Pendergrass Library is committed to providing unparalleled service. We endeavor to provide the most relevant resources, collections and combine these assets with access to technology needed by today’s scholars. We support the University of Tennessee’s mission for learning, scholarly communication and student success.

We are proud to submit our accomplishments for 2008-2009.
Services

- Promote interaction within the University community
- Provide support for University programs
- Offer services that enable learning and success
- Inform and educate the University in scholarly communications

Citation Management (EndNote) Support at Pendergrass

Ann Viera serves as the primary contact for citation management software which includes EndNote, Zotero, and others. She raised awareness on the Ag Campus of the availability of EndNote Web and the new site license to EndNote. In addition to marketing the UT Library Citation Management Web Page (http://www.lib.utk.edu/refs/endnote/) and support options, Ann provides one-on-one training, limited technical assistance, and coordinates training for groups on EndNote and EndNote Web with help from Peter Fernandez, Teresa Walker, and the Pendergrass staff.

Stat Help

Ann Reed, biostatistician with the Statistical Consulting Center (SCC), OIT, holds office hours at Pendergrass Library every Thursday and other times by appointment in the small study rooms. Locating the statistical consultant at Pendergrass is a natural fit that has brought benefits to both the library and the consulting service. By cross-marketing our services (statistical consulting, bibliographic management software, literature review expertise), we have been able to increase awareness among graduate students and faculty about options for research support.

Ann Viera, Veterinary Medicine Librarian
Current Periodicals Circulation to All Borrowers for Seven Days

Based on meetings and discussions with colleagues, the library changed the policy on current periodical circulation to include all eligible borrowers rather than limiting to faculty. Discussion of how to mark the materials and check them out resulted in the decision to “barcode on demand”. Along with input from Pendergrass staff, I developed and wrote a procedure for circulating the materials that is now being used in both Hodges and Pendergrass. The Pendergrass staff was responsible for beta-testing the new procedure. We worked with the procedure for several months. The new checkout procedure has streamlined the circulation of current periodicals, which utilizes some of the advanced capabilities of the Aleph Circulation system. Our improved system allowed both libraries to offer current periodical circulation to all eligible borrowers for seven days.

Bobbi Doyle-Maher,
Technical Services

Collections
Evaluate and condense the collection to provide the most relevant material formats.

Accomplishments in Branch Collection Maintenance

- Binding: 902 volumes processed
- Aleph records deleted: 395
- Cataloging: 1,366 records edited
- Government Document record edits: 556
- Government Document discard lists: 3
Public Relations

Provide consistent branding, content and programming that link services and collections and promote community awareness.

Art in Pendergrass Library

I established an arts program for The Alcove by seeking art from creators of agriculture, veterinary, and environmental works. The first installation in October featured the works from the Growing Tennessee Project, a summer program that teaches migrant children the art of photography. Student photographs depicted farming, animals, and rural life. The Veterinary Teaching Hospital photography department displayed striking and award winning images of animals and landscapes. Winter was chased away in January with stunning and dramatic photographs of beautiful plants, flowers, and insects from the University Of Tennessee Gardens.

Allison Roberts
Library Supervisor

Human and Animal Health Outreach from the UT Pendergrass Library to Tennessee Veterinarians

I have served as the Veterinary Librarian since 1987 at Pendergrass Library. In addition to my responsibilities for collections and services to the College of Veterinary Medicine, I work with the approximately 4000 veterinarians and their staff in Tennessee.

Veterinarians are highly trusted health professionals who spend quite a bit of time with their human and animal clients. I increased awareness that no other site beats the quality and privacy of Medlineplus.gov for human health concerns which may come up during a veterinary consultation.

Since veterinarians treat all species but one, and there is relatively less quality information on the many companion animal species on the Web, I maintain a web site on companion animal health (http://www.lib.utk.edu/agvet/veterinary/pethealth.html) that veterinarians may refer their clients to with confidence.

Ann Viera
Veterinary Librarian
Pendergrass library continued to explore new Web 2.0 technologies in an effort to work efficiently and connect with our patrons. Members of our team attended a variety of demonstrations and tutorials, the highlights of which were shared with the entire team. Our graduate assistants, Allison Scripa and Josh Hogan, gave a presentation about the theory and practical application of Web 2.0 technologies at our annual retreat. These activities allowed individual team members to select the particular applications best suited to their work, while enabling all team members to remain aware of the general landscape of Web 2.0. For instance, by using an internal wiki we have been able to efficiently share information about commonly encountered problems, while simultaneously creating a searchable database that will be useful in the future for training and reference.

Externally, we have used Web 2.0 to reach out to our patrons. Pendergrass Library now has both a Facebook page and a Myspace profile, which act as gateways to our library resources. Other technologies such as delicious allow users to search our libraries resources in new ways.

Our Pendergrass 2.0 web page compiles many of our outreach efforts on one easy to use site. Because Web 2.0 technologies often work well together, many of our efforts in this area have led to unanticipated benefits.

Almost all of our Web 2.0 content, such as our Youtube video of Pearl Fryar’s presentation and our RSS Pendergrass News blog, naturally sync up with our Facebook and MySpace profiles.

Peter Fernandez,
Agriculture Librarian
Compelling and Informative Displays

To further engage the community visiting Pendergrass Library, we create posters for our bulletin boards that offer newsworthy topics. One bulletin board focuses on a subject in either agriculture or veterinary medicine and is usually accompanied by a selection of books pertaining to that subject. The other poster advertises important events and news that relate to the community.

I attended Adobe Photoshop training classes this past year to enhance my ability in image editing techniques so that I may improve upon our displays. Since then I have been able to design more advanced posters spotlighting such topics as the USDA’s MyPyramid, permaculture, Earth Day and Open Access Week. In conjunction with my Photoshop training, I have asked faculty, when their expertise may apply, to further supplement these posters by providing flyers or articles to illuminate a given subject more. These posters have allowed us a different way to educate the public on topics that affect them every day, particularly Open Access, which involves the way patrons obtain the research they need. We hope to continue using our displays as another way to reach out to our clients in the future.

Reese Julian
Evening Supervisor
Technical Infrastructure
Administer the tools and access required by today’s users within the library and online.

Hardware

Pendergrass Library received twenty new computers: ten Dell Latitude D630 laptops for student checkout, and ten new Dell Optiplex 725 desktop workstations. The laptops were configured with wireless internet, Microsoft Office, and other popular applications. The desktops received the same configuration without the wireless set up.

Pendergrass Library received a new Minolta MK10 document scanner for use by all library patrons. This machine allows scanning of microfilm and microfiche. A workstation with Internet, Microsoft Office, Adobe Acrobat Professional and printing was configured to operate this new scanner. Pendergrass Library replaced a broken scanner on the Adaptive workstation with a Canon LiDE 90, helping to facilitate projects created by students.

The Adaptive workstation is also acting as a pilot for a dual monitor set up for patrons and staff to try out. This set up may help those who wish to use two monitors when creating projects, as well as helping those with vision impairments to maximize their ability to see what is on the monitor. Pendergrass Library also purchased a microphone for student use in order to help facilitate projects that require spoken word or sound.

Software

A web toolbar created by Theresa Walker for the library was installed on all Pendergrass Library computers. In addition, census data from Dr. Ralston were added to Pendergrass computers, including EasyGPS, Google Earth, and DNR Garmin. In the realm of open access software, all workstations received both Gimp (an open access application that functions like Photoshop) and Jing (an open access screen capturing application similar to Snag It).

Richie Sexton, Information Technologist
Management and Human Resources:
Emphasize diverse, engaged, and trained work force by providing avenues for personal and professional growth

Enriching the Staff

Pendergrass Library welcomed Peter Fernandez and Reese Julian in 2008. Peter Fernandez joined us as our Agriculture Librarian from South College where he was a Health Professions Librarian. He graduated from the University of South Florida with a Masters of Science degree in Information Science. Peter brings with him an interest in library technology and how it affects how libraries interact with patrons and intends to strengthen communication with remote patrons through new technologies like Facebook, and other open source technologies. Reese Julian, our evening supervisor, comes to us from Birmingham-Southern College in Alabama with a Bachelor of Arts Degree in English from Birmingham-Southern College. Reese previously worked as a Cataloging Assistant/Weekend Circulation Supervisor at BSC. He plans to continue his interest in libraries by seeking an Information Science degree at the University of Tennessee. Both team members enrich the diversity and talent of the staff.

Allison Roberts
Library supervisor

SLAs

Over the summer, Pendergrass Library sought to replace our entire staff of SLAs that had left due to graduation or educational opportunities. Since I am the direct supervisor to SLAs, I posted a job opening, interviewed the applicants and hired four qualified students. I also oversaw the rigorous training procedure for the incoming group of SLAs that prepares them for circulation duties at the front desk, technical and reference assistance within the library, and the important behind-the-scenes work that keeps the library running, such as scanning requested interlibrary loan items. Although they are students, SLAs are often handed the same responsibilities as Pendergrass Library staff, and are required to learn our manual of guidelines and practices, which usually requires at least two months of training. The current staff of SLAs is now fully trained and continues to excel as the face of our library.

Reese Julian
Evening Supervisor
Web Stats

Top Content

Web Site Stats

224 pages were viewed a total of 177,268 times

Content Performance

| Pageview | Pageviews | Pageviews | Pageviews
|----------|-----------|-----------|-----------
| /agvet/index.html | 147,723 | 83.33% | 6.70% |
| /agvet/veterinary/health.html | 4,547 | 2.57% | 83.33% |
| /agvet/veterinary/career.html | 3,262 | 1.84% | 83.33% |
| /agvet/veterinary/vet.html | 3,024 | 1.71% | 83.33% |
| /agvet/agriculture/tag.html | 1,984 | 1.12% | 83.33% |
| /agvet/pendergrass/staff.html | 1,256 | 0.71% | 83.33% |
| /agvet/agriculture/taxkeys.html | 997 | 0.56% | 83.33% |
| /agvet/veterinary/cvm_fs.html | 919 | 0.52% | 83.33% |
| /agvet/veterinary/housecall.html | 897 | 0.51% | 83.33% |
| /agvet/services/reserves.html | 763 | 0.43% | 83.33% |

News Channel Page Views 2008-2009
During May, June, July, and August, reference assistance and technical support continues at Pendergrass Library, in part because UTIA faculty have 12-month appointments. These months provide space and time to market the changing and expanding array of UT Library services and initiatives. All Pendergrass staff collaborate on providing reference and tech support and informal training to ensure our patrons are aware of new developments.

Collection use (Aleph circulation plus in-building material use counts) remain steady while the turnstile count (number of people in the library) is increasing. That’s good. We hope that the upward trend in the turnstile count over the past four years reflects the continual improvements made to services, library facilities, technology and tech support.
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Gross Square Feet:</td>
<td>15,936</td>
<td>Separate areas for group and quiet study</td>
</tr>
<tr>
<td>Hours per week</td>
<td>85.5</td>
<td>Additional hours during finals week</td>
</tr>
<tr>
<td>Seating</td>
<td>221</td>
<td>Flexible seating and tables in the Alcove</td>
</tr>
<tr>
<td>Group Study Rooms:</td>
<td>5</td>
<td>Each with a computer, tv/vcr, light box, white boards, and easel</td>
</tr>
<tr>
<td>Circulating Laptops:</td>
<td>11</td>
<td>Each equipped with MS Office Suite</td>
</tr>
<tr>
<td>Scanners:</td>
<td>2</td>
<td>1 circulating</td>
</tr>
<tr>
<td>Digital Camera:</td>
<td>1</td>
<td>Circulating Canon PowerShot G1</td>
</tr>
<tr>
<td>Head Librarian:</td>
<td>1 Head of Pendergrass, Music, &amp; Social Work Branch Libraries</td>
<td></td>
</tr>
<tr>
<td>Reference Librarians:</td>
<td>2 1) Agriculture/Natural Resources 2) Veterinary Medicine</td>
<td></td>
</tr>
<tr>
<td>Staff:</td>
<td>4 Day Supervisor; Evening Supervisor; Information Technologist; Cataloging/Documents</td>
<td></td>
</tr>
<tr>
<td>Student Assistants:</td>
<td>6 88 hours per week</td>
<td></td>
</tr>
<tr>
<td>Graduate Assistants</td>
<td>2 Graduate Teaching Assistant: 10 hours/week Science Links Graduate Assistant: 20 hours/week (grant)</td>
<td></td>
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<tr>
<td>UT Libraries Acquisitions Budget:</td>
<td>$8.5 Million FY 2008-2009</td>
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<tr>
<td>Ag-Vet Book Budget:</td>
<td>$49,120 FY 2008-2009</td>
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<tr>
<td>Ag-Vet Journal Budget:</td>
<td>$365,000 FY 2008-2009</td>
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<tr>
<td>Journals:</td>
<td>Thousands of journals are available on agriculture, animal science, and veterinary medicine topics</td>
<td></td>
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<tr>
<td>Databases:</td>
<td>All agriculture and veterinary medicine databases are available Complete database list at <a href="http://www.lib.utk.edu/databases/">http://www.lib.utk.edu/databases/</a></td>
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<tr>
<td>Pendergrass Library:</td>
<td>130,000 volumes on compact shelving. Includes materials on animal science, agronomy, plant science, food science, bioengineering, wildlife, pet health &amp; human-animal bond, human medical journals and textbooks, and UN/FAO/USDA publications</td>
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<tr>
<td>Complimentary Collections:</td>
<td>Preston Medical Library/UT Medical Center, Nursing Collection at Hodges Library. Electronic collections including: Science Direct, Wiley and Springer ebooks, BioOne, and Current Protocols</td>
<td></td>
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<tr>
<td>Library Express</td>
<td>Free service to pull/hold at a library or delivery to a campus location</td>
<td></td>
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<tr>
<td>Interlibrary Loan</td>
<td>Electronic delivery of articles and loan of books from other libraries—no charge!</td>
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Links of Interest

Comment Blog
http://info.lib.utk.edu/news/agvetcomment/

Pendergrass News
http://www.lib.utk.edu/news/agvet/

Pet Health
http://www.lib.utk.edu/agvet/veterinary/pethealth.html

Pendergrass 2.0
http://www.lib.utk.edu/agvet/@pendergrass/2.0/pendergrass2.html