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Lamar Soutter Library, University of Massachusetts Medical School

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Director's Report:
Renovations Project Winds Down

The importance of the Library's infrastructure has never been more apparent than during the remodeling of the Lamar Soutter Library. The primary goals of our project were to improve the appearance of the building while improving functionality and access to information technology resources. As we come to the final stages of our renovation project, I am pleased to say that we have met our goals. Staff, users, and former students are very impressed with the improvement that new carpeting, paint, and furniture can achieve.

The Library now houses more than 80 public access computers. In addition to the state-of-the-art teaching room that doubles as an open lab when not reserved for Library instruction, network connections are prevalent throughout the Library. New study tables with network connections and built-in lamps highlight the first floor atrium area. The wireless network was upgraded and there are 25 laptops available for checkout. The tall panels have been removed in the computer area on the first floor, allowing for natural light. The Library has a feeling of a more open and welcoming environment.

Comfortable seating is located along the windows on the first floor, outside the Rare Books Room, in the unbound journal area, and on the third floor mezzanines. Soundproof panels have been installed on the “bridges,” in order to muffle conversations and keyboard clacking. New custom-built Reference and Circulation Desks refresh and define the former public service areas.

Interview with
Jane Fama, Head of Access Services

SR: Congratulations on your appointment, Jane, and welcome to the Lamar Soutter Library. Can you tell us what the responsibilities are for the Head of Access Services?

JF: Thanks. As Head of Access Services, I manage the Circulation, Interlibrary Borrowing, and Document Delivery areas of the Library. This department’s responsibility is to make sure that the Library’s resources are available for our many users. We provide frontline service to a wide range of patrons. If the Lamar Soutter Library doesn’t have the material that you need, we try to obtain it from other sources.

Interview with
Jane Fama, Head of Access Services

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Library Receives Lundy Donation

At a time when unpaved New England roads still bore grooves cut by the wheels of buggies driven by so-called “horse doctors,” a young physician from Lawrence, Massachusetts named Joseph A. Lundy began his medical practice. He established himself in Oxford, the hometown of another renowned health professional, Clara Barton. Today, some 70 years later, comes the announcement of a sizable monetary bequest to the Lamar Soutter Library from the Lundy estate.

Trained at Tufts University Medical School during the Great Depression, Dr. Lundy was recognized for many years as an accomplished physician in central Massachusetts. He established his practice here in 1934, but was interrupted by World War II, during which he served in the medical corps in North Africa and France. Lundy’s wife, Maude, served alongside her husband as a devoted community nurse.

After the War, Dr. Lundy functioned as chief of medicine at Worcester City Hospital and senior physician at St. Vincent and Hahnemann Hospitals. For more than 30 years, he served as a trustee of the Worcester Medical Library. Ever the scholar and bibliophile, while a trustee for the Boston Medical Library, Dr. Lundy participated in discussions that resulted in the combining of its collection with that of Harvard Medical Library, to form the Countway Library. Moreover, from 1952-1955, he presided as editor of the journal Worcester Medicine.

During the late 1950s and early 1960s, his was one of a growing chorus of voices that championed the building of a state medical school in Worcester. Then, once the University of Massachusetts Medical Center became a reality in 1965, Dr. Lundy was an articulate advocate for the Lamar Soutter Library.

Interview cont. from front page

SR: Can you give us your background in library science?
JF: In 1989 I found myself “in between” careers and couldn’t decide what I wanted to do. I then took a job as a circulation assistant in the research library at the Massachusetts Institute of Technology’s Lincoln Laboratory. I was so impressed with the librarians there! The work that they did seemed so exciting and fast paced. I was amazed at how committed the librarians were as they helped researchers find answers to baffling questions. Many times it seemed as if the librarians were helping to solve puzzles, and their work at the Laboratory was so important. That was for me!

I went back to school in 1990 to Simmons College in Boston, and I earned a Masters degree in Library Science. I continued my work at the Laboratory while attending Simmons. I eventually became manager of the Circulation and Interlibrary Loan Departments and I did some reference work as well. I also developed the Lincoln Laboratory Library’s first Web site.

SR: What are some of the differences and similarities that you see between working in a research library and a medical library?
JF: I spent eleven years working at the MIT Lincoln Laboratory Library. Unlike this library, they were not open to the public, and we dealt with researchers exclusively. As for similarities, I know that research is also important at the University of Massachusetts Medical School, and that getting information to the customer is as much of a priority here as it is in a specialized library.

SR: Can you give us your philosophy about the public service concept of the Lamar Soutter Library?
JF: Sure. To me, a library is a service organization. We get information to the customer, whether that information is in a book, a journal, a database, or in any other format. Our job is to make information accessible. Organizing the information is key to the operation of the library. We are committed to putting this information at your fingertips.

SR: What challenges do you want to tackle first?
JF: As the Library is remodeled, my goal is to bring the areas that are part of Access Services together both physically and functionally. I want to make the best use possible of the available Library space to accomplish that goal. I also want to better understand the current systems and workflow of the Access Services Department. I would like to streamline operations where possible. Above all, I want to identify the Lamar Soutter Library’s customers and assess their needs. So, if our readers have ideas for improving Access Services, or thoughts about how we can better assist our patrons, please get in touch with me. I’d love to hear from you!

SR: What are your outside interests?
JF: Where do I begin? I love to garden. I can’t say that I’m very good at it. I lost my whole crop of tomatoes to the squirrels this year. But I just love getting my hands in that dirt. I’m also very interested in painting. I’ve been exploring photo oils of late. When I want to totally get my mind off the “world,” I love to do crossword puzzles.

SR: Anything else you wish to add?
JF: I’d like to add just two things. First, I believe that fun is an important part of the workplace. And second, to avoid stress, we all should try not to take ourselves too seriously.

SR: Thanks and good luck, Jane.
Giselle Bélanger, a morning Circulation Assistant, was recently named Assistant Director for Access Services, began her employment at the Library on June 24. She manages the Circulation, Interlibrary Borrowing, and Document Delivery Department.

**New Public Copiers at LSL**

The Library recently outsourced its public photocopier operation to Copico, Inc., a leading vendor of automated copy equipment throughout the Northeast. The fee for a copy from any of these six machines remains at ten cents.

This equipment accepts both coins and photocopy cards. These reusable cards cost $1.00 apiece, and are purchasable from either of two dispensers on the Library’s first floor. For UMMS departmental use, copy cards bearing larger values are orderable directly from Copico. One of the copiers, located on the first floor, is ADA-compliant.

Library patrons have from June-December to exhaust the value that may remain on any copy cards issued by the Library’s previous system. (The word “Danyl” appears on these older cards.)

**Lamar Soutter Library Welcomes Humanities Collection**

The Lamar Soutter Library was recently awarded a grant from the Worcester Medical Library (an affiliate of the Worcester District Medical Society). The Library is collaborating with that group in the development of a special Humanities in Medicine Collection. This project will be directed by a newly formed committee that includes UMMS faculty, students, and Library staff, as well as community physicians from the Worcester District Medical Society.

It will be co-chaired by H. Brownell Wheeler, M.D. (the Harry M. Haidak Distinguished Professor of Surgery, Emeritus and Chair of the Worcester Medical Library Board) and by Dr. John Cooke (Professor of Cell Biology and Chair of the UMMS Library Committee). The committee wants to ensure that the medical school will train doctors who are not only knowledgeable in the science of medicine, but also sensitive to the art of medical practice and the human issues involved.

With the goal of broadening the perspective of all health practitioners, the committee will choose works of both fiction and nonfiction to be included in the new collection. A bookplate recognizing the donation from the Worcester Medical Library will identify every selection.

Works first suggested include classics, such as the Bible and Shakespeare, as well as contemporary books, such as Kubler-Ross’ *On Death and Dying* and Rafael Campos’ *The Poetry of Healing*. A number of appropriate works, such as Mitch Albom’s *Tuesdays with Morrie* and Oliver Sacks’ *Awakenings*, are already in our general collection.

Together with the new purchases, these will be moved to separate shelves in the Library near the Rare Books Room.

Comforable furniture will invite readers to browse and sample books from the new Humanities in Medicine collection. Further donations are welcome, if approved by the committee.

**Lundy Donation** (cont. from previous page)

Mrs. Lundy for her foresight in providing this additional gift to assist in the education of our students. She recognized that the Library is an incredibly valuable resource and is ensuring continued and broadened access to the latest information that will enable our students to become better physicians for their patients.*

As the revenue generated by this Fund and bequest continues, allowing the Library’s acquisition of cutting-edge learning materials, both patrons and staff of the Library will continue to be indebted to Dr. Lundy and his wife for years to come. The legacy of a 1930s country doctor from Oxford, which had already stretched across many decades, now promises to lengthen well into the new millennium.

*JL (with contributions by PJ and Public Affairs’ Kelly Bishop)*

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**LSL Milestones**

**Retired** Karen Cangello, a twenty-seven year employee of the Lamar Soutter Library, recently accepted the early retirement package offered to Massachusetts state workers. She worked in the Interlibrary Borrowing Department for over twenty years.

**Moved on** John Marengo, a Circulation Assistant for five years, has resigned to begin his new career as a dental hygienist. John recently passed his Dental Hygienist Board certification and received his Associate’s degree from Quinsigamond Community College.

Astrid Bergner, a morning Circulation Assistant for two years, has moved back to her native country Germany. Her husband Albrecht has accepted a medical position there. Astrid plans to pursue a postgraduate degree in Library Science.

**Started** Jane Fama, newly appointed Associate Director for Access Services, began her employment at the Library on June 24. She manages the Circulation, Interlibrary Borrowing, and Document Delivery Department.

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Renovations Project (cont. from front page)

Despite all of the changes, the purpose of the Library remains the same—a place to bring faculty, staff and students together to investigate new knowledge, exchange ideas, socialize, or rest. Although the colors and structure of the walls and carpet may change, the Library will remain an important physical presence.

There are always challenges with re-designing existing space. Some days the noise levels were deafening. Services and staff moved in and out of temporary locations—sometimes more than once. The “go with the flow” response from our users was greatly appreciated by everyone on the staff throughout the renovation.

We look forward to serving you in our newly renovated surroundings. Watch for information on our Open House this spring when we will highlight our new look and enhanced services. EM

LSL Milestones (cont. from previous page)

Delivery departments.

Deanna Lucia was appointed by Director Elaine Martin to be the new Associate Director for Administrative Services. She began her employment on July 22. She was also married this summer. PJ

Dose of Reading: Alcoholism

The following are accounts by individuals who have been afflicted with this disease, either themselves or as children of alcoholic parents or guardians. All titles are held in the collection of the Lamar Soutter Library, or are available through Interlibrary Borrowing or the Virtual Catalog system.

Anderson, Louie. Dear Dad: Letters from an Adult Child (1989). The standup comic reveals a serious side, as he shares letters that (for his own sense of closure) he wrote to his alcoholic, abusive father after his father’s death.


Hemingway, Lorian. Walk on Water: A Memoir (1998). The granddaughter of Ernest Hemingway here recreates her early life, which was plagued by an abusive stepfather and her descent into alcohol dependence, which she finally stopped by joining a detoxification program.

Judge, Mark. Wasted: Tales of a Gen-X Drunk (1997). Now a journalist, Judge uses dark humor and candor in tracing his adolescence years’ plunge into alcoholism and his saving himself through Alcoholics Anonymous and Milan Recovery.

Karr, Mary. The Liar’s Club: A Memoir (1995). A baby-boomer raised by alcoholic parents in the desolate refinery country of East Texas, Karr has produced a memoir that remained for many months atop best-seller lists. JY