 24, 2010.

Gore, Sally A.; and Palmer, Lisa A. Poster: **Mitosis and the Life Cycle: A Metaphor for the Transformation of the Research Librarian.** The Second Annual University of Massachusetts and New England Area e-Science Symposium, Shrewsbury, MA., April 7, 2010.

Gore, Sally; Kafel, Donna; Reznik-Zellen, Rebecca; and Schmidt, Maxine. Poster: **E-Science Initiatives Across the UMass Campus Libraries: Building a Strong Foundation for Professional Success.** NERCOMP Annual Conference, Providence, RI, March 10, 2010.

Gore, Sally A.; Nordberg, Judith M.; Palmer, Lisa A.; and Piorun, Mary E. Article: "Trends in Health Sciences Library and Information Science Research: An Analysis of Research Publications in the *Bulletin of the Medical Library Association* and *Journal of the Medical Library Association* from 1991 to 2007." **J Med Libr Assoc.**, 2009 July; 97(3); 203-211.

Kafel, Donna. Presentation: **Developing an e-Science Portal for Librarians to Support Learning and Collaboration.** The Second Annual University of Massachusetts and New England Area e-Science Symposium, Shrewsbury, MA, April 7, 2010, and at the Medical Library Association Annual Meeting, Washington, D.C., May 24, 2010.

Levin, Len. Presentation: **[Librarians] Embedded at the Point of Care.** Massachusetts Health Sciences Library Network Annual Meeting, Waltham, MA, May 7, 2010.

Levin, Len L.; Bond, Irena; Gardner, Alice; and Lahoz, Monica. Presentation: **Developing and Testing a Grading Rubric to Assess Students' Evidence-Based Practice Search Skills: the Experience of a Cross-Institutional Collaborative Instruction Team.** Medical Library Association Annual Meeting, Washington, D.C., May 24, 2010.

Long, Jeffrey E. Presentation: **Healing Through Reading: Bibliotherapy Through Memoir.** National Alliance of the Mentally Ill Monthly Meeting, Worcester, MA, March 30, 2010.

Martin, Elaine; and Kafel, Donna. Letter to the Editor: "Response to Neil Rambo's editorial: 'E-science and Biomedical Libraries.'" **J Med Libr Assoc.**, 2010 Jan; 98(1); 5.

More, Ellen. Presentation: **Changing the Face of Medicine: Political Change, Personal Stories, 1849-2009.** Washington University, St. Louis, MO, August 13, 2009.

More, Ellen. Presentation: **Personal Stories, Political Change: Women Physicians and the Cultures of Medicine.** UMass Medical School, Worcester, MA, November 18, 2009.

More, Ellen; and Pederson, Thoru. Article: "Pill's Role in Women's Lives." **Worcester Telegram and Gazette**, June 11, 2010; A.8.

Rethlefsen, Melissa L.; Piorun, Mary E.; and Prince, Dale. Article: "Teaching Web 2.0 Technologies Using Web 2.0 Technologies." **J Med Libr Assoc.**, 2009 Oct; 97 (4); 253-259.

Vander Hart, Robert. J. Book Review: "When Search Meets Web Usability." By Shari Thurow and Nick Musica. In: **Journal of Web Librarianship**, 2010 January; 4 (1); 103-104.

LAMAR SOUTTER LIBRARY

University of Massachusetts Medical School
44 Lake Avenue North, Worcester, MA 01655

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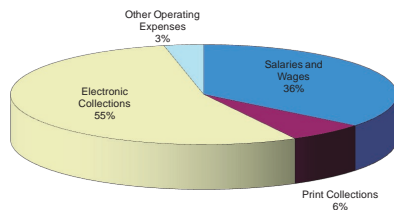
Selected Statistics FY 2010

Collections
Current Subscriptions (Print and electronic) 5,302
Total Print Volumes held 202,000
Databases 404

Services and Staff
Service hours/week 99.5
Library visitors 289,094
Website visits (LSL home page) 3,627,990
Education Sessions 138
Participation in education sessions 1,304
Circulation Transactions 34,860
ILL to others 8,577
ILL from others 1,093
Total Staff 42.8
(FTE, all funding sources)

Fiscal Year 2010

Lamar Soutter Library
Operating Budget



Lamar Soutter Library Staff

Administration: Elaine Martin, DA; Jan Sohigian; Marianne Siener; Cheryl Lavallee

Public Desk and User Services: Jane Fama; Kerry Mayotte; June Gasperski; Richard Gray; Joe Guarini; Jean Hearn; Paul Julian; Charles Labonte; Jeff Long; Vivian Okyere; Susan Skoog

Office of Medical History and Archives: Ellen More, Ph.D.; Harvey Fenigsohn; Kristine Reinhard

Community, Technology & Global Relations: Mary Piorun; Cecile Bianco; Penny Glassman; Sally Gore; Nancy Harger; Barbara Ingrassia; Len Levin; Nancy Linnehan; Judy Nordberg; Lisa Palmer; Julia Powell; Robert Vander Hart

National Network of Libraries of Medicine, New England Region: Javier Crespo; Michelle Eberle; Mark Goldstein; Lauri Kolakoski Fennell; Donna Kafel; Martha Pearson; Hathy Simpson; Nicole Vernon

Honors and Awards

Mark Goldstein: 2009 NAHSL Achievement Award

Donna Kafel: Master of Library and Information Studies (MLIS), University of Rhode Island, Graduate School of Library and Information Studies



Elaine R. Martin, D.A. Library Director

Director's Message

Technology has had a profound effect on the library as *place*. Scholarship has been transformed by the digital age. It is essential that students and faculty have the digital resources they need at their fingertips. This involves not just journals but books, too. Unique digital collections as evidenced by the LSL e-Scholarship initiative are increasingly more and more important. Yet, the library as place is important, too. Students demand study spaces in the library. People look to the LSL as the place to gather for collaboration and learning. The library is the one place on campus where everyone, from all three schools, the clinical system, and the community can come together and share their experiences and be introduced to ideas beyond their ordinary work life. They can listen to a lecture, enjoy an artist, or research a complex health problem.

I like to say that, as a result of the ongoing changes in technology and the services the library offers, the Lamar Soutter Library (LSL) has become the fitness center for the mind and spirit. The LSL provides a welcoming environment for exercising the mind in intellectual discourse as well as the opportunity for spirited dialogue on important topics of the day—all of which can enrich the health professional as person. That's what brings patrons to the LSL. We look forward to continuing this tradition.

The following annual report details the past year's efforts by the LSL staff to keep the library at the center of campus intellectual and cultural life. In closing, I would like to thank our donors, the Library and Learning Resources Committee, and all our supporters. Your support of the LSL makes it possible to do all that we do.



A Legacy of

Service and Learning