

2000

2000 Annual Report. September 1,1999 - August 31, 2000

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Houston
Academy of
Medicine –
Texas
Medical
Center
Library

2000 Annual Report

September 1, 1999–August 31, 2000





J. Robert Beck, MD

Fiscal year 2000 has seen a successful completion of the first phase of the strategic plan begun in 1999. Upon approval by the HAM-TMC Library Board in April, Library staff began working on many of the goals and strategies as outlined by the plan. Two important results of the strategic plan have been a

staff salary equity program and the employment of a Texas Medical Center liaison librarian. Early in fiscal year 2001, we will reassess the plan and make adjustments, as necessary.

Emphasis this year has been on making electronic resources available to all cardholders. We have added numerous databases such as *Web of Science*, *Current Contents*, *Digital Dissertations*, and *Chemical Abstracts*. The Library also participated in a beta-test project, *Linkout*, with the National Library of Medicine (NLM) linking some of our full-text subscriptions through PubMed. To make all of these resources available, the Library created a remote access service for cardholders and worked with Baylor College of Medicine in updating networking equipment. The introduction of so many full-text resources created an increase in printing on public laser printers and we were forced to implement a pay-to-print program in the fall. Although we thought this would be a public relations disaster, we found that most clients were pleased that abuse of printing privileges ended immediately.

In February 2000 the new Department of Information and Technology Research was officially opened in the Library. This department uses information technology to improve knowledge management in health care. To help support this and other special programs, an institutional advancement officer was hired to raise funds and to help increase the Library's visibility. Additionally, a proposal was submitted to the NLM for the next five-year National Network of Libraries of Medicine, South Central Region (NN/LM SCR) contract for 2001-2006.

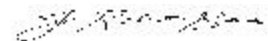
Thanks go out to our Resource Library partners for their support in the negotiations for this contract.

Some of the other highlights of the past year include a very successful 4th *Annual Conference on Health Informatics* held in June. The over 150 in-person registrants and 119 distance attendees learned about using digitization to design the future and preserve the past. In February the Friends of the Texas Medical Center Library hosted an open house that showcased the Jesse H. Jones Community Health Information Service and special collections in the John P. McGovern Historical Research Center.

During the summer, two exciting consumer health information projects were begun. First, planning CHIA (Consumer Health Information for Asians) began through a partnership with the Asian American Health Coalition. Second, Library staff began working with the Museum of Health and Medical Science to bring consumer health information to middle/high school children and their parents. Library staff also continued to work on the *Information Access for Public Health Professionals* project, renamed as *Houston HealthWays*, funded by the NN/LM SCR. Finally, the Library was awarded a grant from the American Library Association to provide community forums on end-of-life issues in conjunction with the Bill Moyers *On Our Own Terms* series to be aired on PBS in September 2000.

Future Goals

- Increase funding for the John P. McGovern Historical Research Center
- Increase our extramural research program
- Establish a Masters in Library Science program through the Texas Woman's University
- Work with the Texas Health Science Library Consortium to replace the current integrated library system (shared catalog)



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

A YEAR OF ACCOMPLISHMENTS

Knowledge Network Services Division (KNS)

Progress on the public health information access project continued throughout the year. Library staff, with input from project partners, created the public health Web page, *Houston HealthWays*. Since this site duplicated much of the information found in the Library's consumer health site, it officially replaced *Texas HealthInfo* early in the year. Other project progress included: establishing two project partners, DePelchin Children's Center and the Harris County Hospital District as Internet Connectivity Sites of the NN/LM SCR; exhibiting at local health fairs; and classes for staff of the Houston Department of Health and Human Services and the Harris County Public Library.

As part of the Jesse H. Jones Community Health Information Service, the Friends of the TMC Library asked Library staff to participate with the Asian American Health Coalition in establishing a consumer health information project for the growing Asian population in Houston and Harris County. The project was named CHIA and will include information kiosks in eight Chinese and Vietnamese sites in the area. Future plans include a press conference kick-off scheduled for November and a partnership with the Immigration and Naturalization Service utilizing informational touch-screen computers.

As directed by the HAM-TMC Library Board, the KNS staff began a partnership with the Museum of Health and Science to create a consumer health information collection, aimed at middle/high school students and their parents. This collection will be called *Wellville* and will be part of a larger museum project. Plans are to open *Wellville* in March 2001.

The Library was also the recipient of a grant from the American Library Association to participate in local programming in conjunction with the PBS series, *On Our Own Terms: Moyers on Dying*. The four-part series will air on KUHT Houston Public Television in early September, with local forums being held in October and November. Local project partners include Houston Hospice, KUHT Houston Public

Television, and Texas Partnership for End-of-Life Care—Gulf Coast, among others.

In accordance with the Library's strategic plan, a librarian was hired in August to serve as a liaison to all the Texas Medical Center institutions. The Library was also the focus of an exhibit case in the new Visitor's Center at Houston City Hall. KNS staff also participated in the Texas Gulf Coast Healthy Communities Partnership (TGCHCP), the Houston Area Research Library Consortium (HARLiC), Houston AIDS Information Link (HAIL), and various Medical Library Association, South Central Chapter of the Medical Library Association and NN/LM SCR committees.

Health Information Education Center (HIEC)

The services, hardware, and software provided by the HIEC continued to be popular with clients. This year 2,749 clients signed themselves in to Lab guest book, and many more used the HIEC Lab without signing in. The HIEC Classroom was in heavy use; Library staff as well as non-library TMC instructors used the classroom. Sixty-three meetings were held in the HIEC Videoconferencing Room, including a biweekly neonatology distance-education course and two national videoconferences: *The Effects of E-Journals on Your Library* and *Exploring the Possibilities of Portals*.

Digitization: Designing the Future, Preserving the Past, was the theme of the Library's *Fourth Annual Houston Conference on Health Informatics*, held on Monday June 5, 2000 in the Kleberg Auditorium at Baylor College of Medicine.



Dennis Dillon, MA,
MLIS UT-Austin

J. Robert Beck, MD, Program Chairman and Interim Executive Director of the Library, gave the opening remarks addressing conference attendees from Chicago via WebCam.

Presentations included: *The Varieties of Electronic Pricing: New Road, New Ruts?* by Dennis Dillon, Head of Collections and Information Resources, The University of Texas Austin General Libraries; *Digital Manuscripts:*

How Will the User of the Future Interact with the Documents of the Past? by Paul Theerman, PhD, Head



Kim Dunn, MD, PhD
UTH-HSC

of Non-Book Collections of the History of Medicine Division, National Library of Medicine; *Telemedicine: From Promise to Reality* Kim Dunn, MD, PhD, Assistant Professor of Health Informatics, University of



Paul Theerman, PhD,
NLM

Texas Houston Health Science Center. A panel response and audience questions followed each presentation.

Collections

Thanks to low periodical inflation and the continued strength of the US dollar this past year, we were able to maintain print subscriptions, with modest increases in our holdings of monographic materials. The number of periodical titles available in electronic format expanded rapidly during 2000. By the end of the year our collection of online journal titles exceeded 2,000, about two-thirds of the total number of print periodical titles to which we subscribe. In 2000 we also entered into licensing agreements for three major scientific databases supporting research and clinical practice. These databases include *EMBase Pharmacy*, *Drug Information Fulltext/International Pharmaceutical Abstracts*, and *Chemical Abstract Service's SciFinderPlus*.

The Library's strategic plan specifically called upon us to make more consumer health materials available in languages other than English. Staff met with foreign language selectors at Houston Public Library this past summer to discuss US sources of Spanish, Chinese and Vietnamese consumer health materials.

In the area of collection maintenance, staff made progress in the following areas:

- Completion of a collection measurement project.
- Creation of a long-term storage area in the basement.

- Discussion with the other Texas Medical Center libraries and Rice University's Fondren Library concerning a joint remote storage facility.
- Representation of all our electronic titles in the SIRSI online catalog, providing a second point of access to our online holdings.

Access Services

A lease agreement was signed with Xerox to provide the Library with twelve new digital photocopiers for public use. These new copiers will provide our customers with better copy quality and less down time for maintenance.

Staff began the process of delivering notices to customers via e-mail. This alternate delivery method cuts down on time and material needed for notification of membership expiration, overdue items, availability of items placed on hold, and any other notices that need to be sent to our customers.

Photocopy/Interlibrary Loan (PC/ILL)

With the creation of a PC/ILL supervisor position, borrowing, lending and photocopy, the three distinct areas of PC/ILL services, were examined to identify areas where cross training of departmental staff would be most beneficial. Changes involved the transference of duties previously shared by other departments into the PC/ILL office.

Long anticipated technological changes in the web-based version of Docline were launched with the implementation of the New Docline 1.1. Staff continued the development of the Ariel Document Delivery system used to transmit articles to other libraries. This allowed us to reduce the cost of long distance faxing, and the number of steps used to complete these transactions. Early in Fiscal Year 2001, a new system, Prospero will be used to transmit articles to individual clients.

John P. McGovern Historical Collections and Research Center

A brochure, highlighting medical history collections in Houston and Galveston, was produced as a joint project with the Moody Medical Library at the University of

Texas Medical Branch. This was distributed first at the International Society for the History of Medicine meeting and then to medical and history faculties in Houston and Texas universities. As a result of this, new researchers have visited the McGovern Center or contacted the staff by email for assistance with their historical projects.

This year the staff of the McGovern Center took a big step toward providing unique collections to researchers near and far. New equipment including a Web server and scanning stations and new staff have helped give the Center a presence in the virtual world by developing a digital library (<http://mcgovern.library.tmc.edu/>) of materials on Texas medical history.



Methodist Hospital 1951
Postcard Collection

One project, the Postcard Collection, part of the Texas Hospitals Images Collection, is a growing collection of historical postcard images of hospitals and medical centers throughout Texas. With over 1,000 postcards in the physical collection, images are continually being added to the site.

Another project consists in digitizing **books like *A.P. Carey's (Illustrated and Priced Catalogue of Surgical Instruments)*** Dallas Texas, 1894. This book is available at: <http://mcgovern.library.tmc.edu/books/McGovern/IdxDL.htm>



A.P. Carey's
Surgical Instruments

Two notable gifts were the papers of Col. William Bates and pediatric books and manuscripts from Dr. Murdina Desmond. Because the growth of the book and manuscript collection continues as in previous years, an additional room was acquired in the basement of the Library for the growth of the archival collections. The Mading Collection on Public Health was packed and moved to another room of the Library to provide additional space in the rare book room.

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

The NN/LM SCR office has been involved in several outreach projects during the past year, particularly to underserved populations including Hispanic, Native American, minority, and rural sites, where awards have been made to assist health care practitioners and facilities throughout the region. Public health awards were also made to Network member libraries to identify local public



Renee Bougard, MLIS, AHIP
Associate Director NN/LM SCR

health departments and practitioners and provide them with training and access to public health and health care resources. A technology awareness conference was awarded, and several Internet Connectivity sites were implemented to assist Network members in accessing the Internet in order to provide health related information to practitioners and the public.

A consumer health initiative was implemented and a Consumer Health Coordinator was added to the staff. Awards were made to Network member libraries to provide access to consumer health information, via the Internet. Courses and manuals were developed and offered to support the initiative, and a regional Consumer Health Advisory Committee was established to assist staff in further developing this area of the program.

The NN/LM SCR staff also continued to work with regional library schools by guest lecturing in health sciences library classes, and by coordinating an independent study for an MLIS student in the University of North Texas School of Library and Information Science program.

Traditional Regional Medical Library programs continue to be supported, to include training and support for PubMed, Internet Grateful Med, MEDLINEplus, DOCLINE, Loansome Doc, and using the Internet to locate health information, referring health professionals and smaller health care institutions to libraries that

provide outreach services, expanding the Network membership, and exhibiting at national medical and consumer health related conferences.

2000 Employee Awards



Gloria Bates 20 Years Service



*Ratna Revankar, MLS, PhD,
10 Years Service Award*



*Terri Smalls-Hall,
Employee of the Year*

Information Technology

The Department of Information Technology (IT) Research was officially inaugurated at the Library on February 1, 2000. This department is part of the Library's strategic plan to increase involvement in cutting edge development at both the research and application levels. IT provides the engine for improved knowledge management, which is a crucial tool for accomplishing the Library's mission to provide medical knowledge.

The staff of the Department of IT Research are participating in several clinically oriented, cross-institutional research projects. These include active collaborations with the Ben Taub Trauma Center, the University of Texas Houston Health Science Center and Baylor College of Medicine. Departmental projects include the development of an enterprise-wide database of computerized patient records, telemedicine, emergency medicine decision support, and disaster medicine. Most of these projects are supported by grant or private funding.

Friends of the Texas Medical Center Library

On October 27, 1999, Dr. and Mrs. David A. Ott invited some of Houston's most fascinating people to join the Friends for an evening of conversation and new ideas. Many Houstonians responded to the invitation and joined the Friends at the Houston Country Club for cocktails and dinner.



*Dr. James H. Duke &
Mrs. David A Ott*

The evening was a celebration of the fifty years the HAM-TMC Library has served the Houston community. Funds raised from this event will help support special Library programs and projects.

This year the members of the Board of Directors concentrated on three major interests. The first was publicizing the Library's vast resources to the Houston community. February 29th was promoted as the "Extra Day" in the year to learn something new about healthcare information. This was a day full of database demonstrations, classes, and tours highlighting the Library's electronic resources, the rare book collections, and the consumer health materials. CHIA (Consumer Health Information for Asians) was begun as a cooperative effort between the Friends and the Asian American Health Coalition.

The Houston Medical History Project was funded with a portion of the funds from Houston's Most Fascinating Dinner. A grant was awarded to the Library's John P. McGovern Historical Collections and Research Center for the processing and indexing of the R. Lee Clark Papers, the preservation of newsletters from local hospitals and schools, and digitization of guides and portions of collections about the Texas Medical Center.

This grant provides two full-time staff who will work for two years on the preserving the heritage and history of our healthcare community.

REVENUE

Assessments	\$4,627,972
Fee-based services	843,540
Interest income.....	256,874
Unrealized gain on investments.....	68,669
Grants, contracts, gifts	1,479,510

Total Revenues **\$7,276,564**

EXPENSES

Personnel	\$2,477,560
Collection	\$1,772,628
Building-related costs	857,429
Computer Expense	285,407
Library development	103,971
Building improvements	91,984
Printing and copying	174,520
Postage and supplies	85,538
Other expenses	440,326

Total Expenses **\$6,289,363**

STATISTICAL HIGHLIGHTS 1999–2000

Web Home Page accesses	1,359,447	Articles copied for clients	6,819
Card holders	9,253	Questions answered	44,510
Gate Count (attendees)	359,897	Lending to other libraries	19,581
Book and journal volumes	331,846	Borrowing from other libraries	6,424
Current serial subscriptions	3,234	Searches by librarians	453
Electronic full-text journals	2,055	Classes and workshops	125
Circulation (includes reserve)	51,342	Class attendees	1133
Photocopies by clients	3,876,515	Librarians and other professionals	22.75
		Support staff	36.75

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: Thomas F. Burks, Ph.D., *Vice-Chairman*; R. Palmer Beasley, M.D.

Alternates: Doris L. Ross, Ph.D.; George M. Stancel, 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