

RML - New England Region 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 NER supports the National Network of Libraries that serve health professionals and the public with timely access to health information. The Lamar Soutter Library of the University of Massachusetts Medical School is in the fourth year of its third, five-year contract. In response to ongoing information needs of diverse populations, NER has developed the following major initiatives:

Focused Outreach

Focused Outreach brings the resources of the National Library of Medicine into a community to conduct a systematic approach identifying health agencies and develop relationships with key leaders. The goal is to assess health information use patterns, promote resources, and conduct training for health and human service agency staff. Focused Outreach provides sustained outreach to communities identified as medically underserved, facing health care access issues, or economically disadvantaged.

Knowledge Management

NER is implementing a plan to stimulate innovations in biomedical knowledge management and information services at the hospital level. Based on prior work in developing a template for a Healthcare Knowledge Services Center, NER makes funding and consultation available to develop enhanced information services based on knowledge-management principles.

Public Health Information Access

This project provides access to relevant information resources to state public health departments across 17 states. The project intertwines information access, information management, article delivery, and instruction to enhance the level of resources available to public health departments. Spanning monographs and journals, over 160 full-text titles are available via department intranet.

Communities of Interest

Communities of Interest allow information providers to reflect and respond to changes and trends affecting health care. There is ongoing discussion of how emerging trends impact the library, health information setting, and how libraries should prepare and respond. They are organized around five focus areas: Healthy Communities, Health Literacy, Healthcare Workforce, HealthIT, and eScience.

eScience

Yearly activities such as the Symposium and Boot Camp offer in-person learning opportunities. Programs are offered on e-science principles, working concepts, and skills, with a focus on data management. The eScience Portal for New England Librarians fosters learning and collaboration.

NER activities across the region were both in-person or distance-based; 57 instructional sessions were conducted with 1,459 total attendees. These sessions include PubMed, MedlinePlus, consumer health, public health, technology, and DOCLINE. Through community engagement and health information training, funded projects reach numerous audiences such as health care providers, educators, librarians, school nurses, and community health workers.

Lamar Soutter Library: A Leader in Service

Highlights of Library Programs and Services

House Librarian Program – Lamar Soutter librarians are now firmly embedded within the five UMMS Learning Communities. Since FY2014, a library-related article, written by one of the house librarians, is appearing regularly in the house newsletter, and librarians attended the annual Thanks-Advice-Giving event. The house cup trophy, awarded at the end of each academic year, is now housed within the library. Additionally, LSL librarians are partnering with students as they work on their required Capstone projects. Students are reaching out to librarians for research assistance and librarians are being recognized as a valuable resource.

Clinical Librarians – New liaison relationships with clinical departments are continuing to be developed. These include rheumatology and endocrinology. Librarians continue to attend morning reports and rounds with various departments to support the Evidence-Based decision making of clinical staff. The majority of the consumer health collection has been moved to the Homer Gage Library at Memorial and appears to be more heavily used than when it was at the Lamar Soutter Library. A librarian continues to support the staff at Memorial both on-site and through virtual reference and consultation. The amount of requested service for Milford Regional Medical Center has increased exponentially as the contracted library services relationship is now in its fifth year.

Systematic Reviews – Three Lamar Soutter librarians are now expertly training to offer assistance in the writing of systematic reviews. Librarians will work with the systematic review authors/team to guide creation of the protocol, create the systematic search, carry out the search, assist in reviewing results and writing the methodology portion of the paper. The library also has expertise in data management procedures and can help systematic review teams set up and maintain clean data points that will make the project work more efficiently.

Informationist Program – This year the Lamar Soutter Library was involved on two Informationist Supplemental grants. The Informationist Supplemental award for Promoting Breast Cancer Screening in Non-Adherent Women was extended this year to complete objectives of the Informationist grant including providing metadata, database design and retrieval advice to the technical team; assisting investigators in identifying key information technology issues in the existing tracking system; and working with the team on a systematic review to provide customized instruction to the team, and support public access submission. A new Informationist Supplemental grant was awarded for A Knowledge Environment for Neuroimaging in Child Psychiatry. On this grant, the library will provide support for data sharing of neuroimaging information and create a dataset level identifier for the CANDISHARE project in order to support documentation for their use and reuse in publications. In addition to this ongoing work, the library approved a policy for including Informationists and Embedded Librarians on project teams.

eScholarship@UMMS – eScholarship@UMMS is the open access digital archive and publishing platform offering worldwide access to the research and scholarly work of the medical school community. eScholarship@UMMS includes journal articles, dissertations, posters, presentations, reports, research data sets, and other items authored by UMMS faculty, staff, and students. At the end of FY14, there were almost 15,000 items in the archive, which were downloaded over 222,000 times during the year (an increase of 42,000 downloads over FY13) by visitors from 175 countries. Important new additions to the collections included materials in Research Datasets, UMass Center for Clinical and Translational Science, Cancer Concepts: A Guidebook for the Non-Oncologist, the Journal of Global Radiology, and the UMass Worcester Prevention Research Center.



24/7 Access

Beyond the 24/7 access to library resources provided by the library website, the physical library is now open 24 hours, 7 days a week, via key card access outside normal business hours, to students, residents, and faculty. At all times, the library is and strives to be a study, social, and cultural hub for the institution.

Grants/Sub-Contracts in Effect FY2014

National Network of Libraries of Medicine, New England Region. (NLM Contract No. HHS-N-276-2011-00010-C), National Institutes of Health, National Library of Medicine, 5/1/11-4/30/16, \$6.9 million. Elaine R. Martin, principal investigator. Mary Piorun, associate director. To provide information, outreach, and resource sharing services to health professionals and consumers in six New England states.

Partners in Information Access for Public Health Workforce Website. NN/LM, NER, 5/1/13-4/30/14, \$86,000. Elaine R. Martin, principal investigator. Hathy Simpson, project director. To enhance and maintain content of the PHPartners.org website including selecting and organizing resources, addressing design issues, and increasing knowledge and awareness of PHPartners.org in pursuit of the mission to help the public health workforce find and use information effectively to improve and protect the public's health.

Public Health Information Access through the New England Region and PHIA-Expanded. NN/LM, NER, 5/1/13-4/30/14, \$342,770. Elaine R. Martin, principal investigator. Karen H. Dahlen, project coordinator. To improve understanding and utilization of trusted evidence-based resources within Public Health Departments via a developed prototype digital library in order to expand PH Departments' access to national and global public health information.

Outreach to Health Professionals. UM/HHS-N-276-2011-00004-C, NN/LM, SE/A, 11/26/13-4/30/14, \$15,000. Elaine R. Martin, principal investigator. Karen H. Dahlen, project coordinator. To include the State of West Virginia in the Public Health Information Access project.

Outreach to Health Professions. NN/LM, PNW, University of Washington PHIA Project, 3/1/14-4/30/16, \$30,000. Elaine R. Martin, principal investigator. Karen H. Dahlen, project coordinator. To include the State of Washington in the Public Health Information Access project.

Supporting eScience Learning and Practice through the New England Region: A Strategic Approach. NN/LM, NER, 5/1/13-4/30/14, \$155,835. Elaine R. Martin, principal investigator. Donna Kafel and Andrew Creamer, project coordinators. To support learning and collaboration of health and science librarians in the area of e-Science through the creation of programs, new consortiums, partnerships, or joint ventures; to continue the development and implementation of a data management curriculum to assist students in the sciences and health sciences to effectively participate in 21st century discoveries.

Women's Health Resources Dissemination Outreach Project. ICF Inc. LLC/HHSN3162012000028W, National Institutes of Health, National Library of Medicine, NLM, 2/18/13-9/16/14, \$99,982. Elaine R. Martin, principal investigator. Sally Gore and Martha Meacham, project coordinators. To improve and promote access to women's health resources within the University of Massachusetts Medical School. This project also supports the mission of UMMS to enhance the leadership of women in academic medicine.

Systematic Review of Oral Health Interventions to reduce Disparities in People with Intellectual Disability and the General Population: Component B: Review of Oral Health. 1U01DD000914-0, Centers for Disease Control and Prevention: CDDER, 9/30/12-9/29/14, \$23,951 (thru FY14). Alexandra Bonardi, principal investigator. Nancy Harger, Lamar Soutter Library, informationist. The Informationist provides metadata, database design, and retrieval advice to the technical team; assists investigators in identifying key information technology issues in the existing tracking system; and works with them on a systematic review, provides customized instruction to the team, and supports public access submission.

Administrative Supplement Grant for Informationist Services. Promoting Breast Cancer Screening in Non-Adherent Women. 3 R01 CA-132935-04 & 05-S1, National Cancer Institute, 9/18/12-1/31/15, \$29,502 (thru FY14). Roger Luckmann & Mary Costanza, co-principal investigators. Sally Gore, Lamar Soutter Library, informationist. The Informationist provides metadata, database design and retrieval advice to the technical team; assists investigators in identifying key information technology issues in the existing tracking system; and works with them on a systematic review, provides customized instruction to the team, and supports public access submission.

UMass Center for mHealth-Based Behavioral Sensing and Interventions. Funding provided by UMass President's Office Grant, 5/20/13-10/31/13, \$3,571. Sherry Pagoto & Deepak Ganesan, co-principal investigators. Sally Gore, Lamar Soutter Library, informationist. The Informationist provides expertise in development of the mHealth website; develops controlled vocabulary, assigns proper metadata, and builds the infrastructure required for efficient and effective transfer of information; and maintains a growing catalog of relevant resources in the area of mHealth.

The Library Fellows Program

The library created and began a new education and experience program for recent library school graduates. Intended to offer practical, hands-on experience in the complex and constantly changing world of medical librarianship, this two-year program has helped revolutionize, streamline, and professionalize service within the library. A detailed curriculum was developed and the first cohort of two was hired. The library remains a leader and innovator in the field of medical librarianship, inspiring, stewarding, and educating the next generation of the profession.



Cultural Events

Event programming in FY2014 included:

Humanities in Medicine Presentations & Book Signings

- *The Inevitable Hour: A History of Caring for Dying Patients in America*, by Emily Abel, Ph.D.
- *God's Hotel: A Doctor, a Hospital, and a Pilgrimage to the Heart of Medicine*, by Victoria Sweet, M.D.
- *A History of the Present Illness*, by Louise Aronson, M.D.

Artist in Residence

- *Through My Lens*, photography by Robert Milner, Ph.D.
- *Learning to See*, photography by Arthur Jaarsma
- *Embracing Light*, photography by Scott Erskine
- *Inheritance: Stories of Memory and Discovery*, still life montages by Leslie Starobin, with a talk of stories from Holocaust survivors and their children.

Co-Sponsored

- *Primary Care Storytelling*: Readings from the Thursday Morning Memo
- *Black History Month Celebration*, a conversation with some of our nation's leading public health policy experts: Augustus White, M.D., Ph.D., Louis Sullivan, M.D., and David Chanoff, Ph.D.
- *The Tenth Annual Gerald F. Berlin Prize for Creative Writing Award Ceremony* & Readings
- *One Doctor: Close Calls, Cold Cases, and the Mysteries of Medicine*, by Brendan Reilly, M.D.

Library Events

- *Look How Far We've Come: (and How We Got Started) Celebrating the History of the University Hospital*, celebration of American Archives Month with a history of the hospital. Moderated by Marianne Felice, M.D., with panelists: Ms. Gail Hines, Hon. John Conte, Esq., Oscar Starobin, M.D., Ira S. Ockene, M.D., Anne M. Bourgeois, Ed.D., O. Nsidiananya Okike, M.D., and Richard Glew, M.D.
- *Open Access Week 2013! Kickoff: "Open Access: Redefining Impact"* World Bank, SPARC; Altmetrics Brown Bag: How Big is Your Scholarly Footprint? by Sally Gore, Lisa Palmer, Rebecca Reznik-Zellen
- *Surviving and Thriving AIDS: AIDS, Politics and Culture*, a traveling exhibit developed and produced by the National Library of Medicine, NIH
- *Surviving and Thriving: The History of AIDS Research and Care at UMMS*, a discussion of the evolution of HIV/AIDS research and HIV+ patient care at UMass Medical Center from the early 1980s to the present. Moderated by Ellen More, Ph.D., with panelists: John L. Sullivan, M.D., Sarah H. Cheeseman, M.D., Katherine Luzuriaga, M.D., and Donna Gallagher, MSN, MA, RNC, ANP, FAAN.

Office of Medical History & Archives

During FY2014, the Office of Medical History and Archives (OMHA) pursued programs designed to preserve and communicate the history of the University of Massachusetts Medical School through the work of the UMMS institutional Archives as well as public programs, research, teaching, and publication.

Outreach

Throughout FY2014, OMHA organized a number of events to enrich the UMMS community. Of note were the lunch time panel discussions *A History of University Hospital* and the *History of AIDS Research and Care at UMMS*. National Library of Medicine poster exhibits were hosted. Additionally, window displays and exhibits were created by OMHA and library staff. Online history and exhibits were also a priority. An online history and timeline of MassBiologics was created and subsequently expanded. Significantly, an online, searchable timeline from 1962-present of UMMS history was created and can be viewed at: http://library.umassmed.edu/omha/umms_timeline/

History of UMMS

A History of the University of Massachusetts Medical School: Integrating Primary Care and Biomedical Research, by Dr. Ellen S. More, was a major initiative. Chapters 5-7 have been completed, comprising the history of primary care, primary care education, and the University hospital. They will be available as portions of Part 2 of the eBook. Part 1 is currently available at http://escholarship.umassmed.edu/umms_history/1/. Additionally, the history of UMMS continues to be expanded with a total of 126 UMMS Oral Histories having been conducted. The History of Medicine Optional Enrichment Elective was again offered. Staff presented their work around the world such as at the International Congress on the History of Science, Technology, and Medicine (ICHSTM), July 28, 2013, Manchester, U.K.

Archives Management

The OMHA office provided extensive reference to both internal and external sources. They included a number of outside researchers and authors, while internally, OMHA collaborated with the Chancellor's Office; Development Office; Office of Communications; Office of Governmental and Community Affairs; Departments of Medicine, Cancer Biology, Cardiovascular Medicine, and Worcester Foundation for Biomedical Research.

Two interns, two volunteers, and two contract archivists worked with OMHA on a variety of projects, including processing of the Worcester Foundation for Biological Research papers and photographs and extensive oral history and historical writing to expand the MassBiologics web exhibit and history.

During FY2014, the Lamar Soutter Library Archives increased both the size of its collections and enhanced collections management and access. The library acquired and implemented a new Integrated Online Archival Management System. Finding Aids, inventories, images and accession information have been added to this system. The acquisition of new collections has included those of A. Robert Schell, M.D. Papers; the Information Technology Image Collection; and the John Paraskos, M.D. Collection. In total, the Archives has arranged and described a total of 287 linear feet.

We Thank

these people for their
donations of books and other materials:

Fern Abrams *
Richard Aghababian, M.D. *
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Charlene Nemeth *
Paul Odgren, Ph.D. *
John Paraskos, M.D. *
A.Robert Schell, M.D. *
Kristine Sjostedt *

*Donations to the Archives Collection

**Donations to the UMass Authors Collection

Presentations, Posters & Publications

Creamer, A., Morales, M., Solomon, M. (2013). Article: **Amyotrophic Lateral Sclerosis Association**. *Journal of Consumer Health on the Internet*, 17(4), 419-431.

Eberle, M. Presentation: Clear Conversations: **An Interactive Workshop that Teaches Patients to Take Control of their Health Visits**. North Atlantic Health Science Libraries (NAHSL) Conference, Falmouth, MA, October 29, 2013.

Eberle, M. (May 12, 2014). Article: **Clear Conversations: A Project to Help Patients Improve their Health Visits**. *PHSSR & PBRN Review (Public Health Service and Systems Research Newsletter)*, 3(2).

Eberle, M. Presentation: **Connecting Underserved Communities with the National Library of Medicine**. Dartmouth Biomedical Libraries Conference, Hanover, NH. October 29, 2013.

Eberle, M. (August 2013). Article: **National Network of Libraries of Medicine, New England Region, Health Occupations Students of American MedlinePlus Train-the-Trainer Program**. *MLA News*, 53(7), 1, 9.

Fama, J., Martin, E., Levin L. Presentation: **Open Forum (on strategies for advocacy NAHSL 2013: UMass Medical School's Experience**. North Atlantic Health Science Libraries (NAHSL) Conference, Falmouth, MA, October 29, 2013.

Fama, J., & Meacham, M. Presentation: **Building the Future: Rejuvenating Librarianship**. Association of College and Research Librarians, New England Chapter, Annual Meeting, Worcester, MA, May 9, 2014. http://escholarship.umassmed.edu/lib_articles/157/

Glassman, P. (April 1, 2014) Article: **Understanding the Last Days of Life: Information and Resources for Patients and Family Members**. *Journal of Consumer Health on the Internet*, 18(2), 202-207.

Higgins, M., Presentation: **Hospital Library Chat: Evernote Webinar**. National Networks of Libraries of Medicine, New England Region (NN/LM NER) Webinar, March, 2014.

Higgins, M., Roh, C. Poster: **Microaggressions: Small Actions that are a Big Deal**. Association of College and Research Librarians, New England Chapter, Annual Meeting, Worcester, MA, May 9, 2014.

Levin, L., Nordberg, J., Haley, H. Poster: **Librarian Participation in Chart Rounds: Final Results of Two Surveys Measuring the Effectiveness of Librarians Working with Family Medicine Residents in a Clinical Setting**. Northeast Group on Educational Affairs (NEGEA) Annual Retreat, New Haven, CT, April 11, 2014. http://escholarship.umassmed.edu/lib_articles/148/

Levin, L., Young-Joo, L. Poster: **Building a Literature Review: A Citation Analysis of Medical Educator's Research Patterns in Balint Group Studies**. Medical Library Association Annual Meeting, Chicago, IL, May 18, 2014. http://escholarship.umassmed.edu/lib_articles/160/

Meacham, M. Presentation: **Collaborative Connection to the Past and Future: Introducing an Archival Program and Creating a History and Image Web Exhibit**. Medical Library Association Annual Meeting, Chicago, IL, May, 2014. http://escholarship.umassmed.edu/lib_articles/159

Meacham, M., Fama, J., & Martin, E. Presentation: **Building the Future: Rejecting, Rethinking, Redoing, Rejuvenating**. Medical Library Association Annual Meeting, Chicago, IL, May, 2014. http://escholarship.umassmed.edu/lib_articles/156

More, E. Presentation: **Whatever Happened to Community-Oriented Primary Care? Family Medicine vs. Community Medicine in the History of Academic Medicine**. International Conference on the History of Science, Technology, and Medicine (ICHSTM), Manchester, UK, July 27, 2013.

Palmer, L. (2014). Article: **Cultivating Scholarship: The Role of Institutional Repositories in Health Sciences Libraries**. *Against the Grain*. 26(2):24,26,28. http://escholarship.umassmed.edu/lib_articles/152/

Palmer, L. Presentation: **Jump-Starting the Conversation about Altmetrics at UMass Medical School**. Association of College and Research Librarians, New England Chapter, Scholarly Communication Interest Group program "Altmetrics: Help Your Researchers Measure Their Full Impact," Boston, MA, November 14, 2013. http://escholarship.umassmed.edu/lib_articles/145/

Piorun, M. E. (2014).Dissertation: **E-science as a catalyst for transformational change in university research libraries**. Simmons College, Boston, MA.

Reznik-Zellen, R., Creamer, A., Gore, S., Kafel, D., Levin, L., Palmer, L. Presentation: **A Plan for Evaluating Research Data Management Instruction Methods for Medical School Students**. Medical Library Association Annual Meeting, Chicago, IL, May 20, 2014.

Reznik-Zellen, R., Gore, S., Palmer, L., Creamer, A., Kafel, D., Levin, L., Martin, E. Poser: **Scanning the Data Environment at the University of Massachusetts Medical School**. University of Massachusetts and New England Area Librarian e-Science Symposium, Worcester, MA, April 9, 2014. http://escholarship.umassmed.edu/escience_symposium/2014/posters/5/

Simpson, H., Levin, L. Presentation: **Public Health Resources Training**. City of Worcester Division of Public Health, University of Massachusetts Medical School, Worcester, MA, December 5, 2013.

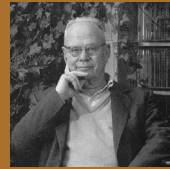
Simpson, H., Sedlar, L., Lang, L. Poster: **Healthy People 2020 Structured Evidence Queries: Facilitating access to published research for public health planning and policy development**. American Public Health Association Annual Meeting, Boston, MA, November 5, 2013. Abstract 278465.

Thornhill, K., Palmer, L. Poster: **An Assessment of Doctoral Biomedical Student Research Data Management Needs**. University of Massachusetts and New England Area Librarian e-Science Symposium, Worcester, MA, April 9, 2014. Also presented at the Medical Library Association Annual Meeting, Chicago, IL, May 18, 2014. http://escholarship.umassmed.edu/escience_symposium/2014/posters/1/

Vander Hart, R. (2013). Article: **Drupal in Libraries**. *Journal of Web Librarianship*, 7(3), 349-350.

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THE

Lamar Soutter

LIBRARY

Annual Report



FY 2014



A Legacy of

Service and Learning



Director's Message

Popular entertainment contains many stereotypes of what librarians look like and the work that they perform. In a recent television episode of *Rizzoli and Isles*, for example, the trailer bellows, "All work and no play... make Jane a ...librarian?" In this particular episode detective Jane Rizzoli is dressed in a conservative dark blue suit, her hair is pulled back in a bun, and she is wearing glasses on a chain. Her sidekick, medical examiner Maura Isles, mistakes her for a flight attendant. Jane responds that she is not a flight attendant but a librarian as she retorts, "I'm wearing glasses on a chain for God's sake. ...Have you ever checked out a book?"

Well, librarians don't wear glasses on a chain. And most librarians don't check out books anymore either. In fact most of the physical items checked out of the library these days are stethoscopes, blood pressure cuffs, laptops, projectors, and anatomical models—items designed to help students practice hands-on, essential activities of a professional medical practice.

As you can read from the highlights in this past year's Annual Report, librarians at the Lamar Soutter Library (LSL) are active members of research teams; they teach students how to incorporate evidence based resources into their studies; work with residents and clinical faculty in the community to find the best evidence to solve a particularly challenging patient encounter; assist faculty in finding their research impact factors for promotion and tenure documentation; publish scholarly works contributing to the health sciences knowledgebase; document the scholarship and history of the UMMS; prepare and write grant proposals; teach data literacy; and more. As for the collection, the Library subscribes to thousands of online books, journals, and databases—all accessible from the desktop at work or at home. The physical space has been redesigned to accommodate a variety of study and learning styles, as well as host numerous art and cultural exhibits that enhance the educational and research environment. Armed with smartphones, iPads, and other mobile devices, librarians regularly make "house calls" to faculty and students off-campus, at affiliated clinical locations.

The daily on-the-job work of a medical librarian is completely different from that portrayed in popular culture. The proliferation of the Internet and easy-to-access online tools in some ways make it more difficult for faculty, staff, and students to find the best answer to complex information questions. The LSL librarians are talented professionals with in-depth knowledge of information science and biomedical resources and tools that enable them to effectively and efficiently navigate the health information environment. This Annual Report highlights the many accomplishments and achievements of the dynamic LSL librarians during the fiscal year 2013-14.