

Pendergrass Library

2014-2015 Annual Report

Core Values

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

The Intellectual and Social Hub

Create spaces and outreach that promote the branch library as a central hub for the UTIA

- Approximately 700 shelves of materials were transferred to storage, and a plan was created to continue to reduce the print collection over time
- Social media strategy updated to use Twitter more effectively, resulting in a 36% increase in followers
- Workflows developed to facilitate Pendergrass inclusion in UT Libraries' shared Facebook and digital signage initiatives
- Pendergrass Leisure Reading collection has grown in size and circulation, with over 86% of our books being borrowed in the first year
- Installation of a projection system in the Alcove for library instruction
- Completed a rearrangement of Pendergrass offices, which allowed for the creation of a storage closet, which in turn freed space at the front desk and in staff offices
- De-Stress for Success:
 - Improved offerings with the addition of a healthy sandwich and salad lunch buffet and massage therapists
 - Completed assessment of Pendergrass De-Stress for Success, which showed that approximately 95% of the 130 respondents were either satisfied or highly satisfied with activities
- HVAC renovation:
 - Pendergrass Library closed for approximately 4 months for the complete replacement of the HVAC system, repainting of the library, and installation of new carpet
 - Staff opened a service point in the Brehm Animal Science Building computer lab and maintained a high level of service throughout the closure, including reference assistance, technological assistance, and 3D and large format printing
 - The collection was not available during the relocation, but staff assisted patrons in securing materials through interlibrary loan or using electronic versions when available
 - Staff were also relocated across campus to work on special projects and with other departments throughout the summer, increasing their knowledge and interdepartmental cooperation

Research Support, Discovery, and Access

Reduce barriers to existing resources

- BrowZine, proxy bookmarklet, and proxy link generator tool promoted to ensure patrons can access existing resources and tools
- E-book usage promoted by offering individual instruction and vendor-specific LibGuides
- Retired Aleph and instituted Alma, which required extensive planning and training for all library staff

Teaching and Learning

Develop and implement new instruction opportunities to promote basic library skills

- Created One Search video tutorial, handouts, and instruction template and goals for library orientation
- Hired assistant librarian to lead Pendergrass's promotion and instruction efforts

Digital Initiatives, Scholarly Communication, and Technology Innovation

Encourage effective research, learning and student success with new services

- 3D printing:
 - New, professional-grade 3D printer acquired and deployed
 - Sink installed to allow for effective use of new 3D printer
 - Completed beta test period of 3D printing by formalizing workflows, documentation, and pricing
 - Completed over 50 individual and small group consultations on 3D printing
 - Completed 71 3D projects
 - Richard Sexton interviewed for a DIY Network blog post and a *Scoop* magazine article
- Equipment borrowing rules amended and updated to ensure equitable access to all students
- Met with several library and campus departments to explore areas of partnership and student success (Center for Health Education and Wellness, Student Success Center, Center for Career Development, Studio, Special Collections, Music Library)
- Established an institutional plan with PeerJ, which allows UT researchers to publish in this open access journal free of charge, and 16 memberships have already been established for UT researchers

Ongoing Projects

- Space plan:
 - Completed assessment of Pendergrass space, which included the following patron comments:
 - "The Pendergrass location is a great facility with a wide variety of methods to offer assistance and the faculty are very nice to both converse with as well as to seek assistance from."
 - "The Quiet Zone of Pendergrass got me through my LAST and every finals week at UT. I'm an English major and feel so welcomed every time. Thank you for all that you do—LOVE THIS PLACE!"
 - "I don't know what to tell people about Pendergrass—I want to share the love and tell everyone about how great this place is, and part of me wants to keep it a secret, because it is so awesome. Pender is my favorite library—y'all take care of your students. Staff here—so sweet. . . Pender is home really."
 - Worked to finalize and refine space plan in light of patron needs, evolving technology, and College of Veterinary Medicine construction
 - Communicated with CASNR and CVM leaders to identify UTIA departments and patrons' needs
 - Completed preliminary research for future purchase of new library furniture
- Created assessment plan to begin with focus groups
- Front desk:
 - Devised a first draft of new core standards for front desk service
 - Discussed possible changes to SLA competency expectations and training
- Ann Viera became UT's ORCID Ambassador and registered 598 researchers for ORCID IDs
- New marketing strategy devised for AY 2015-16 implementation, which includes a schedule for targeted and timely promotion of library services and resources
- Designed and tested multiple homepage templates for new Pendergrass website