

2005

Annual Report 2004-2005

Houston Academy of Medicine-Texas Medical Center Library

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*Houston Academy of Medicine —
Texas Medical Center Library*

Annual Report 2004-2005



From Dr. Carlos R. Hamilton, Jr., *Chair*, Board of Directors



FOUNDED IN 1949, the Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library is a leader in the innovation of healthcare information delivery. The Library exists primarily to serve the education, research and clinical programs of the Texas Medical Center (TMC). The TMC is home to a large number of member institutions, including two medical schools, three schools of nursing, 13 renowned hospitals and more. The Library is a major resource, not only for the TMC, but also for the greater Houston area and a five-state region through its designation as the National Network of Libraries of Medicine South Central Region (NN/LM SCR).

November 2005 marks the 60th birthday of the TMC, which has grown to be the world's finest center of patient care, research and education. Today the TMC faces the challenges created by continued dramatic expansion by member institutions including new clinics, a new nursing school building and new research facilities. The Library must continually seek new resources and opportunities to serve its expanding clientele.

The Library's Board of Directors recently approved two additional Governing Institutions, the University of Houston and Texas Southern University, both very active members of our user community. In my tenure as Chair of the HAM-TMC Library Board of Directors, it has been a pleasure and a privilege to work with other Board members and the Library's Executive Director in an effort to expand the services of this TMC treasure, the HAM-TMC Library.

A handwritten signature in black ink, appearing to read "Carlos R. Hamilton, Jr." with a flourish at the end.

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Houston Academy of Medicine

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Texas Medical Center

From Dr. Elizabeth K. Eaton, *Executive Director*



THE HAM-TMC LIBRARY, as an integral part of the TMC community, is perfectly positioned to contribute significantly to innovation in the delivery of healthcare information and the advancement of health sciences research. The Library's vision is *Informed Health Care Decisions*. Its mission is to collect, provide and conserve health and medical information; to teach strategies and develop techniques for knowledge management; and to provide a center for study, research and collaboration.

This Annual Report highlights the HAM-TMC Library's 2004-2005 activities and accomplishments. Our staff's teamwork and the input received from our clients have contributed much to the Library's ongoing success and achievements. Our expert Board of Directors, chaired this year by Carlos R. Hamilton, Jr., MD, guided the Library. The Finance Committee, chaired by Michael Tramonte, oversaw the budgetary process. The Friends of the Texas Medical Center Library, chaired by Rogene Gee Calvert, continued to preside over special events and enthusiastic fund raising.

As we move farther into the first decade of the 21st Century, we are challenged by rapid technological change, which in part drives the new directions publishers and authors are taking in scholarly publication and communication. The concept of *Library as Place* is also changing: libraries are moving to electronic format from print; students are accessing resources on their PDAs; faculty deliver lectures virtually; and consumers are "googling" for their information. Networks are faster, computers are increasingly wireless and indexes are searchable online. After 125 years, the National Library of Medicine (NLM) has ceased printing its venerable *Index Medicus*® in favor of the freely accessible web version, *PubMed*®.

To help us meet these many challenges, we have purchased software and hardware to improve access to electronic resources; revised our website; installed a wireless network; begun an institutional repository to electronically preserve TMC institutions' valuable historical, educational and research resources; and adjusted our Strategic Plan to incorporate current changes and plans for the future. Our collection is becoming predominantly electronic, as evidenced by the acquisition of a new resource, *NetLibrary*, which contains 800 electronic medical books. We support open-access publishing models like *BioMed Central*, and applaud the release of government-sponsored research into publicly-accessible collections, notably NLM's *PubMed Central*®, a digital archive of full-text, peer-reviewed biomedical, behavioral and clinical research journals.

These are some of the highlights. We invite you to take a few minutes to read this report and to share HAM-TMC Library's 2004-2005 progress and accomplishments.

Elizabeth K. Eaton



Photo by Margaret Vugrin, Lubbock, TX

Collections Management

IN OCTOBER, the Library created a Library Advisory Group to provide input on issues important to our clients, such as critiquing the Library's webpage, collection development decisions and scholarly publishing issues. Group membership is drawn from several of our Governing and Supporting Institutions.

The HAM-TMC Library and The University of Texas School of Nursing at Houston are collaborating on the implementation of a TMC-wide institutional repository. This pilot project serves as a "proof of concept," establishing an electronic system using ProQuest's *Digital Commons* to capture, preserve, and make widely accessible the scholarly work of the faculty, researchers and clinicians within the TMC.

The Library has added a number of new electronic resources this year:

UpToDate – An evidence-based clinical information resource

British Medical Journal's Clinical Evidence – An international clinical evidence resource with linked references to information on trials

More *Nature Publishing Group* journals – *Nature Chemical Biology*, *Nature Materials*, *Nature Physics*, and the new *Clinical Practice* series

PsychiatryOnline – Journals, the complete *DSM IV-TR*, and the *APA Practice Guidelines*

Collection Trends 2001 – 2005

	2001	2002	2003	2004	2005
Print & Electronic Journals	5,019	5,105	4,907	4,894	6,505
Databases	94	94	96	142	192
Electronic Books	106	106	70	967	980
Total Print Books	134,154	135,815	124,338	125,398	133,969
Total Book and Journal Volumes Held	333,115	338,880	359,696	362,220	363,543

Collection Expenditures

Resource type	2003-2004 Expenditures	2004-2005 Expenditures	% Increase
Print	\$ 1,226,175.00	\$ 1,396,702.00	+12%
Electronic	\$ 592,770.00	\$ 766,212.00	+23%
Over all	\$ 1,818,945.00	\$ 2,162,914.00	+16%

Information Technology

PREFERRING TO ACCESS electronic resources from homes or work PCs, fewer users are physically entering the Library. Libraries are rapidly adjusting to the needs of users by providing electronic access to journals, databases, books and other materials.

The computer room has been updated with a dedicated air conditioner, replacing a 16-year-old unit. A grant from American Power Conversion funded upgrades to handle power and housing requirements for high density servers. A new multiport firewall, a wireless Internet network and a Virtual Private Network service protect access.

Year	Gate Count	Number of Webpage Hits	Resources Accessed (in Kb)
2003-2004	314,282	21,191,691	232,776,664
2004-2005	256,233	37,278,624	443,698,960

Information Services

REFERENCE DESK QUERIES increased by approximately 17% as compared to 2003-2004, although the desk was staffed the same number of hours per week. More questions answered by librarians were about electronic access to resources.

The number of class participants increased by almost seven percent, although the Library offered 33 fewer classes during the year. The educational focus for the year was “quality over quantity.” Librarians conducted several classes for consumers and health professionals located outside of the TMC. *PubMed* was taught to visiting physicians from Chile, Korea, and Spain; several of these classes were offered in Spanish. Our Consumer Health Librarian provided class instruction to school nurses and public librarians in several Texas cities, including Katy, Needville and Wimberly. Our newest class offering, *NLM PDA Resources*, is gaining popularity; residents were introduced to *MD on Tap*, *PubMed for Handhelds*, *NCBI Booklist* and other resources through our outreach efforts.

Focusing on NLM electronic resources and services, the Library offered database training, professional networking opportunities and demonstrations. Information Services librarians provided outreach activities to healthcare professionals and consumers in many surrounding Texas counties.

In addition to traditional exhibits, the Library staffed exhibits at the National Baptist Convention, the University of Texas MD Anderson’s *Strike Out Cancer* function and the Harris County Hospital District’s orientation of pharmacists.

The *Jesse H. Jones Community Health Information Service* continued to provide quality health information to consumers. Through this service the Library placed electronic and paper-based kiosks containing health information in English, Spanish, Chinese, Vietnamese and Korean in neighborhoods throughout the city. In collaboration with the University of Texas Medical Branch Moody Medical Library, the program was funded to link local health-related resources to the *Go Local Texas Gulf Coast* database of NLM’s *MedlinePlus*® which will extend our efforts throughout the region.



Information Services Computer Lab

Comments on Library Services

Professionalism and competence are two words that capture the experience when working with individuals at the HAM-TMC Library. Every semester I have approached the library staff to orient new students at Texas Woman’s University (TWU) to this prestigious library and the variety of resources available to them. Students have found the staff to be incredibly knowledgeable, approachable, welcoming of questions, and responsive. As an individual responsible for coordinating the Orientation efforts here at TWU, the librarians have been a joy to work with! They are flexible and accommodating, and do so consistently without compromising the integrity of the presentation to students. They are a gift to all of us in the Texas Medical Center!

**DEBORAH UNRUH, COORDINATOR
OFFICE OF STUDENT LIFE
TEXAS WOMAN’S UNIVERSITY**

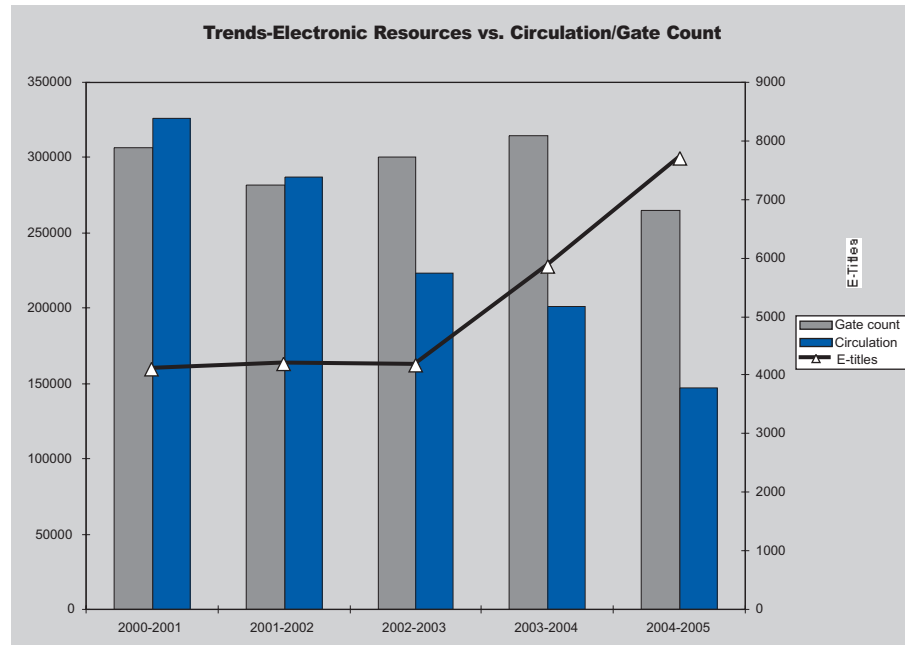


Mary Jackson, Outreach Librarian, With Students

Circulation

THE ASSOCIATION OF ACADEMIC HEALTH SCIENCES LIBRARIES reports that as electronic resources in medical libraries have been eagerly embraced by

users, circulation of physical items and gate count numbers have been falling. This trend was also evident here at HAM-TMC Library.



Photocopy/Interlibrary Loan

THE LIBRARY CONTINUED to provide an increasing number of electronic resources and offered classes to help users deal with online databases and journals. Most of our users are now empowered to access electronic resources around the clock, from home or office. Due to our clients' increasing familiarity with the online environment and independence in navigating full-text resources, client requests for photocopies and loans have decreased. Turnaround times and request fulfillment rates for all our lending and borrowing activities remain fully consistent with established guidelines and standards.



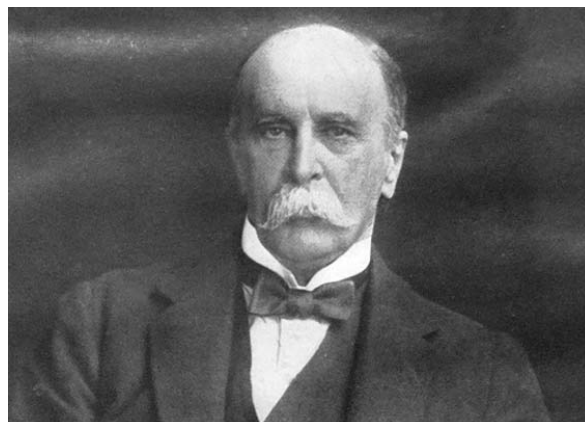
John P. McGovern Historical Collections and Research Center

WILLIAM OSLER, Texas Medical History, Arthritis and Rheumatism, James Warbasse, Anatomical Texts, and Psychiatry – these form the core of the Library's digital collections accessible through the new webpage of the John P. McGovern Historical Collections and Research Center.

The McGovern Center's first digital collection concentrated on Texas. This included two medical instrument catalogues from the A.P. Cary Company in Dallas, Texas, histories related to Harris County medicine, the Texas listings from Polk's Medical Registers, 1886-1906, and a unique collection of Texas documents signed by Texas physicians. These documents, nearly all from the nineteenth century, were donated by Dr. John P. McGovern in 1971. All 142 documents with indexes by name, genre, and subject are available for teaching and research.

William Osler, being one of the preeminent physicians of the late 19th and early 20th centuries and a favorite of Dr. John McGovern, has a large collection in our digital repository – fifteen separate titles and three volumes of 118 papers collected by Lady Osler. The portrait of Osler on this page is copied from the frontispiece of *Original Papers, 1881-1897*.

The McGovern Center's digital collections are the newest tool being used to make Library's historical collections more widely available. Whether the researchers use paper inventories, card catalogs, or the Internet, what is *primary* for scholarly research are the original documents. This year, the Library acquired a gift from the Memorial Hermann Hospital of a large and important collection of documents on Hermann Hospital and the Hermann Hospital Estate. With more than 400 boxes of records from the life of George Hermann to the 1970's, this collection documents the building of the original Hermann Hospital, the nursing and physical therapy schools, several building additions, and the development of various hospital departments. One treasure in the collection is the hand written register of the very first patients to enter Hermann Hospital.



Sir William Osler, Circa 1918, from the First Bound Volume of Osler's Original Papers



Sam Hitt, Executive Director in 1971, and John P. McGovern, MD



Carlos R. Hamilton, Jr., MD Searching for Cases Seen by his Father and Grandfather in Early Records from Hermann Hospital

National Network of Libraries of Medicine South Central Region



NN/LM SCR Staff



Greg Bodin, Technology Coordinator, Teaching a Class

UNDER CONTRACT WITH THE NLM, the HAM-TMC Library serves as Regional Medical Library for the NN/LM SCR. This five-year contract was awarded to the Library in May, 2001 and extends through April, 2006. The NN/LM SCR's mission is to advance the progress of medicine and improve public health by providing all health professionals in the SCR (AR, LA, NM, OK and TX) with equal access to biomedical information and, by improving the public's access to information, to empower people to make informed healthcare decisions. The NN/LM SCR has 761 Network members, ranging from hospitals and academic medical libraries to public libraries and health-focused, community-based organizations.

Education and outreach are our key programs. Classes on the NLM's databases and on using the Internet to locate quality health information are our basic means of providing improved, equitable access to health information. Classes in consumer health information resources, grant writing and health information technology support are also offered throughout the SCR.

The SCR is rich in cultural diversity, so we emphasize identifying special populations and providing training to the health professionals and Network members who serve them, while also offering programs for consumers in these populations. A number of outreach subcontracts are made available to Network member libraries to support these educational efforts. Additional subcontracts have been awarded to Network members working in the areas of public health and consumer health to investigate, identify and fulfill these information needs. Smaller awards are made to support technology purchases for Network members who lack adequate Internet access in order to connect them with NLM's products and services, as well as other reputable Internet sources of health information.

Professional Service Activities

Presentations

Annual Meeting of the Medical Library Association

Greg Bodin, *Evaluation of Two NN/LM Programs Designed to Improve Access to Online Health Information*, Poster Session

Greg Bodin, J. Dale Prince and Bryan Vogh, *Really Simple Syndication (RSS)*, Poster Session

Carolyn Harty, Teresa Petrucci-Coley and **Deborah Halsted**, *Tapestry of Life: Training Public Librarians to Find End-of-Life Resources*, Poster Session

Jeffrey T. Huber and **Beatriz Varman**, *F2F Connection: A Community Health Information Outreach Project*, Poster Session

Leah Krevit, *Scholarly Communication: What's in Your Toolkit*, Invited Speaker

Annual Meeting of the South Central Chapter of the Medical Library Association

Carolyn Harty, Teresa Petrucci-Coley and **Deborah Halsted**, *The Tapestry of Life: Training Public Librarians to Find End-of-Life Resources*, Poster and Sharing Session

Jeffrey T. Huber, *Health Sciences Librarianship at Texas Woman's University*, Panelist

HealthLINE Spring Meeting in Dallas

Jeffrey T. Huber, *Medical Libraries and Library Schools: Exploring New Opportunities for Collaboration and Cooperation*, Invited Panel Presentation

National Association of Health Education Centers Conference in Houston

Dell Davis, *Integrating Credible Web-Based Resources into the Curriculum*, Invited Speaker

University of Houston Serials Symposium in Houston

Dell Davis, *E-Resources: Their Impact on Reference Services*, Invited Speaker

Publications

Deborah D. Halsted, Carolyn Harty, Teresa Petrucci-Coley and Rudy Ford, "Tapestry of Life: Training Public Librarians to Find End-of-Life Resources" *TX Libr J*, 81(1) 24-7, 2005.

Jeffrey T. Huber, Teresa Walsh and **Beatriz Varman**, "Camp for All Connection: A Community Health Information Outreach Project." *JMLA*, 93(3)348-353,2005.

Jeffrey T. Huber, Jill Dietrich, Eve Cugini, Shannon Burke, "F2F Connection: A Community Health Information Needs Assessment of Texas Families That Have Children with Chronic Illnesses and/or Disabilities and Their Care Providers." *JMLA*, 93(2)278-281, 2005.

Karen Vargas, "Teenagers, Health, and the Internet: How Information Professionals Can Reach Out to Teens and Their Health Information Needs." *Journal of Consumer Health on the Internet* 9(August 2005) 15-23.

TMC Council Representation

Chief Financial Officers
Bicycle/Scooter Safety and Mobility
Inter-Institutional Collaboration
National Center for Human Performance
Pain and Palliative Care
Parking and Mobility
Planning and Construction
Policy
Public Relations
Security
Volunteer
Wayfinding
Women's Health Network

Bolded Names Indicate HAM-TMC Library Staff Member

Professional Activities of the Library



Presenters at the *Is it Just a Game* Conference

South Central Chapter of the Medical Library Association Annual Meeting (SCC/MLA)

Houston hosted the annual meeting of the SCC/MLA in October 2004. Many of the Library staff members were involved in the planning and hosting of the conference. Shelly Sekula-Gibbs, MD, Houston City Council Member and a member of the Friends of the Texas Medical Center Library Board, extended the official welcome from the City of Houston.

Cunningham International Fellow of the Medical Library Association

In May, the Library hosted Mr. Raphael Euppah, the Cunningham International Fellow of MLA. Mr. Euppah is head of the Nairobi Hospital Library in Kenya. The four-month Cunningham Fellowship is awarded to health science librarians from countries outside the US and Canada to study and work in American health science libraries.



From left to right: Dr. Alberto Rigail, Univ Catolica faculty (standing), Dr. Elizabeth Eaton, HAM-TMC Library, Dr. Luis Hiddalgo, Dean of Medicine, Universidad Catolica, Dr. Alfredo Palacios, Current President of Ecuador

Ninth Annual Houston Conference on Health Informatics

In May, the Library presented the annual health informatics conference *Is it Just a Game?: Performance and Ethics in Sports Medicine*. Speakers included Laura Wilkinson, Olympic Platform Diving Gold Medalist; Peter Davis, PhD, of the US Olympic Committee; John Herndon, International Basketball Consultant; Carlos R. Hamilton, Jr., MD, of the U.T. Health Science Center at Houston and Member, World Anti Doping Agency; and John Eliot, PhD, of the Rice University Department of Kinesiology. The conference was held at the John P. McGovern Museum of Health & Medicine, and served as the opening event for *Football: The Exhibit*, displayed at the museum during the summer.

Family to Family

The Library received implementation phase funding for its *F2F Connection: A Community Outreach Partnership Planned* project from the NN/LM SCR. This project is a collaborative effort involving the Library, School of Library and Information Studies (SLIS) at Texas Woman's University (TWU) and Family to Family Network. Project funds were used to place Internet-connected computers in the resource center at the Family to Family Network facility and to conduct health literacy programs at that site.

Camp for All

The Library also received funding from the Bob and Vivian L. Smith Foundation to expand the *Camp for All Connection* project. This project is a collaborative effort involving the SLIS at TWU, the Library, and Camp for All. Project funds were being used to increase the number of Internet-connected computers at the Camp for All facility in Burton, TX. The project expansion targets camp staff to facilitate access to electronic information resources by placing computers in staff cabins and the camp's club house facility.

From Houston to Ecuador

On behalf of the NLM, Dr. Eaton was invited by the Vice President of Ecuador to speak to Ecuadorian medical professionals about the structure of NLM. As Ecuador begins the huge social infrastructure project of developing and expanding its medical institutions, NLM provides an example of how a modern specialized library functions and motivates the local institutions to follow that example. Dr. Eaton hopes to return to Ecuador to consult with the medical schools, public and private hospitals and the ministry of health in the best practices of providing medical information, a fundamental task in scientific research and in the treatment of diseases.

Friends of the Texas Medical Center Library

To furnish the means of acquiring knowledge is the greatest benefit that can be conferred upon mankind. It prolongs life itself and enlarges the sphere of existence.

JOHN QUINCY ADAMS

THE HOUSTON HEALTHCARE community should have access to the finest medical library – this was the founding principle for the Friends of the Texas Medical Center Library in 1958. With a firm belief in this founding principle and with knowledge that medical libraries are rapidly changing from repositories of printed material to providers of digital information, the Friends have also been changing.

Moving away from paper files and multiple databases, the Friends purchased the Raiser's Edge fundraising software for use by the Library and the Friends. This new tool will allow the Library to manage its various mailing lists with greater efficiency and build a database of individuals interested in supporting the Library or specific programs within the Library.

While the Friends' Book Fund continues to receive many memorial gifts, their Mary and Ben Anderson Fund supports new training opportunities, continuing education, and college degrees for many members of the Library staff. Better service for the Library's cardholders has been the goal of funding for workshops and academic courses on new technologies and



Betsy Parish, Past-President of the Friends of the TMC Library Board

software, financial and personnel management, metadata analysis, standards for digital collections, and current trends for the delivery of health information.

Outreach to the Houston community is also a priority for the Friends. They have helped fund translations of medical information for distribution to Houston's Asian and Hispanic communities through kiosks with pamphlets in community centers and electronic kiosks in area libraries. *Project Outreach* was chosen as the theme and beneficiary of their dinner to be held in October, 2005. The Friends have made a commitment to raise funds to assist in the development, improvement, expansion and maintenance of the *Jesse H. Jones Community Health Information Service* and its programs for Houston.

Friends of the Texas Medical Center Library

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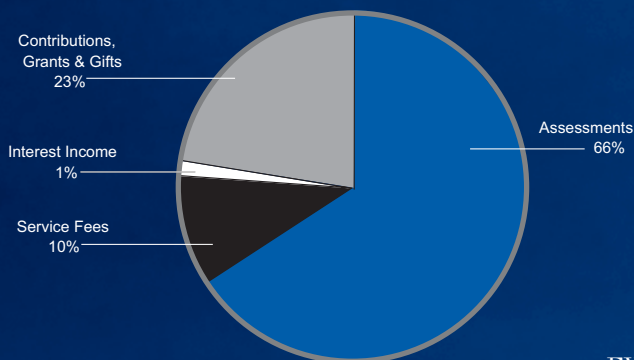
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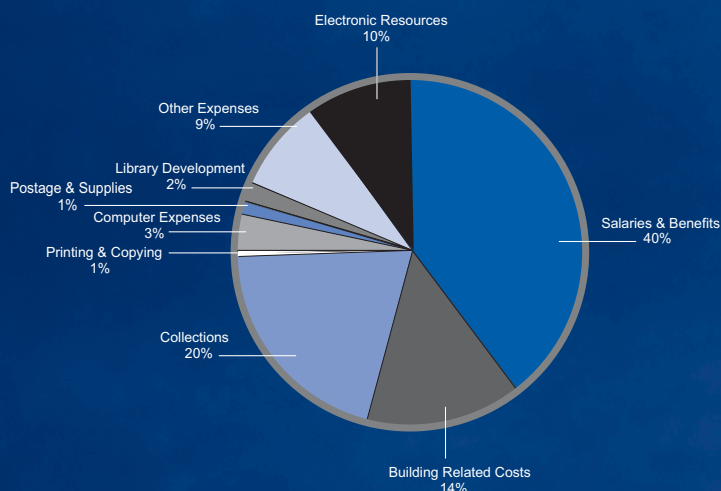
HAM-TMC Library Statistical Highlights

	2003-2004	2004-2005
Card Holders	13,694	13,801
Gate Count	314,282	256,233
Book & Journal Volumes	362,220	363,543
Current Serial Subscriptions	4,894	6,715
Unique Print Serial Titles	2,174	1,548
Unique Electronic Full-Text Journals	3,079	6,000
Circulation (Includes Reserves)	28,386	40,539
Photocopies by Public	965,159	514,813
Fee-Based Photocopies	10,057	11,190
Reference Questions Answered	22,113	25,464
ILL Lending	26,149	20,841
ILL Borrowing	5,390	5,536
Fee-Based Searches	122	70
Classes and Workshops	265	232
Class Attendees	3,792	4,045
Librarians & Other Professionals	15.16	13.5
Support Staff	27.08	20.55

FY 2004-2005 Revenue



FY 2004-2005 Expenses



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Texas Medical Center Library**
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<http://resource.library.tmc.edu>