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SoutteReview, Issue 10

Lamar Soutter Library, University of Massachusetts Medical School

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SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 10

U Mass Digital Library Initiative



On August 30, Director of The Lamar Soutter Library Elaine Martin (seated, right) hosted administrators from the other University of Massachusetts libraries at a day-long Digital Library Conference.

Staff members of the five UMass libraries met recently to discuss plans for a shared UMass digital library. More than 60 attendees, representing the President's Office, University Information Systems, all segments of the five campus libraries and the I-495 Center for Professional Education gathered at the Hoagland-Pincus Conference Center of UMass Worcester to share ideas and set priorities for the delivery of information and services to the Commonwealth.

In May of 2000, the UMass library directors drafted a proposal for a shared digital library. The strategic principles of the digital library are to remove geographical, time, and physical access barriers to the collections and services of the libraries; meet the needs of distance education students and remote users by providing resources and instruction over a robust network; enhance access to information for campus users and citizens across the Com-

monwealth and beyond; and link campus library and information resources with the I-495 Center for Professional Education.

Lamar Soutter Library director Elaine Martin convened the group and served as host for this day-long meeting on August 30. Ms. Martin charged attendees to think outside of the confines of our current services in planning for the future and to begin to plan so that we may bring the idea of a digital library to a reality. Break-out groups for several library and technology related topics were formed throughout the day. An opportunity for discussion and general sharing of ideas at the end of the day capped off the event.

A review of the core components of the digital library proposal includes system-wide authentication to grant all those affiliated with the campuses' access to databases and electronic tools; shared digital collections of a variety of resources—such as images, video, archival materials, documents, journals, and newspapers; real-time online reference librarians to support information literacy and online instruction; and delivery of information through sophisticated digital methods as well as an enhanced state-wide physical delivery system. Participants at the planning meeting developed steps for moving the digital library proposal forward from these concepts to implementation.

The directors of the five campus libraries continue to seek funding for the digital library, following

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LIBRARY HOURS

Monday - Thursday 7:00 am - 11:30 pm

Friday 7:00 am - 9:00 pm

Saturday 9:00 am - 10:00 pm

Sunday 10:00 am - 11:30 pm

Hours are subject to change due to exams, holidays, and weather conditions. Please call (508) 856-2511 for current library hours.

TELEPHONE NUMBERS

Circulation

(508) 856-6099

Reference Desk

856-6857

Document Delivery

856-2029

Interlibrary Borrowing

856-3302 or 856-2080

Library Administration

856-2205

Government Documents

856-3290 or 856-2473

Journal Information

856-2388

Acquisitions

856-1041

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Library Survey

In the Spring of 2000 The Lamar Soutter Library conducted a survey of faculty, residents, and students. Libraries have found it beneficial to study the use and satisfaction of these groups. Identifying resources' amount of usage and patrons' preferences regarding library collections, resources, facilities, and services, as well as offering the opportunity for patrons to register other comments, enable a library to respond to the expanding needs of a knowledge- and research-intensive environment.

The objectives of this survey were:

- To identify use and awareness of Library resources and services;
- To learn which services, resources, and facilities are used by faculty and students for study, research and teaching;
- To learn how satisfied students and faculty are with Library resources and services;
- To identify unmet needs and areas for improvement.

The target population of faculty included 500 individuals on-cam-

Worcester Area Community Gateway for Better Health

Reference Librarian Gael Evans, Assistant Director for Technical Services Barbara Ingrassia, and Assistant Director for UMass HealthNet Javier Crespo, under the coordination of Principal Investigator and Director of Library Services Elaine Martin, are involved in The Gateway Project. This grant-funded program promotes the consumer health resources and services of several Worcester area organizations. In addition to the Library, participants include the Learning Center at Worcester State Hospital; the Community Health Resource Library at UMass Memorial Health Care; Worcester Public Library; Worcester Senior Center; Massachusetts Brain Injury Association; and the Worcester Evening Free Medical Service Clinic offered by the Epworth United Methodist Church.

Under the auspices of the grant, computer training is being offered to information providers at each

pus and the same number off-campus; 426 students in the School of Medicine, 168 in the Biological Sciences, 49 in Nursing, and 461 residents. Students in medicine and the biological sciences received an electronic survey and were sent one reminder. Faculty, residents, and nursing students received a paper survey. In order to avoid multiple mailings and encourage participation, the paper survey was limited to two sides of a single page.

The survey included sections on demographics, usage, satisfaction with resources and services, and priority choice funding for Library collections and services. Two open-ended questions provided an opportunity to identify new resources and general remarks. The total number of surveys distributed was 2,104 and the total returned was 620, yielding a response rate of approximately 29.5%. Survey responses by population were:

Survey data for the closed-ended questions was coded by the Office of Medical Education, Research and

site, and local consumers receive training in the use of MedlinePlus. A website with a referral database is being created (<http://www.gatewayforhealth.org>), and the book collections of each grant participant are receiving some welcome additions.

A traveling exhibit has been developed and displayed at various events, including the cross-generational *Wellness Day 2000*; the *Senior Center Fair*; the *25th Anniversary Celebration of the PIP (People in Peril) Shelter*; and the YMCA-sponsored *Men's Health Fair*. In October, The Gateway Project represented UMMS at *WOMEN 2000*, a national conference on women's issues, which will also commemorate the first national woman's rights convention, held in Worcester in 1850.

The Gateway Project is funded by the National Library of Medicine through July, 2001. *BI, GE, JC*

Populations	Sent	Returned	Percentage
Faculty (on-campus)	500	167	33%
Faculty (off-campus)	500	154	30.8%
GSBS Students	168	48	28.6%
Medical Students	426	118	27.7%
Nursing Students	49	32	65%
Residents	461	101	21.9%

Evaluation Division and is being analyzed. The open-ended questions generated 698 responses which have been entered into an Access Database developed by the Systems Librarian. The results of the survey will offer insight into the expectations of our patrons and enable the Lamar Soutter Library to better promote, design, and evaluate its services and resources. *Editor's note: Further analysis of the survey data will appear in future issues of this publication and on the Library's website. JC*

UMass Digital Library cont. from page 1

strong efforts to reallocate existing resources. The library directors are optimistic that support will be forthcoming for this pace-setting initiative, which will move Massachusetts into the ranks of those states where public higher education is a leader in providing information resources to their citizens.

EM, DS

The Library Collection: Help Us Help You

The Lamar Soutter Library welcomes and encourages suggestions for books to be added to the Library's collection. Request forms are available at the Circulation Desk or on the Library's webpage at <http://library.umassmed.edu/MatReq.html>.

Items are added to the collection in support of the mission of the Library and its written Collection Development Policy, as the budget allows.

For more information, please contact Barbara Ingrassia, Assistant Director for Library Technical Services, at (508) 856-1041 or by e-mail at: Barbara.Ingrassia@umassmed.edu.

The Reference Collection and How It Grows

The Lamar Soutter Library has recently added some new titles to the Reference collection. Many of these are books which the Library had never owned. The addition of titles to this collection is the result of an evaluative process by Reference Department staff. This process involves researching various sources to find new titles, evaluating the authoritativeness of the prospective title to the pertinent subject matter, and determining the need that the Library's customers may have for that title. The patrons of the Lamar Soutter Library are diverse, and the selection process of the collection must reflect that diversity. The primary focus of the Reference collection is, of course, a biomedical one, but the selection process for new titles to add to the Library collection must also consider source materials having a general, technical, and consumer health focus. Two recently added titles reflect the diversity of our collection needs.

Because many users of medical resources are familiar with *Melloni's Illustrated Medical Dictionary*, it would seem obvious that the Library would acquire Parthenon Publishing Company's new *Melloni's Illustrated Dictionary of Obstetrics and Gynecology*. This specialized work contains over 280 illustrations, and its more than 15,000 entries range from abandonment (of the doctor-patient relationship) to zygote. The last part of the book contains the section "Selected Abbreviations Used in Obstetrics and Gynecology." The Reference Department selected this book because it would serve clinicians, medical students, and patients who need an authoritative definition of a word in the field of Obstetrics and Gynecology. Lamar Soutter Library users will find *Melloni's Illustrated Dictionary of Obstetrics and Gynecology* in the Reference collection under the call number WP13 M527 1999.

Another recent acquisition for the Reference collection is the new

3-volume *Encyclopedia of Stress*, edited by George Fink. An encyclopedia, this publication treats its 394 topics in a more comprehensive manner than would be covered by the dictionary format of the aforementioned *Melloni's* texts. The topics in *Fink* are alphabetically arranged, and many of the individual articles are preceded by a helpful glossary. This 2,448-paged source was chosen to assist researchers, clinician, other health professionals, and students who are interested in many aspects of stress research. The Stress Reduction Clinic at the Center for Mindfulness in Medicine, Health Care and Society has long been active in the field of stress reduction, and the addition of the *Encyclopedia of Stress* to the Reference collection is the Library's recognition of that research leadership. The call number of this Reference source is WM172 E56 2000.

The Reference Department frequently adds new titles to its collection. As information constantly changes, the collection must reflect the recognition that sourcebooks can quickly become outdated. Newer editions must supplant older editions of books within the collection, and just keeping up-to-date on newer editions of reference sources is challenging enough. However, collection development involves much more than supplanting older sources. It also involves an awareness of newly appropriate sources for the Library.

In some cases, the Library has a standing order for some of the essential books of the collection. The newest edition of the book is sent to our Library for cataloguing and is then made available to patrons as quickly as possible. The above-mentioned recent acquisitions, however, were ordered after Reference staff utilized an electronic publishing review service, *Doody's*, which lists books and other materials in the biomedical

Congress Creates Controversy for Depository Libraries

In a recent letter to library directors, Francis J. Buckley, Jr., Superintendent of Documents of the United States Government Printing Office (GPO), stated that major changes must take place in the Federal Depository Library Program (FDLP), in order to accommodate the recent congressional budget cuts to GPO.

The Senate and House appropriations conferees agreed on a \$2 million cut in GPO funding, decreeing a budget of \$27.9 million for the Salaries and Expenses Appropriation for the Superintendent of Documents in fiscal year 2001, which includes expenses for operating the FDLP. In contrast, the Superintendent had requested an increase of \$4.6 million from the current year's budget of \$29.9 million to a projected 2001 budget of \$34.5 million. Consequently, the FY2001 budget represents a gap of \$6.6 million in relation to GPO's projected needs.

Superintendent Buckley states in his letter: "To operate within the reduced appropriation, GPO will be obliged to curtail some traditional products and services. We are evaluating print products in the Program that are also available electronically and changing their dissemination to libraries to the online electronic version only."

He further states: "These changes to a primarily electronic FDLP are of much more than academic interest... (and) will impact the budget and operation of the depository program in your institution. Shipments of tangible FDLP products to your library will decline sharply over coming years...."

Many depository librarians in the 1,330 depository libraries across the nation see this as a controversial and perhaps damaging move away from a depository program into a program of access only. In other words, patrons will no longer have the immediate availability of government document materials

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SoutteReview

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guaranteed, but rather, the promise of its accessibility - something that many believe GPO cannot assure. As one depository librarian in San Diego stated, "Failure to provide permanent access when no copies have been distributed could mean permanent loss of that information."

While the FDLF has been progressing toward a more electronic system, more formats are currently available than just online access - including microform, cassette and videotape, and CD-ROMs. The proposed transmutation to an all-online access program should be seriously questioned. The abandoning of the depository program, a system that has worked well for decades, should be thoroughly examined before adopting a new unproved strategy.

The extent of the proposed changes locally cannot as yet be determined. The Lamar Soutter Library currently receives over 30 percent of all available government documents through the Federal Depository Library Program. **RK**

Professional Staff Serving Elsewhere

Several staff members of the Lamar Soutter Library occupy professional offices or related positions in library organizations beyond the confines of our Worcester campus:

Elaine Martin, Director, is Secretary of the Directors of American Association of Health Science Libraries (AAHSL).

Deborah Sibley, Deputy Director, following a four-year term, is Past Chair of North Atlantic Health Sciences Libraries (NAHSL), which is an official chapter of the Medical Library Association (MLA); she is presently serving the first of a three-year term as Conference Chair/Chair Elect of the Massachusetts Health Sciences Libraries Network; also, she is a member of the Grants and Scholarship Committee of the Medical Library Association.

Mary Ann Slocomb, Access Services Librarian, is currently Chair-Elect of NAHSL; beginning in late October, she will become the Chair of this association.

Barbara Ingrassia, Assistant Director for Technical Services, is Chair of the Government Relations Committee of NAHSL.

Mary Piorun, Systems Librarian, is serving as Secretary of the Information Technology Committee of the Boston Library Consortium (BLC), from September, 2000-September, 2001.

Peg Spinner, Reference Librarian, is Chair of the Education Committee of Massachusetts Health Sciences Library Network (MAHSLIN).

Pauline McCormick, Head Cataloger, is an elected trustee of the Beaman Memorial Library in West Boylston, MA; she is in her third three-year term and is Vice Chair of a six-member board. **JL**

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and other sciences. The staff reviews these suggested titles as to their suitability and usefulness to the collection. Sometimes budgetary constraints prevent these purchases, but the Lamar Soutter Library's first priority is to select the most useful sources that can best serve our diverse clientele. **PJ**