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Texas Woman’s University

The Friends of the Texas Medical Center Library

The Friends of the Texas Medical Center Library, a (501c3) non-profit organization, currently chaired by Ms. Betsy Parish, presides over special events and enthusiastic fundraising on behalf of the Library. Recent gifts from the Friends during 2002-2003 include support for the Jesse H. Jones Community Health Information Service’s electronic health information kiosks, collection and staff development. This year, a generous gift of $35,575.00 supported these endeavors. The Mary and Ben Anderson Fund for Staff contributed substantially to librarian and staff educational activities. In addition, the Edward Lillo Crain, Jr., M.D. Memorial Book Fund was established to commemorate his long life (1917-2003) and dedication to the HAM-TMC Library. The Fund has grown to over $20,000 mainly from individual donations. Dr. Crain was a founding member of the Friends.

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Mr. James L. Daniel, Vice President 2002
Ms. Rogene Gee Calvert, Secretary-Treasurer 2002
S. Conrad Weil, Jr., Vice President 2003
Mrs. Kenneth E. (Mary) Bentsen, Secretary-Treasurer 2003
STATE OF THE LIBRARY REPORT 2002-2003

From the Executive Director – More Focused Collection Development

Major Challenges and Achievements in 2002-2003

Since 1949, the Houston Academy of Medicine – Texas Medical Center (HAM-TMC) Library has been a leader in the innovation of health information and continues to serve the physicians in Harris County in the areas of education, research, and clinical programs at the Texas Medical Center which includes 43 institutions. In addition, the Library is a major resource for the delivery of consumer and community health information to healthcare providers, patients and their families both regionally and nationally.

The State of the Library Report reviews the HAM-TMC Library’s 2002-2003 activities and accomplishments including budget expenditures, user activities, collections, resources and many notable outreach programs. Included are comparative data charts and graphs illustrating our progress and challenges. Staff members working together contributed to the Library’s ongoing successes and achievements.

As Library Director, I report to the HAM-TMC Library Board of Directors who represent the TMC’s major institutions. In the current economic climate, the Finance Committee proved invaluable in guiding the budgetary process and the Library’s progress. Much of this activity is reflected in this report.

The pace of change in the information sciences world can be daunting. In this 2002-2003 report, we think that you will be impressed, however, with how well the Library is responding to these changes. Three major changes initiated during the last fiscal year are highlighted in this State of the Library Report. The Library strengthened its infrastructure, pursued and publicized the changes in scholarly publication and their effect on library collections and established benchmarks for services, programs, and users. Our infrastructure work had already begun with the 2001-2002 Strategic Plan; it culminated in defining strategic objectives and establishing measurable outcomes. This meant reworking the Library’s performance goals, which help us define what we mean by effective and appropriate performance primarily at the department level. We adjusted the pay scale and position levels making them more equitable and competitive. The Library further demonstrated its commitment to accountability when we conducted two major user surveys. The first one was an e-mail user satisfaction survey called LibQUAL™ launched in March, 2003 followed by a walk-in survey to measure patronage by institution. In preparing this Report, we hope to define service priorities, and to gather information that will help us manage the Library more effectively, as well as to plan for the future of the Library.

The core values which underscore all of our work include:
1) Insuring broad, deep collections for the Houston area and the National Network of Libraries of Medicine South Central Region (NN/LM SCR)
2) Providing expert customer service
3) Delivering quality health information and
4) Working together effectively.

Change is not without stress. The Library is facing some critical challenges in its efforts to meet the needs of a growing research and health care community. The largest issue concerns the trends in scholarly publication and the overarching budget demands for collections including electronic resources. The Library’s overall operating budget has declined by 26% since 1995 due, in part, to downsizing and attrition in library staff, automation, and other measures necessitated by budget constraints.

At the same time, the portion of our budget dedicated to journal subscriptions has increased by 66%. Although the share of library funds dedicated to journal subscriptions has increased substantially, the total number of print journals and materials has dwindled with the overall reduction in the Library’s operating budget. Moreover, the number of electronic journals, books, and databases has increased due to new publishing trends and our consortia arrangements. From 1997 to date the expenditures of electronic resources compared to print resources rose from 5.8% to 40.6%. This is due in part to increases in subscription costs. For example, the Science Magazine online edition experienced an annual increase of 350%.

Difficult decisions lie ahead, but good decisions can be made by listening to the needs of our member institutions. For example, decentralization of information is a current trend. There are massive national networks and computing resources available to almost any user. We see the boundaries of the Library taking a new and different shape; the health science literature is now more “virtual” or available electronically. The Library’s role is as an information broker and facilitator which serves as the gateway to the rest of the world. This coming year the Library will develop a more focused Collection Development approach with user input. Additional revenues will be sought to maintain the Library’s strong collection and retain its staff. New approaches to information dissemination will be explored.

We celebrate our successful 2002-2003 year and look forward to even greater accomplishments in 2003-2004. Again, we are indebted to Artisan Field for their pro-bono contributions which in part help support all our publications.

Elizabeth K. Eaton, Ph.D.
Executive Director
Information Services

The Community Health Initiatives for Asians and Spanish Speakers project supported in part by the Friends of the Texas Medical Center Library initiated the second phase of the consumer health information outreach project. Two electronic kiosks were placed in Houston Public Library locations in Spring 2003 – Hermiston-Aief Regional Branch Library and Houston Public Library Central.

Each touch-screen kiosk contains 35 health-information brochures available in five different languages – English, Spanish, Chinese, Vietnamese, and Korean.

### Walk-In Survey

Traditionally libraries measure client traffic by monitoring the turnstile count and transactions at each service point. During the Spring semester of 2003, the Library undertook a major project to identify clients' professional or academic status and institutional affiliation.

#### April 2003 – August 2003

**Total Documents Accessed: 4,299**

- English: 66%
- Spanish: 14%
- Chinese: 8%
- Vietnamese: 6%
- Korean: 6%

#### Walk-In Survey Chart

Traditionally libraries measure client traffic by monitoring the turnstile count and transactions at each service point. During the Spring semester of 2003, the Library undertook a major project to identify clients' professional or academic status and institutional affiliation.

**Participating Institutions**

- Baylor College of Medicine
- Texas A&M University
- University of Texas
- M.D. Anderson Cancer Center
- Texas Woman's University
- Harris County Public Library
- Texas A&M University – IBT
- Harris County Hospital District Annual Health Fair
- Texas A&M University – College Station
- Guadalupe Valley Hospital, Seguin, Texas
- Renaissance Academy
- Texas A&M University – Brazos County
- Texas Medical Center
- University of Texas Health Science Center-Houston
- Memorial Hermann Hospital Fort Bend
- University of Texas
- University of Houston Fort Bend Campus
- Texas Woman's University
- Texas A&M University – IBT
- Harris County Medical Society Business Expo Spring and Fall meetings
- Hospice Foundation of America
- Protestant Health Education Center
- North Harris College-Carver Center
- University of Texas at Austin
- Guadalupe Valley Hospital in Seguin, Texas
- Lufkin's Women's Lifestyle Expo, Lufkin, Texas
- Instituto Nacional de Medicina del Trabajo
- Women's Lifestyle Expo 2003
- Texas A&M University – Brazos County
- Harris County Hospital District Annual Health Fair
- Pecan Grove
- Guadalupe Valley Hospital, Seguin, Texas

#### Consumer and Community Health Outreach Map

1. Unless otherwise noted, classes are in Harris County.
Circulation: Making Library Materials Available

Circulation Data and Charts

The number of cardholders increased 26% from last fiscal year. Although many libraries are noting decreasing foot traffic, the Library’s gate count increased 7%. Data from the walk-in survey shows that all member institutions were represented. Photocopying in-house decreased most likely due to the proliferation and availability of online full text material. Library users became more skilled and at ease with online searching. Interlibrary loan lending continued to increase. Borrowing remained steady indicating that our collections are serving our users. For complete institutional names, please see back cover under Assessments.

<table>
<thead>
<tr>
<th>Items Circulated Supporting Institutions</th>
<th>#Cards 2002-2003</th>
<th>2001/2002</th>
<th>%Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Houston HHS</td>
<td>42</td>
<td>39</td>
<td>25</td>
</tr>
<tr>
<td>Harris County Hospital District</td>
<td>129</td>
<td>681</td>
<td>720</td>
</tr>
<tr>
<td>The Hospice at the TMC</td>
<td>10</td>
<td>8</td>
<td>n/a</td>
</tr>
<tr>
<td>Houston Community College System</td>
<td>405</td>
<td>165</td>
<td>120</td>
</tr>
<tr>
<td>The Institute for Rehabilitation and Research</td>
<td>31</td>
<td>43</td>
<td>51</td>
</tr>
<tr>
<td>LifeGift Organ Donation Center</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Memorial Hermann Hospital System</td>
<td>664</td>
<td>519</td>
<td>495</td>
</tr>
<tr>
<td>The Methodist Hospital</td>
<td>263</td>
<td>483</td>
<td>505</td>
</tr>
<tr>
<td>NASA Johnson Space Center</td>
<td>11</td>
<td>36</td>
<td>38</td>
</tr>
<tr>
<td>Prairie View A&amp;M University</td>
<td>446</td>
<td>351</td>
<td>330</td>
</tr>
<tr>
<td>Shriners Hospitals for Children</td>
<td>10</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>St. Luke’s Episcopal Hospital</td>
<td>218</td>
<td>351</td>
<td>405</td>
</tr>
<tr>
<td>Texas Children’s Hospital</td>
<td>285</td>
<td>154</td>
<td>160</td>
</tr>
<tr>
<td>Texas Heart Institute</td>
<td>96</td>
<td>87</td>
<td>95</td>
</tr>
<tr>
<td>UH Pharm/Opt</td>
<td>443</td>
<td>239</td>
<td>255</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participating Institutions</th>
<th>#Cards 2002-2003</th>
<th>2001/2002</th>
<th>%Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baylor College of Medicine</td>
<td>4,452</td>
<td>9,452</td>
<td>17,537</td>
</tr>
<tr>
<td>Houston Academy of Medicine</td>
<td>904</td>
<td>773</td>
<td>781</td>
</tr>
<tr>
<td>Texas A&amp;M University</td>
<td>87</td>
<td>79</td>
<td>207</td>
</tr>
<tr>
<td>Texas Medical Center</td>
<td>6</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Texas Woman’s University</td>
<td>698</td>
<td>1,617</td>
<td>4,740</td>
</tr>
<tr>
<td>Texas Southern University</td>
<td>500</td>
<td>48</td>
<td>0</td>
</tr>
<tr>
<td>Univ of Texas Health Science Center-Houston</td>
<td>3,029</td>
<td>6,863</td>
<td>8,280</td>
</tr>
<tr>
<td>UT MD Anderson Cancer Center</td>
<td>4,746</td>
<td>1,395</td>
<td>1,592</td>
</tr>
<tr>
<td>UT School of Public Health</td>
<td>692</td>
<td>794</td>
<td>850</td>
</tr>
<tr>
<td>UT Mental Sciences/Psychiatry</td>
<td>309</td>
<td>80</td>
<td>95</td>
</tr>
<tr>
<td>UT Dental Branch</td>
<td>1,330</td>
<td>274</td>
<td>260</td>
</tr>
</tbody>
</table>

Photocopy/Interlibrary Loan Department Statistics:

Overall, lending requests from other libraries increased by 3.2%, and Loansome DocPhotocopy request volume increased 2.6%.

Interlibrary Loan (ILL) borrowing for Library clients increased only slightly (0.5%) in the 2002-2003 reporting period. Examination of data from the 1999-2000 period onward reveals a steady average of between 5,900 and 6,000 ILL requests per year. The steady ILL volume indicates the increase in access to electronic materials (e-journals, e-books; websites) during that same period and that the library collections are servicing our users satisfactorily.
Reduction in Print and Electronic Resources

In order to balance the Library's budget for Fiscal Year 2004, 280 journal subscriptions were cancelled for a savings of approximately $130,800.00. This process also entailed the cancellation of electronic access to these journals where it was available.

Monograph purchases were limited to titles supporting educational programs and specific research projects. The approval purchasing plan was placed on indefinite hiatus. In addition, MDConsult, the popular online end-user service, was cancelled.

Consortia contracts have benefitted the Library in past years by making extensive electronic database and journal collections available to the Library’s users with centralized administrative management and substantially lower prices. These contractual arrangements are becoming more difficult to sustain, however, due to restrictions in the ability to cancel specific journal titles that are not required by the Library’s user community. The climate of merger and acquisition in the publishing world has continued to escalate, resulting in higher pricing and more restricted access to important electronic scientific information. In response, open access publishing models have begun to proliferate. Creative strategic planning will be necessary to keep the Library at the forefront of print and electronic medical collections.

Office of Development and Sponsored Research

Grant support received for work in 2002-2003

Funding Sources
- National Library of Medicine
  1) “Informing Neighborhood Health”. Texas Woman’s University (TWU) subcontracted with the Houston Academy of Medicine – Texas Medical Center (HAM-TMC) Library. (See chart below)
  5) “Woman2Woman: Community Health Project”. This partnered HAM-TMC Library and Texas Woman’s University with five area women’s health agencies.

Funding Sources
- The National Network of Libraries of Medicine South Central Region
  2) “Camp for All Connection”. This project partnered HAM-TMC Library with TWU and Camp for All.

Funding Sources
- Texas State Library and Archives Commission (TSLAC)
  3) “Instruccion de la Salud para las Familias: Health Literacy for Families”. This project partnered HAM-TMC Library, Texas Woman’s University and Harris County Public Library.

Project funds were used to place Internet workstations at Harris County clinics, branch libraries and other non-profit health service organizations. Funding provided staff training regarding the use of electronic health information resources. As a result of state and federal funding, HAM-TMC Library was able to hire information assistants and provide salary offset for librarians. Details regarding all projects will be supplied in the 2003-2005 biennium report. Additionally, the Library received $55,000 dollars from The Ellwood Foundation to support operating expenses and collections in 2002-2003.

Research Projects and Grants

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Informing Neighborhood Health-TWU</td>
<td>$12,000.00</td>
<td>$13,000.00</td>
<td>$12,572.00</td>
<td>$114,485.00</td>
</tr>
<tr>
<td>Camp for All-TWU</td>
<td>$13,000.00</td>
<td>$12,000.00</td>
<td>$12,000.00</td>
<td>$114,485.00</td>
</tr>
<tr>
<td>Health Literacy for Families-TSLAC</td>
<td>$63,884.00</td>
<td>$61,049.88</td>
<td>$7,403.76</td>
<td>$131,439.84</td>
</tr>
<tr>
<td>Tex Treasures Division - Texas Medicine History and Biography Online</td>
<td>$12,572.00</td>
<td>$12,000.00</td>
<td>$1,676.50</td>
<td>$114,485.00</td>
</tr>
<tr>
<td>Woman2Woman - Community Health Project</td>
<td>$55,000.00</td>
<td>$55,000.00</td>
<td>N/A</td>
<td>$114,485.00</td>
</tr>
</tbody>
</table>

Total grant value over duration of current projects: $114,485.00
John P. McGovern Historical Collections and Research Center

The new Historical Research Center (HRC) opened in October 2002. The 11,000 square-foot facility was designed for the permanent storage and use of historical records and library collections. This past year the HRC hosted a number of events and made the historical collections and facility available to over 250 patrons.

Visitors: 256 independent users

Classes Taught
University of Texas Health Science Center – School of Public Health, Qualitative Methods
Archivists of the Houston Area, Preservation

Meetings Hosted
Board of Directors of the Friends of the Texas Medical Center Library

Professional Service Activities

Adela Calbillo, M.L.S.
Information Services Librarian, Consumer Health

Presentations

Dell Davis, M.L.S.
Assistant Director, Information Services

Presentations
Davis, D., Providing Information Services to a Diverse Community of Users Seminar, January 13, 2003, held at the University Hilton, Houston, Texas, sponsored by the University of North Texas.

Davis, D., Information Resources and Technology Instructor at the University of Texas Dental Branch – IRT 1991 Course, August – October 2003.

Elizabeth K. Eaton, Ph.D.
Executive Director

Publications

Presentations

Deborah Halsted, M.L.S., M.A.
Associate Director, Public Services and Operations

Publications

Presentations

Lee A. Hilyer, M.L.I.S.
Assistant Director for Photocopy/Interlibrary Loan

Publications

Jeffery T. Huber, Ph.D.
Associate Director for Research

Publications


Presentations


Beatrix Varman, M.L.I.S.
Assistant Director for Public Affairs

Publications
HAM-TMC Library Statistical Highlights 2001-2003

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<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Card Holders1</td>
<td>13,884</td>
<td>10,998</td>
<td>2,886</td>
<td>26.24%</td>
</tr>
<tr>
<td>Gate Count2</td>
<td>300,837</td>
<td>281,790</td>
<td>19,047</td>
<td>6.76%</td>
</tr>
<tr>
<td>Book &amp; Journal Volumes</td>
<td>359,696</td>
<td>338,880</td>
<td>20,816</td>
<td>6.14%</td>
</tr>
<tr>
<td>Current Serial Subscriptions</td>
<td>4,907</td>
<td>5,105</td>
<td>-208</td>
<td>-3.53%</td>
</tr>
<tr>
<td>Unique Print Serial Titles</td>
<td>2,421</td>
<td>2,742</td>
<td>-321</td>
<td>-11.71%</td>
</tr>
<tr>
<td>Circulation (include reserve)</td>
<td>2,466</td>
<td>2,363</td>
<td>103</td>
<td>4.38%</td>
</tr>
<tr>
<td>Circulation by public</td>
<td>1,280,469</td>
<td>1,502,363</td>
<td>-221,894</td>
<td>-14.76%</td>
</tr>
<tr>
<td>Fee-based Photocopy3</td>
<td>4,356</td>
<td>6,999</td>
<td>-2,643</td>
<td>-37.76%</td>
</tr>
<tr>
<td>Reference Questions Answered</td>
<td>16,678</td>
<td>17,237</td>
<td>-559</td>
<td>-3.24%</td>
</tr>
<tr>
<td>Lending</td>
<td>28,948</td>
<td>27,481</td>
<td>1,467</td>
<td>5.34%</td>
</tr>
<tr>
<td>Borrowing4</td>
<td>6,020</td>
<td>6,013</td>
<td>7</td>
<td>0.12%</td>
</tr>
<tr>
<td>Fee-based Searches5</td>
<td>187</td>
<td>388</td>
<td>-201</td>
<td>-51.80%</td>
</tr>
<tr>
<td>Classes and Workshops</td>
<td>115</td>
<td>69</td>
<td>46</td>
<td>66.67%</td>
</tr>
<tr>
<td>Class Attendees</td>
<td>2,447</td>
<td>1,694</td>
<td>753</td>
<td>44.45%</td>
</tr>
<tr>
<td>Librarians &amp; Other Professionals</td>
<td>22,66</td>
<td>24,122</td>
<td>-1,464</td>
<td>-6.05%</td>
</tr>
<tr>
<td>Support Staff</td>
<td>27,16</td>
<td>28,50</td>
<td>-134</td>
<td>-4.70%</td>
</tr>
</tbody>
</table>

1 The increase in cardholders is due in large part to the distribution of library cards during outreach events, specifically orientation and instruction sessions.

2 Although many libraries are noting decreasing foot traffic, the Library's gate count increased 7%, and data from the walk-in survey shows that all potential member institutions were represented.

3 Photocopying in-house as well as reference questions decreased, most likely due to the proliferation and availability of online full-text material and the user's increased ease and skill with online searching.

4 Interlibrary loan continued to increase, the borrowing remained steady indicating that our collections are serving our users.

5 Fee-based Searches have decreased as a result of a vacant mediated search librarian position in Information Services.

Expenditures

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Building related costs</td>
<td>2,940,375</td>
<td>1,234,884</td>
<td>168,544</td>
<td>322,385</td>
<td>49,057</td>
<td>332,365</td>
<td>142,922</td>
<td>2,783,170</td>
<td>1,783,635</td>
</tr>
</tbody>
</table>

Revenue

<table>
<thead>
<tr>
<th>FY 2002-2003 Revenue</th>
<th>Assessments</th>
<th>Service Fees</th>
<th>Interest Income</th>
<th>Contributions, Gifts and Grants</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessments</td>
<td>4,901,131</td>
<td>712,207</td>
<td>1,694,732</td>
<td>7,362,650</td>
<td></td>
</tr>
</tbody>
</table>

HAM-TMC Library FY 2003 Assessments

Participating Institutions

University of Texas Health Science Center-Houston 39.13%
Baylor College of Medicine 39.13%
Texas Woman’s University 4.90%
UT MD Anderson Cancer Center 4.29%
Houston Academy of Medicine 0.84%
Texas A&M University 1.02%

Supporting Institutions

Harris County Hospital District 10.69%
Memorial Hermann Hospital System 10.69%
The Methodist Hospital 7.59%
Texas Children’s Hospital 7.59%
The Institute for Rehabilitation & Research 7.59%
Shriners Hospitals for Children 7.59%
Texas Heart Institute 7.59%
University of Houston Colleges of Pharmacy & Optometry 7.59%
City of Houston Department of Health & Human Services 7.59%
Texas Southern University College of Pharmacy and Health Sciences 7.59%
Texas Medical Center Hospice 7.59%

Changes from FY 2001-2002:

Participating Institutions increased by 5%
St. Luke’s & Texas A&M University decreased 5%
Texas Southern University added
All other supporting (+HAM) increased by 3%