2005

HAM-TMC Library Strategic Plan 2005-2010

Houston Academy of Medicine-Texas Medical Center Library

Follow this and additional works at: http://digitalcommons.library.tmc.edu/library_strategicplans

TMC LIBRARY
Health Sciences Resource Center

Vision: Informed Healthcare Decisions

Mission: In order to realize our vision we will

- **Collect, Provide and Conserve Health and Medical Information**

- **Teach Strategies and Develop Techniques for Knowledge Management**

- **Provide a Center for Study, Research and Collaboration**

Goals:

1. **Collect, Provide and Conserve Health and Medical Information**
   Library Sections Involved: Information Services, Information Technology, Collections Management, McGovern, Circulation, Photocopy/Interlibrary Loan

- Maintain and enhance the pre-eminent position of the HAM-TMC Library collections
  o Establish a stable and more appropriate budget with built-in growth potential for needed print and electronic materials
  o Revise and publish Collection Development Policy
    ▪ "living document" interaction etc
    ▪ Establish Collection Development Team that includes key staff from Collections Management, Public Services, and McGovern
  o Analyze, improve, and increase access to electronic collections

- Implement Serials Solutions ERMS
- Negotiate to give broader access to licensed resources
- Ensure every cardholder has proxy/remote access
  - Automate the library card registration process
  - Automate the process of creating a remote access account
  - Provide instructions on accessing electronic resources
  - Create web-based tutorial outlining our resources and methods for accessing them
- Evaluate monograph and serials collections
  - Determine appropriate locations
  - Establish ongoing weeding process
  - Merge the Menninger Collection
- Increase overall Library support and develop new funding models
  - Create and fund a named endowed position for the Library's Executive Director
  - Expand Adopt-A-Journal program
  - Establish new funding models
    - Identify new internal and external funding sources and partners
    - Establish additional targeted funds for collections and services
  - Work closely with the Friends of the Texas Medical Center Library to increase their support
    - Increase endowments for the Library's collections
  - Develop and publish a gift policy
    - Secure financial support to manage major acquisitions
    - Create educational programs regarding giving legacies

- o Engage a consultant to hold regular estate planning seminars with an emphasis on the disposition of personal papers, books, and other articles related to one's professional life
  - Develop a unified vision of the Library and its activities
    - Position the Library as a required-for-success business partner to the governing institutions
    - Create a public relations/marketing position

- Preserve the past by providing access to documents and information about the history of healthcare
  - o Provide proper shelving and storage in the Historical Research Center
    - Expand available shelving for library materials
    - Expand available shelving for archival collections
  - o Provide access to the photographs and manuscripts in the McGovern Research Center
  - o Ensure historical and rare book collections are accessible through WorldCat and the local catalog
  - o Digitize microforms, video, and other non-print materials
  - o Expand the digital collections and access to manuscript collections on the McGovern webpage and through national or regional consortia
  - o Increase awareness of historical collections
    - Create brochures, printed PR items, and educational materials for targeted audiences
    - Schedule mailings for publicity on specific collections, for challenge grants and for donations for specific funds or projects
    - Advertise in selected publications
    - Ensure regular articles appear in library and other publications

- Enrich resources available to our clients by strengthening consortial agreements
  - Increase participation in national and international programs through the NN/LM SCR
  - Strengthen existing consortial agreements, including THSLC, SCAMeL and the University of Texas System
  - Investigate other local and regional consortial groups
  - Establish consortial agreements outside the health and medical subject areas

- Remove barriers and make resources available and accessible to our clients
  - Promote open access for scholarly publications
    - Support NIH Public Access Policy
    - Increase TMC-wide awareness of scholarly publishing issues
  - Implement federated authentication
  - Implement Serials Solutions Article Linker across our database collection
  - Create and populate digital collections databases of local image and other collections
  - Create bibliographic records for non-cataloged materials

2. Teach Strategies and Develop Techniques for Knowledge Management
Library Sections Involved: Information Services, Collections Management, Information Technology, NN/LM SCR

- Provide new methods for teaching and learning
  - Create virtual teaching, including web-based tutorials
    - Investigate new tools for online education
    - Expand audio/video studio capabilities
      - Help potential educators become comfortable with near-live presentation skills
      - Provide on-line question submission to answer questions off-line

- Develop a full Library training program on video/webcast
  - Create virtual tour on the Library's website
  - Integrate and recommend curriculum management tools used by our educational partners
    - Conduct an environmental scan of curricula of all TMC educational institutions
    - Identify faculty champion partners in all TMC educational institutions
- Create and maintain the digital institutional repository for the TMC
  - Implement ProQuest Digital Commons
    - Collaborate and pilot with The University of Texas School of Nursing at Houston to store and catalog faculty research, theses and dissertations, and learning objects
    - Create and publish policy and workflow processes
    - Expand to include all TMC educational institutions
    - Identify and plan long-term funding mechanisms
    - Market publishing capabilities to TMC institutions
    - Encourage educational institutions to require submission of faculty research to the repository
    - Continue to explore institutional repository software
- Integrate library and clinical/patient information systems
  - Create task force to study current informatics and library joint systems
  - Establish clinician-focused web portals by specialty

- Enhance and expand repertoire of classes
  - Increase number of classes and participation for TMC institutions
    - Improve the Library's AAHSL standing
  - Create Curriculum Team with departmental representation
    - Contact faculty to investigate appropriate points of insertion into their curricula

- Identify partners in each educational institution
- Pursue curriculum innovations
- Provide continuing education credit for appropriate classes
  - Participate in Google and similar projects for knowledge management and access
    - Create Knowledge Management Team to consider pilot and test projects
    - Participate in Google Scholar project
    - Participate in Google Open WorldCat project
  - Strengthen our relationships with the region's library school programs
  - Enhance and create new educational opportunities for employees

3. Provide a Positive Center for Study, Research and Collaboration

Library Sections Involved: Public Services, McGovern, Information Technology

- Provide the information tools and infrastructure to meet client needs
  - Maintain access to all electronic resources via federated authentication
    - Use TMC institutional authentication sources where appropriate
    - Maintain Shibboleth source for authentication where the institutions cannot provide the service
    - Create automated reporting mechanisms to better align services with costs
      - Provide feedback reports for institutional partners
      - Provide reports to facilitate relationships with vendors
  - Provide and enhance wireless Internet connectivity
    - Provide public access points to users inside the Library
    - Market the service

- Document methods for accessing resources at their home institutions while in the Library, including email and patient records
  o Develop an alternate route to the Internet
    - Build alternate fiber path from the Library to the University of Texas Health Science Center at Houston
    - Enhance routing capability of Library to participate in dual-homing arrangement with BCM and UTHSC
    - Negotiate peering arrangements with UTHSC
  o Provide around-the-clock access and support to electronic resources
    - Create a hot-standby collocation site for web, proxy and accounting systems
    - Define IT services levels and align with Library business commitments
      - Provide infrastructure, including monitoring, hardware, support and connectivity, for 24/7 operations
    - Expand Reference Librarian service to on-call during off-hours
      - Conduct needs assessment of our users
    - Expand Electronic Resource triage to on-call during off-hours
      - Create access point from the Library's homepage for this service
    - Institute self-service portals to allow patrons to become more self-sufficient in the areas of IT, reference and electronic triage support
      - Simplify interfaces to all library resources

- Design a physical library to meet the changing needs of our clients
  o Determine the changing needs of our clients through focus groups, needs analysis, environmental study, surveys, and visits to other libraries
  o Provide group study areas, including study rooms and computer pods for collaboration

- o Provide more publicly available and safe electricity
- o Analyze use of books and journals to determine which materials should remain onsite
- o Make wireless internet access available ubiquitously in the Library
- o Redesign the Library space to meet the business objectives of the Library
    - ▪ Plan, fund and implement the design
- o Determine resources and services that are most important to our users and move those into the appropriate spaces
- Create a safe, secure and attractive environment for all
    - o Purchase new, comfortable, ergonomic furniture
    - o Create a 24/7 security program utilizing staff and surveillance technology
        - ▪ Increase Library physical security
            - Investigate sharing security personnel with other TMC institutions
            - Install surveillance equipment
- Communicate physical environmental needs and ideas to key people
    - o Develop marketing techniques for different audiences
    - o Develop funding models for capital campaigns
- Develop and equip a state-of-the-art conference center
    - o Perform needs assessment
    - o Move existing street-level computer lab and classroom to Library first floor
        - ▪ Build out classroom/computer lab space
        - ▪ Build out conference center
    - o Move staff from Library first and second floor areas
    - o Install electronic announcement system