



Pendergrass Library Annual Report 2009 – 2010

Based on **UT Libraries** Strategic Goals and Priorities

<http://www.lib.utk.edu/plan/plans/plan2009-10/fy2009-11strategicgoals04222009.pdf>

<http://www.lib.utk.edu/plan/plans/plan2009-10/fy2009-11full-strategic-plan04222009.pdf>

1. Build and enhance collections to support UT's research and teaching mission, ensuring higher priority for digital collections

- **Trace**

Promote the use of Trace as a digital repository for archiving publications by the University of Tennessee Institute of Agriculture

Pendergrass Library staff encouraged Institute of Agriculture personnel to use Trace as a publication platform, archive, and SelectedWorks™ resource. We worked collaboratively to promote and populate Trace. Ann Viera and Peter Fernandez provided support and instruction to faculty with the help of Trace Administrator Piper Mullins. Viera alerted veterinary faculty to the benefits of participation and Reese Julian supervised the student library assistants (SLAs) as they entered citations into SelectedWorks™. Roberts placed a link to Trace on the Pendergrass home page to increase its visibility. Roberts also worked collaboratively with Linda Phillips, scheduling meetings with Pendergrass, Digital Collections, and Trace staff to discuss roles and processes in the administration of the digital archives for Institute of Agriculture publications. Roberts planned the deposit of the UTIA Experiment Station publications located in our physical collection in to Trace. Julian guided the SLAs in scanning the Experiment Station publications in the Pendergrass Library collection. Fernandez worked with archivist Alesha Shumar and Piper Mullins on the deposit of UTIA Extension Publications born online and those held by Special Collections.

- **Stimulus funds**

Funds allocated to Agriculture and Veterinary Medicine collections allowed supplemental spending that helped the library meet specific needs: DVDs to enhance classroom instruction; extra paper and electronic copies of books to support fourth year veterinary students on clinical rotations and first, second, and third year veterinary students for case-based learning; updating the human medical collection with books needed for veterinary resident board examinations; ebooks from CABI, Wiley, and Elsevier.

2. Provide dynamic physical and virtual spaces for research, learning, and collaboration

- **Painting and Cleaning**

Pendergrass enjoyed a rejuvenating coat of color, refreshed carpet, and clean windows in May 2010

- **Service Desk Design** -- We placed the consultation area closer to the service desk to test the functionality of a reference desk in the front of the room.
- **Chairs** -- 135 new chairs were placed to improve user comfort.

2.3 Promote the library as a cultural and intellectual place through programming and displays

- **Environmental Promotion**

Allison Roberts worked collaboratively towards our goal to promote Pendergrass Library as the environmental library. Pendergrass Library's collection and services naturally lend assistance to environmental initiatives and learning. The promotion plan consisted of displays, speakers, and exhibits accompanied by materials that emphasize the breadth of our collection. Programs were advertised on our news channel and promoted and archived in our web 2.0 outlets.

Roberts designed a new display to encourage library visitors to take their food trash with them when they leave. The "Pack It Out" campaign continued to make an impact on cleanliness and the library environment. She also created a movie to complement the display. It is available on YouTube and via the Pendergrass iTunes U interface. http://www.youtube.com/watch?v=JUij_T040tI

2.7 Reduce print collections, based on deduplication, use, and format, to withdraw or store lesser-used materials

- **Pendergrass Collections Inventory**

Reese Julian organized a system to carry out a full inventory of our resources with the help of SLAs and Bobbi Doyle-Maher. This year work progressed in the Oversize and A-P sections of the library's stacks. The project employed a shelf list survey and subsequent work to fix any inconsistencies with our online catalog versus what we actually housed in our stacks, find damaged or brittle titles, fix incorrect call numbers, find titles that were out of place and make a note of titles that could possibly be withdrawn or sent to storage. The SLAs worked through the stacks and made notes according to what was and was not on the shelves. Bobbi assisted with the cataloging work to correct any records showing the wrong information. Items that were adjudged to be in the wrong library were transferred to the correct locations, and all problem items and pieces that needed to be withdrawn were sent to Cataloging at Hodges Library. The inventory project was a great success, particularly in the H section of our stacks where a large number of government documents that have been assigned a Library of Congress call number are housed. The inventory project will continue in the future to further make the Pendergrass stacks as accurate as possible.

- **Collection Maintenance and Special Projects**

Bobbie Doyle-Maher undertook several collection projects in addition to her normal technical services support of Pendergrass collections, staff, and users.

"Needs and Offers Lists" of US GPO titles from other libraries were reviewed for disposition according to federal depository law. Thirteen lists of A class documents, consisting of 7,841 items, were processed with a minimal number of items requested for transfer to Pendergrass Library.

In July 2009 we finished moving current periodicals to the stacks and edited the catalog records for approximately 400 titles.

Steve Thomas ran a report of periodicals that had the wrong item status, leading to the correction of 1,025 periodical records.

Binding – 222 volumes were processed, sent, and returned from the bindery.

On-going review of duplicates, editions, and superseded periodicals, concentrating on materials in S and government documents classifications, led to improved space availability, order, and accessibility in the stacks. Identified and transferred materials to Storage.

Viera continued to identify and withdraw veterinary medical material on VHS videocassettes.

3. Maintain and improve technology for virtual access

3.1 Facilitate user access to Libraries' virtual and physical resources through technological infrastructure improvements

- Transferred Agriculture subject guides to LibGuide format
- Supported and promoted Open Source and Zotero
- Audited the Pendergrass Library web page and identified features for future redesign
- Catalog Maintenance -- Reviewed the SD11 section and ensured clear and concise language in catalog records
- Installed new Self Check Out machine, replacing an older model
- Deployed five new loaner laptops for use by students
- Purchased four licenses for the SAS mathematics application and made it available on workstations 9-12. SAS is otherwise available only in the Humanities lab and via the Citrix server at the Statistical Consulting Center. Purchased one Canon and three Flip video cameras for student use in creating presentations
- Purchased 12 in 1 media reader to enable students to download data for presentations
- Deployed 28 Net ID / Technology Fee desktop workstations to the lab
- Purchased external DVD reader for the iMac for use by students in creating presentations
- Deployed two new Xerox Phaser laser printers, replacing two HP 4300 DTN printers
- Deployed high-speed, large size OpticBook scanner in support of a pilot program to test viability of scanning as an alternative to photocopying
- Installed 40" LCD TV in Alcove for group viewing
- Installed Blue-Ray player for use on new LCD TV
- Installed motorized screen in the Alcove to support presentations that require a projector

3.2 Support changes in delivery options as technologies change

- **Continue to develop Pendergrass 2.0**

Pendergrass Library currently maintains 2.0 presences on MySpace, YouTube, Delicious, Facebook, Twine, and Flickr. Allison evaluated the facets of user-centered Web communication to see which interface worked best. MySpace has not proven useful as a communication tool; however with automated notifications and syndicated input, it requires less monitoring than the other interfaces.

Facebook and Twitter have each enabled an extended form of communication with users. These interfaces deliver and receive information instantly and allow seamless delivery of content to the user.

Allison used Twine to store collected data in subject headings and share the items and collections with other users through Twine, Facebook, and Twitter. Other users can add information to our 2.0 presences, making the information collaborative.

Allison maintained and upgraded the user communication facets for Pendergrass Library and has expanded communication with the library through Google Talk to allow texting via our chat client and integrated our chat interface on our Facebook page. She installed applications to our 2.0 interfaces to integrate content from our news channel, YouTube, Flickr, Delicious and Twitter presences feed directly into our website, Facebook, and Myspace pages.

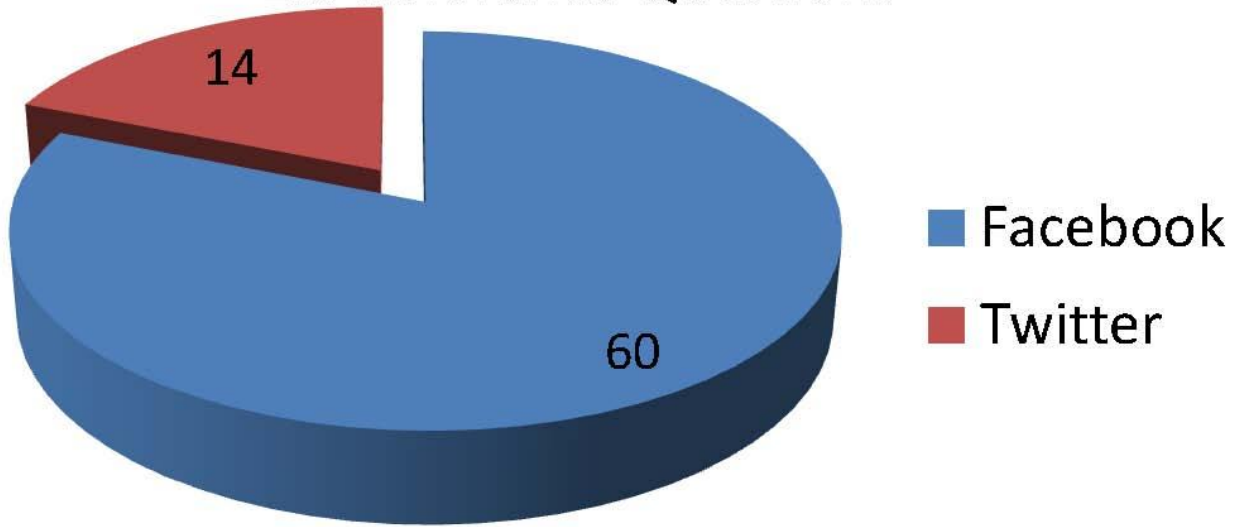
Allison created an iTunes U presence for Pendergrass Library that highlights our tutorials, videos, and audio spots. iTunes U is linked with Blackboard and is accessible through iTunes. Individuals can subscribe to our iTunes content and receive updates when new content is posted.

- **Evaluate the effectiveness of information services through the selected interface and modify approaches to maximize efficiency**

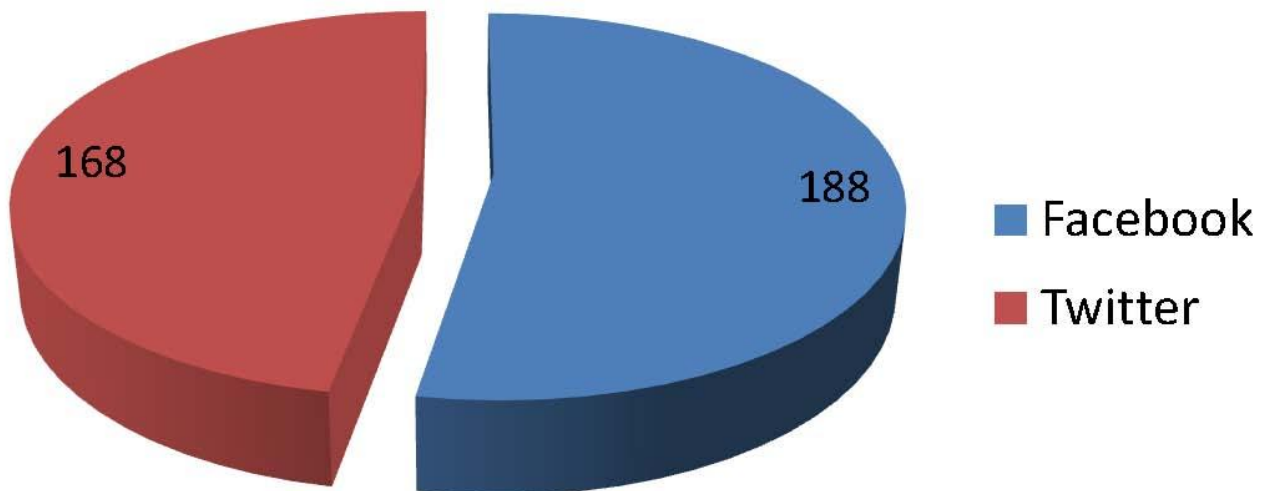
Keep statistics of questions answered via the interface

Allison Roberts monitors Pendergrass Library's attempts to offer innovative, user friendly, and contemporary means of communicating with the library to ask questions, request assistance, seek advice. The traffic on the Facebook and Twitter services are graphed below.

2.0 Reference Questions



Total fans/Followers



4. Foster a spirit of teamwork that encourages mutual support, rewards initiative and learning, and focuses on user-centered service during a period of austerity and change

- **Explore collaboration among branch libraries including shared resources, combined efforts and joint meetings once a semester.**

Branch Libraries continued meeting as a group several times a year. We explored collaboration techniques to identify what is pertinent to share. Allison organized and facilitated the meetings for the groups, and arranged virtual meeting hookups. We switched from video conferencing to Skype, reducing costs and complications. Rita Smith was guest at our spring meeting, where she shared information on her goals and job responsibilities. Allison also facilitated the combined annual report for the Branches. Using the Google Documents interface, she collected information from the branch libraries and arranged the content to mirror the UT Libraries strategic goals.

Pendergrass Library also continued its tradition of field trips to other libraries with a visit to Preston Medical Library in December.

5. Increase endowment funding and undesignated gifts

- **Cultivate potential donors through collaboration with Library's Development Office**

The Pendergrass Library "talking paper" was revised to reflect changing needs. Amy Yancey began an initiative to visit retired UTIA faculty and developed a proposal for a \$25,000 gift.

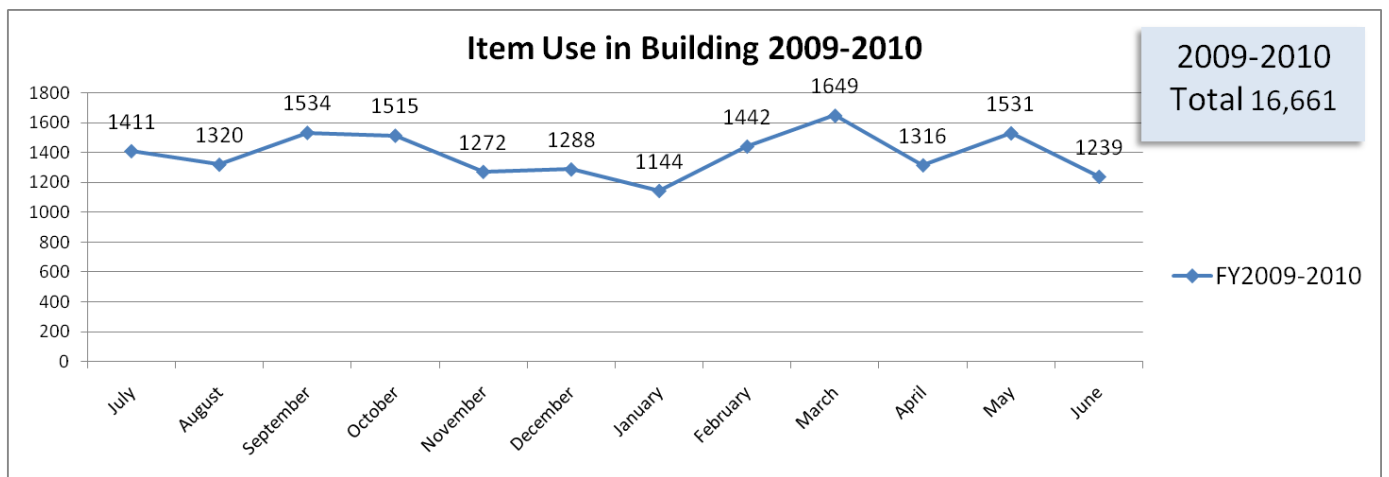
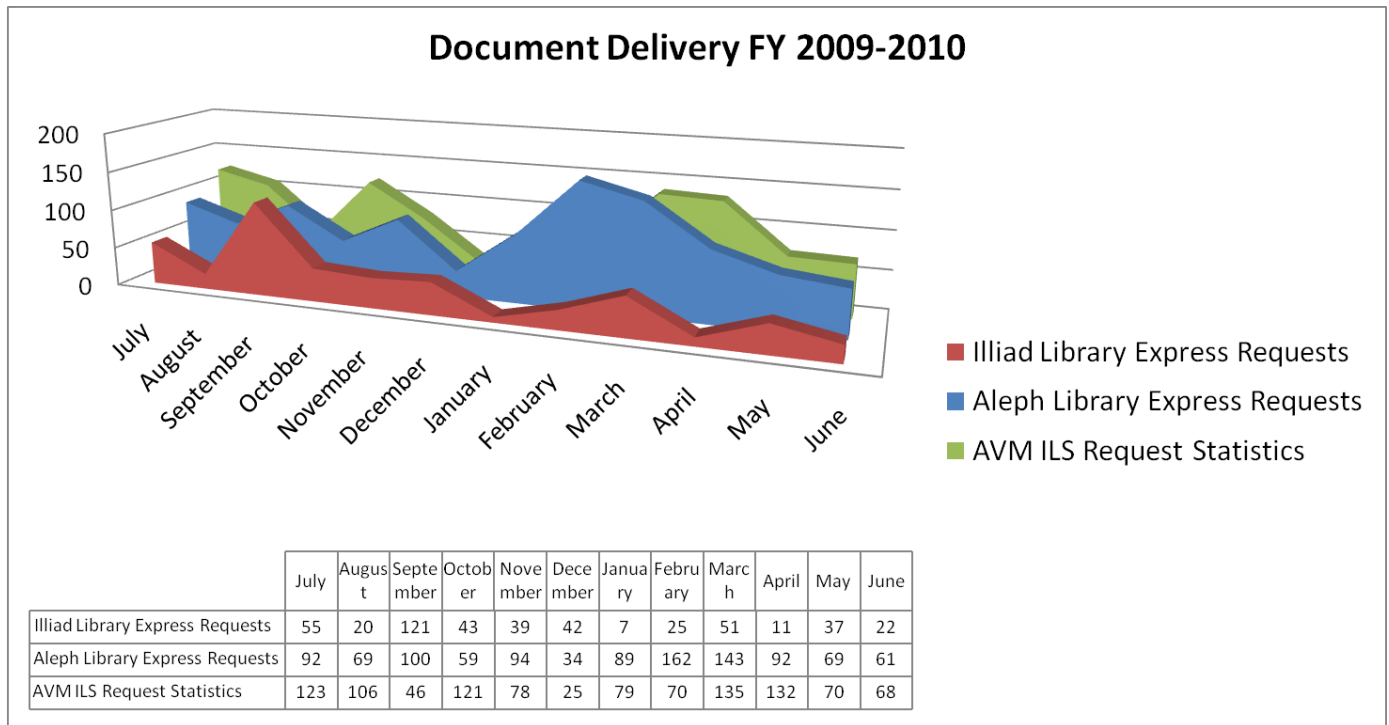
6. Enhance the university's teaching and research mission through quality and innovative services and partnerships with academic departments, Office of Information Technology, Office of Research, the Graduate School, centers and institutes

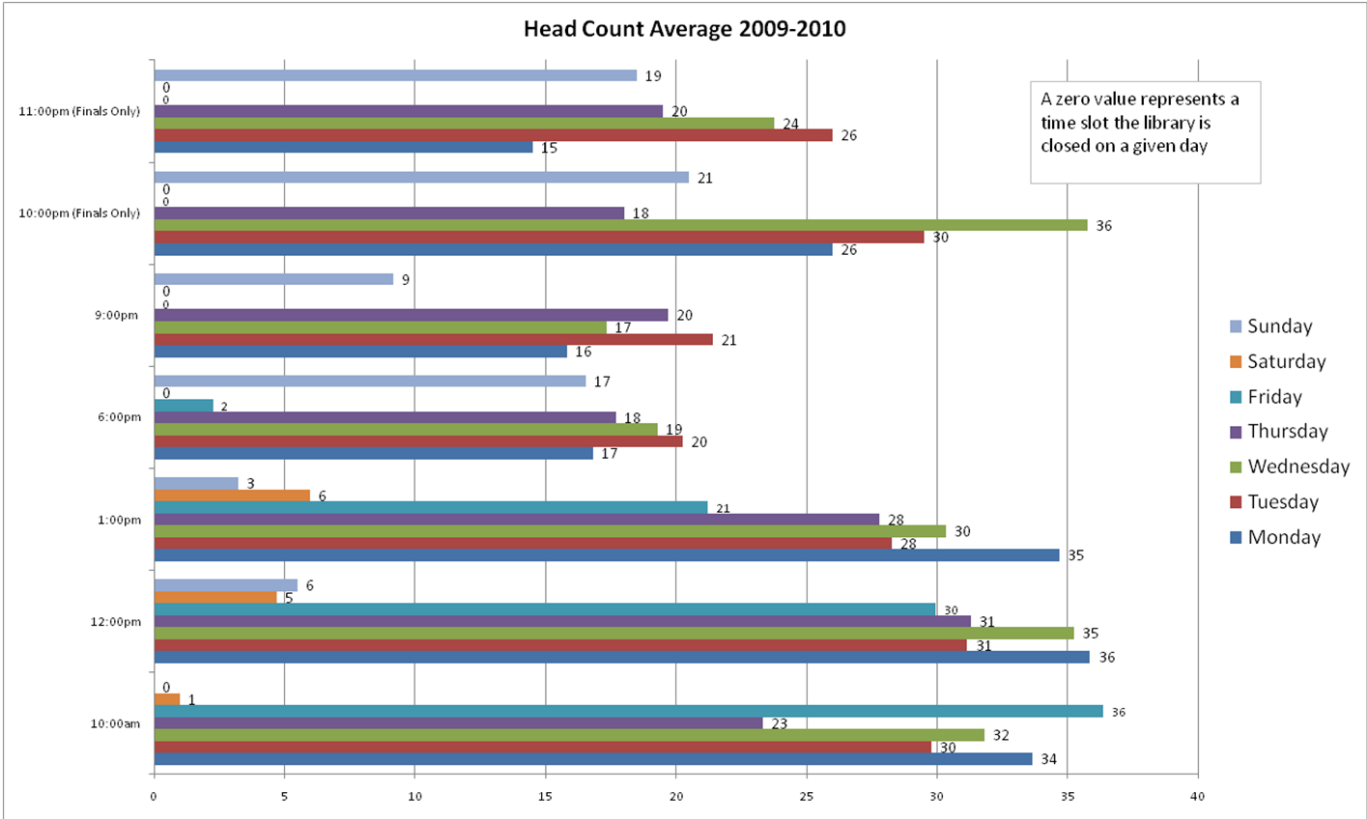
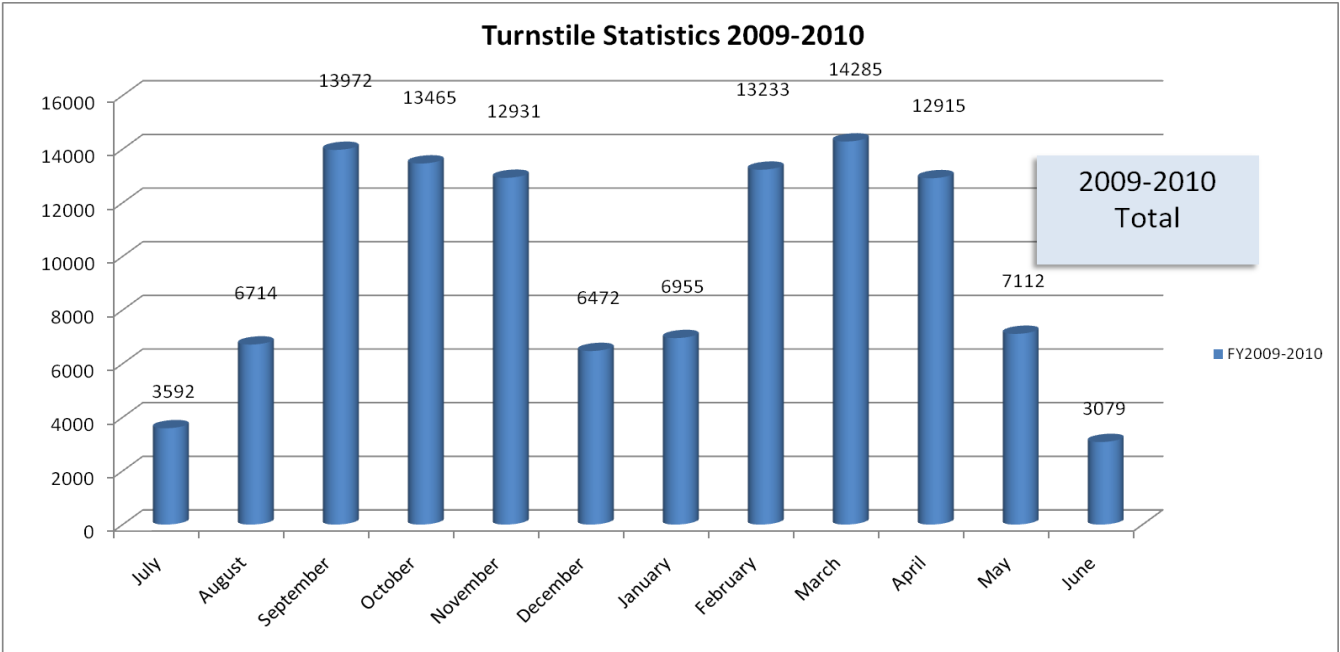
Ann Reed, biostatistician with the Statistical Consulting Center of OIT, continues to hold office hours at Pendergrass Library every Thursday and other times by. The biostatistician's office hours proved beneficial to our users. It has allowed us to cross-market services (statistical consulting, bibliographic management software, literature review expertise) which increased awareness and use of the services by graduate students, post docs, and faculty. From a November 2009 article in PLoSOne by Kilkenny et al: "This survey has identified a number of issues that need to be addressed in order to improve experimental design and reporting in publications describing research using animals." The article provides evidence that one of the most effective ways to improve the welfare of animals used in research is to ensure that the services of a biostatistician are available during all phases of research: design, statistical analysis, and reporting.

Ann Viera and Lana Dixon exhibited for the the first time at the annual Comparative and Experimental Medicine Symposium, June 14th and 15th. www.vet.utk.edu/research/symposium

Pendergrass Library contacted Dr. Sharon Thompson, leader of the Center for Agriculture and Food Security, and cultivated an outreach process where businesses are referred to Pendergrass Library for HACCP food safety certification assistance. We provide research assistance/consultation to help them identify relevant literature to ensure that a business' food processing practices follow USDA guidelines.

2009-2010 Statistical Overview





Gate Count Average July 09 - June 10

