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Houston Academy of Medicine – Texas Medical Center Library

2001 Annual Report
September 1, 2000 – August 31, 2001

Fiscal year 2001 was one of the most memorable years in recent history. It is rare for an Interim Executive Director to face total destruction of one-third of a Library facility. On June 8-9 Tropical Storm Allison dumped from 12 to 15 inches of rain on the already saturated Texas Medical Center, flooding many institutions, including the Houston Academy of Medicine–Texas Medical Center Library. Departments on the Street Level, including the Archives; Systems; National Network of Libraries of Medicine, South Central Region (NN/LM SCR); the computer lab and classroom; and the sandwich shop were affected. The Library sent over 800 boxes of archival material to freeze-dry, a method used by librarians to try to save documents damaged by water. These boxes should return in the fall of 2001 and staff will have to go through each box to determine if the materials are salvageable. We also lost over 80 public and staff computers in the flood, which will have to be replaced when the Street Level is rebuilt. I am grateful for the quick response to the disaster by the staff of the Library and the staff of the Houston Academy of Medicine, the building owners. Reconstruction should be complete by early January 2002.

The other major event for 2001 was the search for a permanent Executive Director for the Library. Right at the close of the Fiscal Year, Elizabeth K. Eaton, Ph.D., was selected. Dr. Eaton comes to the Library from Tufts University in Boston, where she served as Director of the Health Sciences Library for 18 years. I wish Dr. Eaton luck in leading the HAM–TMC Library as successfully as she did the Tufts Library.

As I leave Houston to assume a position at the Fox Chase Cancer Center, I would like to thank all the colleagues who made my two years as Interim Executive Director memorable. We accomplished a lot, including retaining the NN/LM SCR contract for another 5 year period; increasing the electronic resources to over 4,000 journals and 100 databases, and the completion of a strategic master plan.

J. Robert Beck, MD
Interim Executive Director
Houston Academy of Medicine–
Texas Medical Center Library

Effective November 19, 2001, I assumed the HAM–TMC Library Executive Director's position. Dr. Beck's Interim Director's contributions are greatly appreciated. I am finding the staff, the faculty, the TMC "family" including the Board of Directors, welcoming and supportive. This large biomedical library serving the Texas Medical Center's many institutions and schools and the National Network of Libraries of Medicine, South Central Region is a wonderful resource. In my tenure here I hope to build on the services and collection strengths, expanding the electronic full text and integrating the resources into informatics teaching and learning throughout The Medical Center complex. Since tropical storm Allison the staff have worked long and hard on recovery and restoration. Materials sent for freeze-drying have been returned and are being reentered into the collections; the computer lab and classroom are now reopened. Many thanks to all those involved.

Although Connecticut is my home, and I served as Tuffs University's Health Science Library Director in Boston from 1982 to 2001, I am not a stranger to Texas. I was Associate Director for Public Services at the Moody Medical Library, the University of Texas Medical Branch Galveston, Texas and I received my Ph.D. from the School of Biomedical Sciences at UTMB-Galveston.

I welcome the vast new opportunities here at the Houston Academy of Medicine –Texas Medical Center Library, and I am looking forward to working with such a diversified and knowledgeable group of individuals here. Our goal is to use that knowledge to expand the Library's exceptional traditions by developing services that will continue to meet the information needs of our institutional partners in the Texas Medical Center and surrounding communities.

Elizabeth K. Eaton, Ph.D
Executive Director
Houston Academy of Medicine-
Texas Medical Center Library

Knowledge Network Services Division (KNS)

In accordance with the Strategic Plan, a Texas Medical Center (TMC) Outreach Librarian position was created in the Knowledge Network Services Division, and was filled early in the fiscal year. The Outreach Librarian is responsible for communicating with the Participating and Supporting Institutions, as well as other TMC institutions, to ensure that we are meeting their informational needs.

Houston HealthWays, the public health information access project funded by the NN/LM SCR, ended in April. All project goals were met, including creation of a consumer/public health information page focusing on the informational needs of the Houston metropolitan area; placement of computer equipment in public health agencies throughout the city; and presentation of classes to public health professionals, public librarians, and health information consumers.

Honorable Gordon Quan Houston City Council Member at CHIA Press Conference

The *CHIA: Consumer Health Information for Asians* project, a partnership of the Jesse H. Jones Community Health Information Service and the Asian American Health Coalition, was very successful in placing informational kiosks with health brochures in Chinese and Vietnamese in "seven predominantly Asian populations." A press conference announcing the program was held in November, and a poster session describing *CHIA* was presented at regional, national and international library conferences.

Through a partnership with KUHT Houston Public Television, TxPEC (Texas Partnership on End of Life Care) and the American Library Association, four local forums were held in the fall to coincide with the PBS series *On Our Own Terms: Moyers on Dying*, which aired on KUHT in early September.

Health Informatics Education Center (HIEC)

James W. Suliburk, MD Handheldmed.com, LLC at Informatics Conference

The Health Informatics Education Center began FY 2000-2001 as usual, providing HAM–TMC Library clients with instructional services as well as access to computer workstations and videoconferencing facilities. HIEC staff also maintained the HAM–TMC Library's main Web site as well as the *Houston HealthWays* consumer-health Web site. On Thursday, June 7, 2001, HIEC staff, with assistance from other Library staff, presented the *5th Annual Houston Conference on Health Informatics*. This year's theme was *Beyond Wired: Wireless Technology and Health Information*. Approximately 150 people attended the conference while several hundred viewed all or parts of the conference via live Webcast.

Flood Damaged HIEC Lab

The day after the conference, flooding caused by Tropical Storm Allison entirely wiped out the HIEC offices, equipment, and facilities. The staff spent the last part of the year recovering from flood damage and planning for the re-construction of the center. The Classroom and Lab are scheduled to re-open in January 2002. Even without a classroom the staff was able to continue providing classes, thanks to the M.D. Anderson Research Medical Library's generous sharing of their classroom facility. Despite the disruption caused by Allison, during FY 2000-2001, the HIEC taught 89 classes that were attended by 1,376 students. In July 2001, the HIEC joined with the HAM–TMC Library Systems Department to form the new Department of Systems and Informatics.

Systems Department

During FY 2000-2001 the HAM–TMC Library Systems Department was responsible for the installation, maintenance, and security of all networks, servers, printers, and workstations (both public and staff) in the Library. Systems Department staff also maintained the Library's phone system; implemented and maintained the keycard access control system; provided end-user support to Library staff and Webcasting services; and tested a number of new technologies for possible adoption by the Library.

Flood Damaged Sytems Office

In June 2001, Tropical Storm Allison destroyed the Systems Department's offices as well as several key servers. Through heroic efforts by the staff, the Library was able to restore all essential electronic services to Library clients in record time. The staff spent a great deal of time on flood-recovery efforts, including ordering new furnishing and equipment for the HIEC lab and classroom, and reconfiguring the Library's computer room so that no servers again reside on the Library's lower level. Of greatest interest to the Library users, the proxy server was available again in September 2001.

Collections

The HAM–TMC Library Collections experienced a number of noteworthy events during 2001. The most significant event was the flooding that occurred June 8-9. Approximately a thousand volumes of lesser-used monographic materials were damaged, along with an entire shipment (approximately 100 volumes) of current journals destined for the bindery. Although no attempt has been made to replace the lesser-used monographic materials, the Library has been aggressive in efforts to replace the current journal volumes damaged in the flood. At this point almost all have been replaced, either with electronic surrogates, new print copies, or restored flood-damaged copies.

The Library continues to significantly expand holdings of electronic journals. The number accessible now exceeds 4,000, a four-fold increase over what we had available as of mid-1999. We have also refined our understanding of the limitations placed on usage by our various consortial agreements. As a result, we have modified and refined ways in which we provide electronic access to these titles, reconfiguring our proxy servers to take into account the varying institutional affiliations of our diverse user group.

In addition to electronic journals, the Library has expanded the collection of print journals, adding 40 new titles. Expanding the number and quality of print and electronic titles in our collection must continue if the Library is to reflect the research and educational programs of our member institutions.

Access Services

We have continued the ongoing project of stacks maintenance shelf reading the collections to ensure items are in their proper place. Every week a certain range of shelves are carefully examined by our staff.

The Circulation Department is responsible for registering users for Remote Access. Before the flood there were approximately 2,100 users registered for Remote Access. When we rebuilt the system and had our users register again, 700 users were re-registered in one month.

A form has been added to on our webpage for our customers to update their e-mail addresses. Over 250 customers have responded with updated information. This allows us to automatically deliver system notices to them to inform them when items are overdue or if their membership has expired. The advantage of delivering notices via e-mail is it decreases cost in comparison to regular mail delivery; it decreases the time frame in sending notices, and it immediately notifies our users of overdue items.

National Network of Libraries of Medicine South Central Region (NN/LM SCR)

The HAM-TMC Library submitted a proposal to the National Library of Medicine to continue as the Regional Medical Library for the National Network of Libraries of Medicine, South Central Region (NN/LM SCR) in June 2000. The five-year contract was awarded to the Library on May 1, 2001 and extends through April 30, 2006. The mission of the NN/LM SCR to advance the progress of medicine and improve public health by providing all health professionals in the South Central Region (Arkansas, Louisiana, New Mexico, Oklahoma, and Texas) with equal access to biomedical information and improving the public's access to information, within the SCR, to enable them to make informed decisions about their health.

From left: Karla Bourque, Gretchen Schweiger, Greg Bodin, Renee Bougard, Ruicha Mishra, Carrie Rogers, Melissa Salas and Dr. Elizabeth K. Eaton

Classes on the National Library of Medicine's databases and on using the Internet to locate quality health information are the basic means of providing equal and improved access to health information. A number of outreach subcontracts are made available to Network member libraries to provide training and similar services provided by the NN/LM SCR staff within the Library's geographically designated service area for health professionals as well as for consumers. Substantial funding has been awarded to Network members in the areas of public health and consumer health to investigate health information needs and disparities of the designated target audience, and to assist in meeting their health information needs. Smaller computer equipment awards are made to new or smaller Network members who are without adequate Internet access so they may access the National Library of Medicine's products and services, and other health information on the Internet.

Minority, underserved, rural, innercity, and other special populations will receive emphasis in outreach efforts during this five-year contract. A Special Populations Outreach Coordinator was added to the 2001 – 2006 contract to identify these populations, and to assist in developing programming specifically for the identified groups.

John P. McGovern Historical Collections and Research Center

The focus of the year has been digitization and processing manuscript collections. Through a time-sharing contract with Gittings photography studio, the McGovern Center has access to a Foveon camera for digitization of the Library's most fragile books and manuscripts. With the use of this camera, the digitization staff has completed the fourth edition of *The Principles and Practice of Medicine* (New York: 1901) by William Osler. Many other titles by William Osler have been digitized for building a section of the McGovern Center's Web page (http:// mcgovern.library.tmc.edu) known as *Osler's Web*. This project will allow students and researchers to study medicine at the beginning of the twentieth century and track the influence of Osler and his medical progeny to today's medical practice and education.

In addition, the *Medicine Man in Texas* (Houston, TX: 1930) by George Plunkett Red, and *Little Rock Joe* are available on the McGovern Web page. The first title is an accumulation of biographical vignettes on nineteenth and early twentieth century Texas physicians. The last title is an exceedingly rare account of a patient's life in a Texas asylum and was made available through a cooperative program with the Center for American History at the University of Texas in Austin.

Dr. R. Lee Clark

The archive has focused on the papers of Dr. R. Lee Clark who was the executive director of the University of Texas M. D. Anderson Cancer Center for thirty years. Through a grant from the Friends of the Texas Medical Center Library, an archivist has begun processing Dr. Clark's extensive collection of personal papers and historical papers from other researchers and administrators in the Texas Medical Center.

Flood Damaged Archives

Flood water from Tropical Storm Allison soaked parts of many archival collections on the Street Level. Over 800 boxes of documents, personal papers, printed materials, and institutional records were shipped to a freeze-drying facility. The McGovern Research Center was closed for nearly two months while staff moved their offices and collections, and sorted artwork, book collections, and memorabilia that was moved after the flood. The full extent of the damage and loss to the archive will not be known until the collections are processed next year.

Office of Development and Sponsored Research Programs

The following grants have been awarded to the Library during the last fiscal year:

- National Institutes of Health–National Library of Medicine: *Woman to Woman*, $ 72,000 awarded to Texas Woman's University and HAM–TMC Library.
- TIF Board: $ 100,000 funds from grants to UTHSCH and BCM for Distance Learning.
- SummerLee Foundation: $ 10,000 for establishment of a Center for the History of Mental Health Care in Texas.

2001 Employee Awards

Emmanuel Onwuachi, Employee of the Year and 15 Year Award Recipient, with Deborah Halsted and Dr. Elizabeth Eaton

2 Year Library Award (from left) Deborah Halsted, Renee Bougard, Richard Jasper, Scott Aikens, Charles Breedy, Dr. Eaton (seated) Donald Sewell, and Laurel Sanders

5 Year Award (from left) Willetta Smith, Martha Green, Alisa Hemphill, Mark Eagleton, Roberto Cubias and Dr. Eaton

Part-Time Employee of the Year (from left) Jesse Gonzalez, Linda Muñiz and Dr. Eaton

REVENUE

Assessments	$4,635,143
Fee-based services	719,267
Interest income	200,774
Unrealized (loss) on investments	248,395
Grants, contracts, gifts	1,585,893
Total Revenues	**$7,141,077**

EXPENSES

Personnel	$2,733,246
Collection	2,081,690
Building-related costs	903,933
Computer Expense	321,392
Library development	126,287
Building improvements	163,885
Printing and copying	197,057
Postage and supplies	118,042
Other expenses	461,563
Depreciation	1,494,829
Total Expenses	**$8,601,924**

STATISTICAL HIGHLIGHTS 1999–2000

Web Home Page accesses	13,730,656
Card holders	9,046
Gate Count (attendees)	306,399
Book and journal volumes	333,115
Current serial subscriptions	5,019
Unique print serial titles	2,738
Unique electronic full-text journals	2,281
Circulation (includes reserve)	44,505
Photocopying by public	2,197,286
Fee based photocopying	6,819
Questions answered	45,797
Lending	27,005
Borrowing	5,369
Fee based searches	426
Classes and workshops	135
Class attendees	1,902
Librarians and other professionals	22.25
Support staff	31.50

BOARD MEMBERS AND ALTERNATES 2000–2001

Baylor College of Medicine

Members: William R. Brinkley, Ph.D.; C. Michael Fordis, Jr., M.D.; James W. Patrick, Ph.D.
Alternates: William T. Butler, M.D.; Ralph D. Feigin, M.D.; Mr. Kevin J. Necas

The University of Texas Houston Health Science Center

Members: Gilbert Castro, Ph.D., *Vice-Chairman;* George M. Stancel, Ph.D.
Alternates: Doris L. Ross, Ph.D.; Paul Darrington, Ph.D.

The University of Texas M.D. Anderson Cancer Center

Member: Stephen P. Tomasovic, Ph.D.
Alternate: Robin R. Sandefur, Ph.D.

Houston Academy of Medicine

Members: Mr. Greg Bernica; Carlos Hamilton, Jr., M.D.
Alternates: Albert E. Gunn, M.D.; Michael E. Speer, M.D.

Texas A&M University – IBT

Member: Fuller Bazer, Ph.D.
Alternate: Magnus Höök, Ph.D.

Texas Medical Center

Member: Richard E. Wainerdi, Ph.D., *Secretary*
Alternate: Ms. Joyce Camp

Texas Woman's University

Member: Kathryn S. Stream, Ph.D., *Chairman*
Alternate: Mrs. Elizabeth Snapp