

Vision: Informed Healthcare Decisions

Mission: In order to realize our vision we will

- **Collect, Provide and Conserve Health and Medical Information**
- **Teach Strategies and Develop Techniques for Knowledge Management**
- **Provide a Center for Study, Research and Collaboration**

Goals:

1. Collect, Provide and Conserve Health and Medical Information

Library Sections Involved: Information Services, Information Technology, Collections Management, McGovern, Circulation, Photocopy/Interlibrary Loan

- Maintain and enhance the pre-eminent position of the HAM-TMC Library collections
 - Establish a stable and more appropriate budget with built-in growth potential for needed print and electronic materials
 - Revise and publish Collection Development Policy
 - “living document” interaction etc
 - Establish Collection Development Team that includes key staff from Collections Management, Public Services, and McGovern
 - Analyze, improve, and increase access to electronic collections

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- Implement Serials Solutions ERMS
- Negotiate to give broader access to licensed resources
- Ensure every cardholder has proxy/remote access
 - Automate the library card registration process
 - Automate the process of creating a remote access account
 - Provide instructions on accessing electronic resources
 - Create web-based tutorial outlining our resources and methods for accessing them
- Evaluate monograph and serials collections
 - Determine appropriate locations
 - Establish ongoing weeding process
 - Merge the Menninger Collection
- Increase overall Library support and develop new funding models
 - Create and fund a named endowed position for the Library's Executive Director
 - Expand Adopt-A-Journal program
 - Establish new funding models
 - Identify new internal and external funding sources and partners
 - Establish additional targeted funds for collections and services
 - Work closely with the Friends of the Texas Medical Center Library to increase their support
 - Increase endowments for the Library's collections
 - Develop and publish a gift policy
 - Secure financial support to manage major acquisitions
 - Create educational programs regarding giving legacies

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- Engage a consultant to hold regular estate planning seminars with an emphasis on the disposition of personal papers, books, and other articles related to one's professional life
 - Develop a unified vision of the Library and its activities
 - Position the Library as a required-for-success business partner to the governing institutions
 - Create a public relations/marketing position
- Preserve the past by providing access to documents and information about the history of healthcare
 - Provide proper shelving and storage in the Historical Research Center
 - Expand available shelving for library materials
 - Expand available shelving for archival collections
 - Provide access to the photographs and manuscripts in the McGovern Research Center
 - Ensure historical and rare book collections are accessible through WorldCat and the local catalog
 - Digitize microforms, video, and other non-print materials
 - Expand the digital collections and access to manuscript collections on the McGovern webpage and through national or regional consortia
 - Increase awareness of historical collections
 - Create brochures, printed PR items, and educational materials for targeted audiences
 - Schedule mailings for publicity on specific collections, for challenge grants and for donations for specific funds or projects
 - Advertise in selected publications
 - Ensure regular articles appear in library and other publications

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- Enrich resources available to our clients by strengthening consortial agreements
 - Increase participation in national and international programs through the NN/LM SCR
 - Strengthen existing consortial agreements, including THSLC, SCAMeL and the University of Texas System
 - Investigate other local and regional consortial groups
 - Establish consortial agreements outside the health and medical subject areas

- Remove barriers and make resources available and accessible to our clients
 - Promote open access for scholarly publications
 - Support NIH Public Access Policy
 - Increase TMC-wide awareness of scholarly publishing issues
 - Implement federated authentication
 - Implement Serials Solutions Article Linker across our database collection
 - Create and populate digital collections databases of local image and other collections
 - Create bibliographic records for non-cataloged materials

2. Teach Strategies and Develop Techniques for Knowledge Management

Library Sections Involved: Information Services, Collections Management, Information Technology, NN/LM SCR

- Provide new methods for teaching and learning
 - Create virtual teaching, including web-based tutorials
 - Investigate new tools for online education
 - Expand audio/video studio capabilities
 - Help potential educators become comfortable with near-live presentation skills
 - Provide on-line question submission to answer questions off-line

- Develop a full Library training program on video/webcast
- Create virtual tour on the Library's website
- Integrate and recommend curriculum management tools used by our educational partners
 - Conduct an environmental scan of curricula of all TMC educational institutions
 - Identify faculty champion partners in all TMC educational institutions
- Create and maintain the digital institutional repository for the TMC
 - Implement ProQuest Digital Commons
 - Collaborate and pilot with The University of Texas School of Nursing at Houston to store and catalog faculty research, theses and dissertations, and learning objects
 - Create and publish policy and workflow processes
 - Expand to include all TMC educational institutions
 - Identify and plan long-term funding mechanisms
 - Market publishing capabilities to TMC institutions
 - Encourage educational institutions to require submission of faculty research to the repository
 - Continue to explore institutional repository software
- Integrate library and clinical/patient information systems
 - Create task force to study current informatics and library joint systems
 - Establish clinician-focused web portals by specialty
- Enhance and expand repertoire of classes
 - Increase number of classes and participation for TMC institutions
 - Improve the Library's AAHSL standing
 - Create Curriculum Team with departmental representation
 - Contact faculty to investigate appropriate points of insertion into their curricula

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- Identify partners in each educational institution
- Pursue curriculum innovations
- Provide continuing education credit for appropriate classes
- Participate in Google and similar projects for knowledge management and access
 - Create Knowledge Management Team to consider pilot and test projects
 - Participate in Google Scholar project
 - Participate in Google Open WorldCat project
- Strengthen our relationships with the region's library school programs
- Enhance and create new educational opportunities for employees

3. Provide a Positive Center for Study, Research and Collaboration

Library Sections Involved: Public Services, McGovern, Information Technology

- Provide the information tools and infrastructure to meet client needs
 - Maintain access to all electronic resources via federated authentication
 - Use TMC institutional authentication sources where appropriate
 - Maintain Shibboleth source for authentication where the institutions cannot provide the service
 - Create automated reporting mechanisms to better align services with costs
 - Provide feedback reports for institutional partners
 - Provide reports to facilitate relationships with vendors
 - Provide and enhance wireless Internet connectivity
 - Provide public access points to users inside the Library
 - Market the service

- Document methods for accessing resources at their home institutions while in the Library, including email and patient records
- Develop an alternate route to the Internet
 - Build alternate fiber path from the Library to the University of Texas Health Science Center at Houston
 - Enhance routing capability of Library to participate in dual-homing arrangement with BCM and UTHSC
 - Negotiate peering arrangements with UTHSC
- Provide around-the-clock access and support to electronic resources
 - Create a hot-standby collocation site for web, proxy and accounting systems
 - Define IT services levels and align with Library business commitments
 - Provide infrastructure, including monitoring, hardware, support and connectivity, for 24/7 operations
 - Expand Reference Librarian service to on-call during off-hours
 - Conduct needs assessment of our users
 - Expand Electronic Resource triage to on-call during off-hours
 - Create access point from the Library's homepage for this service
 - Institute self-service portals to allow patrons to become more self-sufficient in the areas of IT, reference and electronic triage support
 - Simplify interfaces to all library resources
- Design a physical library to meet the changing needs of our clients
 - Determine the changing needs of our clients through focus groups, needs analysis, environmental study, surveys, and visits to other libraries
 - Provide group study areas, including study rooms and computer pods for collaboration

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- Provide more publicly available and safe electricity
- Analyze use of books and journals to determine which materials should remain onsite
- Make wireless internet access available ubiquitously in the Library
- Redesign the Library space to meet the business objectives of the Library
 - Plan, fund and implement the design
- Determine resources and services that are most important to our users and move those into the appropriate spaces
- Create a safe, secure and attractive environment for all
 - Purchase new, comfortable, ergonomic furniture
 - Create a 24/7 security program utilizing staff and surveillance technology
 - Increase Library physical security
 - Investigate sharing security personnel with other TMC institutions
 - Install surveillance equipment
- Communicate physical environmental needs and ideas to key people
 - Develop marketing techniques for different audiences
 - Develop funding models for capital campaigns
- Develop and equip a state-of-the-art conference center
 - Perform needs assessment
 - Move existing street-level computer lab and classroom to Library first floor
 - Build out classroom/computer lab space
 - Build out conference center
 - Move staff from Library first and second floor areas
 - Install electronic announcement system