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## SoutteReview, Issue 11

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 11

## Library Survey: Student Responses

This is the second in a series of articles reporting the results of a survey of students in the Spring of 2000. The purpose of the survey was designed to assess patron usage and satisfaction with collections, resources and services in the medical library, and comment on the Library-wide services. The GSBS and medi-

services for classroom and research assignments, such as paper journals and reserve materials, were important to the students, as well.

Students were asked to rate their satisfaction with the Library's collections, resources, and services on a scale of 1 to 5. The Library staff rated highest (4.3). Also mentioned were Circulation/

Reserve Services, the journal collection (paper) and the electronic resources available in the Library. The students were least satisfied with the photocopiers (2.8) and the physical

amenities (2.7).

Students were asked to rate their overall satisfaction with the Library on a scale of 1 to 5. Library services and the library system as a whole were rated 4.1 and 4.0 respectively. The physical amenities of the Library were rated lowest at 3.41, followed closely by the book collection at 3.43.

Students are satisfied with the Library services and the staff. In general, the less than satisfied ratings occurred for items which should come as no surprise, i.e. the physical conditions of the library, photocopiers, and the book collection. Further analysis of the data and a review of the student comments will enable the library to identify areas for improvement and make the changes necessary to respond to student resource and informational needs. *JC*

Surveys were sent to 643 GSBS, medical, and nursing students.

Population	Sent	Returned	Percentage
GSBS Students	168	48	29%
Medical Students	426	118	28%
Nursing Students	49	32	65%

### Respondents by year of study.

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> year	5 <sup>th</sup> year	6 <sup>th</sup> year
Year of study	47	58	41	33	10	9

cal students were sent electronic surveys to take advantage of the campus network and encourage a response to the survey. One e-mail reminder was sent and respondents were enrolled in a drawing for gift certificates from the bookstore to encourage participation in the survey. The nursing students were sent a paper survey because most are not on campus regularly and did not have access to the campus network. The nursing students did have the highest response rate.

96% of the students reported visiting the Library at least on a monthly basis. 74% of the students use the Library for study purposes. The Library PCs offering access to email, the Internet, software, and electronic databases were important to the students. Collections and

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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

## CONFusion?! No...COLDFusion!!

The library's web site at <http://library.umassmed.edu> has had a new look since the end of September. The new interface makes use of the ColdFusion development system, which allows web pages to be generated dynamically from database content. One can see a working example of a ColdFusion application by visiting the Online Journals page at <http://library.umassmed.edu/ejournals.cfm>. Users can choose whether to search for journals by title, subject or keyword, and the resulting web page is created "on the fly."

Other web site content is being converted to database format and will be generated with ColdFusion, thus giving our users a greater degree of interactivity with the library's web presence. If you have any comments, questions or suggestions concerning the library's web site please send them to Robert Vander Hart at 856-3290 or email [Robert.VanderHart@umassmed.edu](mailto:Robert.VanderHart@umassmed.edu).

RV

## What's that in QUIN?

Through funds provided by State of Massachusetts IT Bond money, we invited the libraries at the fourteen UMass/Memorial affiliate hospitals to add their holdings to our Voyager OPAC (QUIN). LSL purchased a computer and printer for each interested affiliate library.

On June 22, Cataloger Pauline McCormick, Systems Librarian Mary Piorun, and Assistant Director for Technical Services Barbara Ingrassia provided training for them on Voyager's cataloging module, and they began that day to add barcodes to their books and to create holdings and item records.

Reference Librarian Peg Spinner trained them in using OPAC and provided helpful handouts (and the originals on diskette) which they could adapt for use in teaching patrons about OPAC at their own libraries.

## Anywhere-Anytime: Electronic Resources are Just a Click Away

The Lamar Soutter Library is happy to announce its newest service: off campus use of the Library's online journals and databases. Now anyone who is a registered borrower at the library can access any of the library's full-text journals or citation databases from remote locations like the Memorial Campus, group practice centers, or from homes. Databases include Harrison's Online and MD Consult and other resources on the Lamar Soutter Library website.

The service is available with the help of a proxy server. Proxy servers can be used for many different reasons. The main application in the Lamar Soutter Library setting is to authenticate and authorize library users who wish to use the library resources from outside the library and even from outside the school campus.

This service is available to UMMS and UMMHC faculty, staff and students who are currently registered as library users. If you are not a registered library user (or you are not certain) bring your identifi-

cation badge to the Circulation Desk in the library and complete a registration form. You will be given a small barcode sticker on the back of your badge, and your proxy account will be activated in one or two business days.

To use the proxy services, select a resource from the Library Home Page. If the resource you selected requires authentication, you will be directed to the proxy login page. There you will need to enter your last name and your library barcode found on the back of your ID badge. Enter the barcode without spaces. Capitalization is not a factor.

### Library Proxy Page

Please enter your last name:

Please enter your library barcode:

Log In

More information on this service can be found at <http://library.umassmed.edu/proxy> or by calling James Comes at 856-6810. **MP, DS**

**What you might notice in QUIN :** there are new locations, one for each site. The hospital sites which are participating include:

UMass/Memorial Health Care (Belmont St.)  
Marlboro Hospital  
Noble Hospital (Westfield, MA)  
Health Alliance (Leominster and Burbank)  
Milford/Whitinsville Hospital  
Harrington Hospital (Southbridge)  
Heywood Hospital (Gardner)

The new locations are non-circulating ones; users will be able to see what materials are at these locations, but they will not be able to check them out on the system. Current local circulation practices and procedures will continue to apply.

Lamar Soutter Library patrons who are interested in borrowing materials located at other sites should contact ILB (Interlibrary Borrowing). **BI**

## 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](mailto:Barbara.Ingrassia@umassmed.edu).



## And the Survey Says...

The survey conducted last spring by the Lamar Soutter Library included space for book and journal purchase suggestions.

The latest editions of the following books were suggested:

- Briggs, Freeman, and Yaffe. *Drugs in Pregnancy and Lactation*. (WQ39 B854d 1998)
- Canale. *Campbell's Operative Orthopedics*. (WE168 C193 1998: On Reserve; also, in MDConsult on LSL web page)
- Corrin. *Pathology of the Lungs*. (WF600 C825p 2000)
- Gaw. *Culture, Ethnicity, and Mental Illness*. (WM420 C968 1993)
- Gokal. *Textbook of Peritoneal Dialysis*. (2000 edition: On order)
- Healthy People 2010. (HE 20.2: P 39/3: Government Documents area and WA540 AA1 H377 2000) (Also available electronically through Library's online catalog.)
- Kates and Craven. *Managing Mental Health Problems*. (WM100 K194m 1998)
- Maxwell & Kleeman's *Clinical Disorders of Fluid and Electrolyte Metabolism*. (WD220 M4645 1994)
- Murray and Nadel. *Textbook of Respiratory Medicine*. (WF140 T355 1994:On Reserve)
- Rubin and Young. *Clinical Approach to Infection in the Compromised Host*. (WC100 C641 1994)
- Rubin and Farber. *Pathology*. (QZ4

P29854 1999: On Reserve)

Upon review in Technical Services, we are happy to report that the vast majority of those were already in our collection. (Call numbers are included above.) Many of the latest editions are on reserve, with earlier editions in the Circulating collection. One title (Campbell's) is available electronically through MDConsult on the Library's web page. (<http://library.umassmed.edu>) Another (Healthy People 2010) can be accessed electronically from the Library's record in the online catalog (QUIN). One title is on order and will soon be on our shelves.

This survey was only one way for you to tell us your collection needs. We welcome your suggestions at any time throughout the year. We rely heavily on a carefully-honed approval plan with a medical books vendor, but your requests are what make our collection unique. You may check our online catalog from the Library's web page at <http://quin.umassmed.edu>. If you find that we do not own a particular item, please complete a request form on our web page <http://library.umassmed.edu/MatReq.html> and forward it to us. We will review your request and fill it as our budget allows. We strive to purchase faculty requests in support of education, research or patient care, standard medical reference works, and materials for Student Reserve. BI

## Imaginative Literature in LSL

Works of fiction, and even poetry in a medical school library? Well ... yes! Among Lamar Soutter Library's collection of over 40,000 medical texts, patrons may find Sinclair Lewis' *Arrowsmith*, a novel; W. C. Williams' *The Doctor Stories*, a collection of short tales; and even *Poet Physicians*, an anthology of poetry penned by such eminent authors as Sir Arthur Conan Doyle, Oliver Goldsmith, and John Keats.

Considering that medicine serves humanity, a medical school library would be remiss to offer only

technical texts. Obviously, medical materials in the form of journals, audio-visual materials, and the ever-expanding computer databases will always predominate. Nevertheless, there remains a place for a variety of non-technical prose and poetry of interest to our patrons.

Students of medicine, nursing, and the biological sciences as well as doctors, researchers, and the general public arrive at the Library with a variety of informational needs. True, our customers seek answers largely supplied by the

## The Numbers Game

Numbers can often tell a story. The following numbers are important in the history of the Lamar Soutter Library. PJ

425,836	Number of visitors entering and exiting the Library security gate.
41,466	Number of books in the Library collection.
24,653	Number of articles photo copied for other libraries by the Document Delivery Department-John and Spiro.
1974	Year the present facility of the Lamar Soutter Library opened.
756	Number of individuals trained by the Reference Department last year.
575	Average daily visits on Library website in November, 2000.
5	Number of people who staff the Circulation Desk.
4	Number of Directors in the history of the Library.
3	Number of Assistant Directors in the Library currently.
2	Number of service desks in the public area of the Library (Circulation and Reference).
1	Number of carpets installed in the public area of the Library since 1974.

tomes and journals of medical science. However, belles lettres offer unique insights about the subject of medicine from the perspective of imaginative literature. For instance, to understand the life of an America Midwestern physician in the 1920's, one can find few biographies as revealing as Sinclair Lewis' narrative of the life of the eponymous Dr. Arrowsmith.

Our collection includes great works of literature one might not expect to find in a medical school

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# SoutteReview

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## A Dose of Reading: Paralytic and Comatose States

Allende, Isabel. *Paula* (1995). Not a memoir as such, this work began as a letter directed to her comatose daughter, and became a family history that the award-winning Chilean writer intended to read to Paula, should she emerge from her coma.

Breslin, Jimmy. *I Want to Thank My Brain for Remembering Me: A Memoir* (1996). Touching on many times and aspects of his life, this noted New York journalist tells of his discovery that he had a brain aneurysm, and of the surgery that saved his life.

Fraser, Christine. *Blue Above the Chimneys* (1980). The author recalls her Scottish girlhood and her fight against a rare, crippling bone disease. Her inspirational story continues from adolescence to the present in *Roses Round the Door* (1986).

Kumin, Maxine. *Beyond the Halo and Beyond: The Anatomy of a Recovery* (2000). New Hampshire poet Kumin here has set down an extraordinary memoir that recounts her determined return from a spinal cord injury caused from being thrown from a horse.

Lander, David. *Fall Down, Laughing: How Squiggy Caught MS and Didn't Tell Nobody* (2000). Diag-

nosed with the disease soon after filming his last episode of *Laverne and Shirley*, Lander talks with honesty and humor about his ordeal.

McCrum, Robert. *My Year Off* (1998). Having suffered a major stroke at 42, while an influential editor at a large London publishing house, McCrum suddenly found himself without a career, and with but a tenuous grip on life itself.

Malcolm, Andrew H. *This Far and No More: A True Story* (1987). From the crucible of painful personal experience, this well-known Canadian writer shares the hard realities and choices that must be made by a family when one of its members develops Lou Gehrig's Disease.

Martin, Carolyn and Gregg Lewis. *I Can't Walk, So I'll Learn to Dance* (1994). Growing up in the 50s with severe cerebral palsy, Carolyn Martin survived and prevailed against the ignorance, prejudice, and abuse foisted upon her by both family and community members.

Reeve, Christopher. *Still Me* (1998). Former high-profile movie star, Reeve suffered a devastating injury in 1995 and has written here about his subsequent determined efforts toward recovery, as well as

about his founding of the Christopher Reeve Foundation, which funds spinal-cord-repair research.

Sarton, May. *After the Stroke: A Journal* (1988). After suffering a stroke at age 73, this noted New England poet and novelist chronicled her ideas, memories, and feelings for a year, encompassing many topics pertaining to her personal life and beyond.

Smith, Mark. *Growing Up with Cerebral Palsy* (1995). This slim memoir recounts how Smith battled this debilitating disease through his infancy and childhood, while growing up in San Francisco during the 1970s and 1980s. JL

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Imaginative Literature cont. from page 3

library. Available at our reserve desk are three differently colored canvas bags. Each bag contains such classics of children's literature as *Beatrix Potter's Tales of Peter Rabbit*, Grimm's *Fairy Tales*, and Dr. Seuss' *One Fish, Two Fish, Red Fish, Blue Fish*. Medical student volunteers known as "Book Buddies" borrow these books to read to young patients in the pediatric unit of the hospital. Indeed, the Lamar Soutter Library ably serves the needs of our richly diverse community of readers. HF