

2003

State of the Library Report 2002-2003

Houston Academy of Medicine-Texas Medical Center Library

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Houston Academy of Medicine – Texas Medical Center Library



State of the Library Report

2002 – 2003



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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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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

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 – Henington-Alief 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.

April 2003 – August 2003

Total Documents Accessed: 4,299

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

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.

This two-week sampling period occurred in April. 9,462 clients were interviewed when they entered the Library. Patronage from Participating Institutions are as follows:

Institution	# of Clients
University of Texas Health Science Center-Houston	3595
Baylor College of Medicine	2928
Texas Woman's University	507
M.D. Anderson Cancer Center	264
Texas Medical Center	47
Texas A&M University	10
Texas A&M University – IBT	3
Houston Academy of Medicine	1
Total:	7355*

*Participating Institutions made up 78% of overall Walk-In patronage.

Consumer and Community Health Outreach in Support of Library Initiatives

The following classes on the map found below, were offered as part of the Library's health information outreach. 1. Outreach activities are funded in part through a continuing federal Resource Library subcontract from the National Network of Libraries of Medicine South Central Region (NN/LM SCR) with HAM-TMC Library. The NN/LM SCR serves Arkansas, Louisiana, New Mexico, Oklahoma, and Texas. The mission of the National Network of Libraries of Medicine is to provide all U.S. health professionals with equal access to biomedical information and improve the public's access to information to enable them to make informed decisions about their health.

In 2002-2003, other state and federal funding sources underwrote projects such as "Instruccion de la Salud para las Familias: Health Literacy for Families Project", "Informing Neighborhood Health", and the "Woman2Woman: Community Health Project". Private sector funding supports the Jesse H. Jones Community Health Information Service.

26 PubMed Classes

Houston Community College
Memorial Hermann Southwest Hospital
Memorial Hermann Hospital Fort Bend
– Fort Bend County

Memorial Hermann Hospital Southeast
Fort Bend Family Health Center,
Rosenberg, Texas – Fort Bend County
Prairie View A&M College of Nursing
University of Houston Fort Bend Campus
– Fort Bend County
Guadalupe Valley Hospital in Seguin, Texas
– Guadalupe County
San Jacinto College

3 PubMed in Spanish

Baylor College of Medicine

Genetics Databases

Spring Branch Independent School District

Other NLM Databases –

Toxline, Tox Town, Genetics Home Reference
Main Street Pharmacy, Flatonia, Texas
– Fayette County

Professional Exhibits

Harris County Medical Society Business
Expo Spring and Fall meetings

Consumer Health Classes –

9 Medline Plus classes

Houston Public Library
Texas Medical Center Consumer Health Librarians

Fort Bend Family Health Center,
Rosenberg, Texas – Fort Bend County
Guadalupe Valley Hospital, Seguin, Texas
– Guadalupe County
Star of Hope

12 Medline Plus in Spanish

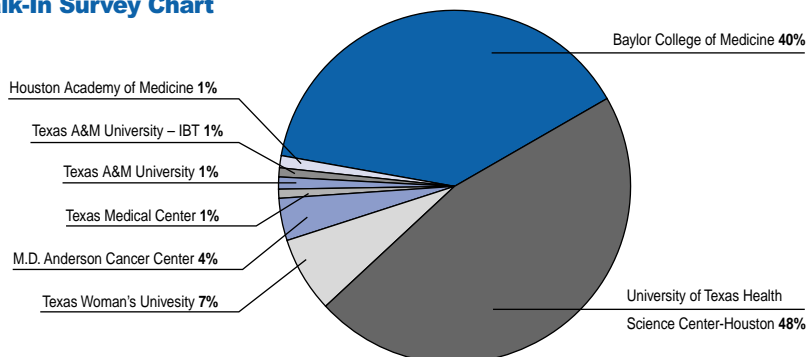
Harris County Public Library
Foro 2003 Conference at Texas A&M in
College Station – Brazos County

Consumer Health Exhibits

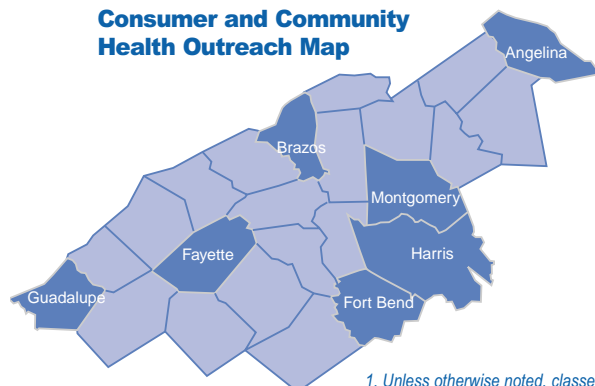
Latino Book and Family Festival
Harris County Hospital District Annual
Health Fair
National Chronic Pain Society Conference
City of Houston Health Department Health Fair
Hospice Foundation of America
Teleconference
Women's Lifestyle Expo 2003
North Harris College-Carver Center
Promoting Healthy Lifestyles 2003
Wellness & Resources Fair
Harris County Hospital District Annual
Health Fair at Quentin Mease Hospital
Acres Home Health Center Annual Health
Fair 2003
Lufkin's Women's Lifestyle Expo, Lufkin,
Texas – Angelina County

*Participating Institutions

Walk-In Survey Chart



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.*

Items Circulated

Supporting Institutions	#Cards	2002-2003	2001/2002	%Diff
City of Houston HHS	42	39	25	56%
Harris County Hospital District	129	681	720	-5.4%
The Hospice at the TMC	10	8	n/a	n/a
Houston Community College System	405	165	120	37.5%
The Institute for Rehabilitation and Research	31	43	51	-15.7%
LifeGift Organ Donation Center	0	0	3	-100%
Memorial Hermann Hospital System	664	519	495	4.9%
The Methodist Hospital	283	483	505	-4.4%
NASA Johnson Space Center	11	36	38	-5.3%
Prairie View A&M University	446	351	330	6.3%
Shriners Hospitals for Children	10	9	10	-10%
St. Luke's Episcopal Hospital	218	351	405	-13.3%
Texas Children's Hospital	285	154	160	-3.8%
Texas Heart Institute	96	87	95	-8.4%
UH Pharm/Opt	443	239	255	-6.3%

Participating Institutions

Baylor College of Medicine	4,452	9,452	17,537	-45.1%
Houston Academy of Medicine	904	673	781	-13.8%
Texas A&M University	87	79	207	-61.84%
Texas Medical Center	6	3	6	-50%
Texas Woman's University	698	1,617	4,740	-65.9%
Texas Southern University	500	48	0	n/a
Univ of Texas Health Science Center-Houston	3,029	6,863	8,280	-17.1%
UT MD Anderson Cancer Center	4,746	1,395	1,592	-12.4%
UT School of Public Health	692	794	850	-6.59%
UT Mental Sciences/Psychiatry	309	80	95	-15.8%
UT Dental Branch	1,330	274	260	5.38%

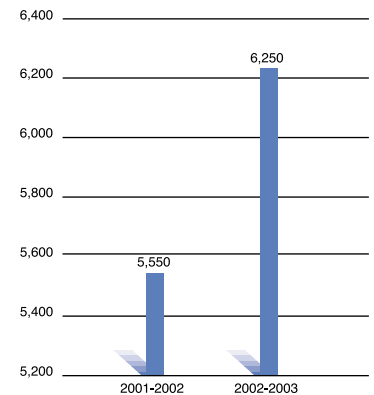
Photocopy/Interlibrary Loan Department Statistics:

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

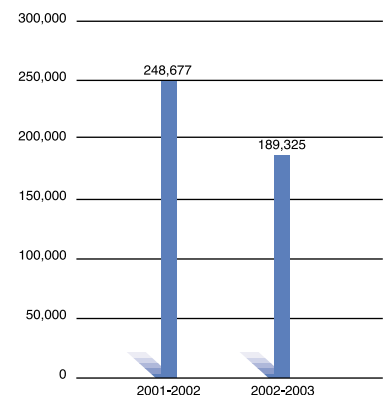
Interlibrary Loan (ILL) borrowing for Library clients increased only slightly (0.5%) in the 2002-2003 reporting period. Examination of data from the 1999-2000 period onward reveals a steady average of between 5,900 and 6,000 ILL requests per year. The steady ILL volume indicates the increase in access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



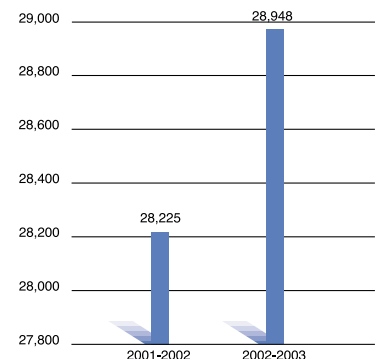
Remote Access Registrations (Total) 2001-2003



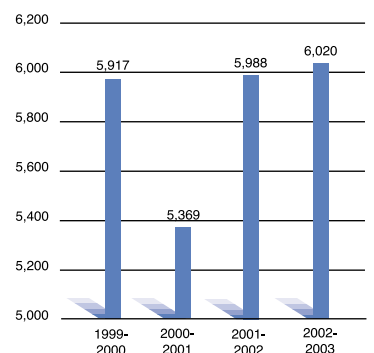
Internal Usage (Items Circulated) 2001-2003



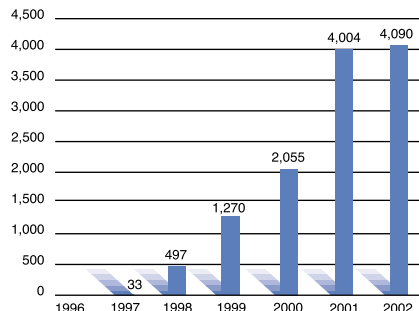
ILL Lending Requests from Other Libraries 2001-2003



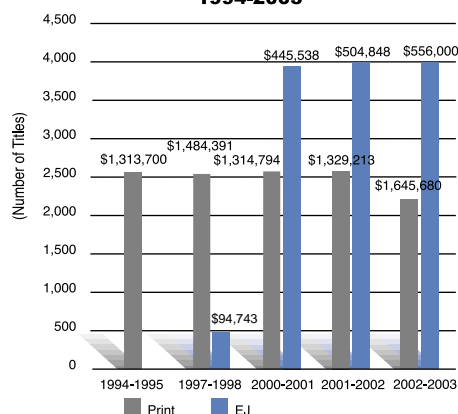
ILL Borrowing Request Volume 1999-2003



Growth of Electronic Journals
HAM-TMC Electronic Journal Growth
1996-2002



Journal Pricing, Journal Numbers
HAM-TMC Library
1994-2003



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 benefited 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 Source: *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 Source: *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 Source: *Texas State Library and Archives Commission (TSLAC)*

3) "Instrucción 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.

4) The TexTreasures division funded the John P. McGovern Historical Collections and Research Center project entitled "Texas Medicine: History and Biography Online". This project provides electronic access to a large collection of licensure files from the Texas State Board of Medical Examiners for deceased females, osteopaths and other non-white practitioners in Texas.

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 off-set 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	1) Informing Neighborhood Health-TWU SubK (NLM) 8/1/03 – 7/30/04	2) Camp for All-TWU SubK (NLM) 3/31/03 – 8/31/04	3) Health Literacy for Families-TSLAC 9/1/02 – 8/31/03	4) Tex Medicine-TSLAC 9/1/02 – 8/31/03	5) Woman2Woman-TWU SubK (NLM) 9/30/01 – 9/29/02	6) Ellwood Foundation FY02 previously unreported	TOTALS
Total grant value over duration of current projects	12,000.00	13,929.00	63,984.00	12,572.00	12,000.00		114,485.00
Grant support received for work in 2002-2003	*Funding received Summer, 2003 *Work began Fall, 2003	6,816.13	61,049.88	7,403.76	1,678.50	55,000.00	131,948.27

John P. McGovern Historical Collections and Research Center

The new Historical Research Center (HRC) opened in October 2002. This 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: 255 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

Oral history interviews conducted by Dr. Dan Creson

Collections Acquired

Menninger Clinic Library – clinical collection: 30,000 volumes; rare and historical book collection: 3,000 volumes

Selected resources from the Medical Center Library of New York and the Texas Medical Association Library to augment and enhance the existing Texas Medical Collection

Special Projects

Recovery and Development project 2001-2003: nearly all collections were restored*

McGovern Center Digital Resource Project: the collections of William Osler, James Warbasse, William Stukeley are

being digitized and placed on the web <http://mcgovern.library.tmc.edu/index.html>

Gifts

Funding support for the Fellows Fund, the McGovern Book Fund, the H. Grant Taylor Memorial Book Fund, the McGovern Endowment Fund provided by John P. McGovern, M.D.

Bookshelves and a credenza from the Boston home of Oliver Wendell Homes, M.D., a portrait of Sir William Osler were also donated by John P. McGovern, M.D.

Oral history interviews, videotapes and papers of Dr. Dan Creson donated by Dr. Dan Creson

*Pictorial rosters from the Harris County Medical Society, 1954-1983 were lost to the flood.

Professional Service Activities

Adela Calbillo, M.L.S.

Information Services Librarian, Consumer Health

Presentations

Calbillo, A., Eaton, E., and Halsted, D., Health Information for Houston's Ethnic Communities, Presented at the Annual Meeting of the American Library Association, June 2003.

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

Lee, M.Y., Albright, S.A., Alkasab, T., DaMassa, D.A., Wang, P.J., Eaton, E.E., "Tufts Health Sciences Database: Lessons, Issues, and Opportunities." *Academic Medicine*, 78(3) 254-264, March 2003.

Presentations

Eaton, E.K., Halsted, D., Hayes, Z., Hilyer, L.A., Ethics for Library Staff, Professional Development Course, HAM-TMC Library, Fall 2003.

Deborah Halsted, M.L.S., M.A.

Associate Director, Public Services and Operations

Publications

Halsted, D., Varman, B., Sullivan, M., Nguyen, L., "Consumer Health Information for Asians (CHIA): A Collaborative Project." *Journal of the Medical Library Association*, 90(4) 400-405, 2002.

Presentations

Calbillo, A., Eaton, E., Halsted, D., Health Information for Houston's Ethnic Communities, Presented at the Annual Meeting of the American Library Association, June 2003.

Bunnett, B., Halsted, D., Reference Trends for the 21st Century, Presented at the Annual Meeting of the SCC/MLA, October 2002.

Lee A. Hilyer, M.L.I.S.

Assistant Director for Photocopy/Interlibrary Loan

Publications

Hilyer, L.A., Interlibrary Loan and Document Delivery in the Larger Academic Library. Binghamton, NY: Haworth Press, 2002.

Jeffery T. Huber, Ph.D.

Associate Director for Research

Publications

Huber, J.T., Peek, K.E., Hughes, L.A., Little, F., "Woman2Woman: Community Health Information Project." *Journal of the Medical Library Association*, 91(4) 100-106, 2003.

Huber, J.T., Gullion, J.S., "Complementary and Alternative Medicine as Represented in the HIV/AIDS Body of Knowledge: A Bibliometric Analysis." *Medical Reference Services Quarterly*, 22(3) 23-32, 2003.

Huber, J.T., Snyder, M., "Facilitating Access to Consumer Health Information: A Collaborative Approach Employing Applied

Research." *Medical Reference Services Quarterly*, 21(2) 39-46, 2002.

Huber, J.T., Snyder, M., "Developing a Multidisciplinary Health Information Program." *Journal of Education for Library and Information Science*, 44(1) 90-92, 2003.

Snyder, M., Huber, J.T., Wegmann, D., "Education for Consumer Health: A Train the Trainer Collaboration." *Health Care on the Internet: A Journal for Medical Professionals, Consumers, and Librarians*, 6(4) 49-62, 2002.

Presentations

Huber, J.T., Plotkin, E.S., Varman, B., Ford, R., Sabido L., Lee, C., Jasper, R., Little, F., "Instruccion de la Salud para las Familias: Health Literacy for Families." Presented at the Medical Library Association 23rd Annual Meeting, San Diego, CA, May 2-7, 2003.

Outreach to Community Based Organizations. Invited presentation. Presented at the National Library of Medicine, National Network of Libraries of Medicine, South Central Region, Regional Advisory Committee Meeting, Houston, TX, November 5, 2002.

Huber, J.T., "Woman2Woman: A Community Health Information Outreach Project." Presented at the South Central Chapter/Medical Library Association Annual Meeting, San Antonio, TX, October 12-16, 2002. Awarded Posters – Honorable Mention by the South Central Chapter of the Medical Library Association, SCC Research Committee.

Beatriz Varman, M.L.I.S.

Assistant Director for Public Affairs

Publications

Halsted, D., Varman, B., Sullivan, M., Nguyen, L., "Consumer Health Information for Asians (CHIA): A Collaborative Project." *Journal of the Medical Library Association*, 90(4) 400-405, 2002.

HAM-TMC Library Statistical Highlights 2001-2003

	2002-2003	2001-2002	Change	% Difference
Card Holders ¹	13,884	10,998	2,886	26.24%
Gate Count ²	300,837	281,790	19,047	5.76%
Book & Journal Volumes	359,696	338,880	20,816	6.14%
Current Serial Subscriptions	4,907	5,105	-198	-3.88%
Unique Print Serial Titles	2,421	2,742	-321	-11.71%
Unique Electronic Full-Text Journals	2,486	2,363	123	5.21%
Circulation (include reserve)	35,125	40,632	-5,507	-13.55%
Photocopy by public	1,280,489	1,552,363	-271,874	-17.51%
Fee-based Photocopy ³	4,356	6,999	-2,643	-37.76%
Reference Questions Answered	16,678	17,237	-559	-3.24%
Lending	28,948	27,481	1,467	5.34%
Borrowing ⁴	6,020	6,013	7	0.12%
Fee-Based Searches ⁵	187	388	-201	-51.80%
Classes and Workshops	115	69	46	66.67%
Class Attendees	2,447	1,694	753	44.45%
Librarians & Other Professionals	22.66	24.12	-1.46	-6.05%
Support Staff	27.16	28.50	-1.34	-4.70%

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

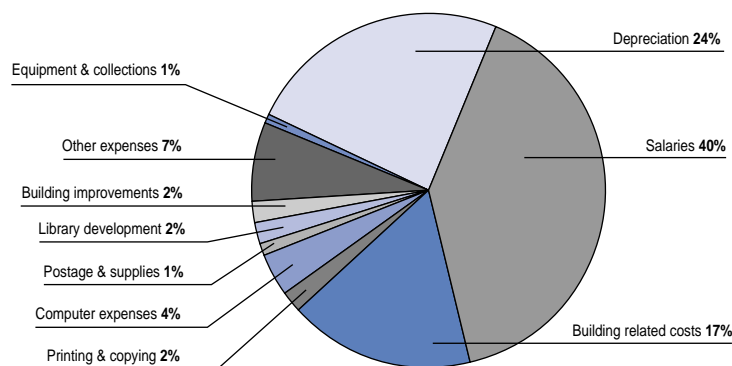
² Although many libraries are noting decreasing foot traffic, the Library's gate count increased 7% and data from the walk-in survey shows that all potential member institutions were represented.

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.

FY 2002-2003 Expenditures



Expenditures

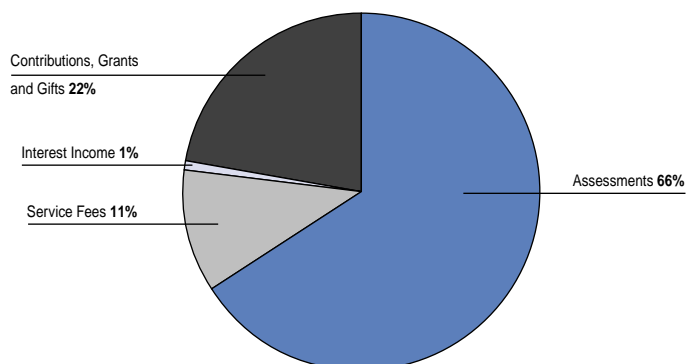
Salaries & benefits	2,940,375
Building related costs	1,234,884
Printing & copying	168,544
Computer expenses	322,385
Postage & supplies	93,114
Library development	142,922
Building improvements	122,456
Other expenses	494,565
Equipment & collections	49,057
*Depreciation	1,783,635

*Depreciation of fixed assets such as furniture, equipment and collections

Revenue

Assessments	4,901,131
Service Fees	773,207
Interest Income	62,532
Contributions, Grants and Gifts	1,605,732
Total	7,342,602

FY 2002-2003 Revenue

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	10.69%

Harris County Hospital District
Memorial Hermann Hospital System
The Methodist Hospital
St. Luke's Episcopal Hospital
Texas Children's Hospital
The Institute for Rehabilitation & Research
Shriners Hospitals for Children
Prairie View A&M University-College of Nursing
University of Houston Colleges of Pharmacy & Optometry
City of Houston Department of Health & Human Services
Texas Heart Institute
NASA Johnson Space Center
LifeGift Organ Donation Center
Houston Community College System
Texas Southern University College of Pharmacy and Health Sciences
Texas Medical Center Hospice

Changes from FY 2001-2002:
Participating Institutions increased by 5%
St. Luke's & Texas A&M University decreased
Texas Southern University added.
All other supporting (+HAM) increased by 3%



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