Pendergrass Agriculture & Veterinary Medicine Library
Annual Report  2004-2005

Sandra Leach, Team Leader
Diana Holden, Agricultural Sciences and Natural Resources Reference Librarian
Ann Viera, Veterinary Medicine Reference Librarian
Tollie Banker, Evening Supervisor
Bobbi Doyle-Maher, Technical Services and Government Documents
Pedja Klasjna, Information Technologist
Richie Sexton, Library Unit Supervisor
Bill Gee, Graduate Assistant
(Amy Davis worked July 1-August 13)

Pendergrass Agriculture & Veterinary Medicine Library is noted for its friendly and helpful service, made possible through the contributions of faculty, staff, and student assistants. Attention to suggestions from our patrons and a willingness to experiment with services and facilities helps maintain AVM’s reputation as THE place on the Agriculture campus to study, meet in groups, get help, find information, and experience an excellent computing environment. We ended the year with the liberalization of our food and drink policy, which has proved popular with patrons. Richie, Bobbi and Bill won Library Spirit Awards to cap a very successful year at Pendergrass.

Acronyms and Shortcuts
AVM - Agriculture & Veterinary Medicine Library
Institute - Institute of Agriculture
CASNR - College of Agricultural Sciences and Natural Resources
CVM - College of Veterinary Medicine
SuDocs - Superintendent of Documents
GPO - Government Printing Office
SLA - Student Library Assistant
2004-2005 Highlights

Information Services and Public Relations
Diana and Bill launched a new webpage. Diana assisted CASNR administration with their Honors Program. Amy and Diana published three newsletters, and we all promoted new electronic journals, new databases, and online resources like soil surveys. Diana began migrating the newsletter to a News Channel <http://www.lib.utk.edu/news/agvet>. Tollie established a Pendergrass Culture Corner featuring titles from the AVM collection. Bill produced a display on scholarly publishing for the webpage and the bulletin board. Ann's Pet Health website was accepted as an AgNic site <http://www.lib.utk.edu/agvet/veterinary/pethealth.html>.

User Education
Ann focused on user education this year, especially conducting, arranging, and promoting workshops and classes. She experimented with venues and formats, including Learning Brown Bag Lunches, guest speakers for workshops, meetings and tours with individuals and small groups of faculty and students, and conference and expo displays. Diana became the Ag campus contact for EndNote and led several workshops. Pedja taught end user sessions to Fisheries students who arrived unprepared for their assignment to construct web pages. We used Bill’s database to print current issue shelf labels that include subscription prices for journals.

Collections
In addition to the usual attention from Ann, Diana, and Amy to the expenditure of funds (approximately $750,000) and management of serials for veterinary medicine and agriculture, special attention was spent this year on the current periodicals collection and government documents. We’ve adopted a policy of moving every journal title possible to electronic-only access. ALEPH training was finally achieved, and that allowed Bobbi to tackle the growing backlogs of government documents and their records as she cleaned up the materials backlog and began editing and managing records from the Marcive tapeloads.

Facilities, Access and Technical Infrastructure
Students and Institute staff welcomed the expansion of the commons area and the outdoor book drop. Pedja brought tremendous expertise and investigated problems, made everything work, and helped us be forward thinking in our configurations and services. The New Media Workstation Mac was mirrored to create a PC-based multimedia workstation. We created a state of the art adaptive workstation, especially for low vision users. The GIS software problems were resolved by establishing local control of the installation. Ann experimented with an ILS on Demand service to obtain web access to journals when the information needed was in high resolution graphics.

Management and Human Resources
Once again, team rebuilding figured prominently in our year. See details under this section below. Relaxing the food and drink policy was even more important to Pendergrass staff, who are relieved to be out of the enforcement business.

Resource Development
Institute endowment funds were added to our materials restricted fund and $50,000 was used to create a new fund for operations expenditures.
These accomplishments reflect the Pendergrass Library Team Plan, based on University of Tennessee Libraries’ Priority Action Plan 2004-2005

Information Services
- Sandy and Diana worked with the CASNR administration on the honors program for agriculture students.
- Installed and promoted a Culture Corner featuring books selected from the Pendergrass collection for each '04/05 semesters' theme: Africa, The Environment and Appalachia. These booklists were included on the Culture Corner and Pendergrass websites.
- Diana took the lead in compiling three issues of Pendergrass Library News.
  
  http://www.lib.utk.edu/agvet/avm/newsletter/Fall04.pdf
  http://www.lib.utk.edu/agvet/avm/newsletter/summer04.pdf
- Promoted new electronic journals, new databases, and online soil surveys.

User Education
- Ann led 5 PubMed workshops during lunchtimes in October to give CVM personnel a convenient opportunity to lunch and learn.
- Diana led EndNote workshops for Family and Consumer sciences faculty and Forestry, Fisheries and Wildlife faculty and students. She is the contact for EndNote users on the ag campus.
- Labels on the periodicals shelf now include the title, call number, a symbol for electronic access if available, and the current subscription price.
- Everyone assisted users and solved problems, on a daily basis, with new services including NetIDs, printing, CD ROM burning, and software.
- Diana updated the walking tour, used by large survey classes as a first initiation to the library.
- Ann met individually with 5 senior veterinary students in the pathology/parasitology rotation to offer practical tips and information on evidence based medicine.
- Ann arranged a CVM Teaching and Learning Brown Bag where Sandy and Troy Davis answered questions on copyright. Ann updated the copyright webpage she maintains for CVM faculty. Donna Braquet gave a brown bag talk on Open Access publishing.
• Ann promoted EndNote training to the CVM, whose faculty were well-represented at the workshops. She arranged for Beverly Simmons to conduct two well-attended Google workshops.

• Pedja instructed, one-on-one and in small groups, Dr. Strange’s fisheries class students in basic web design and the use of MicroFish, a fish population analysis software.

• Pedja advised CVM faculty on available electronic note-taking systems.

• Bill Gee created a periodicals display on scholarly publishing for the bulletin board and the webpage

  http://www.lib.utk.edu/agvet/scholarlypublishing.html

Collections
Special attention was given to the SuDocs collection this year, and we took advantage of Bill Gee’s facility with Access software to achieve better control over the complex periodicals operation.

• Bill integrated information from several sources to create a database for periodicals management, including the printing of shelf labels and generation of binding schedules.

• Bobbi resumed editing of SuDocs tape loads for retrospective and current GPO A class documents. Processing had been suspended pending ALEPH. She corrected problems in 50 records.

• Tollie, Bill and SLAs shelf read SuDocs collection and relabeled boxes to create a better experience for users seeking documents. Superseded editions and versions were weeded.

• The government documents collection was shifted to make room to move reference collection to the stacks.

• Bobbi was trained to add cutter numbers to all soil surveys, and added year of publication to the catalog for all Tennessee Soil Survey records.

Access
Pedja and Sandy improved GIS software and the user environment. They attended user group meetings on main and Ag campuses and worked with students and faculty to identify their needs. The new Gateways in the lab have ArcView version 9 with all extensions needed by most users. ArcGIS software and data is installed locally on each workstation, and we can now avoid server issues. A full version of ArcGIS 9 is available on the consultation/adaptive workstation, offering a number of features that are not found on the lab machines.

• An ILS On Demand pilot project allowed us to obtain web access to important color illustrations for NIH researchers by charging access fees to our credit card. Ann took the lead on this project.
• Pedja installed lab-wide (on short notice on a Friday night) software allowing access to a veterinary medicine CD ROM needed to study for a final exam.

• Pedja assisted patrons with configuration of laptops and handheld computers for access to the University's wireless network. He taught other staff members how to help.

• Patrons welcomed the return of self check out in October.

• Began accepting credit cards for fines and fees in March.

Technical Infrastructure
The Pendergrass computer lab operates as the primary public lab on the Agriculture campus, and has long offered a full array of software and support services for students. The New Media workstation is a Mac set up to mirror the multimedia workstations in The Studio.

Microcomputer lab:
• Implemented the pay-for-print system on all public machines, including loaner laptops and the Mac.

• All lab NetID workstations were redone to update and standardize software configurations, improve security, and make them more user-friendly. All have the latest versions of standard software--MDL, Chem Office, SPSS, SAS, etc.

• The new NetID image gives users an option to print using copy cards as well as AllStar accounts. Any lab machine is able to send print jobs to the public release workstation, providing an alternative during NetID downtime, and allowing users to print their work more easily when they do not have money on their AllStar accounts.

• The New Media workstation was rebuilt to correct problems with scanning, NetID access, inaccessible folders, and to improve security.

• The consultation/adaptive PC workstation received additional multimedia software, offering another option for scanning and other media uses. It now runs many of the same multimedia programs that can be found on the Mac.

• Public (non NetID) workstations were upgraded with memory and larger hard drives, and were rebuilt to run Windows XP. They are now much faster, can run more software, and are more usable, resulting in happier external patrons, as well as better service to our primary clientele when they are in a hurry.

• All loaner laptops were reimaged and updated with new software to make them compatible with the software and desktop configuration of the lab NetID workstations.

Pendergrass Website:
• Pedja developed a system to more easily manage the website using configuration software that allows easy synchronization with the server. The web site automatically updates every night, but a manual sync can be run at any time.
New Equipment

- Obtained functioning reader/printer from Documents/Microforms

- Obtained and learned to use:
  - Planetary scanner for interlibrary loaning
  - DART machine, Credit Card Machine, and Volcard reader/encoder
  - PAL compatible VCR and DVD players for non-North American standard
  - VHS and DVD materials
  - New staff laptop and projector
  - Two new staff workstations

Management and Human Resources

Team rebuilding figured prominently in this fiscal year.

New faculty and staff
Information Technologist Wes Knott transferred to Reference on July 1 and was replaced by Pedja Klasjna in early August. Diana Holden arrived mid-August, replacing Amy Davis, who had been working half time.

Graduate Assistance continues
Sandy successfully proposed the continuation of a Graduate Assistant’s position for Pendergrass Library and Bill Gee began August 1.

New SLAs
For the first time in several years, we had new SLAs and held training and information meetings at the beginning of the fall and spring semesters. Bill helped Richie revise and update the SLA manual and put it up on the web. As part of the training program she is developing for SLAs, Diana met with each student to review basic reference services, databases, catalog searching, etc.

Team meetings
The team continued to meet weekly to share information and learn about new services and sources.

Public Relations and Awareness

New website www.lib.utk.edu/agvet
Bill and Diana revised the website, including many sublevel pages.

Pendergrass News
Diana began migrating the Pendergrass newsletter to a News Channel.

Ag Day
Diana and Sandy had a table and display at Ag Day, the annual Institute homecoming fair held in October this year.
Outreach to Veterinary Practitioners
Ann attended 2 major continuing education conferences in Knoxville and 5 CE conferences at the VTH, offering information and consultation to attendees. She contributed four articles to the Tennessee Veterinary Medical Association’s newsletter.

Healthy Living
Ann teamed with local librarians to exhibit at the Healthy Living Expo in March. Over 330 people visited the booth. She received a National Library of Medicine/Regional Medical Library grant to cover expenses, and produced two fliers—one on MedlinePlus and another on consumer health. She plans to incorporate consumer health information into the CVM’s clinical practices.

Food and Drink Liberated
The food and drink policy was revised to allow covered drinks throughout the library and snack food in the Commons area. Patron body count immediately increased.

AgNIC site: Pet Health
In June Ann Viera’s website “Pet Health” was accepted as a site and the Pendergrass Library became a full member of the National Agriculture Library’s AgNIC Alliance, a coalition of information providers who agree to individually maintain websites and offer reference services to inquiring web users worldwide. Ann and Diana are fine tuning the site to go live with AgNIC in October 2005. http://www.lib.utk.edu/agvet/veterinary/pethealth.html

Children’s Reading Program
With Plant Sciences graduate student Emily Smith, Sandy helped develop Books and Blooms, a children’s reading program in the Gardens. Children’s librarians from the Knox County Public Library read gardening and nature books to groups of children twice a month July through October, and began again in April through the summer.

Facilities

Enlarged commons area
Furniture was rearranged, shelving moved, and additional tables provided to increase user space.

New brochure racks and bulletin boards improved information displayed for patrons.

Outdoor book return installed

Improved cash collection and more accurate data reporting for copiers
Richie, Bobbi, and Pedja teamed to create an Excel template to expedite cash deposits by directly entering readings and revenue on a laptop.

Stacks maintenance
Tollie and SLAs continued to dust and vacuum the stacks collection, and shifted the rapidly growing SBs.

Resource Development
Institute restricted funds designated for Pendergrass totaled $50,000 this year. In addition to enhancing the AgVet Memorial Fund for information resources, Sandy set up a spending account for operational purchases.

**Training, Workshops and Conferences**

Banker: ALEPH training refresher, Dreamweaver, training for binding

Doyle-Maher: ALEPH training for circulation and cataloging/serials, training for cataloging of soil surveys, training for binding


Leach: USAIN Conference, Web of Science workshop, Seminar on Invasive Plants, Beyond Google workshop, Telephone Courtesy and Etiquette (CVM), Lake Cumberland Information Alliance, Patents Workshop, Latin American Bookfair

Sexton: Using Metasearch Workshop, ALEPH training refresher, Telephone Courtesy and Etiquette (CVM),

Viera: continuing education from the National Library of Medicine on Consumer Health Librarianship inspired her to suggest several programs and changes to policies.

**Committee work:**

Libraries' committee assignments for librarians are omitted.

Bobbi: Government Documents Advisory Group

Richie: Training Advisory committee, Performance Review committee, CVM Hospital Issues committee

**Awards**

*Library Spirit Awards.*

Richie: Customer Service

Bobbi: Personal Achievement

Bill Gee: GA Award of Excellence

Tollie completed her Masters in Information Science and was accepted to the graduate program in history.

Pedja received a full fellowship and additional funding to pursue his Ph.D. in Information Science at the University of Washington. Although we were saddened that this development led to his departure, it was a fitting reward for a year of significant contributions to the technological and interpersonal environment at Pendergrass Library.
**Service**

**Ann**
- As a member of the BioOne Content Development Review Committee, Ann wrote a white paper with Richard Fyffe, U. Kansas, evaluating whether to acquire foreign journals for BioOne.

**Diana**
- Elected Vice Chair of the College and University Libraries Section of TLA and helped plan for the Fall Conference, to be held October 14, 2005 by working with the Chair to determine a theme, solicit speakers, and revise the section website for advertising and registration.

**Sandy**
- Treasurer of Friends of the UT Gardens; responsible for Publications & Communication, chair of the Newsletter editorial board, member of the Nominating committee, Membership database coordinator, plans the annual meeting program. Tracks UT issues for the Board of Directors and represents the Friends to Institute administration. Friends of the UT Gardens is an all-volunteer organization that raises nearly $100,000 each year to provide scholarships and support research in the Gardens.
- Board member for University Studies, the sponsor of Environmental Semester in Spring 2005. She contributed widely to this effort on three levels during Fall Semester, participating in university-wide planning, facilitating active involvement of Institute of Agriculture faculty, and chairing the Libraries’ committee that developed a rich array of environmentally related programs and projects. During Spring semester she attended and worked at many of the events. For the Centripets program, she introduced two speakers and over the summer, arranged the 2005-2006 program by choosing and scheduling speakers, helping them set topics, and making program arrangements. She helped compile and edited the Academic Program Review self study.
Our Core Users
Institute of Agriculture: College of Agricultural Sciences and Natural Resources, Agricultural Experiment Station, University Extension, College of Veterinary Medicine and 17 Major Research Centers

CASNR/Experiment Station
  9 Departments
  6 Accredited degree programs
  856 Undergraduate Students
  210 Graduate Students
  13,018 Total Student Credit Hours
  165 Total Instructors
  285 Staff

Extension
  56 Faculty
  397 Professional staff
  381 Nonexempt staff

CVM
  4 Academic departments
  100 Faculty
  200 Staff
  277 DVM Students
  19 Graduate students
  28 Residents/Interns

Instruction and Consultation (email, phone, walk-up, appointment)

Classes, Tours, and Workshops
73 sessions reached 733 people

Faculty/staff/student consultations
320 (10 minutes to 1+ hours)
**Operations**

96,732   Turnstile
35,521   Items handled (Circs and UIB)
4,686   Interlibrary loans
496   Library Express (requests retrieved for delivery to other locations)
204,346   Pages printed
99,013   Pages copied
$5,941   Copier revenue
$1,423   Fees and fines revenue
33   Reserve lists processed (122 items, 40 digital scans)
239   Seats in Pendergrass Library
3,460   SLA hours
$3,764   College Work Study savings for SLA budget

**Web page activity** (Pages that contain agvet/)

97,450 Visits
54   Unique visitors per day
38   New visitors per day
41.2%   Visitor repeat rate
314,261   Pages viewed
861   Pages/day
17 minutes   Length of visit
Tuesday   Busiest day per week
1-2 p.m.   Busiest time