

Annual Library Update to Faculty

Lamar Soutter Library - a strategic partner in research, education, and clinical care



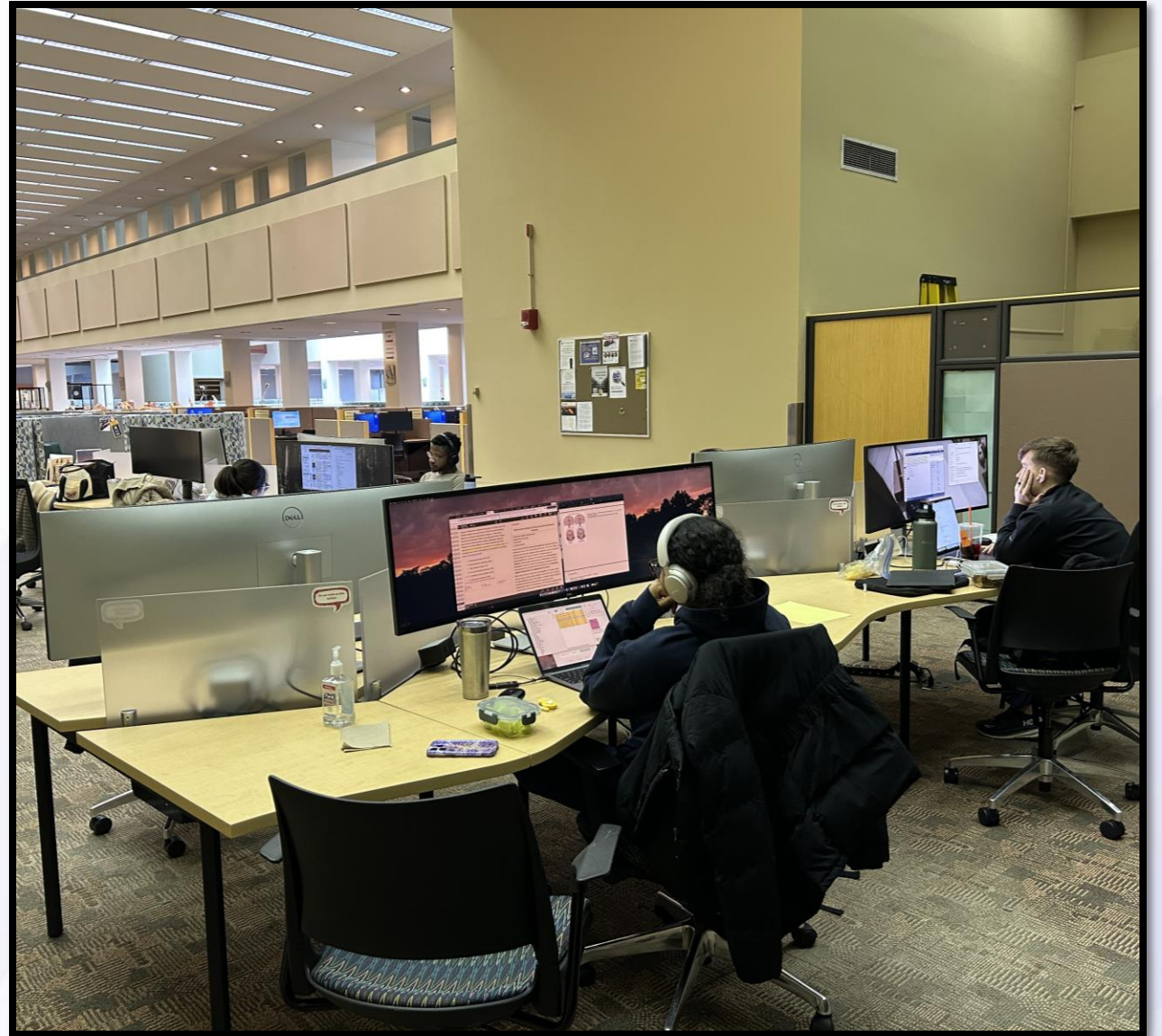
UMass Chan
MEDICAL SCHOOL

Mary Piorun, PhD

June 4, 2026

In-Person Visitors to the Physical Space: FY 2025

- 133,000 visitors
- 5% increase over last year



User Focused: Self-Help

Ask-A-Librarian

- Virtual front door/ticketing system
- Library website redesigned- AAL prominent & consistent feature
- Staffing models changed
 - Service Point closed
- ILS and patron account transition

Self Service

- Reviewing dataset of past tickets to scrape trends/info from– developed FAQ
- Empowering users to use FAQ for common questions
- Avoiding re-creating responses that could be re-purposed

Research & Scholarly Communication Services: Growing Service

Bibliometrics, Publications, and Research Impact Reports Request

The [Research & Scholarly Communication Services librarians](#) provide expertise in and access to the tools needed to gather and analyze traditional and alternative metrics that measure the impact of individual, department, and other group research. We are happy to partner with and assist you with bibliometrics and research impact projects.

What is the purpose of the report(s) you need? *(required)*

- ☐ Individual Report (Promotion and Tenure, Applicant Review, etc.)
- ☒ Departmental Report
- ☐ Grant Application and/or Progress Report
- ☐ Other

Briefly describe the report(s) you need: *(required)*

By what date do you need your report(s)? *(required)*



Please note that Research Impact Reports for groups and/or departments require a list of all individuals needed as part of the report before we can begin work and/or agree upon a timeline for completion. We ask that you attend a short consultation with a librarian within a week of your request, so that we can discuss these needed materials, as well as the reports we can provide.

- Research Impact Service
- Data Management Plans
- Biosketch requirements
- Author Rights / Publication Issues
- Data Visualizations
- Education and Consulting Services
- eScholarship@umassmed.edu
 - Over 3 million downloads

Education

- **68 educational sessions**
 - 1360 learners participated
 - 167 learners completed the feedback form
- **Project Spotlight:**
 - Partnered with the Pathways Program in SoM to scale instruction
 - Developed a series of videos in Canvas that focused on Information Literacy with knowledge checks
 - Based on success, additional videos will be developed for GSN research course

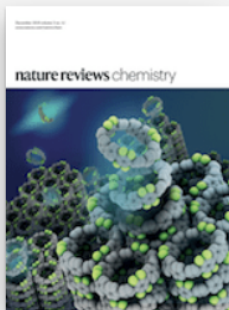
Just in Time: Access to Collections

- Eliminated charges for all ILL services– Equity issue
 - Turnaround time: approximately 2-3 days
- Introduced Article Galaxy Services
 - Increase access to content gaps in LSL collections
 - Turnaround time: approximately hours
 - Limited uptick on usage

Training available–
Invite the library to a department meeting



Article Galaxy



Kinetics and dynamics of oligonucleotide hybridization

Ashwood, Brennan; Tokmakoff, Andrei

ISSN: 2397-3358 , 2397-3358; DOI: 10.1038/s41570-025-00704-8; PMID: 40217001

Nature reviews. , 2025, Vol.9(5), p.305-327

 Check for available services >

TOP

SEND TO

HOW TO GET IT

Send to



EXPORT RIS



ENDNOTE



REFWORKS



PRINT



CITATION



PERMALINK



EMAIL

How to get it

Additional services



[Submit an Interlibrary Loan \(ILL\) Request \(Avg. delivery time is 3-5 days\)](#)

Use this form to request an article or book chapter from another library.



[Get it Now via Article Galaxy \(umassmed.edu only\)](#)

Lamar Soutter Library pays an average of \$25 per article. Unmediated, 24/7 delivery within 2 hours for eligible journal content. Ineligible content will be redirected to interlibrary loan.



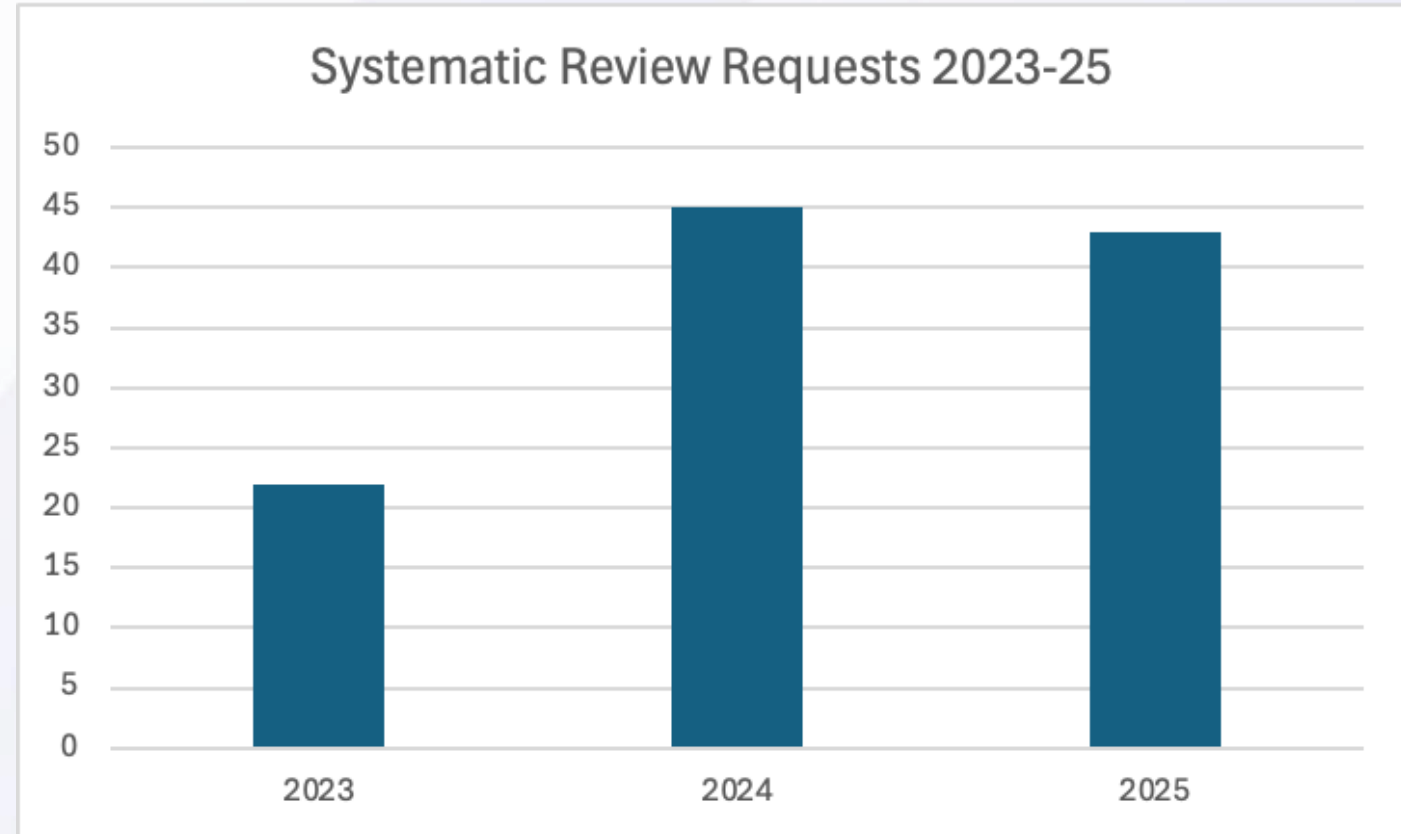
Publishing Landscape

Ever-evolving

- LSL offers limited institutional memberships and agreements waive or reduce publication charges for UMass Chan corresponding authors
- More information: <https://libraryguides.umassmed.edu/openaccess/open-access-discounts>
- Remains a priority area for the library

Systematic Review Service

- Growing service
- Increase in publications



Network of the National Library of Medicine: Region 7

UMass Chan, Lamar Soutter Library serves as the Regional Medical Library (RML) for **Region 7**, which provides programs, services, and dedicated support for NNLM Members in **Connecticut, Massachusetts, Maine, New Hampshire, New York, Rhode Island, and Vermont.**

- Current Contract (2021-2026)
 - Extending to 2027 @ 50% funding via administrative supplement
- Next 5-year Awards (2027-2032)
 - 66% reduction in program funding
- Priorities
 - Training on NLM products
 - Demonstrating impact of the outreach and training program

Shifting Dynamics: Rethinking the Mid-21st Century Library

- Embracing a more agile and focused academic health sciences library model
- Innovating library roles and services to better support student, faculty, and research success
- Leveraging resources and expertise to maximize impact amid streamlined budgets and staffing