



*A Legacy of Service and Learning*

# SoutteReview

Newsletter of The Lamar Soutter Library • University of Massachusetts Medical School • Issue 27

## Lamar Soutter Library's Mission, Vision and Values

*I am pleased to present the Lamar Soutter Library's strategic plan. We, the Library's staff, have been working together for about a year to determine the direction of the University of Massachusetts Medical School's library over the next three-five years. We are now at a point in the process where we can share our work with you.*

*The University of Massachusetts Medical School administration, faculty, and students appreciate and value the Library's staff, services, and resources. Fulfilling the plans outlined here and living up to the high expectations of our users will be a continuing goal.*

*The process of coming up with our plan was an interactive one. Library staff volunteered to work on one or more teams centered on broad thematic areas: collections, services, organic library (staff development), partnerships and collaborations, education and marketing. Each team was charged to write a broad definition and define a limited number of goals. Drafts were shared with the Library and Learning Resources Committee for feedback.*

*Planning, however, will always be a work in progress. By publishing our plans now, we invite all who support the Library to let us know how we are doing and work with us to attain our goals.*

Elaine Martin, DA  
Director of Library Services  
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### LIBRARY HOURS

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

**Friday** 7:30 am - 9:00 pm

**Saturday** 10:00 am - 9:00 pm

**Sunday** 10:00 am - 11:00 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**  
508-856-6857

**Document Delivery**  
508-856-2469

**Interlibrary Borrowing**  
508-856-2080

**Library Administration**  
508-856-2205

**Journal Information**  
508-856-2388

**Acquisitions**  
508-856-1041



Supporting Goal 5: Artist-in-Residence Lynn Simmons and her "Pod" sculpture.

## Our Mission

The **mission** of the Lamar Soutter Library is to lead in the innovative development and delivery of information resources, services, technology and cultural enrichment that foster the goals of national distinction of the University of Massachusetts Medical School and the entire UMass System.

## Our Vision

We aspire to be a health sciences library of national distinction.

- We are committed to:
- Working collaboratively within UMass and beyond.
  - Becoming integral to the success of UMass Worcester and its clinical partners.
  - Providing superior health information resources to our clientele.
  - Fostering the concept of the “deep generalist” in staff and collections.
  - Embracing technology as a tool.
  - Furthering the development of the Library as a place for people to interact.

## Our Values

- Service:** The library staff provides the best possible services, technologies and collections to all clients and each other in a timely, accurate, and complete manner.
- Culture:** The library values an environment of excellence, learning, collaboration, respect, and the open exchange of ideas. We value our creativity, innovation, strategic thinking, and thoughtful action.
- Teamwork:** The library staff values working together as a team and in teams, recognizing the interdependency across library departments.
- Staff:** The library values a diverse, knowledgeable, and flexible workforce. The library is committed to supporting the efforts of staff to achieve their highest potential for service and innovation.
- Leadership:** The library values our unique ability to influence the institution’s information/knowledge management, technology and preservation initiatives. The library values taking a leadership role in advancing health sciences librarianship.
- Ethics:** The library values adherence to the highest professional and state ethical standards.

## Seamless Service

This is a **patron-centered philosophy** that may simplify a library’s infrastructure and promote more efficient patron service.

- Goal 1:** *Promote a commitment to customer/person-centered service by all library staff.*
- Goal 2:** *Overcome departmental barriers within the library that limit service to our patrons.*
- Goal 3:** *Collaborate within the UMMS to improve and integrate services.*
- Goal 4:** *Make accessibility of resources (physical and virtual) as seamless as possible.*
- Goal 5:** *Move forward with the “library as place” idea by fostering the library as a center of activity on campus.*

## Organic

This human value affirms the **primacy of communication among, opportunity for, and diversity of our library staff.**

- Goal 1:** *To improve intra- and cross-departmental communication so that all library departments can operate interdependently to improve the quality, quantity, and speed of information provided internally.*
- Goal 2:** *Create/Provide opportunities for staff development and career development pathways.*
- Goal 3:** *Proactively and continuously identify the needs of our stakeholders and develop our skills and resources to meet those needs.*
- Goal 4:** *To foster a culture of excellence, learning, and collaboration in the LSL.*
- Goal 5:** *To systematically identify, monitor, evaluate and share trends in libraries and technology for possible implementation at LSL.*
- Goal 6:** *To attract and retain a diverse work force.*

## Partnerships & Collaboration

These activities involve our partnering with 1) other UMMS departments in areas outside the curriculum and 2) external organizations, to promote increased use of existing services and resources and provide new services and resources for our primary clientele.

- Goal 1:** *Foster an environment within the Lamar Soutter Library conducive to collaboration.*
- Goal 2:** *Increase the visibility of the Lamar Soutter Library's collaboration and partnership initiatives.*
- Goal 3:** *Implement a multi-faceted approach to managing outreach projects throughout their lifecycle (conception, implementation, evaluation, maintenance, retirement).*

## Collections & Resources

For our patrons' use, these are print and non-print materials that we select, provide, organize, and manage.

- Goal 1:** *Ensure the value of the LSL collections to primary clientele.*
- Goal 2:** *Continuously engage clientele in dialogue about the collection needs.*
- Goal 3:** *Establish rationale/criteria for making choices about the collection, including print vs. electronic, special collections and archives.*
- Goal 4:** *Determine the role we want regionally in terms of collection access.*
- Goal 5:** *Lead efforts to improve access to UMMS institutional research and history.*
- Goal 6:** *Assess existing special collections.*
- Goal 7:** *Utilize new technologies to improve access, leverage our investment, and manage resources.*
- Goal 8:** *Develop a comprehensive disaster preparedness plan for the LSL, and take a lead role in the development of a regional plan for New England health sciences collections.*

## Education

This intellectual activity fosters and facilitates learning and competency through skilled pedagogy. As a medical library, we support our parent institution's curricula and will help develop our patrons' proficiencies in retrieving and evaluating scientific and biomedical literature, and in understanding the technological informatics skills needed in their professions.

- Goal 1:** *Assess best practices for integration of information literacy offerings into the UMass Worcester course curriculum.*
- Goal 2:** *Develop deeper relationships with UMMS, GSBS, and GSN faculty to lay the groundwork to integrate the Library into the school and hospital medical education programs.*
- Goal 3:** *Foster new relationships with students in order to enhance their learning experience.*
- Goal 4:** *Demonstrate the value/role of the librarian in education.*
- Goal 5:** *Expand current library course offerings to meet needs outside of the curricula.*
- Goal 6:** *Determine the additional skills and professional development needs required by librarians in order to identify, create, design, and implement effective curriculum-based educational programs.*

## Marketing & Promotion

These activities involve our understanding and proactively meeting the needs of our patrons, school administration, and clinical partners. We thereby aim to build lasting relationships with these groups, while more fully introducing our services and resources to these communities.

- Goal 1:** *Provide the library with the training and staff to effectively market and promote its services and resources.*
- Goal 2:** *Increase use of the library by raising awareness of library resources and services through promotion.*
- Goal 3:** *Establish the library as an essential partner, embedded in the processes of the organization in order to support the outcomes that affect the bottom line of our primary clientele.*

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**FOR MORE INFORMATION AND CONTINUING UPDATES ON THE  
LAMAR SOUTTER LIBRARY'S STRATEGIC PLANNING PROCESS,**

**PLEASE VISIT OUR WEBSITE AT:**

***<http://library.umassmed.edu>***