Pendergrass Agriculture & Veterinary Medicine Library
Annual Report Highlights 2006-2007

Facilities + Service – There is no doubt that our team's greatest achievement this year was transforming Pendergrass Library into a bright, welcoming and comfortable space for investigation, study, research and collaboration. The Computer Lab, Alcove, and Quiet Study space in the stacks are inviting and well-used. We finally have a great setting to enhance and enable our delivery of excellent customer services.

Outreach – An aggressive public relations and instruction program of virtual and physical displays, publications, classes, workshops, Institute and campus events, and personal consultations promoted the library's services and collections on campus and throughout the state and region.

Recognition – Southeastern/Atlantic Region of the National Network of Libraries of Medicine recognized Pendergrass Library for our active program of outreach.

Staff Development – A team goal this year was to pay special attention to training, continuing education, annual reports and evaluations, and goal setting. I am very proud of the Pendergrass Library faculty and staff for their achievements in these areas. Each person set and benchmarked appropriate and ambitious goals.

This annual report was compiled by Allison Roberts with contributions from all Pendergrass Library team members. Our team undertakes many initiatives in addition to regular jobs and normal service. This year we were strengthened by the presence of two additional persons, Library Resident Shantel Agnew and Science Links Intern Mónica Colon-Aguirre. We appreciate their contributions and will miss them as they move on to new challenges and opportunities.

Sandra Leach
Team Leader

Pendergrass Agriculture & Veterinary Medicine Library
2006-2007 Annual Report

The Pendergrass Library's mission to provide user-centered services and environment was advanced in 2006-2007 through renovated facilities and improved technology. With a dedication to promoting the library through aggressive outreach and excellent technology, collections, and services, we have collaboratively created a welcoming academic and social environment.

Library Staff:

Sandra Leach, Head
Ann Viera, Veterinary Medicine Librarian
Diana Holden, Agriculture Librarian
Allison Roberts, Library Supervisor
Bobbi Doyle-Maher, Technical Services
Richie Sexton, Information Technologist
Tollie Banker, Library Associate I
Laurel Donahue, Library Associate I
Shantel Agnew, Resident Librarian
Kelli Williams, Graduate Assistant
Monica Colon-Aguirre, Graduate Assistant

Student Library Assistants:

Laurel Donahue
Abbie McCrary
Jade Sexton
Jimmy Stewart
Tyler Laughtery
Kristen Leone
Morgan Simpson
Amanda Hannah
Stephen Howse
Keri Drish
Mariam Fawaz
Savanah DeRossett

Achievements

Facilities

- Created Alcove study and meeting space

Collections

- Contacted College of Agricultural Sciences and Natural Resources for faculty discussions of available resources and services. Set up a personal consultation on teaching opportunities and library services.
- New Books List on the website (http://www.lib.utk.edu/agvet/newbooks.html)
- Personalized alerting service to new books: all new books are reviewed and appropriate people in the UT College of Veterinary Medicine are notified either by email or delivery to their mailboxes when new materials in their areas of interest arrive, including materials from the Hodges new books shelf.

Outreach

- Email and news channel updates when new journals are added: several reminders are sent to keep interested faculty, grad students, etc. aware of new subscription and/or the new subscription is posted to the library news channel, depending on what would be most effective.
- Collaborated with Ann Reed, Statistician, to market services with news items and flyers. (http://www.lib.utk.edu/news/agvet/archives//001390.html)
- Workshop on Alternative to Laboratory Animal for the Institutional Animal Care and Use Committee
- Featured AgNIC Pet Health web page (http://www.lib.utk.edu/agvet/veterinary/pethealth.html)

Technology

- Offered 24-hour laptop loan periods. Evaluated the need for longer loan periods, edited the catalog records and rules and produced public relations materials. (http://www.lib.utk.edu/news/agvet/archives/services/001144.html)
- Researched trends in social networking in preparation for providing better services and improving outreach strategies.

The team composed new statements on mission, values, service, confidentiality, and staff conduct.

Mission
The Webster C. Pendergrass Agriculture & Veterinary Medicine Library serves those seeking information and scholarship in areas important to UT's Institute of Agriculture and the citizens of Tennessee. Pendergrass Library offers onsite and virtual use of its resources through an active program of outreach, client services, and current technology.

Values
We seek to provide efficient, responsive and accurate service in a pleasant, uplifting environment. We value expertise, innovative thinking, creativity, and collegiality.

Confidentiality
Clients of Pendergrass Library are assured confidentiality of all library transactions and records including:
Questions asked and information received, materials consulted, borrowed or acquired, circulation, interlibrary loan, Library Express records, database searching results and reference interviews.

The state of Tennessee provides confidentiality laws to protect the privacy of its residents. Information contained in personal library records will not be disclosed without consent of the client. Exceptions are made only with proper judicial order and with the permission of the Dean of Libraries.

INFORMATION SERVICES

Providing the highest quality service to all patrons through instruction and equitable access to information, giving the best available answers possible with courteous and timely service is a continuing goal for Pendergrass staff.

Enrollment by College and Status Fall 2006

Undergraduate Agricultural Sciences & Natural Resources	842
Freshman Enrollment	138
Undergraduate Transfer	68
Undergraduate Credit Hours	5,495
First time Graduate Enrollment	48
Graduate Agricultural Sciences & Natural Resources	225
Veterinary Medicine	276
Graduate Credit Hours	1,242

Full-Time Instructional Faculty By College, Appointment Type, Tenure Status and Rank
Fall 2006

College		Appointment			Tenure Status	
	Number of Faculty	9-Month	12-Month	Tenured	On-Track	Non-Tenured
Agricultural Sciences & Natural Resources	102	5	97	73	24	5
Veterinary Medicine	92	0	92	47	22	23

College	Academic Rank					
	Number of Faculty	Professor	Professor Associate	Assistant Professor	Instructor	Lecturer
Agricultural Sciences & Natural Resources	102	48	27	23	3	1
Veterinary Medicine	92	27	29	30	5	1

Institute of Agriculture Research Projects Fall 2005	Amount	Number
TOTALS	**30,684,569**	**450**
College of Agricultural Sciences & Nat. Resources	**163,235**	**2**
Animal Science	163,235	2
Agricultural Experiment Station	10,862,430	186
Administration	409,412	3
Agricultural Economics	512,822	20
Animal Science	1,116,339	5
Biosystems Engin. & Envir. Sciences	1,166,763	19
Entomology & Plant Pathology	1,505,863	18
Experiment Stations	312,523	10
Food Science & Technology	251,596	6
Forestry, Wildlife & Fisheries	3,040,945	60
International Programs	7,500	1
Plant & Soil Science	1,912,372	39
UT Food Safety Center of Excellence	626,295	5
Agricultural Extension Service	13,921,193	219
Administration	130,000	1
Agricultural Economics	208,361	8
Biosystems Engin. & Envir. Sciences	356,911	7
Center for Profitable Agriculture	214,931	7
District Offices	6,720,516	112
Entomology & Plant Pathology	877,767	33
Family & Consumer Science	4,385,285	19
Food Science & Technology	152,426	1
Forestry, Wildlife & Fisheries	567,858	15
Four-H Club	75,000	2
Plant Sciences	232,138	14
College of Veterinary Medicine	5,737,711	43
Comparative Medicine	134,550	4
Large Animal Clinical Sciences	106,554	5
Pathology	3,865,813	16
Small Animal Clinical Sciences	501,449	10
Veterinary Hospital	988,565	1
Veterinary Medicine	140,780	7

Source: The University of Tennessee Fact Book 2006-2007 (http://oira.tennessee.edu/factbook/)

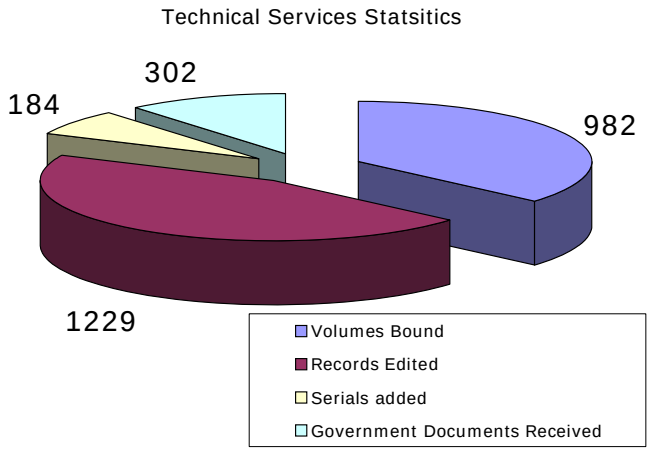
COLLECTIONS

Care for the collections included cleaning, weeding, preservation and continual review of catalog records. Physical and electronic titles were added to maintain a current and relevant collection.

- Annual evaluation and adjustment of veterinary medicine subscriptions in collaboration with UTCVM faculty. Liberated funds to order all four titles in the Veterinary Clinics of North America. ($6000 for 2002-present)
- Revised veterinary medicine collection development policy.
- Implemented binding shipment limit to 50 titles, reducing items at bindery at one time and maintaining a steady flow to and from library and bindery. Margin of error reduced and claiming of missing items enabled.
- Created comprehensive list of gift journals and their disposition. Transferred current issues of gift titles to stacks. Decisions were made about which journals to keep, bind, or retain for 1-2 years only.
- Streamlined reference. Shelved selected titles in the stacks. Edited location for several hundred non-circulating records in cataloging. Created a shelf list of titles in reference.
- Sent oversize to storage to create more room for reference and current periodicals in the stacks.

Storage Move Data	
Oversize Volumes	791
Regular Volumes	2822
Total Volumes	3613

- Reviewed storage selections for government documents with sudoc numbers in the record.
- Completed videotape preservation project. Compiled videos older than five years. Identified tapes and made notations about condition.
- Corresponded with college of Agricultural Sciences and Natural Resources faculty about journal cancellation and reallocation of funds for electronic journals.



- Acquired available missing extension publications.
- Soil survey finding aid converted to web and organized for ease of use.

ACCESS

The Pendergrass Library team strives to bridge the information technology gap by providing resources, connectivity and assistance in a welcoming space.

Public Technology Upgraded

- Provided ability to download and install software on workstations; created safe storage space on a separate drive
- Offered standup workstation with no login required
- Installed OIT funded color laser printer
- Configured ten new Net ID workstations
- Added circulating jump drive
- Configured two new loaner laptops
- Rebuilt MAC G5 machine adding iLife software

Specialty Software Provided

- ArcGIS
- SciFinder Scholar
- Virtual Microscope
- Horticopia
- ILife
- Final Cut Pro
- Adobe Professional
- Macromedia Suite
- Jaws 7.0
- Zoomtext 8.1
- Kurzweil t v.10

DIVERSITY

Enhancing diversity correlates with the University's initiative to expand the campus community's experience and tolerance.

Displays:

- African Americans in Agriculture and Veterinary Medicine (http://www.lib.utk.edu/agvet/agriculture/aaavm.html)
- AgNIC Poster for conference in Mexico City held from November 6-10 2006 (http://www.lib.utk.edu/agvet/displays/Agnicposter2small.pdf)
- Ready for the world
- Culture Corner

Accomplishments

- Travel and Spanish-language support: books on travel to Argentina and Spanish language support materials were purchased to support UT's Ready for the World campaign and College of Veterinary Medicine's faculty and student exchange
- Identified online veterinary information sources in Spanish for the general public
- Growing Tennessee: Rural Youth Cultivate Common Ground: Telamon Youth Initiative with Head Start funds to provide enrichment opportunities for middle and high school youth through a partnership with 4-H (http://glaucon.sunsite.utk.edu/drupalsites/growingtn/)
- Support for the Libraries Minority Residents Program
- Programs for Thai exchange students from Kasetsart University

MANAGEMENT AND HUMAN RESOURCES

Group and individual enrichment and continuing education advanced team activities throughout the year. The staff utilized available tools and resources to complete projects collaboratively and cooperatively in a timely and efficient manner.

Continuing Education

The Pendergrass team engaged in enrichment opportunities and shared their experiences in team and student library assistant meetings.

Operations

- Implemented online staff calendar system: added operating hours, student library assistant hours, holidays and administrative closings, workshops courses and conferences, class schedules, deadlines and staff schedule exceptions.
- Learning Moments for team and SLA meeting: information on collection, reference consultations, databases, catalog searching, and procedure and policy updates.
- Updated procedure manual. Restructured documentation and added table of contents by subject. Placed point of service training aids at service locations. Created help files to access frequently asked questions and often used information.
- Evaluated binding procedure and changed workflow. Rewrote and edited procedures used for training new staff.

Training

- Learning Across the State
- Podcasting
- Virtual Storytelling
- Photoshop
- Garage Band
- DreamWeaver
- Windows XP Installation
- Outlook 2003
- ABLE Web
- CPS Certification Class
- Breaking into management roles
- Delegation skills
- Respectful workplace
- Leading at UT
- Religion in the workplace
- Conflict Management
- Introduction to UTK Templates and
- Designing with CSS

Awards

- 2007 Library Skills Development Award-Bobbi Doyle-Mahar
- Student Library Assistant, Jade Sexton

PUBLIC RELATIONS AND OUTREACH

We investigated ways to promote the library and increase the knowledge and skills of our users by offering workshops and redesigning promotional materials. We monitored the activity on our news channel and web pages and adjusted the content based on activity. Our outreach program will continue to grow and change as the data we collect transforms our services.

Investigated New Promotional Items

Pendergrass Library began a “Pack it out” campaign using a “Love Your Library” motto to project library preservation and respect as a user responsibility. Signage and handouts were also updated with derivatives of the “Love Your Library” producing a “Respect books” bookmark and a “Quite Zone” posting for the stacks. Staff also created a new handout for veterinary practitioners featuring Pet Health web site and Medline Plus. Outreach continued with the revision of the Pendergrass Library Resources and Zoom In handouts that focus on the unique services and collections available at the library.

Promotional Material

- Pendergrass Library Resources handout: Highlights Library services and collections in double sided color format (http://www.lib.utk.edu/agvet/displays/AgResources72dpi.pdf)
- Zoom In: written collaboratively for Library Training the handout describes the "Farm Library" in an informal narrative style (http://www.lib.utk.edu/agvet/displays/ZoomInSpring2007.pdf)
- Respect books bookmark: created in correlation with book doctor visit Fall Semester 2007. Distributed to all UT Libraries (http://www.lib.utk.edu/news/agvet/archives/collection/001974.html)
- Pack it out campaign: designed to illustrate the responsibility of Library users in the preservation of library facilities and collections. The design was featured on Jill Stover's academic blog. Five requests were received for use of the image at other libraries. (http://librarymarketing.blogspot.com/2007/05/lovin-library-at-university-of.html)
- Loaner laptop campaign: produced to market change in laptop policy. Posted in the Library and on the news channel. Handouts were also created from the design. (http://www.lib.utk.edu/news/agvet/archives/services/001144.html)
- Pet Health/Medline Plus handout for veterinary practitioners. For the1400 veterinary practitioners in the state of TN. Developed downloadable and customizable PDF with Martha Rudolph. Undergoing final testing to ensure usability. (http://www.lib.utk.edu/agvet/veterinary/PetHealth3.pdf)

Displays

Innovative, informative and attractive displays highlighted our services and collections with emphasis on the research of the Institute of Agriculture. (http://www.lib.utk.edu/agvet/displays/displays.html)

General and Collaborative Displays

- Improving Research and Study Skills
- Plant Sciences Department: Ivan Racheff Chair of Excellence Research Laboratory in Plant Molecular Genetics
- New in Town?
- Improve Your Indoor Air
- RIBDA XIV Poster
- Winter Squash
- NLM The Horse, A Mirror of Man
- Monthly events calendars
- Tennessee Geographic Alliance: Geographic Tennessee
- Go Ahead, Make a Request
- Get Out And Play
- Farm Security Administration

Collection Highlight Displays

- Improve Your Research and Study Skills
- Genetically modified foods
- Travel
- Outdoor pet and wildlife safety
- Identifying bird species
- Respect books

Service Highlight Displays

- Pendergrass Library Resources
- Zoom In
- Deleting Holds In the Web Catalog
- Copyright display
- My Account
- Request

Facilities Highlight Displays

- Quiet zone
- Pack it out
- Chair Fair

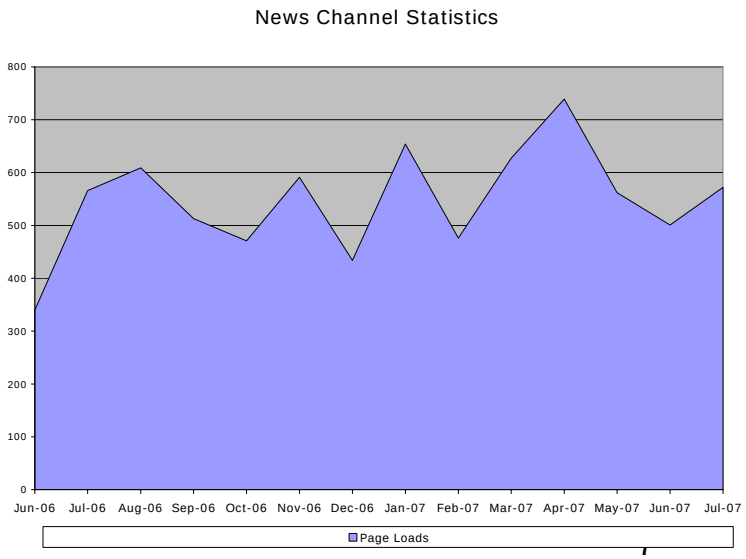
Technology Highlights

- 24-hour loaner laptops

Reaching out with the web

Our staff has focused on web delivered services and information by updating the home page and investigating site statistics to eliminate pages and make the Pendergrass Library pages more useful.

- Link checks
- Content evaluation



Events

- AgDay 2006: Installed AgDay booth and display. Interacted with faculty, students, public. Provided handouts and library information including bookmarks, magnets, pens/pencils, and games.
- Vet School open house, March 2007: set up display on library services and spoke to the public about resources available within the library.
- Book Doctor Is In at Pendergrass, November 2006.

Classes, Conferences and Workshops

- Animal Science 160, M. Smith, 60 students –Basic library services, August 28th 2006.
- Plant Science 120, J. Newburn, 35 students –Basic library services. August 28th 2006.
- Food Science and Technology Seminar-- Davis, 24 attendees –End Note workshop and how to use databases. September 15th 2006.
- Forestry Wildlife and Fisheries 212, J. Franklin, 28 students –How to use library databases. September 19, 2006.
- Entomology and Plant Pathology 533, R. Gerhardt, 15 students –Basic library services. October, 2nd 2006.
- Agriculture Engineering 360, W. Park, 30 students – Finding statistics, using the databases. October 20th 2006.
- RIBDA Poster session, November 2006.
- Animal Science 160, approx. 50 students. Basic library services. January 17th 2007.
- Animal Science Graduate Seminar, approx. 25 attendees. Basic library services. February 12, 2007.
- Information Science 310, 25 attendees. Basic library/research process class for undergraduate Information Science course. February 13th 2007.
- Food Science Seminar, 10 attendees. Web of Science basics and tips. March 16th 2007.
- Alternatives to animals used in teaching and research workshops: two workshops Fall 2006 for UT CVM.
- Medical library Association poster session, May 21-22, 2007.

FACILITIES

A welcoming environment is achieved through efficient library design. Collaborative space is a growing need in universities. These goals were addressed in our facility projects throughout 2006-2007.

Fiscal Year Statistics 2006-2007	
Turnstile	108,606
Items used in Library	21,370
Catalog Requests	164
Interlibrary Loan Requests	3,716
Current Periodicals used in Library	234

Renovation of the Alcove study area:

- Moved oversize and other low use items to storage
- Weeded and relocated current periodicals into the stacks
- Installed carpet border
- Picked emphasis colors for the walls
- Integrated tables from Hodges Library

Reorganized Workspace

- Created a centered workspace that is attentive to the service desk and interlibrary loan processing
- Installed new staff whiteboard to reduce visual clutter in the area

Additional Facilities Projects

- Cleaned all windows
- Complete carpet cleaning
- Carpet spot removal
- Exterior library display case replaced with a new black display board
- Expanded public posting space with additional black display public message board in the workstation area
- Installed steel wool in the front door of the book drop deterring rodents from residing inside
- Chair Fair to determine chairs patrons preferred

CONTINUING INITIATIVES

Future initiatives for Pendergrass include…

- Offering wireless printing for visitor laptops
- More available loaner laptops
- Create and monitor user survey with the goal of expanding outreach and resources

Ongoing Initiatives…

- Continue to evaluate and weed the collection
- Edit catalog records and locations and identify and order new editions
- Review and order lost item replacements
- Revise, update and add web and promotional materials
- Revise, update and illustrate policies and procedures
- Collect the appropriate statistics to document achievements
- Identify funding for facilities and furnishings

…in an effort to create a thoughtful and welcoming community environment.