After the dramatic facilities improvements of the 2000-2001 year, the Pendergrass Library team turned its attention to internal processes and services to our patrons. These accomplishments are more routine than was the total revamping of the library in the previous year, but they are essential to our goal of being a friendly, efficient, patron-centered branch of the UT Libraries. Team progress on the goals in our 2001-2002 plan was significant.

**AVM Goals for UT Libraries’ Strategic Priorities**

**Content**

- Obtain materials to support the Institute of Agriculture’s Centers of Excellence, other Centers, and UTIA Research Groups

  The Institute’s Centers And Research Groups are multidisciplinary and wide-ranging. Throughout the year we purchased materials to support the following research oriented enterprises. AVM librarians actively sought additional collection development funds to augment our regular allocations, and several of these areas benefited from the endowed funds set up to support environmental studies and statistics. An innovative approach to providing new journal subscriptions is necessary to make further progress.

The UTIA centers, research groups, and affiliated initiatives include:

- Forest Products Center
- Bioactive Natural Products Center of Excellence
- Food Safety Center of Excellence
- Agricultural Development Center
- Center for Profitable Agriculture
- Center for Community-based Health Initiatives
- Plant and Pest Diagnostic Center
- Center for the Management of Animal Pain
- Agricultural Policy Analysis Center
- Dogwood Group
- Animal Waste Management
- Forest Landowner Priority
- Plant Molecular Genetics
- Precision Agriculture
- Center for Legume Research
- National Center for Environmental Decision Making Research

- Review journal lists and identify low priority titles; manage all serials subscriptions

  Journal review is a perpetual activity. Progress was made in identifying new subscriptions deemed essential by new faculty. We have given up on managing the AGRI list as a whole, and are dividing it as best possible for review by the 8 CASNR departments. Lower priority titles are identified and posted for evaluation. Every title on the lower priority list has been defended by at least one faculty member. The VMDO list is in good condition, due to Ann’s continuing conscientious and informed oversight. AVM staff continue to identify and cancel “problem” subscriptions which require more attention than they are worth. We have made great progress on identifying and managing gift subscriptions. Ann, with Bobbi’s assistance, evaluated more than 45 of these subscriptions as part of our emphasis on this category. All AVM staff actively communicate with CDM and Tech Services to add links to online content.
Digital Library Development

- **Promote the online catalog as gateway to the collection and electronic resources**
  AVM has diligently adopted the principle of promoting the catalog as gateway in our daily user services transactions. Allison created a display for the hallway window, also available virtually: [http://www.lib.utk.edu/agvet/pdfs/urls_in_cat.pdf](http://www.lib.utk.edu/agvet/pdfs/urls_in_cat.pdf)

- **Promote and implement digital reserve**
  Pendergrass Library is fully compliant with the Libraries’ goals for digital reserve, and we have totally eliminated the paper article files. Our coup de grâce was finally achieving digitization of the set of 20 slide trays we once handed out to students to view in the library. Allison also digitized the sample test files.

- **Investigate digitization possibilities for Institute publications, e.g., Extension reports**
  Ann serves as a member of the Radiological Veterinary Medicine Teaching College group of the Digital Library Center. Extension publications were deemed inappropriate material for a Digital Library project, but we continue to seek means to make these useful publications easily and comprehensively available. Margaret began identifying web presence of various documents and links have been added to the catalog and subject web pages.

Systems

- **Conduct web usability study**
  The Web usability study will take place in 2002-2003. Ann and Margaret attended a TLA preconference and did other background research to prepare.

- **Provide adequate workstation support for staff and users**

- **Provide support for use of productivity software**
  Angela Woofter joined the Pendergrass team in October and her enthusiasm and expertise have resulted in a reliable and robust support environment. Angela added 11 workstations and a laser printer to the public lab and replaced the two service desk computers. The stacks workstation was also replaced. The Volnet project gave us Rj-45 network connections throughout the library, and the IP address shortage was solved once Angela embraced the new subnet. All staff pay attention to myriad technology details as part of every day’s activity, and Angela stays busy dealing with larger problems and new equipment and services.

  Most public and staff workstations were upgraded to Windows 2000. In response to our observations about patron needs, MS Office was added to more public workstations. Other software additions on some or all public workstations include: SciFinder, Beilstein Commander 2000, Arcinfo 3.2 and 8.1, and TGR2SHP. New desktops are attractive, functional, and easy to use.

- **Offer wireless access in the library**
  Wireless infrastructure was finally completed. The removal of obsolete equipment provided space for users’ laptops for wireless access on tables near the lab. The wireless hub for the VTH was installed in our storage closet.
Preservation

• **Monitor condition of collection and identify materials in need of preservation action**

  Allison and Margaret met with Mary Ellen Starmer to discuss preservation issues. Allison attended book repair school and routinely attends to our materials in need; in this year, she treated nearly 300 volumes.

  Pendergrass Library has two categories of older materials. The first is our deteriorating collection of USDA, extension, and experiment station publications from mid-19th to mid-20th centuries; for the former, we are the Tennessee US GPO repository. We hope the National Agricultural Library is formulating a plan for preservation of these materials, as we wish to discard them. The second category of needy materials includes older books with original plates or photographs, or sample materials such as wood chips. It will take a systematic effort to identify all such materials so they can be comparatively evaluated, and the most useful and unique preserved.

• **Document collection management procedures**

  Allison and Margaret worked diligently to document collection management procedures and the AVM CDM manual is complete.

Facilities

• **Review and reinstall the reference collection**

  Completed. The new reference collection is compact, up to date, and in a prominent location. We continue to monitor it to identify the most used resources.

• **Find location for reserve collection**

  Completed. Reserve audiovisuals, represented primarily by slides and videos supporting CVM courses, persists as a separate collection in the stacks. We hope attrition will make it disappear now that most of this material is available on the Web. Ann reviewed and weeded the collection last year, and we have probably made as much progress as we can on this collection at the present time.

Information Services

• **Provide liaison to the Institute’s Centers of Excellence, other Centers, and UTIA Research Groups (listed above)**

  Margaret and Ann have made terrific progress towards this goal. Margaret fields reference questions, notifies faculty of relevant books and other resources, and meets with researchers on their information needs. She provided database searches for clients of the Agricultural Development Center. Ann has worked closely with the Center for the Management of Animal Pain to develop the collection and mount displays in support of workshops and meetings.

• **Target instruction to users’ perceived needs**

• **Revise walking tour and user guides**

• **Provide more information and instruction sessions to faculty and graduate students**

  All classes were rethought this year. Margaret updated the walking tour and general instructional materials and launched several subject web pages. Ann provided more information and instruction sessions to CVM faculty, students and staff, using different formats—one to one, modeled on the “Housecall” service at UC Davis; to groups whenever (lunchtime, breaks) and wherever (faculty meetings, offices, labs) she could find them.

  We taught 51 classes to 1,418 students.
- **Redesign web page**
  Allison and Margaret collaborated on the streamlined web page and we are trying to use it to communicate more directly with our primary users.

- **Aggressively reach out to remote clients (e.g., extension agents, distance education, etc.)**
  Ann promoted free health databases to veterinary practitioners at the Tennessee Veterinary Medical Association's annual conference in Nashville as a representative of the National Library of Medicine; she presented two 1.5 hour continuing education courses. Ann also visited Dr. Ron Wilson and the staff of the Kord Diagnostic Lab.

- **Conduct survey of Pendergrass Library users to determine information needs**
  - **Survey faculty to identify research interests**
    Both surveys are deferred to a future team plan.

### Personnel

- **Provide learning component at team meetings**
  We've set aside time at each team meeting to learn about a new service, source, or technique that supports our users' information or technology needs.

- **Conduct staff training for good preservation practices**
  We obtained a training video and instructed SLAs in book handling procedures.

- **Recruit, develop and retain a highly skilled and flexible staff with a strong service orientation**
  Our first graduate assistant, Katie Gohn, was a Saturday warrior, and greatly improved our weekend level of service. Katie also helped Sandy with the Great Smoky Mountains Bibliography project, and developed web pages for Hiking [http://www.lib.utk.edu/agvet/agriculture/subjectguides/hiking/Introduction.htm](http://www.lib.utk.edu/agvet/agriculture/subjectguides/hiking/Introduction.htm) and Invasive Plant Species [http://www.lib.utk.edu/agvet/agriculture/subjectguides/invasive/index.html](http://www.lib.utk.edu/agvet/agriculture/subjectguides/invasive/index.html)

  Pendergrass Library shines because of its excellent staff. They care about the library and its patrons and have high standards for personal and group performance. We finished this year fully staffed, which greatly facilitates our ability to maintain the Pendergrass service reputation. Retention of these talented people will be a challenge, but our commitment to quality service is unparalleled.

### Market the Library

- **Institute of Agriculture outreach**
- **Extension outreach**
  Margaret has been actively involved with the UT International Programs for Agriculture and Natural Resources. She worked with visitors from Uganda, Thailand, Latvia, Estonia, Yemen, and Morocco. She attended Institute Field Days and the UTIA Open House, and provided information services for clients of the UT Agricultural Development Center. She coordinated the Pendergrass Patron Appreciation Day and a library booth at Ag Day 2001.

  Margaret designed an attractive brochure to introduce extension agents on campus for Winter School to library services, and provided library orientation to Extension Family and Consumer Sciences faculty and program specialists and regional 4-H program leaders. She actively advocated for services through distance education for extension
personnel who are not in Knoxville. She conducted a survey on extension agents’ and experiment station personnel’s information needs.


We’ve also reached out to the Friends of the UT Gardens organization. Sandy serves on the Board of Directors and was chair of the Membership Committee. We shared display tables at several events, including Ag Day.

- **Faculty and graduate student outreach**
  Margaret made convincing progress with faculty by visiting 14 new CASNR faculty to introduce library services and resources in their areas of interest. She has carried the Libraries’ message to departments through an active program of presentations at 6 faculty meetings, as well as providing individual and personalized attention. She taught several graduate student seminars, and offered EndNote workshops with a colleague in Hodges Reference.

  Ann convinced the entire 4th year CVM class to sign the “release of name” waiver so they can more easily share materials, saving us service desk time and facilitating students’ access to materials.

- **Promote faculty use of digital reserve**
  Our conversion to digital reserve is 99.9% complete and most faculty and all students are delighted with the service. Allison, Margaret, and Ann diligently promoted e-reserves to the few remaining resistant faculty, and we have totally eliminated the paper article files. Allison provided fast turn around time, which won over the reluctant. She is an effective liaison to the faculty for reserve and was an unrelenting advocate for digitization, even though it results in a great deal of work for her. Allison processed 86 instructor lists and created 285 digital files. This followed peak activity in the last fiscal year of 169 lists and 429 files, which provided a foundation for this year.

### Progress and Accomplishments in Addition to Team Plan

Many routine and special activities are required to make a library a pleasant and effective organization, and I want to acknowledge the daily effort each team member makes to contribute to our well functioning workplace, beyond the major team goals in our annual plan. The quality of our collection and equipment maintenance, SLA supervision, stacks management, procedures manuals and instructions, internal and external communication, report running, and attention to myriad other details each and every day combine to make Pendergrass a very special place to work. In addition to the fine progress we made this year on the goals in our team plan, we also accomplished the following.

**Services**

- **Departmental copy cards**
  One of our last efficiency measures was finally enacted when we ceased handing out bypass keys for departmental copy charges and began selling copycards instead. Richie planned well and the transfer was flawless. We began the service in September and created 212 copycards. Not only have we had no complaints, many patrons say they prefer this method, which also saves time and effort for both the Libraries and the UTIA by eliminating multiple, low value transfer voucher activity.
• **Proxy cards**
  We resumed making proxy cards for UTIA faculty in order to save them the trip to Hodges Circulation. Proxy cards help us as much as faculty, so it seemed reasonable to return to offering this service, which was eliminated in 1998.

• **SLA Budget**
  By hiring college work study students, Richie stretched our SLA budget. We hired an additional student to work on acquisitions and collection maintenance and still had a balance to donate to the Libraries’ end of year fund drive.

• **Interlibrary Services**
  Assisting Interlibrary Services with lending is an important and time intensive activity for Pendergrass Library. We began sending interlibrary loans directly to the requesting institution via Ariel. We began receiving and processing RAPID requests and sending them directly and expediently. We filled 4,211 lending requests in this report period.

**Collections**

• Ann added selected veterinary textbooks and reference works to the reference collection, to increase availability for student use, especially during ABLE sessions. She also strengthened the collection in the five areas of emphasis identified by the CVM: physical therapy, oncology, exotic animal medicine, emergency/critical care, and equine performance.

• We made significant progress with US government documents. Bobbi moved and improved access to the documents collection. She reviewed a large discard list from Vanderbilt, and continued to monitor and edit monthly tape loaded records from GPO. She completed a major project by concluding the review of 1000 records to identify 225 for which we will receive retrospective catalog records for the period 1976 to 1991.

• We received 24 gifts in kind from retiring professors and the general public. Allison and the librarians search, process, and evaluate the collections.

• Allison processed our 727 new books and prepared 712 volumes for binding.

**Outreach**

• Ann and Allison collaborated on several displays this year, including one on animal behavior to promote John C. Wright’s presentations. Allison is a wealth of ideas about displays, and is very conscientious about keeping them current and fresh. Other displays and webpage topics included: Osage Apples, UT Gardens’ Heirloom Garden, Bugs, History of Pendergrass Library, Anthrax, and Southern Pine Beetles.

• We hosted a Staff Development tour and Patron Appreciation Day on April 17th. Margaret met with her counterpart from Clemson University during a staff tour in May.
Facilities

- Additional equipment included new public computer tables and rolling chairs and 11 new
  computers. The library was rewired for data and telephones, and a wireless hub was
  added to the storage closet.

- We got our annual disaster out of the way early this year as we fought a huge water leak
  over the July 4th holiday. Our new carpeting was threatened and we experienced major
  disruption for about two weeks.

Other highlights

Margaret and Margaret Casado won a Project SET grant to develop a web-based tutorial
for Agricola. She moderates the listserv for the Science and Technology Section of ACRL, co-
owns the listserv for the ACRL STS Council, and serves on committees for ACRL and USAIN, the
professional association for agriculture librarians. Margaret serves on the board for the East
Tennessee Chapter of ASIS&T as program chair/president elect.

Ann won the Miles 500 for her suggestion on nametags for library employees. Pendergrass staff, including SLAs, agreed to wear nametags while working the service desk. She
was also elected chair of the library faculty for 2002-2003. Ann’s report on disability access to
the library and veterinary hospital served as the impetus for significant improvements in these
areas.

Sandy won the University Studies Award for Outstanding Contributions to Interdisciplinary Scholarship and delivered the Scholar’s Speech, titled “Disciplined Interdisciplinarity: Unbranded Teaching for Gen Y” at the University Studies Spring Retreat.

Allison was appointed to the Dean’s Staff Advisory Committee. She also passed portfolio
review in the Art Department and qualified as a Media Arts major.

SLA Stacie Meron won a Library Spirit Award. Stacie is our most experienced student employee and a most productive and trusted contributor to all aspects of Pendergrass service.

Team Members 2001-2002

Sandra Leach, Team Leader
Bobbie Doyle-Maher, Senior Library Assistant
Katie Gohn, Graduate Assistant
Margaret Mellinger, Reference Librarian for Agriculture & Natural Resources
Carolyn Payne, Volunteer
Allison Roberts, Library Specialist
Richard Sexton, Library Departmental Supervisor
Ann Viera, Reference Librarian for Veterinary Medicine
Angela Wootfer, Communication and Electronic Specialist