From the global COVID-19 pandemic to the increasingly urgent fight for racial justice, FY21 saw a world flipped upside down. With a renewed focus on health, safety, and equity, the Lamar Soutter Library (LSL) staff continually pivoted to meet the needs of the University of Massachusetts Medical School (UMMS) community. Staying connected while apart remained our priority this year as everyone combatted Zoom fatigue and cabin fever. The LSL embraced the opportunity to reflect and recalibrate our priorities to confidently meet the needs of everyone we serve.

Dismantling barriers to access and ensuring equity to all in our community will continue to be a focus in FY22. In response to our community’s need to address racial and social equity head on, we are partnering with the UMMS Diversity and Inclusion Office to offer and support programming and collections. In addition, we are currently investing in staff training on inclusive leadership, reviewing policies and procedures to ensure equity, and working to amplify unheard voices in our community.

The coming year will no doubt bring a new set of challenges. As we prepare to welcome everyone to campus, we are also hard at work on projects to improve Library space. The second and third floors of the Library were renovated in August of 2020 with new carpeting and seating; by the end of August 2021, there will be new skylights and lighting in the main seating area on the first floor. Stop in and say hello! We have missed you!

Mary Piorun, PhD
Director, Lamar Soutter Library
Director, NNLM Region 7

Director’s Message

REACHING THE UMMS COMMUNITY

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>62,752</td>
<td>In-Person Visitors</td>
</tr>
<tr>
<td>108,824</td>
<td>Website Visitors</td>
</tr>
<tr>
<td>133,879</td>
<td>Sessions on Resource Guides</td>
</tr>
<tr>
<td>466</td>
<td>Tweets</td>
</tr>
<tr>
<td>84</td>
<td>New Followers (Thank you!)</td>
</tr>
</tbody>
</table>

LSL SERVICES PROVIDED

<table>
<thead>
<tr>
<th>Count</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>810</td>
<td>Ask A Librarian Questions</td>
</tr>
<tr>
<td>138</td>
<td>Education &amp; Outreach Sessions</td>
</tr>
<tr>
<td>2,894</td>
<td>Reference Questions Answered</td>
</tr>
<tr>
<td>28</td>
<td>Systematic Review Collaborations</td>
</tr>
<tr>
<td>516</td>
<td>Interlibrary Loan Borrowing Requests from UMMS &amp; UMass Memorial</td>
</tr>
<tr>
<td>744</td>
<td>Interlibrary Loan Lending Requests from Other Libraries</td>
</tr>
</tbody>
</table>

ESCHOLARSHIP@UMMS

<table>
<thead>
<tr>
<th>Count</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>427,158</td>
<td>Downloads</td>
</tr>
<tr>
<td>1,277</td>
<td>Works Added</td>
</tr>
</tbody>
</table>

Readers from 9,429 institutions and 207 Countries
FISCAL YEAR 2021 TIMELINE

2020

JULY

Study Carrel Reservation
We implemented a reservation system for our study carrels through Springshare’s LibCal Seats, allowing students to reserve a carrel any time of day.

AUG

NEW A-Z DATABASE LIST
This list allows patrons to search our list of 130+ databases more easily while taking some of the guessing out of their searching process. Take a look at the list!

SEPT

Behind the Scenes E-Resources
We implemented Third Iron’s LibKey Discovery on platforms such as PubMed, WorldCat Discovery, EBSCO, and Scopus. Check out the new “Get PDF!” search tab!

OCT

LSL Book Club: How to be an Antiracist
UMMS’s campus read was explored more deeply by LSL staff through a weekly book club. Discussion questions were posted on an internal Libguide and we met virtually in small groups to discuss and reflect.

ARTIST-IN-RESIDENCE: ZACH MICHAELS
We hosted the pyrography collection Fire and Wood by fourth year medical student Zach Michaels.

NOV

Research Data Management 101
RSCS librarians Kim MacKenzie and Tess Grynoch launched a new professional development series focusing on library-related skills and resources including the basics of data management and data organization.

DEC

RSCS Gets a New Office
Research & Scholarly Communication Services (RSCS) moved into the former UMMS Student Counseling Center. This space was renovated and is now a beautiful office space for meetings, education, and consultations. We look forward to seeing you!

Journal of eScience Librarianship (JeSLIB)
JeSLIB Volume 9, Issue 1 was published in December with key themes of social justice in research data management, data services, and data librarianship. JeSLIB is a LSL sponsored publication hosted on eScholarship@UMMS with internal editors: Regina Raboin, Editor-in-Chief Sally Gore & Lisa Palmer, Editors

The LSL Re-Opens!
After 5 months of being closed during the early months of the COVID-19 Pandemic, the Lamar Soutter Library re-opened its doors to students, staff, and faculty.

The LSL Re-Opens!
After 5 months of being closed during the early months of the COVID-19 Pandemic, the Lamar Soutter Library re-opened its doors to students, staff, and faculty.
FISCAL YEAR 2021 TIMELINE

2021

JAN
EZproxy Single-Sign-On
As a part of our mission to streamline access to electronic resources for our off-campus patrons, we implemented Single-Sign-On (SSO) for our EZproxy authentication.

FEB
Black Men in White Coats: Screening
A virtual screening and discussion panel of this documentary film was offered for UMMS students, faculty and staff.

MARCH
UMMS 50th Anniversary
A retrospective collection of fun facts and trivia adorns the Library’s main display case in celebration of the 50th Anniversary of the UMASS Medical School.

APRIL
Systematic Reviews & Covidence
Covidence is a systematic review tool suitable for beginning and advanced researchers alike! It streamlines the processes and, on average, reduces the time it takes to complete a review by 35%.

NPHCO
The NNLM Public Health Coordination Office (NPHCO) reaches a new high of 32 public health departments participating in the Public Health Digital Library.

BLACK MEN IN WHITE COATS: SCREENING

NPHCO

The NNLM Public Health Coordination Office (NPHCO) reaches a new high of 32 public health departments participating in the Public Health Digital Library.

DESTINED TO BE

The LSL’s Humanities in Medicine Committee and funded by a donation from published poet Richard M. Berlin, MD, instructor in Psychiatry. Check out this year’s submissions!

JUNE
UMMS Land Acknowledgement
Three of our staff authored the document, “Recommendations for the University of Massachusetts Medical School Land Acknowledgement.” to aid the development of UMMS’ Land Acknowledgement.

Skefly Renovation Project
Our 50 year old skylights are being replaced over the summer. While it’s noisy right now, we’re looking forward to fewer leaks and the installation of energy-efficient lighting!

Regional Medical Library Region 7
NNLM Regional Medical Library—New England Region becomes Region 7 with the addition of New York and starts its next grant cycle at the Lamar Soutter Library.

17th Annual Gerald F. Berlin Prize for Creative Writing
Sponsored by the LSL’s Humanities in Medicine Committee and funded by a donation from published poet Richard M. Berlin, MD, instructor in Psychiatry. Check out this year’s submissions!

eScholarship@UMMS
In March 2020 a COVID-19 collection was created and by June 2021 it contains 287 publications that have been downloaded more than 53,000 times.

NNLM/NER, in partnership with All of Us and StoryCorps, developed an animated audio card sharing the experience of two black women’s pre-term pregnancies. We invite you to listen to their stories.

Implementing PolicyMap
PolicyMap offers the ability to organize and visualize information down to the neighborhood level. It’s an invaluable resource for research and outreach focusing on social determinants of, public, and population health to name a few. Explore more!
The majority of LSL staff have been working remotely since March 2020 and will return with hybrid schedules starting August 2021. We’ve stayed connected with our patrons through our Ask a Librarian Service and look forward to in-person consults!

Masks were required to be worn at all times in the Library as UMMS closely monitored CDC guidelines and UMMS COVID-19 testing results.

**UMMS COVID-19 Policies**

After closing in March 2020, the LSL re-opened in August 2020. The service desk was staffed with reduced hours, but 24/7 badge access to the library remained in effect for students, staff, and faculty.

**Find Our Current Hours Here**

Since March 2020, all instruction has taken place virtually and our librarians are busier than ever!

**Library administration and staff volunteered as a part of the UMMS Vaccine Corps.**

**Learn About Vaccine Corps**

PICTURED: REGINA RABOIN, ASSOCIATE DIRECTOR

The bi-annual carrel and locker key lotteries were paused until further notice, but carrels were made available for daily reservation.

**LSL Carrel Reservation**

The 2020-2021 Humanities Lab meetings had increased attendance, especially from outside of the UMMS campus community. Each month brought exciting new medical humanities projects to discuss. Participants and presenters showed that medical humanities brought much needed relief to the day-to-day stressors that accompanied the COVID-19 Pandemic.

**2020 HINDSIGHT PROJECT**

This project compiled reflections, poetry, songs, photographs, paintings to bring beauty and hope in a very challenging year.

- Envisioned and created by Bronwyn Wada-Gill and Megan Hansen, Class of 2022

**PRESENTATIONS**

Two presentations by Raphael A. Carandang, MD and Lucia Knoles, PhD, spoke to the power of narrative writing and storytelling in medicine.

- **Watch the recording** of Dr. Lucia Knoles’ 2020 Neurohumanities presentation

**BAYSTATE HEALTH**

We learned about Baystate’s:

- **BERST** (Baystate Education Research and Scholarship of Teaching) program
- **Baystate Phoenix**, a UMMS-Baystate Internal Medicine Residency Humanities Journal

**CHECK OUT THE WEBSITE FOR MORE FEATURED PROJECTS**

**NEW HIRES**

| Sean Corning | Education & Outreach Specialist - NNLM Region 7 |
| Bennie Finch | Education & Outreach Specialist - NNLM Region 7 |
| Amy Reyes | Education & Clinical Services Librarian - LSL |
| Jess Spear | Library Assistant - LSL |
| Connie Stiefel | Library Assistant - LSL |

**BOOK DISPLAYS**

Feb | Black History
March | Women’s History
April | Autism Awareness
May | Mental Health Awareness
June | LGBTQ+ Pride

**LSL PUBLICATIONS & PRESENTATIONS**

**LSL PUBLICATIONS & PRESENTATIONS**

**LSL FY21 GRANTS & SUB-CONTRACTS**

508-856-6099 | 55 Lake Ave N, Worcester MA 01655 | library.umassmed.edu