

Pendergrass Library

2015-16 Annual Report

Core Values:

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

Services

Leverage our single service point to proactively meet patron needs through front desk training and referrals

- Core competencies for SLAs developed, which will allow us to provide consistent, high-quality customer service at all times

Facilitate student input into current and future library decisions

- Hosted two focus groups of CASNR undergraduate students
- Hosted one focus group of CASNR and CVM faculty and staff
- Completed planning stages of Pendergrass Library Ambassadors program, which will be held during the 2016-2017 school year
- Compiled our most pressing assessment questions and have begun seeking answers to them with our Destress for Success assessment questionnaire
- Developed assessment tools for library instruction sessions

Technology

Create a makerspace consisting of a production area and a patron area that is suitable for both collaborative and individual work

- Pendergrass held a planning meeting with the Studio to plan additional makerspace workshops and shared promotions for the coming year
- Created a small makerspace collection of 3D printing and graphic design books
- Hosted Make Break sessions once a month to provide opportunities to educate the UT community about 3D printing
- Created a new makerspace, consisting of a public area with scanners and the makerspace collection and a staff production space

Improve access to information about Pendergrass through a redesign of the Pendergrass website

- Pendergrass website has been completely redesigned along new UT template; new website is more easily navigable and fully accessible to users with disabilities

Facilities

Create spaces in Pendergrass that facilitate its role as the main street of the UTIA

- HVAC system replaced, which necessitated a six-month closure of Pendergrass. Faculty and staff provided as many library services as possible from a temporary location in the Brehm Animal Science building, including reference assistance, large format and 3D printing, and equipment loans.
- Entire library repainted and recarpeted

Create additional patron space by removing low-use physical items from the collection

- Began process of weeding monographs that duplicate Hodges' collection.
- Created documentation for future projects, establishing parts of the collection which may be weeded or transferred to storage
- Weeded approximately 53 shelf feet of monographs
- Transferred approximately 180 shelf feet of serials to storage

Streamline Pendergrass's visual appearance to create a modern and welcoming space

- Display area created in the Alcove, which has hosted Discover Life in America prints, as well as undergraduate research posters from the EURēCA program
- Minimalism in marketing principles implemented by streamlining displays and reducing clutter on and around the service desk

Outreach, Promotion, and Instruction

Promote library resources and services with strategic targeted marketing campaign

- Strategic marketing plan created and implemented but will require regular updates
- Promoted Pendergrass Leisure Reading and other services at the Fall Employee Benefits Fair
- Sent outreach packets to all new hires and department heads working on the Agriculture Campus
- Piloted yoga and meditation programs in the library to help reduce stress for students and employees
- Created Pendergrass YouTube channel within UT Libraries' account and added 10 tutorial videos

Encourage library instruction by creating and promoting an instruction menu

- Instruction menu created and shared with CASNR faculty
- Instructors can request library instruction through an online form

Expand the scope of the Leisure Reading collection to include student success materials

- Post-graduation student success collection was created, including GRE test prep, resume and cover letter, and job searching materials
- Yoga collection created
- Leisure Reading and related free resources promoted
- Hosted a 1st birthday party for the Pendergrass Leisure Reading collection to promote it

Promote the use of ORCID

- UT becoming ORCID member
- ORCID promoted widely to CVM

