

May 2005

# Coming Out of the Back Room: Technical Services Breaks Loose

Lisa A. Palmer

*University of Massachusetts Medical School, [lisa.palmer@umassmed.edu](mailto:lisa.palmer@umassmed.edu)*

Barbara C. Ingrassia

*University of Massachusetts Medical School, [Barbara.ingrassia@umassmed.edu](mailto:Barbara.ingrassia@umassmed.edu)*

Follow this and additional works at: [http://escholarship.umassmed.edu/lib\\_postpres](http://escholarship.umassmed.edu/lib_postpres)



Part of the [Library and Information Science Commons](#)

---

## Repository Citation

Palmer, Lisa A. and Ingrassia, Barbara C., "Coming Out of the Back Room: Technical Services Breaks Loose" (2005). *Posters and Presentations*. Paper 4.

[http://escholarship.umassmed.edu/lib\\_postpres/4](http://escholarship.umassmed.edu/lib_postpres/4)

This material is brought to you by eScholarship@UMMS. It has been accepted for inclusion in Posters and Presentations by an authorized administrator of eScholarship@UMMS. For more information, please contact [Lisa.Palmer@umassmed.edu](mailto:Lisa.Palmer@umassmed.edu).

# Coming Out of the Back Room: Technical Services Breaks Loose



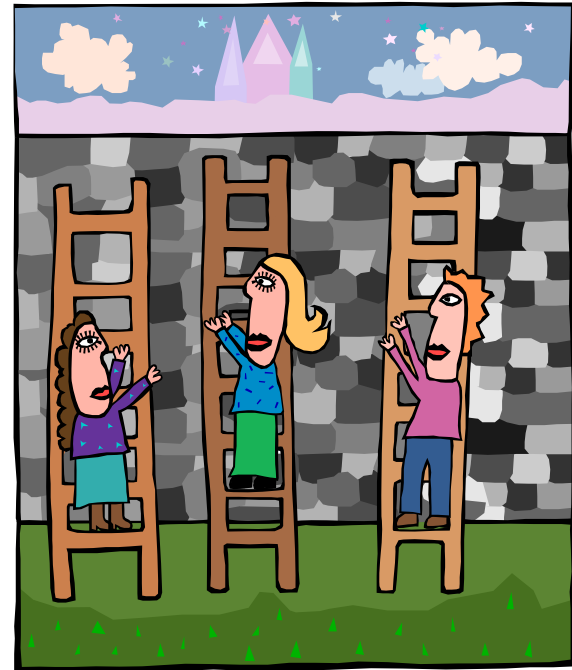
Lisa Palmer  
Barbara C. Ingrassia

Lamar Soutter Library  
University of Massachusetts Medical School  
Worcester, MA

# Overview

## Our objective:

Describe how technical services librarians at an academic medical center have embraced opportunities for campus outreach. The Library has long been committed to teamwork. As members of cross-departmental Library teams and campus-wide task forces, technical services librarians have utilized skills in information organization, integrated library systems, and problem solving to benefit colleagues, faculty, clinicians, students, and the public.





# Who We Are

## UMass Medical School

- Massachusetts' only public medical school
- Currently ranked fourth in primary care education among U.S. medical schools by *U.S. News & World Report*
- 860+ students
- School of Medicine, Graduate School of Biomedical Sciences, Graduate School of Nursing
- Clinical partner: UMass Memorial Health Care

## Lamar Soutter Library

- NLM Regional Medical Library for New England Region
- 289,000 volumes
- Journal subscriptions: 1360 print, 3700 electronic
- Special collections: rare books, government documents, consumer health materials, early childhood and pediatric resources
- Selective depository library in the Federal Depository Library Program
- 40 Library FTE; 8 FTE in Technical Services
- Technical Services co-located with Public Services

# Library Silos



**“In many organizations, a silo has become a metaphor for a department that behaves as an isolated group with little access or visibility with other departments. Running an organization as a collection of silos can cause duplicate efforts, discourage cooperation, and stifle cross-pollination of ideas.”**



- Michael A. Hughes, “Managers: From Silos to Channels,” *Intercom* (March 2003) : 9.

# Teams at the LSL



Since the arrival of a new Director in 1998, much of the work of the Library has been accomplished through voluntary cross-functional teams.

Examples:

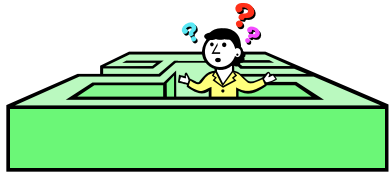
- Collections and Electronic Resources
- Continuous Process Improvement (several teams)
- Cultural Events
- Disaster/Emergency Preparedness Plan
- Facilities
- Outreach & Education
- Social Issues
- SoutteReview
- Staff Development
- Systems Issues
- Web Site

# Task Forces at the LSL

Some specific projects are assigned to limited-term Task Forces whose members are appointed for their specific skills.  
Examples:

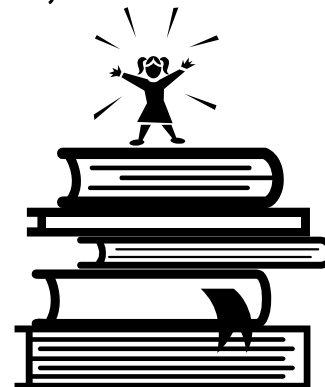
- Acquisitions/Financial
- Cumulus Image Database Implementation
- Electronic Resources Management
- Government Documents/De-selection
- Library Employee Handbook/Orientation
- Kiosk Implementation
- Medical School Curriculum
- Photocopy Services/Implementation
- Reference/Information Desk/Services
- Remodel Follow-up
- Institutional Repository





# Lost Books Team

- Goal: Reduce lost book rate (books not returned by patrons) by 50%
- Interdepartmental team: 5 from Circulation, 1 from Technical Services, led by Circulation Supervisor
- What Technical Services brought to the table:
  - Broad, deep knowledge of integrated library system
  - Problem solving skills
  - Microsoft Access report writing skills
- Resulted in better staff communication, understanding ... and fewer lost books





# Educational Image Database

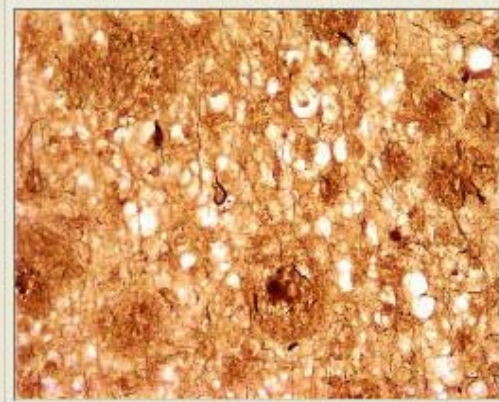
- Goal: Develop a shared database of images to be used by UMMS faculty for teaching purposes
- Joint project with Academic Computing, led by Library
- Histology, pathology, and neurology images
- Catalogers had crucial role
  - Developing database and record structure
  - Enhancing keyword access with MeSH terms
  - Quality control
  - Teaching role: writing user documentation, training faculty





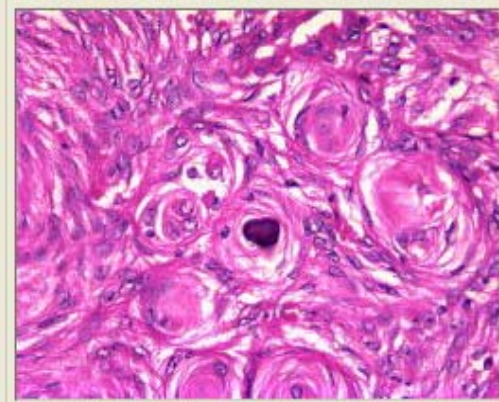
- \*\* New Images \*\***
- Departments
- Academic Departments
    - Anesthesiology
    - Emergency Medicine
    - Family Medicine & Community Health
    - Medicine
    - Neurology
    - Obstetrics & Gynecology
    - Orthopedics & Physical Rehabilitation
    - Otolaryngology
    - Pathology**
    - Pediatrics
    - Physiology
    - Psychiatry
    - Radiology
    - Surgery
  - Basic Science
    - Biochemistry & Molecular Pharmacology
    - Cancer Biology
    - Cell Biology
    - Interdisciplinary Graduate Program
    - Molecular Genetics & Microbiology
    - Neurobiology
    - Program in Gene Function & Expression
    - Program in Molecular Medicine
    - Program in Neuroscience
- Subjects
- Anatomy
    - Animal Structures
    - Body Regions
    - Cardiovascular System
    - Cells
    - Digestive System
    - Embryonic Structures
    - Endocrine System
    - Fluids & Secretions

**Alzheimer's disease: plaques and tangles**



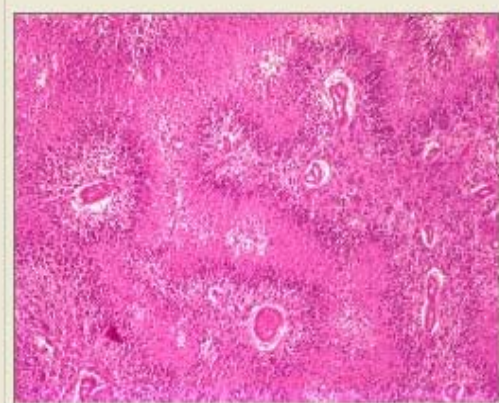
JPEG Image

**Meningioma**



JPEG Image

**Glioblastoma**



JPEG Image

**Alzheimer's disease**



JPEG Image

Images courtesy of:  
Thomas Smith, M.D.

Asset Edit Help


| Field Name      | Field Content   |
|-----------------|---|
| <b>Title</b>    | <b>Acute hemorrhagic infarct</b>  |
| Contributor     | Smith, Thomas   |
| Thumbnail       |    |
| Categories      | Neurology<br>Pathology<br>Nervous System<br>Cardiovascular Diseases<br>Nervous System Diseases  |
| Description     | Coronal section of brain (frontal lobe) showing acute infarct in left hemisphere in territories of ACA and MCA. This patient had nonbacterial (marantic) endocarditis with mitral valve vegetations |
| Keywords        | Stroke, hemorrhagic infarct   |
| Copyright       | For UMMS educational use only - contact contributor for other uses  |
| Image Type      | Photograph  |
| Orientation     | Coronal   |
| Clinical Status | Pathology   |
| Specimen Type   | Organ   |
| Specimen Source | Human   |
| Life Cycle      | Adult (for humans: 19-64 years)   |
| MeSH Subjects   | Cerebrovascular Accident; Infarction, Anterior Cerebral Artery; Infarction, Middle  |

Image courtesy of:  
Thomas Smith, M.D.



| Field                          | Instructions   |
|--------------------------------|--|
| <b>Title</b>                   | By default the system assigns the asset's filename as the Title. Delete the filename and instead enter a short, descriptive name for the asset. Use upper and lower case letters, with first word and proper words capitalized. This is a <b>required field</b> .<br>Example: Metastatic lung carcinoma  |
| <b>Contributor</b>             | Author or creator of asset. Select name from drop-down list. This is a <b>required field</b> .   |
| <b>Thumbnail</b>               | Created automatically by the system when asset is added.   |
| <b>Categories</b>              | The system automatically added the category New Images. Your department category also displays here. Library staff will review your record and assign MeSH subject categories. These category assignments allow MediaBase users to browse for assets by department and broad subject area.   |
| <b>Description</b>             | Enter a detailed free-text description of the asset. Include as many details as possible about the subject or topic of the asset. This is a <b>required field</b> .<br>Example: EBM stain demonstrates acidophilia and basophilia nucleus, RER and large golgi plasma cell. 1000x magnification.   |
| <b>Keywords</b>                | Assign keywords or phrases you believe capture the subject of the asset, separated by commas. This is a <b>required field</b> .<br>Example: pancreas, acinar cell, acidophilia, basophilia   |
| <b>Copyright</b>               | Select one option from the drop-down list. This is a <b>required field</b> . <ul style="list-style-type: none"> <li>• For UMMS educational use only – contact contributor for other uses</li> <li>• No restrictions</li> </ul>   |
| <b>Image Type</b>              | Angiogram, CT, Diagram/Drawing, Electron Micrograph, Graph/Table, Light Micrograph, MRI, Nuclear, PET, Photograph, Ultrasound, X-Ray   |
| <b>Orientation</b>             | Axial, Coronal, Horizontal, Longitudinal, Sagittal, Transverse   |
| <b>Clinical Status</b>         | Normal, Pathology  |
| <b>Specimen Type</b>           | Cell, Organ, Organ System, Organelle, Tissue   |
| <b>Specimen Source</b>         | Bovine, Mouse, Drosophila, Monkey, Human, Rabbit, Rat  |
| <b>Life Cycle</b>              | <ul style="list-style-type: none"> <li>• Embryo (for humans: 0-2 months of development)</li> <li>• Fetus (for humans: 3rd month until birth)</li> <li>• Pregnancy (specimen from pregnant female)</li> <li>• Lactation (specimen from lactating female)</li> <li>• Infant (for humans: 0-23 months)</li> <li>• Child/Juvenile (for humans: 2-18 years)</li> <li>• Adult (for humans: 19-64 years)</li> <li>• Aged (for humans: 65+ years)</li> </ul> |
| <b>Contributor Notes</b>       | Enter any important information not applicable to other fields, such as the course where the asset is used, the source of the image, etc.  |
| <b>Archival Image Location</b> | Enter the location of the master file, for example, filename and path, CD number, slide number, etc.   |



# Institutional Repository

- Follow-on to Image Database initiative
- Potential pilot projects: dissertations, alumni publications, state Medicaid brochures, educational images
- Catalogers are database metadata specialists
  - Developing record structure, access points
  - Authority control
  - Quality control
  - Migrating descriptive data from online catalog to IR software

# What Is an Institutional Repository?

How can I manage this information?

Q: What types of materials can be included in an Institutional Repository?

- ✓ Theses & dissertations
- ✓ Data sets
- ✓ Preprints & postprints
- ✓ Conference proceedings
- ✓ Supplementary materials
- ✓ Books
- ✓ Multimedia collections
- ✓ Electronic portfolios
- ✓ Online journals
- ✓ Working papers and reports

Here goes, I've got to start Sometime!

**Benefits**

- ✓ **Easier distribution:** Faculty can give out links to their work rather than sending out email attachments or reprints.
- ✓ **Wider distribution:** Makes faculty work easily accessible on the web.
- ✓ **Preservation:** Valuable digital resources are safely preserved.
- ✓ **Showcase:** Serves as a showcase for research, teaching, and scholarship for individual faculty and for the institution.

How Are Materials Added to a Repository?

Original Unfiled Research: Journal articles are produced and ready to be included in the institutional repository.

Articles are Preserved: Data is backed up daily, and continued access to materials is assured.

Adding to the Repository: Files are easily uploaded through a web interface. Author provides a title and basic descriptive information.

Submitter

MANAGEMENT

Collection Curator

End-user

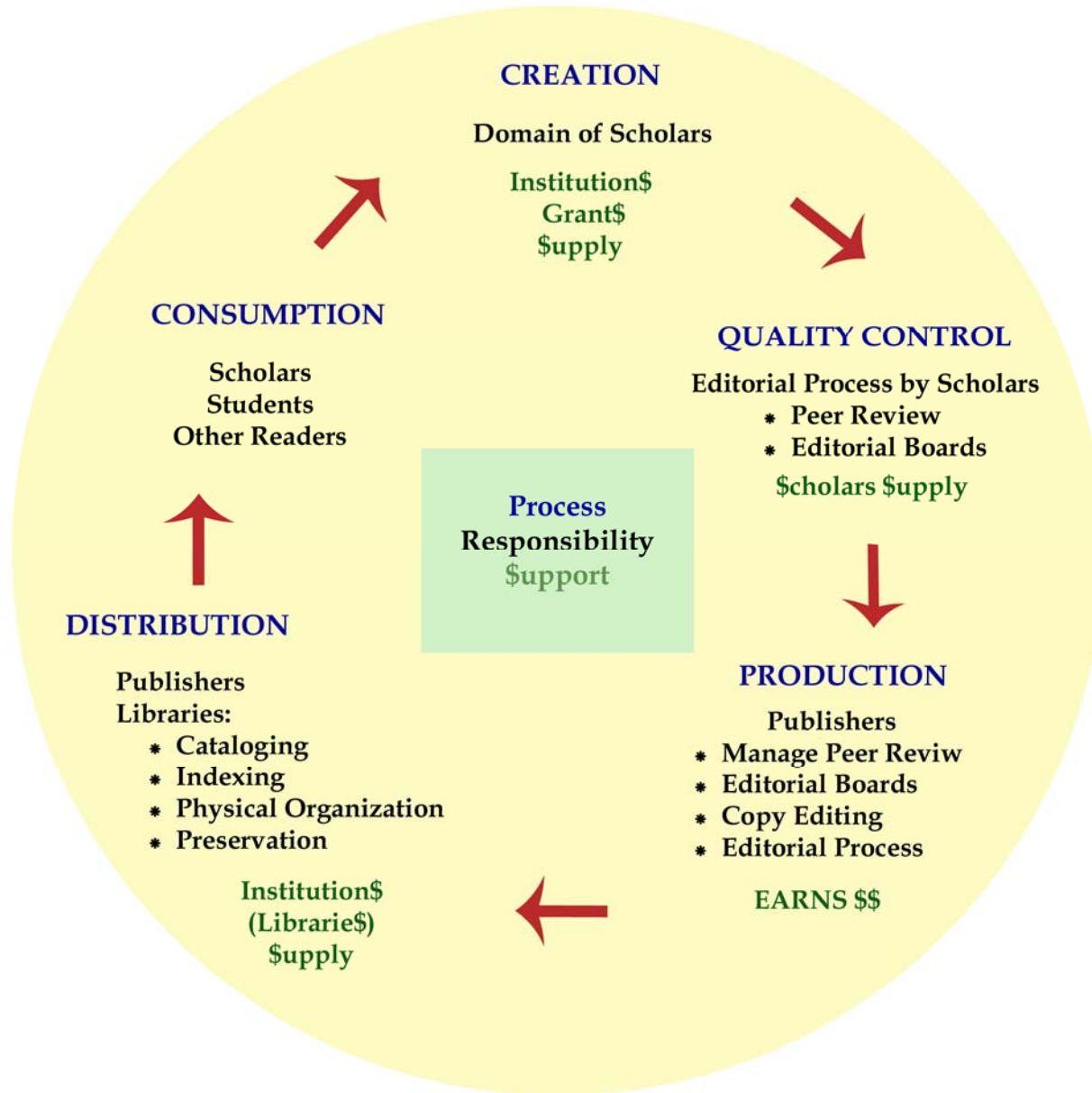
Value is Added: Records are reviewed for quality control, then reviewed, are grouped together, multiple versions are tracked.

Colleagues find Articles: Users search the repository through a web interface. Materials are displayed in rows or available for download.

Example Record

|           |   |
|-----------|---|
| Title:    | A novel review of reproductive planning   |
| Author:   | Smith, J.D.                               |
| Journal:  | Sexual Health 2007 Aug; 3(3): 123-1       |
| Keywords: | Reproductive health; family planning      |
| URL:      | https://doi.org/10.1007/s12345-007-1234-5 |

# Scholarly Communication System



## **THE *CRISIS* IN SCHOLARLY COMMUNICATION:**

**WHAT DOES IT MEAN FOR UMMS??**

**WHAT DOES IT MEAN FOR YOU ??**

**“The scholarly communication system is under siege. The free flow of information and discovery is severely threatened.” (source: [www.createchange.org/faculty/issues/silent.html](http://www.createchange.org/faculty/issues/silent.html))**

**HOW HAVE THESE CONTRIBUTED TO THE CRISIS?**

**\*SOARING JOURNAL SUBSCRIPTION PRICES**

**\*LICENSE RESTRICTIONS ON THE USE OF ELECTRONIC CONTENT**

**\*LOSS OF AUTHOR CONTROL DUE TO COPYRIGHT TRANSFERS TO PUBLISHERS**

**WHAT CAN WE DO TO RESOLVE THIS CRISIS?**

**WHAT ARE THE OPTIONS?**

# **“Is Open Access Publishing the Answer?”**

**Attend a Presentation facilitated by:**

**MARC KIRSCHNER, PH.D**

*Carl W. Walker Professor of Systems Biology*

*Head of the Dept. of Systems Biology*

*Harvard Medical School*

**Thursday, April 8, 2004**

**11:30 – 12:45**

**Amphitheater I (3rd Floor)**

**University of Massachusetts Medical School**

For additional Information contact: Barbara Ingrassia

Email: [Barbara.ingrassia@umassmed.edu](mailto:Barbara.ingrassia@umassmed.edu)

Phone: 508-856-1041

**Session co-sponsored by:**

**The Lamar Soutter Library and the UMMS Office of Faculty Administration**



# THE *CRISIS* IN SCHOLARLY COMMUNICATION : WHAT DOES IT MEAN FOR UMMS?? WHAT DOES IT MEAN FOR YOU??

*... dissemination, and application of new... fundamental to the development of an improved... healthy global economy. Institutions of higher... To fulfil these functions, from the lab to the... library to the public, the advancement of... high research and teaching is an invaluable... job by higher education to the public good.... What is the process through which newly... knowledge is refined, certified, distributed to, and... shared, professors, students and the public,...*

**WHAT IS THE "CRISIS IN SCHOLARLY COMMUNICATION?"**  
It is the loss of access to the scholarly research literature.

**WHAT OBSTACLES LIMIT ACCESS??**

- High Costs of Electronic Publishing: An Alternative with New Challenges
- High Costs for Print Journals and Books: Library Budgets Can't Keep Up

## IDEAS FOR ACTION

**AC T I O N**

The creation, dissemination, and application of new knowledge and teaching is an invaluable job by higher education to the public good. What is the process through which newly knowledge is refined, certified, distributed to, and shared, professors, students and the public,...

**CHALLENGE**

The creation, dissemination, and application of new knowledge and teaching is an invaluable job by higher education to the public good. What is the process through which newly knowledge is refined, certified, distributed to, and shared, professors, students and the public,...

**EFFORTS ARE UNDER WAY TO REVERSE THAT TRENDS—TO INCREASE ACCESS**

**PUBLISHING MOBILES:** THE FIRST ATTEMPT AT OPEN ACCESS TO THE SCHOLARLY LITERATURE HAS BEEN APPROVED BY SPONSORING INSTITUTIONS.

- SPARC (Scholarly Publishing and Academic Resources Coalition)
- ERIC
- Badges Open Access Initiative (BOAI)
- Public Central
- Open Access
- PUBLIC LIBRARY OF SCIENCE (PLOS)

**EFFORTS ARE UNDER WAY TO REVERSE THAT TRENDS—TO INCREASE ACCESS**

**PUBLISHING MOBILES:** THE FIRST ATTEMPT AT OPEN ACCESS TO THE SCHOLARLY LITERATURE HAS BEEN APPROVED BY SPONSORING INSTITUTIONS.

- SPARC (Scholarly Publishing and Academic Resources Coalition)
- ERIC
- Badges Open Access Initiative (BOAI)
- Public Central
- Open Access
- PUBLIC LIBRARY OF SCIENCE (PLOS)

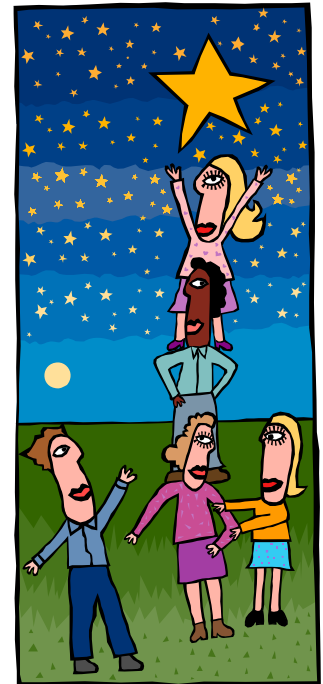
**Public Central**

**Open Access**

**PUBLIC LIBRARY OF SCIENCE (PLOS)**

# Conclusions

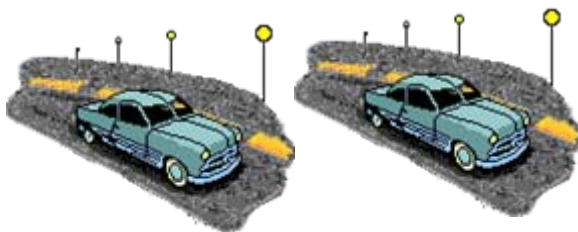
- Technical Services outreach has positive impact for librarians, the Library, and the user community
  - New and enhanced services and products
  - Professional satisfaction (new skills)
  - Improved staff communication
    - True partnership with public services staff
    - Increased appreciation for skill set
  - Better access to library materials
  - Better known to larger campus community
- Don't hesitate!



# How to Reach Out

## Teams and collaborative groups are vehicles to outreach

- Speak with your Dept. Head and/or Director. Express willingness to be a member of cross-functional teams/committees beyond the Library.
- Incorporate a goal into your professional development plan or performance review.
- Take the first step: suggest opening up existing committees within your dept. Propose a “Pilot Project.”
- Read professional literature about teams.





# Thank You!!

**Lisa Palmer, MSLS**  
**Catalog Librarian**

Lamar Soutter Library

University of Massachusetts Medical School

Worcester, MA

508-856-4368 - [Lisa.Palmer@umassmed.edu](mailto:Lisa.Palmer@umassmed.edu)

**Barbara C. Ingrassia, MLS, AHIP**  
**Associate Director for Technical Services**

Lamar Soutter Library

University of Massachusetts Medical School

Worcester, MA

508-856-1041 - [Barbara.Ingrassia@umassmed.edu](mailto:Barbara.Ingrassia@umassmed.edu)