2019-2020 ANNUAL REPORT
A YEAR OF SHIFTING PERSPECTIVES AND SERVICES
Welcome to the 2019-2020 Lamar Soutter Library Annual Report. In a year like no other, we have been focused on continuity of existing services and the seamless implementation of new products and services. In such a challenging environment, we have anchored ourselves to our purpose and our values, striving to serve and support our community through these unusual times. This Annual Report outlines just a fraction of the activities the staff at the Lamar Soutter Library accomplished in the past year. Certainly, there is much more work to do and we are ready and willing. Yet despite all the challenges, what the past year has taught me is that the creativity and initiative of the Library staff is invaluable and essential to the success of UMass Medical School and our Clinical partner, UMass Memorial.

Mary Piorun, PhD
Director, Library Services
Director, NNLM New England Region,
National Public Health Coordinating Office,
National HIV/AIDS Coordinating Center
Re-envisioning Collections and Library Space

In response to increasing student enrollment, feedback from students on the types of study spaces they prefer, and the continued shift from print to electronic book and journal collections, the Lamar Soutter Library (LSL) and UMass Medical School (UMMS) administrators embarked on plans to refresh the Library’s interior and increase the number of seats available.

In August 2019, LSL staff extensively weeded the print book collections and continued to prioritize, where appropriate and available, purchasing electronic book titles. Between Fall 2019 through April 2020, the Library weeded and moved the remaining print journal titles to remote storage, removed the shelving, and began preparing the Library for the refresh.

Due to the COVID-19 pandemic, construction paused in March 2020 and in late April the work resumed, with the third and second floors receiving fresh paint, new carpeting and lighting, updated power and wi-fi access, and new furniture. The remaining print books were moved to the second floor, except for books in the Graphic Medicine, Humanities in Medicine, and History of Medicine collections. The furniture for all three floors was chosen to fulfill a variety of students’ study needs, including private single work pods, functional workstations, standing group worktables, and comfortable reading chairs. With a deep cleaning and furniture spaced to comply with the Medical School’s COVID-19 spacing and distance policies, the Library re-opened to the UMMS community on August 3, 2020.

Reaching the LSL Community

223 Education and Outreach sessions with a total of 4,972 attendees
4,282 Reference transactions
148,584 In-person visitors

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In partnership with the Hartford Medical Society’s Historical Library at UCONN Health and UMass Medical School’s Department of Ophthalmology and Visual Sciences, the Library hosted an exhibit of ophthalmology-related artifacts. The collection included ophthalmic tools, glass eyes, and antiquarian textbooks. While modern-day ophthalmic tools have been refined, it was exciting to see the evolution. The visiting exhibit demonstrated the importance of preserving the past and how it can be used to understand the present.

Dr. Colwell reviewed the various relics included in the historical collection and discussed the origins of the tools and how they were used, followed by Dr. Khanna who discussed the learnings gathered from gene therapy over the years. Dr. Lin concluded the presentation with a glimpse into how computer technology/artificial intelligence has opened the door to more precise treatments and faster recovery times.

The exhibit afforded LSL the opportunity to build on collaborations both with colleagues at UCONN Health and a new residency program on campus. An exhibit page was developed for LSL’s Institutional Repository, eScholarship@UMMS, to showcase and preserve the materials from the event.

Thank you to our speakers:

Lauren Colwell, MD 2020, UMass Medical School

Hemant Khanna, PhD, Principal Investigator and Associate Professor, UMass Medical School

Haijiang Lin, MD, PhD, Ophthalmologist, UMass Memorial Medical Center and Associate Professor and Director of Translational Research
Through her support and engagement with the UMass Medical School community, Jessica Kilham, Manager of Education and Clinical Services and Interim Associate Director for the Network of the National Library of Medicine, New England Region, was recognized for how she supports learners to become lifelong users of information through the Library’s services and educational programs. The Star Award is part of the School of Medicine’s Educational Recognition Awards and reaffirms education as the founding and primary mission of the campus. Congratulations, Jessica!

DRIVE is a multi-departmental collaboration across the UMass Medical School educational landscape. The goals of DRIVE are to promote a representative and bias-free curriculum across our learning environments and enhance the accuracy, representation, and inclusion of diverse populations in all our educational activities.

LSL is a natural partner in this educational endeavor. The Library has always been a place for our community to connect and continue to grow. We are expanding our electronic and print collections to include image databases that are representative of the communities we serve and expanding our graphic medicine materials and nonfiction reading collections to promote empathy and appreciation of lived experiences different than our own. LSL has been engaged in the awareness campaign by participating in pilot workshops and outreach sessions.

LSL proudly hosts the expanded DRIVE audit tool on our website. This audit tool is designed to help faculty and staff review their educational materials and provide an opportunity for reflection. This tool can be applied across the teaching landscape.
Humanities in Medicine at UMMS

LSL continues our collaborative initiatives in the medical humanities. The UMMS Medical Humanities Lab site promotes integration of the arts and humanities into medical education. Some highlights in Medical Humanities this year are:

- *The Interstitium*, a blog launched by Marya Pulaski (SOM ‘21) that provides an opportunity for UMMS community members to reflect on their experiences

- *Murmurs: Stories from our Journey in Medicine*, a podcast created as a Capstone project by Divya Bhatia (SOM ’21) and Qiuwei Yang (SOM ’22) exploring the experiences of health advisors and trainees

- *Clinical Anthology*, a compilation of student writings curated and compiled by Dr. David Hatem, Dr. Hugh Silk and Research and Scholarly Communications Librarian, Tess Grynoch
Twelve new collections added, including:

**COVID-19 Publications by UMMS Authors:**

By the end of fiscal year (FY) 2020, this collection, which was launched on March 20, 2020, included 75 journal articles, preprints, newsletters, images, and other documents that had already been downloaded almost 18,000 times.

One of the top downloaded articles comes from this collection: *Working from Home During the COVID-19 Pandemic: Tips and Strategies to Maintain Productivity & Connectedness*, by Ian A. Lane, Michelle G. Mullen, Amanda Costa *(Newsletter)*

**Eyes to the Past Exhibit:**

This online historical ophthalmology exhibit showcases presentations from the exhibit reception on October 29, 2019, and photographs of the reception and the artifacts.

**Murmurs: Stories from Our Journey in Medicine:**

This storytelling podcast, a Capstone project for two medical students, explores how health providers and trainees think about their experiences in medicine. The Library is supporting this narrative medicine project by archiving each episode’s audio file, providing transcripts, and making related materials available.

**New England Graphic Medicine 2020 Conference:**

This archive includes presentations and videos from this March 2020 virtual conference, which explored the role that comics and graphic novels can play in medicine.
The Office of Medical History and Archives (OMHA) continues to collect, preserve, and make available materials that document the history of UMass Medical School.

Documents and Publications
This past year the Library added documents and publications to 19 collections, including student drawings and a banner from the “UMass Takes Care” initiative.

Donations of Historical Artifacts
Phil Fournier, MD and Joyce Barrett, MBA, CRN generously donated an antique balance to the Archives. Made by Christian Becker, Inc. in the early 1900s, the “chain-o-matic” balance is housed in a beautiful cherry wood case with a mother-of-pearl handle and a drawer full of brass weights.

A set of art print reproductions that highlight historical moments in medicine was donated to us through Frank Domino, MD, at the request of his neighbor. The prints were created between 1957-1960.

Oral History Collection
Seven transcripts were added to the Oral History Collection in the Archives database. These include interviews with early members of the faculty and administration and are accessible through the OMHA website.

UMMS Audio/Visual Department Images
The library inventoried close to 3,000 images of prints and negatives donated to us from the former UMMS Audio/Visual department. The images were created between 1968-2002 and include members of the faculty, staff, and administration. This inventory has become a valuable tool to locate images when we receive image requests.
The Library serves as the Regional Medical Library for the Network of the National Library of Medicine (NNLM). Its mission is to support all health professionals in the New England Region (NER) with equal access to biomedical information and improve the public's access to information so they can make informed decisions about their health.

**Key Accomplishments**

- Extensive focused outreach to New Haven, CT and Rutland, VT: 31 Key Informant Interviews, 18 new long-term partnerships, and 244 individuals reached at focused outreach exhibits
- Exhibited 19 times in all six New England states with 1,387 meaningful interactions

**Communities of Interest:**

- Five Hospital Librarianship programs held with over 69 participants
- 29 Graphic Medicine book kits distributed, two Graphic Medicine events with over 200 participants, and successfully co-hosted the New England Graphic Medicine Conference
- Eight Substance Use Disorder webinars with over 500 participants

**Serving Under-Connected Communities:**

- Five awards granted focusing on bridging the digital divide
- Provided multiple trainings on the use of technology and finding and evaluating health information on the internet

**By the Numbers**

- 993 active members
- 427 activities
- 302,500+ participants across the U.S.
- 87.3% counties reached within NER
- 1,200+ subscribers to NER newsletter
- 19,000+ website visitors

**Funding**

- $381,579 awarded
- 34 programs funded
- 16 projects to new organizations
- Reached all six New England states
- Organization Types: Public Libraries, Community Based Organizations, Academic Libraries, Hospitals, Community Colleges, and K-12

**Photo courtesy of Darien Library.**

NNLM NER funded graphic medicine book club kits at Darien Library.
The National Public Health Coordination Office (NPHCO) at LSL offers the Public Health Digital Library in support of evidence-based practice at public health departments throughout the country. Operated by the Network of the National Library of Medicine (NNLM), 27 public health departments contribute to funding and sustaining the digital library program.

The collection of over 400 journals and books represents public health knowledge domains in clinical, behavioral and community health, microbiology and laboratory sciences, epidemiology and biostatistics, and environmental and occupational health. As an indicator of NPHCO’s value, journal titles decreased in cost per use an average of thirty percent over the last two years. Instruction sessions were held both virtually and onsite with over 560 attendees. A special topics class in grey literature was also presented to the Council on State and Territorial Epidemiologists.

What’s new in the Public Health Digital Library?

- Centralized content
- Implemented a link resolver
- Improved the resource sharing request process
- Licensed single sign-on so users can access the Digital Library from any location
- Added PolicyMap, a geographical information and visualization tool with over 150 data sources
Penny Glassman

This past year, Penny took on a new position as Manager of NNLM National ACIOP Coordination Office. Penny served as the LSL’s Program Lead for the 2017-2019 HIV/AIDS Community Information Outreach Project (ACIOP) awards, working closely with AIDS Project Worcester and Worcester Public Library staff to meet project goals while understanding organizational needs and planning outreach activities. Previously, Penny was LSL’s Technology Initiatives Manager from 2002-2019, shepherding the Library through many technological and internet challenges and changes. Congratulations, Penny!

HIV/AIDS Coordination Center

The Network of the National Library of Medicine (NNLM) HIV/AIDS Coordination Center (NACC) was established in September 2019 to create a partnership between HIV community-based organizations and the NNLM. NACC works to improve access to NLM HIV/AIDS information resources and NNLM training and funding opportunities. The target audience for NACC includes community-based organizations, community health centers, public libraries, and other organizations working with people living with HIV.

To better understand the roles of different members on the patient care team and determine the type and format of patient information needs, NACC worked to identify ways to:

• Improve access to NLM HIV/AIDS related information resources by understanding the needs of health care professionals and people living with HIV by developing and administering a needs assessment,

• Improve communication between community-based organizations providing HIV/AIDS information outreach and treatment services,

• Improve access to training resources, and

• Connect those working in the field with NNLM as part of efforts to implement the national plan to end the HIV epidemic.
Technology at LSL

The Library strives to provide the prevailing technology and access to biomedical tools for use by the students, faculty, and staff of UMass Medical School. In addition to providing laptops for checking out headphones, computer and cell phone chargers, and medical equipment, our Technology Initiatives team installed new iMacs and a new patron printing system that is free of charge.

Along with the rest of UMass Medical School, the Library closed its physical doors in March 2020, and our staff began working remotely. LSL Technology Initiatives worked effortlessly and collaboratively with UMass Medical School Information Technology Services to expand the capabilities of our staff to work remotely. Staff were provided new equipment so that each home office was no less capable than the one on campus.

EZproxy

The Library has provided remote access to our collection of online journals and textbooks for several years through our EZproxy service. The Library hosted the service locally until June 2020, when EZproxy hosting was transferred to OCLC.org, the vendor of this software. With this move, managed by our Electronic Resources Librarian Robert Vander Hart, the Library subscribed to OCLC's new EZproxy Analytics product, which will give us greater insight into how our users access our online resources.

Tech Stats At-a-Glance

115,000+ Sessions on LSL Resource Guides (20% increase from FY19)

50% increase from March 16 – June 30, 2020 as compared to the same time period in FY19

119,000+ Website visitors
New Resources

The LSL is committed to providing the most current information and resources available in the most accessible formats. As the world of published research moves online, our space and collection have changed to reflect this evolution. After our big renovation in 2019-2020, you will no longer see innumerable stacks of journals, but don’t let looks deceive you - we are continuously adding to our collection. Here are a few notable resources and collections that we added this year:

Acland’s Video Atlas of Human Anatomy

Body-region-based anatomy videos narrated by world renowned anatomist Dr. Robert Acland and knowledge-testing exam questions.

Case Files Collection from McGraw Hill

Basic science, clinical medicine, and post-graduate level cases to help in learning and applying medical concepts to realistic patient cases.

IEEE Xplore and IEEE journals

Explore the current literature in electrical engineering, computer science, and related technologies.

MedOne Neurosurgery

A collection of e-books, cases, procedures, images and videos of neurosurgery content.

NEJM Catalyst Innovations in Care Delivery

New peer-reviewed journal focusing on the latest innovations, big ideas, and practical solutions for health care delivery.

Have a suggested resource or need help finding something? We’re happy to help!
Grants and Contracts

Network of the National Library of Medicine, New England Region. NIH 5 UG4 LM012347-05, National Institutes of Health, National Library of Medicine, 5/1/16-4/30/21, $7,000,000.


Multi-Site Qualitative Assessment of Local Health Departments. University of Utah/NIH UG4 LM12344, Subaward 10039576-12, National Institutes of Health, 10/1/19-4/30/20, $17,775.

Supplement – All of Us Community Engagement Network. In addition to NIH 5 UG4 LM012347-05, National Institutes of Health, National Library of Medicine, 9/11/17-4/30/21, $1,500,000.

Supplement – NACC – National ACIOP Coordination Center. In addition to NIH 5 UG4 LM012347-05, National Institutes of Health, National Library of Medicine, 8/1/19-4/30/21, $600,000.


Sketch notes from the opening remarks of the 2020 New England Graphic Medicine Conference by Sandy Bartholomew.
Grants and Contracts

Research Data Management RDM 102 – Course Delivery. Univ of Utah/NIH5 UG4 LM012344, 10/1/19-4/30/20, $19,035.

Exposing the Deep Content of the Publication: Knowledge Extraction for Neuroimaging in Child Psychiatry. NIH 5 R01 MH083320-09, NIH-National Institute of Mental Health, 9/23/16-6/30/21, $16,088 (FY20 LSL).


Staff Participation on External Grants

Retooling the Librarian Workforce: Innovative Post-Master’s Certificate Program for Developing Inter-Professional Informationists (IPI). Partnership of seven academic health sciences libraries across the U.S.


Publications


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Presentations


Presentations


UMMS Committees Where You’ll Find LSL Staff

- Civility Committee
- Committee for Research & Scientific Affairs
- DRIVE Committee
- Education Policy Committee
- Emergency Response Team
- Faculty Council
- Humanities in Medicine Committee
- Information Technology Committee
- Information Technology Committee: Education
- Institutional Animal Care and Use Committee
- Institutional Review Board
- Interfaith Employee Resources Group
- International Committee
- LGBTA Committee
- Liaison Committee on Medical Education Site Visit Committee
- Library & Learning Resources Committee
- Medical Humanities Lab
- Multiple Mini Interviews Raters
- School of Medicine Advanced Standing Committee
- School of Medicine Electives Committee
- Senior Scholars Committee
- Transitions to Adult Center for Research, Family Advisory Board
Staff Member Updates

Becky Baltich Nelson

Joined Education and Clinical Services

Becky is joining us from the Samuel J. Wood Library at Weill Cornell Medical School where she worked as a Clinical and Systems Librarian. She was embedded into systematic review teams resulting in publications in Cancer, Journal of Vascular Surgery: Venous and Lymphatic Disorders and European Urology Oncology. Prior to her position at the Samuel J. Wood Library, Becky was a Fellow at the National Library of Medicine and worked on projects relating to copyright and the NISO Open Discovery Initiative. As an Education and Clinical Librarian at LSL, Becky will provide information literacy instruction, build partnerships with clinical departments to support their information needs, and perform literature searches.

Kim MacKenzie

Joined Research & Scholarly Communication Services

Kim earned her PhD in Neuroscience from Brandeis University and MLIS from the University of Rhode Island. Kim brings with her experience in lab management, bench science, scientific writing and editing, and library science. We look forward to adding her talents and expertise to the services the Library provides supporting GSBS and research departments, as well as to UMMS at large via scholarly communications.

Meet the LSL Staff