

2002

Biennium Report: Services 2001-2002 / 2000-2001

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Houston Academy of Medicine – Texas Medical Center Library



Advancing Education, Patient Care,
Research *and* Consumer Health into the
21st Century

Biennium Report: Services 2001-2002 / 2000-2001

Houston Academy of Medicine – Texas Medical Center Library

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Foreword of The Library Board Chair

The Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library's bold vision is to continuously improve its resources and service capabilities. The Library employs the latest technologies to support the exponential growth of the world's largest medical center. The Texas Medical Center has earned the reputation as one of the finest centers for patient care, biomedical research, and education in the health professions.

Founded in 1949, the HAM-TMC Library is a leader in innovation of health information and historically has served the physicians in Harris County and the education and research programs of the Texas Medical Center (TMC). The TMC is home to more than 40 member institutions, including two medical schools, four schools of nursing, 13 renowned hospitals and two specialty institutions. Over a billion dollars have been expended in adding or renovating the infrastructure of the TMC in the past three years alone with a growth of 50% anticipated by 2010.

Given the emerging information and communications environment, the Library is positioned to make significant contributions to the delivery of health care by utilizing advances in technology. With its unique mission, the Library fulfills both in-reach and outreach objectives by providing access to health information for all TMC constituents as well as the community at large.

Through a continuing federal contract with the National Library of Medicine, the HAM-TMC Library serves five states (Arkansas, Texas, Louisiana, New Mexico and Oklahoma) by acting as the regional medical library for the National Network of Libraries of Medicine South Central Region (NN/LM SCR). This program strives to promote awareness and access to biomedical information resources for health professionals and the public. In this regard, the Library is involved in numerous service projects related to community health initiatives.

In addition to the NN/LM contract, the Library is instrumental in generating public and private sector funding for Library projects as well as participating in TMC institutional initiatives. For example, the Library began participating in the Summer Institute for Science Teachers this past year which is hosted by the University of Texas-Houston Health Science Center and Spring Branch Independent School District. The purpose of this exciting program is to provide science teachers



with medical center resources to assist them with curriculum development for middle school.

The Library is fortunate to have attracted Dr. Elizabeth Eaton as Executive Director. During her tenure, Dr. Eaton has proven to be a visionary and driving force in leading the Library's quest to become a premier conservator and authoritative provider and advisor for health information resources. A notable accomplishment this past year was the development of a formal partnership with Rice University's Fondren Library.

As the Chair of the Board of Directors of the HAM-TMC Library, it has been my distinct personal pleasure and privilege to work with other Board members to serve and support one of Houston's great treasures.

Gilbert A. Castro, Ph.D.

Board Chair

2002-2003

Executive Director's Report 2000-2002

This biennium report for fiscal years 2001-2002 and 2000-2001 for the Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library is my first report to you as Executive Director. I began work at HAM-TMC in November, 2001. The HAM-TMC Library was facing serious issues: flood recovery, budget reductions, accountability issues, strategic planning and direction setting. This report covers how the staff and Executive Management Committee have faced these challenges and how library planning and accomplishments are moving ahead. We are pleased with our progress.

In June 2001, Tropical Storm Allison flooded the ground floor covering everything with 4 feet of water, including archival materials, the computer classroom and offices. Surprisingly many archival materials survived due to quick staff response. They rescued the archival papers by freeze-drying and decontamination. In early 2002, only 7 months later, we held our 'grand reopening' for new offices, new computer classroom and laboratory and the National Network of Libraries of Medicine's Regional Medical Library office space.

In July, 2002 the Executive Management Committee revised the HAM-TMC Library's Strategic Plan. This plan had originally been facilitated by Cascade Consultation under former Executive Director Dr. J. Robert Beck in April 2001. With the strategic planning process vision and strategies the Library can provide services to improve the quality of health care decisions at multiple user levels in the Houston community and, due to current technology, for a much broader constituency. Our 8 strategic goals are as follows:

1. *The Individual Customer:* To meet the information needs of our users with innovative, timely, and excellent service;
2. *Institutional Partnerships:* To strengthen our institutional partnerships by recognizing and supporting these diverse missions;
3. *Excellence:* To develop and enhance specialized services of national prominence, such as NN/LM SCR and the McGovern Center.
4. *Internal Culture:* To provide a work environment to nurture career development, encourage creativity, and reward collaboration, excellence and initiative;
5. *Marketing:* To establish the HAM-TMC Library as The Heart of the Texas Medical Center;
6. *Information Technology:* To adopt and utilize advancing technologies to enhance information access;
7. *Finance:* To increase our funding base through both established and new resources;
8. *Fund Raising:* To obtain external funding for Library programs, collections, and services.

The next step was the creation of a workable plan of action for these strategies to realize the set goals. We identified 29 areas in all major library departments relating to the above 8 goals/strategies. Each of these areas is defined both in terms of results that must be achieved and in identifying the person(s) accountable. For our purposes, the critical questions are:

How will we know when these results have been achieved? And, how will we know our Library is an effective force in the community, contributing significantly to health care decisions?

Statistical Reporting and Comparisons with Other Medical Libraries

Statistical reporting is one tried and true method to measure effectiveness. The primary measure for academic health libraries is to compare and contrast themselves with similar libraries. In 1979 the HAM-TMC Library undertook the development and publication of the first edition of *The Annual Statistics of Medical Schools in the United States and Canada*, referred to as Academic Health Sciences Library, AAHSL data. It is compilation data from more than 140+ academic health science libraries in the US and Canada including data in some 52 areas related to collections, expenditures, personnel, services, and facilities. Now in its 25th year, these data continue to provide benchmarks, means, and variations. We refer to the AAHSL data when looking at our own statistics, national library trends or comparisons with our sister libraries. Charts in this report reflect a 5 year trend, 1997-1998 through 2001 - 2002 as well as the HAM-TMC Library data of the last 2 years. AAHSL data are now published by the AAHSL corporate office.

Usage The Library's web home page access increased by 83.5% since 2001; the gate count (foot traffic) decreased by 4% in 2000-2001 and 8% in 2001-2002; the actual gate counts, however, were above the national mean; the circulation count decreased 14.53% and 8.98% respectively. Due to the Library's size the counts are above national means. Although HAM-TMC Library's circulation of materials continued to decline, in line with national trends, cardholder numbers were up by 21.5% due in large part to the advent of remote access services, evidence that more users are accessing the Library's resources remotely. The AAHSL trends are similar. "Nationally both gate count and circulation of library materials are down (3% and 12.5% respectively) indicating a trend toward less use of physical facilities; however, though data is lacking at the present time, librarians report anecdotal evidence that users have



shifted their use of libraries from physical access to electronic access.” (2000-2001 AAHSL Statistical, *The Composite Health Science Library*) [See Circulation section] [See Statistical Highlights section]

Reference Queries There was a 27% increase in the number of reference queries by consumer and non-cardholders, illustrating the increasing demand for medical and consumer health information by the general population. The HAM-TMC Library’s Consumer Health resources have increased as well; the Library’s promotional programs have made these resources widely available. And yet since 2001, the overall number of reference questions decreased by 22%. This, in part, can be explained by the fact that library users’ habits are changing markedly from conducting most of their research or study in the library to remote access via the Internet. Because the Library’s computer educational classrooms were down for 6 months following Tropical Storm Allison, the data for this period is incomplete. Nationally, however, libraries’ reference questions are down while educational sessions are up. [See Reference-Knowledge Network Services section]

Interlibrary lending At HAM-TMC Library, interlibrary lending is up 26.6% and borrowing is up 12%. The total number borrowed is small, 6,013, due to the adequacy of the collection, while total numbers lent is larger, 27,481. This Library is a net lender attesting to its large collections. The trends nationally are: “Interlibrary loan activity has also decreased but only slightly for items borrowed and requests received. While the number of interlibrary loan requests filled is down slightly over 4%, the fill rate is relatively average at 75% (last year’s rate was 78%). Education programs showed increases in all categories, possibly

indicating that as libraries change toward more emphasis on electronic access, there is a matching need for education and training in access services.” (2000-2001 AAHSL Statistical, *The Composite Health Science Library*).

[See Statistical Highlights section]

But what do these activities really tell us? Are they accurate indicators of a good medical library? We have been wrestling with this question at the HAM-TMC Library during the past year and I would like to share with you some of what we have learned. We found it necessary to consider a good medical library in terms of effectiveness – whether it is accomplishing its stated purpose. To answer this important question, we need a way of measuring the Library’s effectiveness. We assume that if we are able to achieve our stated goals, we hope to significantly affect the community’s health care decisions. Also, we realize that the medical library is not the only resource of health care information in the community. There are teaching programs, private collections of published materials, colleagues to consult and many other sources of health care information.

Over the past 2 years in the development of Library goals, the Library staff have helped single out four important indicators of library-wide effectiveness.

These are as follows:

- **Reference quality:** The speed, accuracy, and user satisfaction with the Library’s reference services.
- **User satisfaction:** While user satisfaction relates to all indicators, here we mean a gross, subjective measure that relates well to the general reputation of the Library within our user community.
- **Collection use:** The percentage of the collection that is used and how much it is used.
- **Collection availability:** The ability of the Library to respond to requests from Library users for specific published items.

Reference Quality and User Satisfaction

The actual measurement of these overall effectiveness indicators is our task for next year. We are currently engaged in gathering data on each of the four indicators. Each requires complex measurement techniques, interviewing, computer-generated data, manual statistics gathering and sampling. We will also participate in a national electronic survey LIBQUAL+™ and conduct an in-house user survey. These will inform us who is using the Library, what their perceptions are and what services they use. Measurement requirements for the other indicators have also been delineated and we expect to begin with some measurement next fiscal year.

Collection Use and Availability

Collection availability is a critical consideration. Users have embraced the online full text journals, many available from the mid 1990's. However, the wealth of original articles from approximately 30,000 scientific and technical journals dates back to the eighteenth, and nineteenth centuries, as well as into the late twentieth century and are in print only. The HAM-TMC Library has a comprehensive print and e-journal collection, ranking above the AAHSL mean, with 2,742 unique print journals and 2,363 unique electronic full-text journals. The AAHSL mean is 1,716 and 961, respectively. Journal cost escalation is the primary reason for a substantial decrease in AAHSL mean. The nineteenth edition of the Brandon/Hill *"Selected List of Print Books and Journals for Small Medical Library"* has followed price increases since 1965 [1]. The average price per book title increased 171% and the average journal subscription price increased 2,251%. Brandon/Hill references clinical not research journals which tend to be more expensive with a larger annual percentage increase. Library operation budgets have not kept pace. Many of the Library's resources are consortia purchases. The University of Texas, Austin is one the larger consortia and affords all UT libraries shared resources. In FY 2002, 700 million UT online pages were read.

"Print serial subscriptions continue to decline. The 2000-2001 data shows a 4% decline, similar to last year's decline. Growth, as represented by positive numbers, continues again in electronic serials. The composite health sciences library reports a 102% increase in unique electronic serials added to the collections, but the overlap between print and electronic titles decreased to just over 40%. The decrease in overlap may suggest that member libraries are opting to avoid duplication and purchase serials in one format only. Electronic serials continue to advance within the collection. Electronic serials are now 54.92% of total serials, whereas previously electronic serials were 37% of the total. Continuing a trend developed over the past three years is the amount of shared costs for electronic serials. This year there is a 98% increase in the number of titles whose cost is shared and last year it was 84%. Still, only 36% of electronic titles are shared cost; in the composite health sciences library, the full cost is managed for 64% of the electronic serials. The percentage of the collection budget spent on e-resources continues to show an increase as in the previous year: a 26% increase in the amount of the collection spent on e-resources." (2000-2001 AAHSL Statistical, The Composite Health Science Library) [See Library-Collections section]

These data are admittedly general. However, HAM-TMC Library finds, as do other medical school libraries through-


out North America, that the AAHSL report is very useful for budget and other developmental purposes.

Regional Center for the National Network of Libraries of Medicine

In addition to Library services, HAM-TMC Library contracts with the National Library of Medicine (NLM), which coordinates the National Network of Libraries of Medicine (NN/LM) program, a nation-wide network of health science libraries and information centers. The HAM-TMC Library is one of eight regional centers, South Central Region (NN/LM SCR), representing five states: Texas, Oklahoma, Arkansas, New Mexico, and Louisiana. NN/LM primary objectives are to: 1) provide all U.S. health professionals with equal access to bio-medical information; and, 2) improve the public's access to information to enable them to make informed decisions about their health. Following these objectives, the Library's focus is thus both on the health professionals and our community. The outreach programs of the NN/LM SCR and the Library in general, are highlighted and described in more detail in following sections.

Meeting the information needs of Library users is our primary goal. While you may learn much about our services in this biennium report, it also reports on the people who so capably deliver these services. The Library currently employs 18 full-time librarians, 2 part-time librarians, 34 full-time staff and 12 part-time staff to fulfill its mission.

Many members of the Library staff, and individuals associated with the Texas Medical Center as well as close personal friends of the Library have helped make this report possible. Also, in order is an expression of appreciation to Artisan Field, Inc. for their corporate contribution of 50% toward the design and print costs for this issue.



Elizabeth K. Eaton, Ph.D.

Executive Director

[1] Hill DR, HN Stickell, Brandon/Hill selected list of print books and journals for the small medical library. *Bulletin of the Medical Library Association* 2001 Apr; 89 (2), pp. 131-53.

AAHSL-Association of Academic Health Science Libraries

The Association of Academic Health Science Libraries (AAHSL) is composed of directors of libraries of 142 accredited U.S. and Canadian medical schools belonging to the Association of American Medical Colleges. AAHSL's goals are to promote excellence in academic health science libraries and to ensure that the next generation of health practitioners is trained in information seeking skills that enhance the quality of health care delivery, education and research. AAHSL was founded in 1977 and is a member of the Council of Academic Societies of the Association of American Medical Colleges.

Library Collections

Two major activities characterized collection management at the Library for 2002.

The first was the need to balance the Library's budget for Fiscal Year 2003 which necessitated:

- Scaling back the agreement with MDCConsult, the popular on line end-user service, from 20 seats to 10 seats. This reduction allowed the Library to save \$28,000.
- Canceling 164 print journal subscriptions, resulting in savings of approximately \$150,000.
- Reducing the Collections budget for monographic expenditures by approximately \$75,000; this reduction was off-set by significant gifts from Mrs. Alice Pratt (\$25,000) and Dr. John P. McGovern (\$30,000).

The second was the creation of the Historical Research Center, located on El Rio Drive, near the 610 South Loop and Hwy 288 interchange in Houston. In addition to providing a permanent, safe and dry location for the Library's archival collections, this new facility will make it possible for the Library to deal with overcrowding in the first and second floor stacks, which will house the book and bound journal collections respectively.

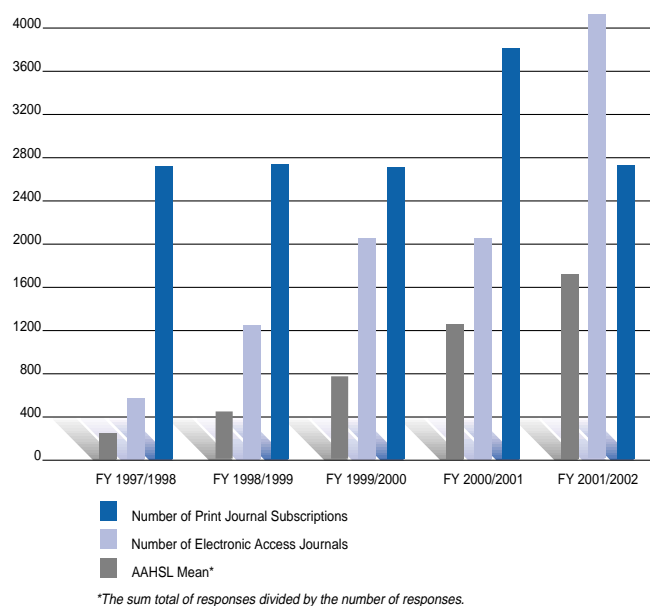
At the end of FY 2002, the Library reported the following collection statistics to the American Association of Health Science Libraries:

- Total print volumes: 338,880
- Total monographic titles: 135,815
- Total electronic monographs: 106
- Unique print serial titles: 2,742
- Unique electronic full-text serial titles: 2,363
- Unique current serials (print and electronic): 5,105
- Electronic serial titles also received in print: 1,727
- Total electronic full-text serial titles: 4,090

The FY 2003-04 book budget is projected to offset anticipated price increases. As a result, no current approval plan for monographic materials will be available for the coming fiscal year. Moreover, access to electronic resources is becoming more expensive and at the same time, increasingly critical to the research community.

Late in FY 2002, the Texas State Library and Archives Commission notified academic libraries that funding to off-set the cost of electronic resources (TexShare) will be reduced over the next 18 months.

Library Journal Subscriptions 1997 – 2002 Report
Association of Academic Health Science Libraries (AAHSL)



This is a matter of considerable concern to the medical Library in terms of electronic resource services.

The Library budget FY 2003-04 built in 9% for inflation, and while this is a reasonable expectation, this may not be sufficient to cover access to the Library's current array of paid electronic resources due to the climate of merger and acquisition in the academic publishing world.

The future of electronic resources, and its effect on the Library, is difficult to predict; and yet, recent commitments to consortium contracts with academic publishers gave the Library some price relief in fiscal years 2001 and 2002.

The HAM-TMC Library looks forward to continued future benefit through the consortium contracts.



Statistical Highlights

	2001/2002	2000/2001	%Change
Web Home Page accesses	25,195,373	13,730,656	+83.50%
Card holders	10,998	9,046	+21.57%
Gate Count	281,790	306,399	-8.03%
Book and journal volumes	338,880	333,115	+1.73%
Current serial subscription	5,105	5,019	+1.71%
Unique print serial title	2,742	2,738	+0.14%
Unique electronic full-text journals	2,363	2,281	+3.59%
Circulation (includes reserve)	40,632	44,505	-8.70%
Photocopying by public	1,552,363	2,197,286	-29.35%
Fee based photocopying	6,999	6,819	+2.63%
Reference questions answered	35,666	45,797	-22.12%
Lending*	19,403 (27,481)	27,005 (20,159)	+26.6%
Borrowing	6,013	5,369	+11.99%
Fee based searches	388	426	-8.90%
Classes and workshops**	69	135	-48.88%
Class attendees***	1,694	1,902	-10.93%
Librarians and other professionals	24.12	22.25	+8.40%
Support staff	28.50	31.50	-9.52%

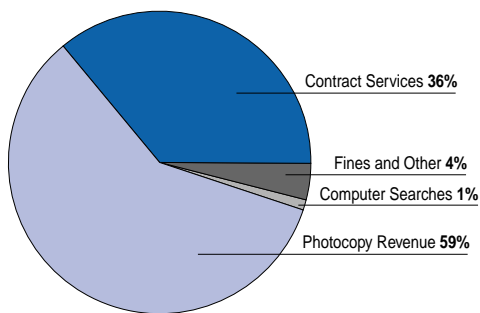
* Lending statistics for 2000-2001 included all RECEIVED requests. Lending statistics for 2001-2002 did not include Loansome Doc requests and only include FILLED requests. Lending statistics for 2002-2003 onward will reflect the inclusion of only FILLED requests for both the Lending and Loansome Doc services.

** NN/LM SCR not included in 2001-2002

*** Tropical Storm Allison closed the computer/education classrooms for seven months.

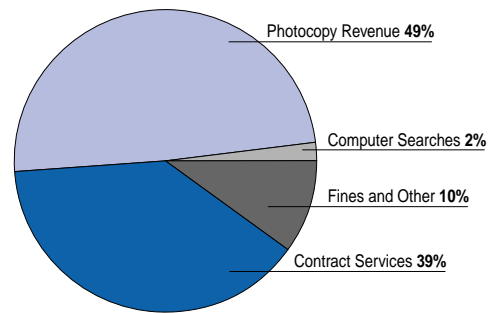
Financial charts 2001-2002 and 1996-97

FY 2001/2002 Revenue from Service Fees



Photocopy Revenue	416,822
Contract Services	252,427
Fines and Other	32,542
Computer Searches	7,375
TOTAL	709,166
Assessments:	
Participating	4,222,127
Supporting	429,953
TOTAL	4,652,080

FY 1996/1997 Revenue from Service Fees



Photocopy Revenue	450,893
Contract Services	357,016
Fines and Other	88,408
Computer Searches	17,947
TOTAL	914,264
Assessments:	
Participating	3,917,623
Supporting	397,000
TOTAL	4,314,623

Office of Development and Sponsored Research – Contracts, Gifts, Grants

In FY 2000-01 and in FY 2001-02, the Library received gifts from Mary and Ben Anderson Fund, Burlington Resources Foundation to the Friends of Texas Medical Center Library for the Consumer Health for Asians and Hispanics project, Ellwood Foundation, Fondren Foundation to the Friends of the Texas Medical Center Library for the History of Medical History project, Dr. John P. McGovern and the McGovern Foundation, Summerlee Foundation for the History of Mental Health Care in Texas project and the Wills Foundation in support of Library-related programs and activities. The greater part of the Library's private fund support is provided by the Friends of the Texas Medical Library which gives generously toward Library development, outreach, and physical facility. During the 2001 Houston's Most Fascinating Dinner, the Friends raised funds for Library programs, activities and facility. (see Friends section).

In addition, the Library received public financial support from the National Library of Medicine's cost reimbursement contract for the Regional Medical Library which is in residence at HAM-TMC Library for the South Central Region, as well as an award from the National Institutes of Health-NLM for the *Woman to Woman* project under principal investigator, Jeffrey Huber, Ph.D., Associate Director for Research at HAM-TMC Library on a joint appointment

with Texas Woman's University's School of Library and Information Studies. (see Outreach section).

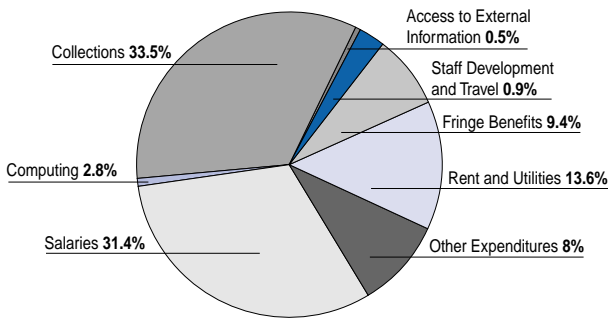
Funds were also raised from state resources. The Texas State Library and Archives Commission awarded two HAM-TMC Library departments. The first is a McGovern Center digitization project under Elizabeth Borst White, MLS, director of the John P. McGovern Historical Collections and Research Center, and the second award funds a bilingual consumer health initiative for electronic health information needs in the Harris county's Spanish speaking community also under Jeffrey Huber, Ph.D.

The State of Texas Telecommunications Infrastructure Fund awarded the Library, in collaboration with the University of Texas Health Science Center and Baylor College of Medicine, the means to purchase webcast and distance learning equipment which will help develop the Webcast and Distance Learning Office (Systems and Informatics Department) in 2003-04. This will become, in part, a fee-based service, to assist the Library in raising external funds.

In FY2000-02 and FY2001-02, the Library received a total of \$ 377,324 from private and public sector funding.*

* This total does not reflect the restricted McGovern Endowment funds or the NN/LM SCR cost reimbursement contract for FY01 or FY02.

FY 2001/2002 Operating Expenses

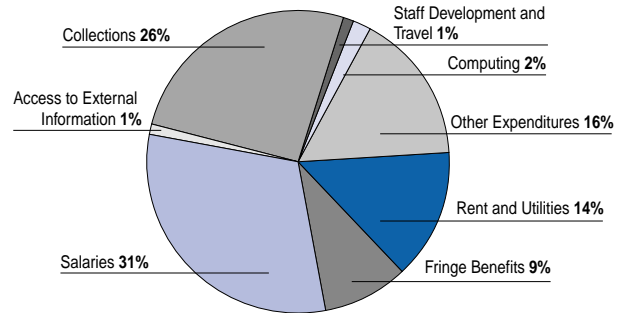


Access to External Information. (just-in-time purchases) such as information from external sources for public/client service. Includes such costs as interlibrary borrowing, document delivery, external database access charges, Copyright Clearing Center (CCC) charges and others.

Computing/network equipment expenditures. Report expenditures for computer and networks, new or replacement, for public or staff use. Include costs for: hardware maintenance (or hardware purchases if you do not use a capital budget), integrated library system expenses, cataloging utilities, operating systems, network wiring, network management, software maintenance, printers, printer software, printer maintenance, hubs, etc. Exclude instructional software and databases.

All Other Operating Expenses. Report operating expenditures including non-computer equipment, , supplies, postage, telephone. Do not report rent, utilities, fringe benefits, or extraordinary one-time, non-recurring expenditures.

FY 1996/1997 Operating Expenses



Salaries	1,564,214
Staff Development and Travel	29,469
Collections	1,307,577
Access to External Information	27,593
Computing	79,947
Other Expenditures	797,186
Rent and Utilities	668,265
Fringe Benefits	417,515
TOTAL	4,891,766

Access to External Information. (just-in-time purchases) such as information from external sources for public/client service. Includes such costs as interlibrary borrowing, document delivery, external database access charges, Copyright Clearing Center (CCC) charges and others.

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Consumer and Community Health Outreach in Support of Library Initiatives

The Houston Academy of Medicine-Texas Medical Center (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 NN/LM SCR awarded the library a third subcontract to continue providing services for health care professionals and specific public programs in rural or inner-city facilities as part of the 2001 regional contract through 2006. (The maps found here illustrate the classes, exhibits and workshops provided by the Library's subcontract with the NN/LM SCR to Harris and surrounding counties.)

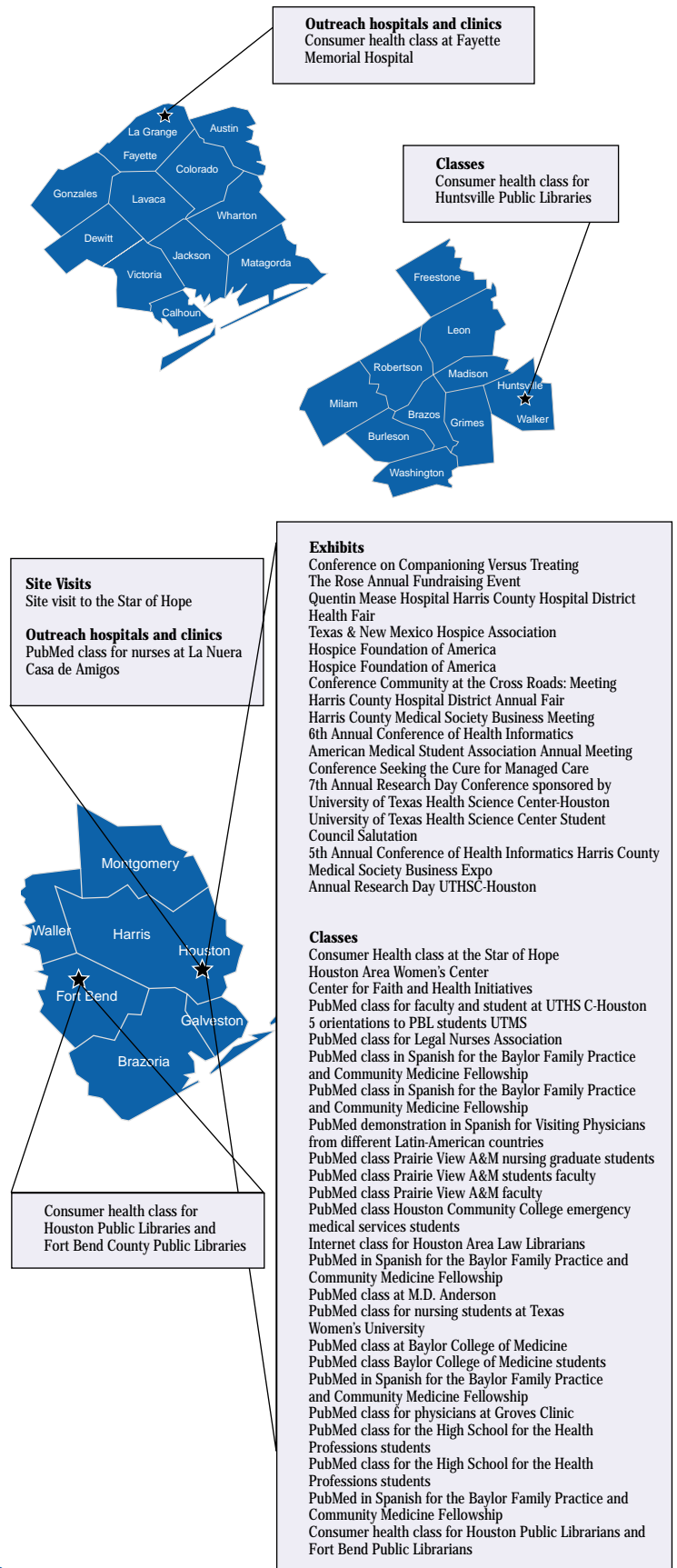
The Library's Jesse H. Jones Community Health Information Service, funded in large part by the Friends of the Texas Medical Center Library, uses a consumer health librarian to serve the needs of area public clinics and healthcare facilities for the greater Houston area. The medical, nursing, dental, and allied health schools, research centers, and teaching hospitals (Baylor College of Medicine, University of Texas Health Science Center-Houston, Texas Woman's University, Prairie View A&M University, Texas A&M University, University of Texas M.D. Anderson Cancer Center, Houston Community College System, Harris County Hospital District, etc.) in the Texas Medical Center conduct healthcare initiatives involving students, residents, faculty associates in non and not for profit clinics throughout Houston and Harris County. As a result, the Library's Knowledge Network Services librarians support the medical institutions' initiatives in the community by conducting outreach classes and workshops.

Upon receipt of an external federal grant award in 2001, the Library partnered with Texas Woman's University to establish and maintain a local information infrastructure in the Greater Houston area for women's health agencies that are currently underserved.

The National Library of Medicine project was entitled "*Woman to Woman*". It was a \$72,000 award. In addition to salary support for medical librarians and staff, Internet-connected workstations were placed at participating community-based organizations. Workstations provided access to National Library of Medicine products and services, including MEDLINEplus, PubMed, and Loansome Doc.

In addition to NLM resources, a Web page was developed which contained links to appropriate women's health Internet sites. Medical librarians trained 18 area clinic staff members to use electronic health resources.

Library's Subcontract Outreach Services NN/LM SCR Maps



There were 8 training sessions for staff in the course of the year. *See Texas Medical Center Library Outreach-Houston and TMC Map*

Established Projects:

Consumer Health Information for Asians 2000-02:

- Informational material kiosks and creation of electronic kiosk for 2003

National Institutes of Health-NLM Woman to Woman 2001-02:

- Internet-connected workstations and electronic health information resources
- Community clinics-classes/workshops

As part of the Jesse H. Jones Community Health Information Service, the Friends of the Texas Medical Center Library requested in 2000 that medical librarians from the Knowledge Network Service area (KNS) participate with the Asian-American Health Coalition in establishing a consumer health information program for the growing population of Asian-Americans in the greater Houston area (Census 2000 Asian pop. Harris County 6.1 %). This project entitled, *“Consumer Health Information for Asians”* (CHIA) resulted in the placement of 8 printed material kiosks located in the downtown and southwest parts of Houston and Harris County. Initially, printed materials were written in Chinese and Vietnamese covering 26 health topics of primary concern to Asian immigrants and their families (tuberculosis, diabetes, and hepatitis C, immunizations, etc.) and placed in brochure-style kiosks in community centers, temples, churches, apartment houses, and grocery stores so that individuals could retrieve the printed information for use at home.

In 2001, the Friends of the Texas Medical Center Library received a \$ 20,000 grant from Burlington Resources Foundation for the express purpose of expanding the CHIA program to include citizens and immigrants whose native language is Spanish. (Census 2000 Hispanic pop. Harris County 29.7%) In turn, the Friends awarded the first of two disbursements (\$10,000) to HAM-TMC Library’s Jesse H. Jones Community Health Information Service in 2002 toward the expansion and development of the immigrant and foreign language health information resource program. Also the award specified the creation of two electronic kiosks for health information access to be placed at strategic sites in the community. Health information will be available via touch screen communication with local printers at two locations in Houston. Information will be available in English, Spanish, Vietnamese, Chinese and Korean. The first electronic health information kiosk will debut in summer, 2003 at the Henington-Alief Regional Branch Library-Houston Public Library.

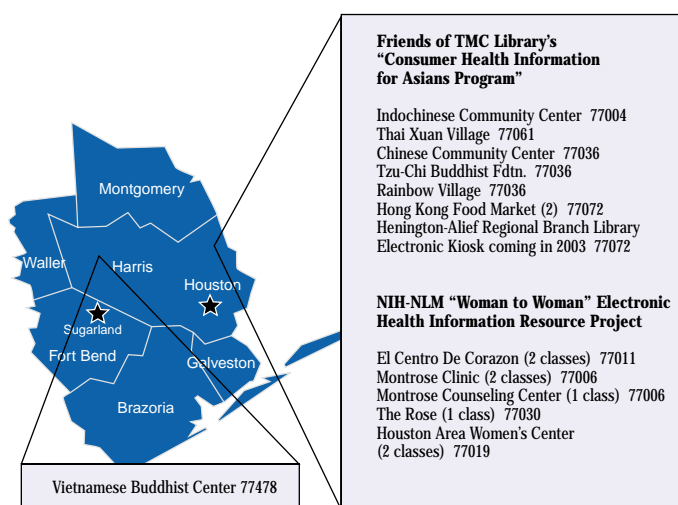
Outreach activities continued to be planned in summer, 2002 due to a successful collaboration proposal

awarded from the Texas State Library and Archives Commission (Cooperation Grants) to HAM-TMC Library, Texas Woman’s University’s School of Library and Information Studies, and Harris County Public Library. It is entitled *“Instruccion de la Salud para las Familias: Health Literacy for Families.”*

The \$63,894.00 award will provide partial salary support for 4 HAM-TMC reference-medical librarians and staff. Early in 2003, 13 county branch libraries will each receive the bilingual consumer health literacy initiative covering eight major health topics to supplement the Harris County Family Literacy program. The program will be conducted on evenings and weekends by bilingual medical librarians and health educators.

In summer, 2002 the University of Texas Health Science Center’s Office of Academic Affairs and Center for Health Promotion, HAM-TMC Library, Spring Branch Independent School District, and John P. McGovern Museum of Health and Medical Science collaborated on the summer workshop for middle school science teachers during the first three weeks of June, 2002. The Library received solid evaluations from the participants concerning how to access electronic health information resources in health education and medical sciences for the secondary school curriculum. Of particular value to the teachers was the website resources and web development strategies. Detailed summary and statistical compilation of the evaluations will be available for the spring, 2003 Institute of Museum and Library Services federal grant proposal.

Texas Medical Center Library Outreach-Houston and TMC Map



Reference-Knowledge Network Services Department

The Library's Department of Knowledge Network Services (KNS) provides a high level of reference and information support to more than 40 member institutions in the Texas Medical Center. It is not unusual to receive email or telephone reference queries from individuals from around the world including Great Britain, Mexico, South America, and South Asia.

Serving a multitude of Library users with different health care interests is a welcome challenge to HAM-TMC Library reference professionals. The KNS reference philosophy reflects its service to the immediate needs of healthcare and academic health science professionals. Emphasis over the last three years has been on the library user and potential user.

Since the late 1990s, the focus of KNS is to produce a more information literate health professional through library science instruction and training. The goal of this Library initiative is to ultimately enable Library users to navigate successfully through the electronic library resources and to evaluate their retrieval. Beginning in 1999-2000, the Library began experiencing a resurgence in the number of participants attending Library orientations. The growing number of individuals attending Library orientations reflects the fact that clients are interested in becoming independent users of library resources. Electronic database tutorials and online help screens are also a source of instruction for our users. Therefore, we are realizing the success of our efforts despite a 35% decrease in the number of reference questions from medical school students and health professionals over the last three years. Database statistics indicate that users are accessing library resources electronically on-site and from remote locations. Evaluations indicate that users are satisfied with their research.

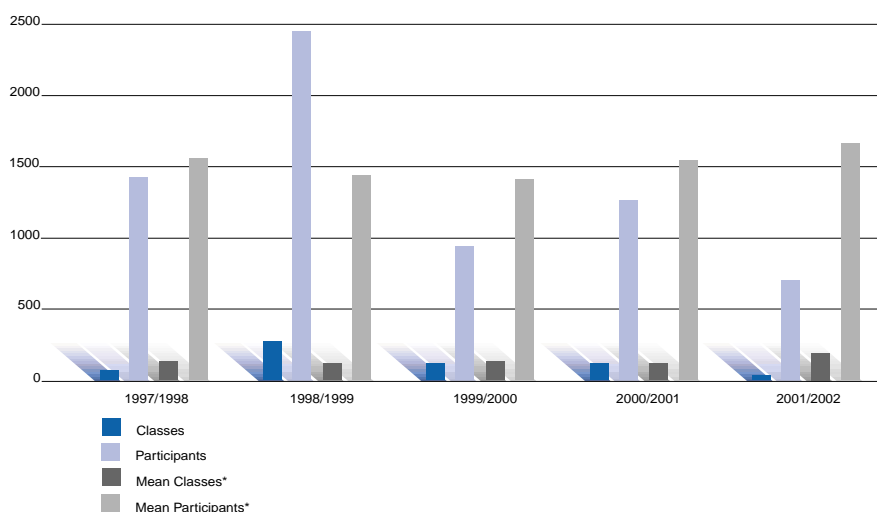
In direct response to the increasing needs of consumers, HAM-TMC Library's Jesse H. Jones Community Health Information Service was awarded over \$50,000 last year from the Friends of the Texas Medical Center Library to maintain and enhance our community efforts.

KNS also has immediate plans to expand the Library's instruction program to include Evidence Based Medicine databases, provide training to users and staff on the public side of the new on-line catalog, explore new approaches to statistical sampling, evaluation of services, and continue to expand services to remote users.

Library Operations

Following the flood caused by Tropical Storm Allison in June 2001, the Library reopened the street level of the Jesse H. Jones Building in January 2002. An official kick-off party was held on March 26, 2002. Although the flood caused great damage, Library staff took advantage of the opportunity to make much-needed changes to the street level floor plan. First, the Systems Department, complete with the Library's servers, was relocated to the first floor, above the flood level. The offices of the National Network of Libraries of Medicine for the South Central Region (NN/LM SCR), in need of additional space, were moved to the old Systems office area and staff lounge. Second, the Health Information and Education Center (HIEC) staff were moved into offices inside the HIEC lab, eliminating offices in the much needed study space. These changes allowed for the expansion of the seating area on the street level, which was tiled, rather than carpeted, so clients can eat and/or drink in this area. Plans for 2003 include opening Ground Central Station, a Starbucks Bistro on the street level. This facility will offer not only Starbucks popular brand of coffee, but also an assortment of soups, salads, sandwiches, snacks and breakfast items.

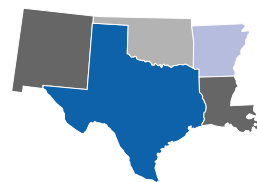
Number of Library Classes and Participants 1997 – 2002 Reported Association of Academic Health Science Libraries (AAHSL)



*The sum total of responses divided by the number of responses.



National Network of Libraries of Medicine – South Central Region



The HAM-TMC Library serves as the Regional Medical Library for the National Network of Libraries of Medicine South Central Region (NN/LM SCR), under contract with the National Library of Medicine. This five-year contract was awarded to the Library on 1 May 2001 and extends through 30 April 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. Minority, underserved, rural, and inner-city health professionals and consumers continue to be a priority for the NN/LM SCR.

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. Additional classes offered to the Network include *Online Consumer Health Information: Issues and Trends for Librarians*, *Web Site Usability: Making Content Easy to Find*, and *Personal Digital Assistants (PDAs) in the Medical Library* are offered.

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 and consumers. Other subcontracts have 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.

There is an emphasis on the identification of special populations and outreach efforts to health professionals and Network members that serve them, as well as consumers in these populations throughout the five-year contract. A Special Populations Outreach Coordinator is an addition to the 2001 – 2006 contract to identify these populations and assist in developing programming specifically for the identified special populations.

Systems and Informatics Department

During FY 2001 – 2002, the HAM-TMC Library Systems Department merged with the Health Informatics Education Center to form Systems and Informatics. Since then our department continues with the installation, maintenance, and security of all networks, servers, printers and workstations for the public and Library staff. Systems and Informatics also continues to maintain the Library's phone system.

HAM-TMC Library clients were provided with instructional services and an extended schedule whereby classes were offered during evening and weekend hours. Classes on Ovid systems and NLM Gateway were added to our course list.

On Monday June 10, 2002 Systems and Informatics, with the assistance of other Library staff, presented the 6th Annual Conference on Health Informatics. The theme this year was "Virtual Medicine". Speakers included:

Dr. Michael J. Ackerman, Ph.D., Chief, Office of High Performance Computing & Communications at Lister Hill National Center For Biomedical Communications; Dr. Igor D. Gregoric, M.D., Associate Chief of Cardiopulmonary Transplantation, Texas Heart Institute and St. Luke's Episcopal Hospital, and, Dr. Harold K. Doerr, M.D., Director, Houston Center for Advanced Patient Simulation. Approximately 140 persons were in attendance while hundreds of others were able to view the conference via webcast.

During the latter part of FY 2002 Systems & Informatics began to develop its webcasting services.



Circulation and Access Services

Collection use is revealed most directly through statistics relating to the circulation of materials, both inside and outside the Library through the photocopying of materials and through the borrowing and lending of materials.

The Library now serves 10,998 registered borrowers, a 21% increase over FY 2001 year. Numbers are up in large part due to remote access availability for cardholders¹.

When this figure is considered along with the fact that approximately 27% of the reference requests are received from the general public, or non-registered borrowers, it can be seen that the user population of this Library extend from the Medical Center to the community in a rather dramatic way.

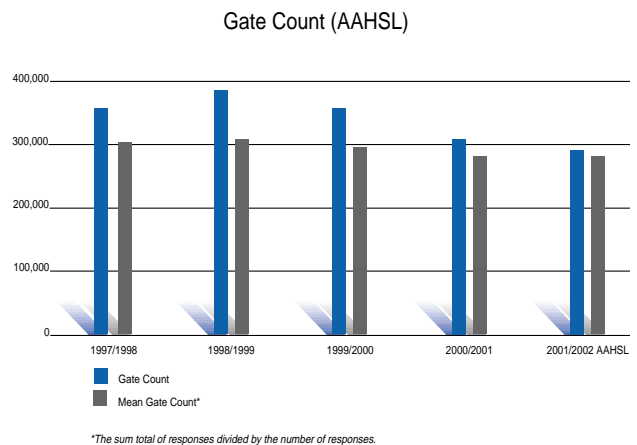
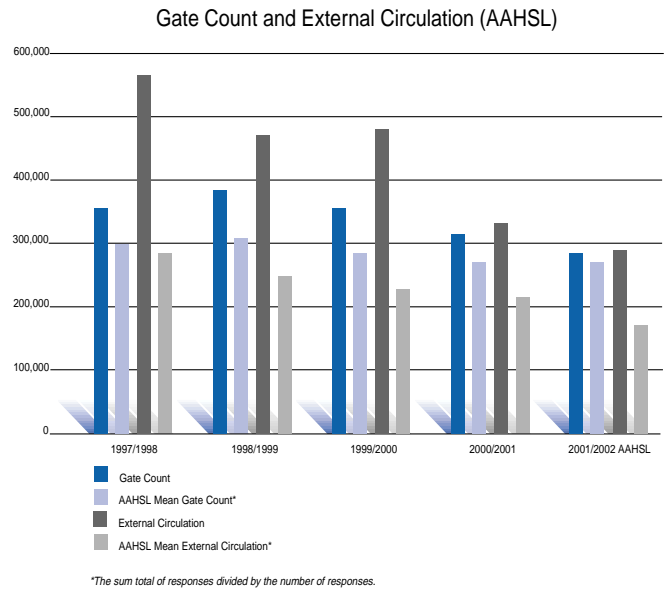
All libraries must look very carefully at collections and services use indicators on a continuing basis in order to plan for user needs. For example, the growing web home page access service statistics and the number of Library users with on-line access to journals offsets with factual certainty the reason why gate count numbers are down for the last 4 fiscal years.

Library users now retrieve the Library's on-line journals via remote access because they can print/download articles from their office, clinic, or home without visiting the Library facility.

As with the gate count, external circulation and in-house numbers have decreased due to the trend of on-line access which is rapidly becoming the preferred method by which Library users acquire Library collections and services. The new on-line search habits of the medical Library user crosses all principal Library services: circulation, reference and collections. The turn around time for remote access registration is approximately 48 hours, but we anticipate reducing that even further during the first quarter of the new fiscal year.

Stacks maintenance is an on-going job in any active medical library. This is in keeping with the stringent requirements of the Library's users to locate pertinent information for their research.

In FY 2003, the Circulation department will be responsible for the implementation of the new library information system, Voyager. The Circulation staff along with Reference-Knowledge Network Services staff will be trained to familiarize Library users with the new



online service early in 2003. Circulation policies will be reviewed as necessary to give all users optimum access to all forms of materials. Interlibrary loan activity will be studied, especially as it reflects cooperative activities with other Houston area libraries.

1) 2000-01 1,932 remote access users balance of statistical data lost due to Tropical Storm Allison 2001-2002 5,148 current level of remote access users



John P. McGovern Historical Collections and Research Center

This was certainly the year for shuffling boxes and collections. We started the year with the delivery of nearly 900 boxes of freeze dried manuscripts, books, and journals. The damaged manuscript collections were “filed” in the third floor auditorium of the Jones Library building. The boxes were sorted by collection and assigned row and seat numbers. An archivist, Kimberly Youngblood, and a manuscript processor, Jeff Goldberg, were hired to process the damaged materials. They established their work areas on center stage and in front of the stage.



Left to right: Pam Cornell and Manny Gonzales.

Historical books, art work, videos and archive collections that had not been damaged by the flood were boxed and taken from the Street Level to an assortment of work and storage rooms on the second floor of the Library. Many of the collections and materials could not be used by researchers for several months. Pam Cornell, archivist for the Houston Medical History Project, and Manny Gonzales, an archive assistant, became the main staff for locating and assisting clients with the boxed collections.

Early in 2002, the search began for a new facility to house some of the Library's historical collections. In April, a lease was signed with Granite Properties to rebuild space for offices and a climate-controlled warehouse. This 11,000 square foot facility will eventually house the manuscript and archive collections, older journals and older books for the Library.

In January, Sara Holland, our Fall intern, was hired to assist with reference service in the McGovern Center and to contribute to the development of the McGovern web page. She assisted Dr. Dan Wirt and Salvador Sosa with the digitization of rare books using a Foveon camera being leased from the Gittings studio in Houston. After Dr. Wirt left, she assumed full responsibility for the web page and the conversion of thousands of images for web accessibility.

In June, two very large boxes arrived from Green College of Oxford University. This held a fireplace surround from “Open Arms,” the Oxford home of Sir William Osler. This gift, arranged by friends of Dr. John McGovern, is to be installed in a renovated rare book room next year.

When the Doctor's Club closed, many engraved medical portraits were given to the Library by the owners. In August, ten medical sculptures by the artist Robert Portus, a table, and a large medical print were purchased from the Club. Funds for these purchases were provided through generous support of the McGovern Foundation.



Robert Portus sculpture

The year ended with more boxing of collections, supplies, and offices as the staff prepared for another move. Although the staff was and always will be grateful for the auditorium space provided by the Houston Academy of Medicine for our flood recovery project, chasing heavy carts down the sloping aisles and lifting boxes into center of the row seats was not a situation we wished to prolong.



Friends of the Texas Medical Center Library

New ideas and fascinating people are the center-point for the Friends of the Texas Medical Center Library's fund-raising efforts. Politics, health care, theatre, civic responsibility, historic jails, ballet, and a myriad of other subjects have been cussed and discussed over the dinners sponsored by the Friends to support the Library.

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Mrs. E. Lillo Crain

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Member through 2002

*“One’s mind, once stretched
by a new idea, never regains
its original dimensions.”*

Oliver Wendell Holmes

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Spring, 2001 Kick-Off Reception for Houston's Most Fascinating

In Spring, 2001, Dr. and Mrs. Carlos R. Hamilton, Jr. hosted a reception in the Library to showcase the McGovern Center's historical collections and to kick-off a fund raising dinner scheduled for October. Dr. and Mrs. Hamilton, co-chairs for this dinner, recruited a large group of Houstonians to help with their plans. Serving as guides and greeting the guests, the library staff was pleased to welcome many members of the Friends, the members of the 2001 Dinner Committee, and personal acquaintances of the Hamilton family. One exhibit for the evening highlighted a collection of rare medical books that had recently been given to the Library by Dr. John P. McGovern who was among the evening's attendees.

Houston's Most Fascinating Dinner

Houston's Most Fascinating Dinner in October, 2001 was the most successful of any Friends' special events. Over \$327,000 was raised for the Library. From these donations, the Friends' donated \$60,000 toward the creation of an off-site storage facility for the Library's older journals and historical documents, \$80,000 for the Houston Medical History Project, and \$20,000 for the Jesse H. Jones Consumer Health Information Service (part paid in 2002 and part to be paid in 2003).

In addition, the Friends established and funded The Mary and Ben Anderson Fund for Library Development to support research, staff training, and the services in the Library. The Anderson Fund was greatly enhanced later in the year through a special gift from a Houston area foundation. This past year, the Friends also met a fund raising challenge from the McGovern Foundation, adding \$150,000 to the McGovern Endowment that was matched by the Foundation.



Dr. and Mrs. Carlos R. Hamilton



Left to right: Mr. Daniel C. Arnold and Dr. John P. McGovern



Dr. and Mrs. Carlos R. Hamilton, Jr. and Patricia Hamilton



Dr. Richard Wainerdi and Dr. Denton Cooley



Justice Greg Abbott



Dr. and Mrs. Ferid Murad



Mr. Gordon Quan



An Evening at Chanel

An Evening at Chanel” was another special event held in honor of Tammy Tran, Esq. and facilitated in part by the Friends of the Texas Medical Center Library to support the Asian-American Health Education program and Jesse H. Jones Community Health Information Service. As a result, the Library received over \$27,000 to support the Consumer Health Information for Asians program and the flood recovery efforts due to losses suffered during Tropical Storm Allison. Earlier in the year, Earl Brewer, Jr., M.D. and Mr. James Daniel, Jr. hosted a special reception for members of Houston’s Asian-American community to ask for support of the Library’s programs for Asian immigrants and their families; as a result, Ms. Tran made a commitment to raise funds for the Library’s Asian-American health information initiative.



Ms. Betsy Parish and Tammy Tran, Esq.

The Friends of the Texas Medical Center Library are the major philanthropic supporters of the Library. For over forty years, their Memorial Book Fund has provided annual gifts of over \$10,000 to purchase new nursing and medical books. This Fund and the Spurgeon Britt Endowment allow the Library to purchase many materials for our students and researchers that would be impossible otherwise. These gifts and their long-term support are truly a major factor in the excellence of the Library’s collections and in the services the Library can provide for our health care community.

Dr. E. Lillo Crain

Dr. Edward Lillo Crain’s life was one of vibrant, passionate, and compassionate hues that enriched many lives – that of his family, his patients, his colleagues, his comrades-in arms, his friends, and even strangers who benefited



Dr. and Mrs. E. Lillo Crain

from his commitment to do good work. He served to better his community, his profession, and his country. During his youth a kaleidoscope of color burst upon the American consciousness – in terms of war, society, education, science, and technology with blinding intensity. In 1943, Dr. Crain, who was 26 years old, moved from active reserve status in the U.S. Naval Reserve to the battlefield in the Pacific theater as a medical officer in the U.S. Marine Corps. While serving in a forward area, he was seriously wounded and yet continued to provide medical treatment for fallen soldiers and marines. In keeping with his self-effacing manner, he did not often discuss his combat experiences even though he received the Navy Cross, the Silver Star, the Asia Pacific Medal, the Purple Heart, and the Victory Medal for courage under fire.

After the war, he practiced medicine in Houston for fifty years and was loved by all he cared for. During that time, he served the Texas Medical Center community in many capacities. Among his appointments was as Chairman of the Friends of the Texas Medical Center Library, and in 1988 he was awarded Outstanding Clinical Faculty Member Department of Medicine at Baylor. He was a genteel spirit that graced each activity with which he was associated whether it was in the classroom, the clinic, or in the boardroom. Upon his retirement from Aramco, and while in a wheelchair, Dr. Crain donated his services to San Jose Clinic. He continued to give each transition in his life added color and dimension and everyone who came into contact with him saw the beauty in him.

Like the flowers he loved, Dr. Crain cultivated the world around him; and like the sun, he drew people to him.

Houston's Most Fascinating Chairman & Committee 2001

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Honorary Chairman

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Dr. & Mrs. E. Lillo Crain, Jr.

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Sue Trammell Whitfield

The Honorable Beverly Woolley

Ed Wulfe

Participating and Supporting Institutions w/Assessments by Percentage

HOUSTON ACADEMY OF MEDICINE – TEXAS MEDICAL CENTER LIBRARY

Baylor College of Medicine
University of Texas Houston Health Science Center
University of Texas M.D. Anderson Cancer Center
Texas Woman's University
Texas A & M University
Houston Academy of Medicine
Texas Medical Center

City of Houston Department of Health and
Human Services
University of Houston Colleges of Pharmacy
& Optometry
Harris County Hospital District

Texas Heart Institute
The Hospice at the Texas Medical Center
Texas Children's Hospital
Houston Community College System
St. Luke's Episcopal Hospital
The Institute for Rehabilitation & Research
Shiners Hospitals for Children
LifeGift Organ Donation Center
Prairie View A & M University –
College of Nursing
Memorial Hermann Hospital Systems
NASA Johnson Space Center
The Methodist Hospital

	2001/2002	2000/2001
Baylor College of Medicine	39.27%	39.41%
University of Texas Health Science Center	39.27%	39.41%
Texas Woman's University	4.92%	4.93%
University of Texas M.D. Anderson Cancer Center	4.30%	4.32%
Texas A&M University-IBT	2.15%	2.16%
Houston Academy of Medicine	0.86%	0.83%
Total assessments from supporting institutions	9.23%	8.94%

A Researcher's Perspective



Houston Academy of Medicine – Texas Medical Center Library

1133 John Freeman Boulevard
Houston, Texas 77030-2809
713-795-4200

www.library.tmc.edu

“During the last 5 years, the Texas Medical Center Library has made many changes, creating a very friendly environment for those of us who still believe in accessing information on site.

Although desktop access to electronic journals is desirable with its immediacy and fast application, the preferred study environment is still within the Library itself for many Medical Center scientists and researchers.

Dr. Joseph Bryan and I agree that the HAM-TMC Library fulfills the information needs of academic researchers and we are pleased that an institution of this caliber is available to us.”

Lydia Aguilar-Bryan, M.D., Ph.D.

Lydia Aguilar-Bryan, M.D. Ph.D. from the Department of Medicine and Joseph Bryan, M.D. Ph.D., Department of Molecular and Cell Biology, Baylor College of Medicine received the Michael E. DeBakey, M.D., Excellence in Research Award in 1996 (Cloning of a protein that is involved in Insulin Secretion).

Front Cover Photographs and Credits:

Lydia Aguilar-Bryan, M.D. Ph.D. (L) Elizabeth K. Eaton, Ph.D. (R) courtesy of CIO Magazine, February, 2001

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