

Pendergrass Library

2016-17 Annual Report

Core Values:

TO PROVIDE EFFICIENT AND ACCURATE SERVICE IN A PLEASANT, UPLIFTING ENVIRONMENT. WE VALUE EXPERTISE. INNOVATIVE THINKING. CREATIVITY. AND COLLEGIALLY.

Pendergrass Library experienced some significant changes and challenges during the 2016-2017 school year, yet we maintained our focus on providing exceptional customer service and evidence-based decisions. We expected to see the largest change in the area of facilities, but the renovation to staff offices and some public spaces has been delayed until summer 2018 to reduce the impact to our patrons. Instead, the most noteworthy changes Pendergrass experienced involved the library's faculty and staff. Peter Fernandez's transition to Hodges allowed us to welcome Isabella Baxter as our new agriculture librarian and to welcome back Sandy Leach to assist. It also created the need to re-envision and reclassify Samantha Ward's position.

Pendergrass has also experienced a dramatic increase in foot traffic over the last two years. This can be attributed to a number of reasons, most notably: large format and 3D printing, outreach and promotion, and outstanding customer service. The demand for large format printing has continued to increase dramatically and necessitated the purchase of a second printer, housed in the Studio. The use of Pendergrass's 3D printing service has also dramatically increased. During the 2016-2017 year, we more than doubled the number of objects printed the previous year. Our outreach efforts, such as the weekly pop-up library, workshops, and promotions have also drawn many more patrons to Pendergrass. Customer service has always been Pendergrass's top priority—as one user said, we are truly “patron-driven.” The large format and 3D printing programs and focus on outreach and promotion are relatively new developments at Pendergrass, but when combined with our long-standing tradition of truly exceptional service, it is easy to see why usage of the library has increased so much.

Services

Revisit and realign public, outreach, and technical services across all Pendergrass to address staff changes and operational and strategic priorities

- Large format printing
 - Processed 1,887 poster requests for students, faculty and staff from both the Ag and Main campuses; many requests were comprised of multiple posters
 - Worked with the Studio to select, install, implement, and promote poster printing at their location
 - Promoted visual literacy and large format printing by creating a [visual literacy LibGuide](#) and hosting two LFP workshops with 15 attendees
 - Streamlined workflow by revising the submission form and developing custom departmental charge forms
- 3D printing
 - Printed 128 objects, a 121% increase over FY 2015-2016

- Printed objects are now primarily functional items to be used by students, faculty, and staff in the field or in the classroom
- Piloted curriculum integration with Dr. Eric Drumm’s Materials Science class, which used 3D printing to design and test support beams
- Provided improved assistance with 3D design software by hiring a 3D printing GSLA and completing staff training
- Promoted the service heavily through monthly Make Breaks, several other 3D printing talks, and multiple promotions, including a well-publicized story of a larynx that was printed for a student in Audiology and Speech Pathology
- Laptop loan rules revised to better provide access to everyone who needs it
 - Laptops can no longer be renewed
 - Prevented faculty and staff from borrowing the tech fee laptops
 - Acquired 5 laptops for faculty and staff to use—have 3-day loan period
- Created SLAs’ Place on SharePoint to record expected competencies, projects, and general information and instructions
- Updating Government Documents’ management and support by redistributing responsibility for the government documents collection among Isabella Baxter and Samantha Ward at Pendergrass and Greg March in Hodges Library

Educate and collaborate with the campus community on emerging forms of scholarly discovery, knowledge management, and research dissemination

- Promoted ORCID digital identifiers throughout UTIA and UTK
 - ORCID was the suggested action for Open Access Week 2017 at Pendergrass
 - Hosted 2 ORCID workshops for 3 attendees. We learned that workshops are not the best instruction forum for ORCID, informing our plans for more targeted promotion and outreach in AY17-18.
 - Produced and disseminated a number of materials promoting ORCID, including a door hanger, flyer for welcome packets, and the Printed at Pendergrass/Studio LFP/3DP slip, which promotes ORCID on the back side
 - Members of the UTCVM Executive Committee have agreed to register for ORCID and add their works
- Continued to support efforts promoting open access, open research, open science, and open systems in library instruction and individual consultations
- Promoted, instructed, and provided support for citation management, reputation management, data analysis, and other innovative research and publishing tools
- Supported and promoted the services of five statisticians from OIT’s Research Computing Support department, who now keep hours and meet with faculty and students in Pendergrass. They completed nearly 1500 consultations (almost 35% of all consultations) on UTIA.

Outreach, Promotion, and Instruction

Develop varied and targeted outreach and instruction efforts that connect with current and potential users

- In Fall and Spring semesters, hosted a weekly pop-up library in various buildings at UTIA
 - Promoted library resources and services
 - Answered reference and other questions
 - Circulated leisure reading materials

- Promoted streaming video
 - Disseminated surveys and received feedback and will continue program in AY17-18
- Completed pilot phase of curriculum mapping project to determine opportunities for outreach, instruction, and service development targeted to departmental learning outcomes
- Assessment
 - Completed assessment at a retrospective event each semester, De-stress for Success surveys, and pop-up library surveys
 - Created feedback/follow-up forms for instruction sessions and workshops
 - Consulted with Regina Mays and Louis Becker to make a plan for consolidating assessment data and creating a long-term assessment plan
- Instruction
 - Piloted breakout game for instruction to approximately 150 Animal Science 100 students, Fall 2016
 - Began collaboration with Online Learning Librarian to create a virtual version of the breakout game
 - Completed numerous EndNote and Zotero consultations and incorporated citation management into library instruction
 - Began working with the newly hired student success advisor in Animal Science to reach students taking 100-level classes in that department, setting stage for specific programming in AY17-18
- Promotion
 - Met with various groups to discuss how we can serve and reach them: Business Incubator, UTIA International Programs—piloted Café Coffea, Brent Lamons and Craig Pickett—transfer students and 100-level classes
 - Promoted resources and services on two new, stand-alone digital signs, one of which focused on the promotion of new and less well-known resources and services
 - Worked with CASNR Admissions to educate them about Pendergrass and for tours of prospective students and created a flyer about Pendergrass that is aimed at the needs of prospective students and their families
 - Disseminated promotions throughout UTIA, including the addition of lawn signs in an attempt to attract current and potential library users
- Moved Pendergrass marketing materials to Google Drive (with a Creative Commons license) to facilitate widespread internal and external sharing

Facilities

Renovate staff and public spaces to improve staff productivity and collaboration and provide better library spaces for our patrons

- Worked with UT Facilities Planning, architects, and interior designers to plan Pendergrass renovation
- Prepared to renovate during 2017 but delayed renovation until summer 2018 to avoid service disruption during the semester
- Completed extensive surplus of furniture and equipment
- Rearranged furniture to better facilitate individual and group study, as well as relaxation and social spaces
- Identified areas on UTIA but outside Pendergrass Library that we may use for future instruction sessions and library events

- Launched a trial of a “No food” area in the Quiet Zone in response to a student request

Other

- Collections
 - Withdrew monographs that were duplicated at Hodges and not integral to the Pendergrass collection
 - Weeded leisure reading
 - Began work to inventory and move Pendergrass government documents (SuDoc and LC) to Hoskins
- Staffing
 - Staff changes
 - Peter Fernandez took the position of Interim Head of Learning, Research, and Engagement, leaving a vacancy in the agriculture librarian position
 - Sandy Leach returned to Pendergrass part-time to help fill the agriculture librarian vacancy
 - Hired Isabella Baxter as the new agriculture & natural resources librarian
 - Reclassified Samantha Ward’s position to become Manager of Public Services and Operations
 - Awards
 - Jeffrey Hines—Spirit Awards: Library Society Service Endowment for Extraordinary Customer Service
 - Joseph Chong—Spirit Awards: Student Library Assistant Award
 - Mindi Anderson—Red and Theresa Howse and Jim and Betty Papageorge Library Scholarship
- Began weekly team meetings (instead of bimonthly) to facilitate better teamwork, communication, and ultimately to provide better service to our patrons
- Had 137,116 library visits, which represents a 16% increase from FY 13-14, the last time Pendergrass was open the entire year