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

Values
We who work at the Pendergrass Library seek to provide excellent client services in a pleasant, uplifting environment. We are aware of and sensitive to the needs our users communicate, and we promise efficiency, accuracy, and responsibility in the provision of information. We employ expertise, innovative thinking, creativity, and collegiality as we strive toward our mission.

Highlights of 2005-2006

Implemented and mastered new systems, including ALEPH 17

Observed patron patterns, and adapted facilities to their needs

Preservation Education for patrons and student library assistants

Outreach: new classes and workshops, News Channel with RSS feed, Library Resources guide, Ag Day, conferences

Projects to provide pleasant and safe service and work environments including mold removal from the air ducts, which required two periods of curtailed and relocated library services. We are pleased with the results: noticeably fresher air and cleaner work environment.

Team emphasis on professionalism: confidentiality and privacy guidelines, current awareness, skill enhancements
Pendergrass Personnel

Pendergrass Library's faculty and staff continued the tradition of providing client-centered services in 2005-2006. Improvements to the collections and to the library infrastructure and facilities created a welcoming environment that facilitates efficient research and scholarly work.

**Tollie Banker** - Evenings/Sunday supervisor, SLA supervisor; Responsible for: reserves, displays, binding preparation, preservation, stacks maintenance, SLA projects. Represents library as needed all evening and weekend hours.


**Pedja Klasjna** - Information Technologist until September; Responsible for: public and staff workstations and desktops, all software, technology training for team. Represents library with Library Technology Services and College of Veterinary Medicine IT.

**Allison Roberts** - Departmental Supervisor since November; Responsible for: service desk, circulation system and policies, patron relations, stacks and compact shelving, facilities, interlibrary loan, Library Express, special projects. Establishes and records procedures. Coordinates team calendar, team meetings, and communications. Represents library with Access and Delivery Services and the Veterinary Teaching Hospital.

**Richard Sexton** - Information Technologist since September; Responsible for: public and staff workstations and desktops, all software, technology training for team. Represents library with Library Technology Services and College of Veterinary Medicine IT.

**Lisa Metzer** (Fall) and **Jenny Parker** (Spring and Summer) - Graduate assistants; responsible for library services on Saturdays.

Student Library Assistants: Laurel Donahue, Abbie McCrary, Scott Reasor, Jade Sexton, Jimmy Stewart, Tyler Laughter, Amanda Ledford, Chuck Wurl, Patrick Hogan - Responsible for desk service, shelving, neat and orderly facilities, interlibrary lending, special projects.

**Shantel Agnew** - Library Resident on rotation (February - April)

**Diana Holden** - Agricultural Sciences and Natural Resources Reference Librarian

**Ann Viera** - Veterinary Medicine Reference Librarian

**Sandra Leach** - Team Leader
Services

• Changed fine policies
• Set up nine new NetID workstations; New and updated software for patrons including AutoCAD, GIS, USB Scanner, SciFinder, Horticopia
• Improved service for loaner laptops and Digital camera for loan
• New color printer for public
• Offered study room reservations via homepage
• Improved turnaround time for binding periodicals
• New, improved photocopiers; Allison solved the library wide copier jamming problem
• Joined AgNIC with Pet Health site www.agnic.org
• Made it easier for visiting scholars to use the library
• Provided reference service beyond the usual to: New York Times, Associated Press, Tennessee Legislature, Mayo’s Garden Center, HGTV, WebTV, Estes Kefauver’s nephew, veterinarians, farmers
Collections

- Joined Plant Management Network
- Continuous weeding, shifting, and collection maintenance; huge collection projects during both summers
- Switched nearly 100 journals to electronic only access
- Prepared and shipped 1,000 Ag Vet periodicals directly to commercial binder—successful pilot project
- Collected and processed all available UT Extension publications
- Maps and atlases weeded and updated
- Set policy and procedure for accepting and handling gift books

Facilities

- Planned and began project to expand the Pendergrass Alcove meeting and study area: move oversize to storage; move current periodicals to stacks; review and relocate reference, culture corner and new books; carpet and paint. This summer project spans the ’05/06-’06/07 fiscal years.
- Relocation of equipment and service points; Reorganized and de-cluttered staff area
- Ports and electrical work for new photocopiers and charging mechanisms
- Installed clock in stacks
- Reorganization and relocation of services during duct cleaning and ventilation projects, requiring 10 weeks of extra work and stressful conditions. Deep cleaning of all surfaces and carpet
Outreach

- Taught 22 classes and sessions for over 400 students
- Library tables at Ag Day and CVM’s annual Continuing Education Conference
- Revised webpage for easier navigation www.lib.utk.edu/agvet
- Expanded promotion of Open Access and the SPARC Author Addendum
- Finals Doodle Table huge success www.lib.utk.edu/agvet/doodles/sp06/index.html and www.lib.utk.edu/agvet/doodles/index.html
- Increased faculty current awareness of scholarly publishing
- Maintained an active News Channel www.lib.utk.edu/news/agvet/
- Implemented XML feed to Pendergrass News Channel
- Created CASNR Honors website casnr.tennessee.edu/HRCAP/index.htm and casnr.tennessee.edu/HRCAP/honors.html
- New guide: Pendergrass Library Resources www.lib.utk.edu/agvet/AgResources72dpi.pdf
- “Pack It Out” food & drink campaign www.lib.utk.edu/agvet/images/packitouthikersm.jpg
- Created Virtual Display Case www.lib.utk.edu/agvet/displays/virtualdisplaycase.html
- Bulletin boards and Displays: African Americans in Agriculture & Veterinary Medicine, Women in Agriculture, Google Scholar, Summer Reading Picks, Presidential Pets, History of the Ag Campus for Homecoming, Green Fuel, Electric and Hybrid Cars, Christmas Toys for Pets
Operations

- Upgraded all systems to ALEPH 17
- Updated Student Library Assistants’ Manual; developed process for evaluation of SLAs
- Added 19" monitors to service desk workstations
- Total upgrade of all telephones and team telephone training
- Key lockbox provided security and storage solution for keys
- Migrated to Outlook email and implemented team calendar
- New ILS label printer
- Transferred study room scheduling to CVM/VTH
- Located procedure signs at the point of the service or task
- New procedures for lost/missing books, ILS, ALEPH (MS) Mis-Shelved Search Initiated code, circulation of items without barcodes
- Help file for finding serials/journals abbreviations
- Created BlackBoard site for sharing team documents
- Helped Library Training test CENTRIS delivery of Outlook workshop
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<th>Continuing Education</th>
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| **Tollie Banker** | • Microsoft Office classes  
• Visited other research libraries in person and via internet  
• Completed requirements for a MA in history |
| **Barbara Doyle-Maher** | • Government Documents Electronic Records Committee  
• Meetings with Cataloging to improve access to Soil Surveys  
• Training for Aleph Cataloging  
• Training with Binding to use ABLE  
• Outlook Training |
| **Diana Holden** | • Preservation Advisory Group  
• Catalog Advisory Group  
• Program Advisory Group for Instructional Services (PAGIS)  
• Science & Technology Subject Group  
• Social Science Subject Group  
• Bibliographic Management Working Group  
• Ag Day Committee  
• Vice Chair/Chair Elect, College and University Libraries Section, TLA – 2005-2006  
• Member, AgNIC Alliance Coordinating Committee, 2005-present  
• Outlook Training |
| **Sandra Leach** | • Library Management Group and Budget Subcommittee  
• SciTech and Humanities groups  
• Diversity Committee  
• Libraries’ Ready for the World Committee  
• Supervisor and mentor to Library Residents  
• Catalog Advisory Group (2006)  
• Science Links grant group  
• Library Friends program committee  
• Counselor to Thailand Program students  
• Friends of the UT Gardens--Treasurer, Executive Committee and Board  
• University Studies Steering Committee  
• Knox County Library Friends Booksale Committee  
• Thai language training and culture workshops  
• CVM Workshop: Cognitive Restructuring  
• CVM workshop: 7 Challenges of Cooperative Communication (8 weeks) |
| **Allison Roberts** | • Free Range Video Contest Committee  
• Veterinary Hospital Issues Committee  
• Exchange for power users  
• Endnote  
• Excel 1  
• Access level 1 |
| Richie Sexton     | • Performance Review Committee  
|                  | • Veterinary Hospital Issues Committee |
|                  | • Windows XP Installation (CBT)  
|                  | • Outlook training  
|                  | • Exchange for power users |
| Ann Viera        | • Created “Retention Review Checklist” for faculty leading discussions  
|                  | • External evaluator for the veterinary librarian at Ohio State University  
|                  | • Exhibit at Annual Continuing Education meeting UT CVM, Feb. 3, 2006  
|                  | • Libraries Sci Tech Group  
|                  | • UT Pandemic Emergency Response Committee meetings  
|                  | • “Public Health Preparedness for Pandemic Influenza” March 30 Patrick Sullivan CDC  
|                  | • “Animal Rights as a Mainstream Phenomenon: Emerging Societal Ethics for Animals”; April 3, Bernard Rollin, Colorado State University, UT Pro Bono Animal Law Project  
|                  | • Web of Science General Search and Navigation  
|                  | • Outlook training |