

PENDERGRASS LIBRARY
Agriculture & Veterinary Medicine
THE UNIVERSITY of TENNESSEE 

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Pendergrass Library Annual Report 2010-2011

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The first year of the new decade visited Pendergrass Library with great accomplishments and great challenges. We made good progress with taking collections digital and also established a strong presence in Trace and Selected Works. Completion of long desired facilities projects brought a bright, cheerful atmosphere and improved conditions for study. New furniture and carpet improved comfort for patrons as well as library staff. We offered a dynamic set of programs all year long, but especially for Earth Month. On the challenges side, the spring weather offered excitement and a little damage. We turned that to lemonade by providing safe harbor for Ag Campus students caught in the storms. Allison worked off-site for nearly half the year. Although she was still working on Pendergrass projects, she was not able to offer the oversight and constant contributions which we have come to associate with her Pendergrass presence, especially with equipment, procedures and collegiality. Allison found a new home in Research Services, and it will take a while to replace her (acknowledging that she is irreplaceable.) On the positive side with staff, Samantha Ward joined the Pendergrass team in October and quickly worked up to speed in supervising the student employees and learning all the many things the evening supervisor must know about everything.

Every time I look at the Pendergrass staff in a group, it seems very small, and I marvel at what they are able to accomplish. They strive for constant improvement, and remind each other: "Listen to the user." We list some of these activities and outcomes for review. Numbers are keyed to items in the Libraries' 2009-2011 plan that were relevant to branch library activities, as indicated in the Pendergrass 2010-2011 departmental action plan.

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

E-Books and E-Journals

Peter and Ann acquired electronic books with increased frequency as faculty and students became accustomed to the format and began to request electronic editions. Peter initiated the e-books collection from CAB (Commonwealth Agricultural Bureau.) The journals collection was reviewed for cancellation targets, and an ancillary outcome was assurance that the subscriptions specified digital versions when available. Ann investigated e-textbooks for vet medicine and uncovered and attempted to address a multitude of issues and complications. These activities and initiatives showed the effort and time required to address a goal that seems so simple and straightforward in a strategic plan.

Identify Role for Pendergrass Library in Trace

The Pendergrass Library's Trace archival collection continues to grow as student library assistants scan and save the many volumes produced by UT Ag Research (formerly Experiment Station) from 1888 to 1998. Samantha Ward joined the Pendergrass Library in October 2010 and took over supervising the students in publication scanning for Trace.

Disaster and Emergency Preparedness

Pendergrass Library suffered water damage to the facility during the tornado that hit the UTIA campus in the late afternoon of April 23, 2011. Staff and students helped clear the Library, but as the storm progressed, the rear entry doors were sucked open, which allowed hail, rain, and debris to enter. Window seals were also compromised. Water damage was limited to the carpet, and fans were used to dry the flooring. Pendergrass library identified areas of response that needed more documentation and added guidelines for handling emergencies to the Staff Wiki.

Reference

Jacob reviewed items in Pendergrass's collection of non-circulating reference works in order to assess currency. As a result, sixteen titles were replaced with new editions, and many more were moved to the circulating collection.

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

Social Networking

As the buzz of 2.0 media simmers down to a constant hum, Pendergrass discovered that interaction on Facebook dropped off while consultations solicited from Twitter and MySpace ceased completely. However, a community surfaced on Facebook and Twitter for information sharing. A network of veterinary, permaculture, agriculture, and health organizations began to share ideas, publications, and events through 2.0 interfaces. As information became available, we considered the source and passed it on when appropriate. Flickr also proved a nice connection tool for social media sharing. The Pendergrass Image Library continues to grow and thrive.

Facilities Improvements

Pendergrass Library facilities underwent decorative and lighting changes this year. The Library was refreshed with a new coat of paint. We chose bright colors to create a contemporary environment for the students and received many positive comments. After many years of waiting, funding was identified from the UT Students' Green Fund for new overhead lighting. The old blinds were removed and replaced with window film, which allows more natural light into the Alcove and computer lab. New carpet was installed in the stacks area and magnetic locks were installed, giving Pendergrass back door security for the first time in history. A practice presentation room featuring a digital screen, projection system, and interactive kiosk was installed using tech fee funding. With each project we looked to improve efficiency, user ease of access, and effectiveness of service delivery.

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

Art at Pendergrass

Guest speakers and rotating art displays continued to provide visual interest and intellectual enrichment, building on the positive feedback from last year's programming efforts. The UT School of Art and local environmental groups were invited to mount visual displays. The Great Smoky Mountains *All Taxa Biodiversity Inventory* high-resolution images were displayed beginning in October. Todd Witcher, director of Discover Life in America, spoke to a group of faculty, students and members of the community. Allison recorded and edited the presentation and provided video streaming for future use by Pendergrass Library and DLIA. Other artists displaying this year included Leslie Grossman and Erica Walker.

Veterinary Medicine Outreach

Ann Viera represented the Pendergrass Library at an exhibit table at the 2010 Comparative and Experimental Medicine Symposium. The symposium has grown and changed each year into an "...event that equals any national-level scientific conference..." according to the 2011 co-chairs. Ann also maintains a display board in the computer lab area devoted to open access/scholarly publishing, emphasizing the importance to students of open access. By the end of this fiscal year, 45 veterinary students have signed the *Students' Right to Research* statement. Ann also spoke to the annual Canine Rehabilitation Course participants in July 2010 and assembled a display of books on the topic in the library for the 100 or so participants in the course, some of whom come from other countries, as well as other states.

Earth Month Programming 2011

Pendergrass Library personnel supported Earth Month in April, in part by hosting a screening of *FLOW* in the Pendergrass Library Alcove on April 19. UTK's Sustainability Manager, Gordie Bennett, wrote, "Thanks to Allison and Peter for all the work you did to make the *FLOW* screening happen. I'm so thankful for Pendergrass Libraries' support of Earth Month this year. We've had a number of wonderful films and speakers that were sponsored by you all. Thank you very much!" Joanne Logan, professor of BioSystems Engineering and Soil Science wrote, "Ditto and kudos to everyone from Joanne. It was nice to have a wide selection of activities to add to my class list of extra credit opportunities." Pendergrass Library also hosted Dr. Adam Taylor, who spoke on *Tennessee's Saw-stainable Forests*, and introduced the idea that wood products are viable and sustainable and Tennessee has the timber to keep up with the demand. Jeff Hunter, executive director of *Tennessee Wild*, a coalition of organizations dedicated to protecting wilderness on the Cherokee National Forest, spoke to students about the benefits of wilderness and promoted volunteerism and the sound stewardship of Tennessee's wild places.

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

Maintenance of Collections

Weeding is a big part of collection management at Pendergrass. Ann withdrew 80 items, primarily slide sets. All slide sets were withdrawn or sent to storage in these collection areas. Under Peter's supervision, Jacob systematically reviewed our print collection to determine titles that could be moved to storage in Hoskins Library, thus freeing shelf space at Pendergrass. Criteria used included use data, format, age, and electronic availability. This project alone resulted in moving 44 titles, freeing 160 shelves. Additional smaller projects throughout the year resulted in many more items either being withdrawn or sent to storage.

3. Maintain and improve technology for virtual access

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

New Equipment

Pendergrass Library expanded **loaner laptop** capacity and added additional laptops for student checkout. The media equipment collection also expanded this year with **flip video camcorders, a new Canon mini DV camcorder, a Canon digital SLR and GPS units**. Pendergrass added additional **scanning equipment** for public use for print to digital conversion, reducing the need for paper and copying. The Library also acquired a **new copier** in the early summer along with a **large-format printer** for students, faculty and staff to use when they need to print a map, landscape design layout or any other large-format project. Pendergrass Library received a new **BookEye Planetary scanner** in FY 2010-2011, replacing an aging Minolta of the same type. The new unit will become the workhorse Interlibrary Loan scanner, as well as use for Trace, and the planned "Scan on Demand" service that will begin in FY 2011-2012. The new unit has color capability and integrates the scanning and delivery process, creating a smoother workflow and efficiency of use. This process also automatically updates the ILL request data behind the scenes, creating additional efficiencies by reducing the amount of time staff spend manually updating that data. Additionally, the B-Scan application has image editing tools that allow the operator to clean up the scanned images, removing errant fingers, curvature, etc., creating a uniform file that is not unnecessarily large in terms of bytes. Overall, the new unit should pay for itself by the efficiency created through less staff time spent doing the processes that now will be automated.

URL Generator and Bookmarklet

Pendergrass Library made great strides in improving access to library resources for students this year. We revised our off-campus access page to reflect the new tools that we have made available, including the proxy URL generator and the proxy Bookmarklet. Peter's proxy URL generator has been marketed to faculty as a way of generating links to library resources for their students that can be embedded into Online@UT or sent via e-mail.

Reimagined Pendergrass Website

Peter and Allison launched a complete reimagining of the Pendergrass website. Utilizing mind-mapping software and feedback from website usability focus groups conducted by the Assessment

Analyst, we re-conceptualized the purpose of the front page to make it more visually attractive and less intimidating. This revision also gave us the opportunity to streamline many of our web resources, including a revised Technology Resources, a new How Do I Find a Book/Article guide, and many other improvements.

Mobile Pendergrass

Allison and Peter also created a mobile portal to Pendergrass services. This interface allows users to find information that they are likely to want on a small screen (such as hours and room reservations), while providing quick access to our other core resources (such as catalog searching). Allison reviewed research and used specialized software to trouble-shoot interface interactions with multiple phones for a smooth appearance on different devices.

Pendergrass Library Bulletin

Pendergrass Bulletin prominently featured scholarly publishing information monthly throughout the year. This effort culminated in the May 2011 edition, which framed the cancellation project in the context of larger publishing trends and provided access to a newly created LibGuide on the subject of Scholarly Publishing in Agriculture. Additionally, Peter created a print brochure that contains resources and examples focused on scholarly publishing within agriculture and highlights relevant library resources.

LibGuides

The development and refinement of Agriculture subject guides in the LibGuides format continued from the previous year. An increased emphasis was placed on providing access to electronic resources, including e-books, e-journals, electronic reference works, databases, and digital full text of UT theses and dissertations available through Trace. These resources are promoted through subject guides particular to each department in the College of Agricultural Sciences and Natural Resources. Additionally, Peter introduced a new guide, Agriculture Information Online, which collects electronic resources from other guides in one central location along with additional information and links.

Ann converted 4 out of 5 of the Web pages she maintains from HTML to LibGuides with help from Student Library Assistants. Conversion has allowed Ann to take advantage of best practice articles on LibGuides in the library literature, use templates from other libraries, and provide new services. For example, a new service for incoming and returning veterinary students made possible by LibGuides is a list of all course books, their call number, number of copies, and for the few that are available electronically, that they are also e-books. The students will be able to make more informed course book purchases with less searching. The Veterinary Bookstore of Tennessee student staff collaborated on this service and will help ensure the students find and use it. Ann also employed Delicious bookmarking to collect all the veterinary practice management sources on the Web because she noticed that there was an increase in quality of free materials.

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

Samantha Ward began as Evening Supervisor in October 2010 and was introduced to library staff through ShareNews: Samantha is an honors graduate of Maryville College, where she won the Alexander Prize, the Liberal Arts Award, and was a member of Alpha Gamma Sigma Honor Society. Samantha worked at the Fort Loudoun Regional Library since 2008 and at the Blount County Public Library since 2002. She worked Monday-Thursday at the Regional and Friday-Sunday at Blount County, so you can see

she has a high tolerance for libraries! At the regional library she was responsible for copy cataloging, purchase and distribution of the large print collections, and statistics management for 26 libraries.

Collaboration

Circulation Supervisors began meetings on common practices such as lost book searching with a goal of streamlining workflows in November 2010. Resolutions and Initiatives included: branch use of the Hodges Reserve Form, use of the new Banner system to set holds for fines, policy change for lost refunds, request to increase the hourly rate for overdue equipment, and missing and lost item search procedures.

Branches continued the Holiday Tamale party this December giving us a chance to catch up and socialize together.

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

Peter engaged in a systematic outreach campaign to expand services to undergraduates during the year. He reached out to the undergraduate coordinators in four departments within CASNR to provide information about services and attended events such as the Undergraduate Research and Honors Program. He also organized and hosted a meet and greet event for representatives of the sixteen student clubs within CASNR.

By the end of the fiscal year, more than half of the 104 UT CVM faculty, plus a few graduate students, residents, and staff, contributed to building the UT Digital Archive by publishing vitas in Selected Works. The work to create the pages and put in the peer-reviewed citations was a joint Pendergrass Library-DLI project. Ann, the Pendergrass Student Library Assistants, and Sara McNamee and Piper Mullins from DLI worked cooperatively with a goal of 100% UT CVM faculty participation, and participation by as many other authors as will agree to participate. We employed UT CVM branding from the UT CVM faculty list page, with links to each person's SW page at the bottom. The Selected Works vita page replaced the previous stagnant bibliographic list of publications, which was rarely updated.

Ann collaborated with UT CVM to publish pet health information on potbellied pigs and camelids to her pet health pages and also uploaded research from two seminars for pig and camelid owners held by UT CVM this spring. She worked with the resident who organized the seminars and with DLI on copyright to deposit the seminar speaker's material into the UT digital archive.

Ann and Peter collaborated with Jeanine Williamson to offer a session on EndNote in the Pendergrass Alcove for graduate students.

We promoted the meeting scheduling utility Doodle to UTIA personnel in a variety of ways: Pendergrass news, mailings, handouts, and in-person suggestions. It was featured in an MLA newsletter as part of a suite of collaboration tools for interdisciplinary research.

Ann collaborated with Dr. Al Legendre, UT CVM oncologist and Andre Nault, UMN Veterinary Librarian on a request to the Winn Feline Foundation. We requested that Winn consider adopting a policy similar to the NIH Public Access Policy. Nault and Viera also approached another veterinary funder, Morris Animal Foundation, with the same request.

Ann and Peter worked with Deb Haines, UT CVM Art Department to host workshops to increase awareness among UTCVM personnel about copyright. *Copyright in the Digital Age* featured four sessions discussing issues faced by today's publishing faculty with a focus on Open Access.

Allison and Peter worked with Gordie Bennett from UT's Make Orange Green to host programs for Earth Month. Programs touched on water rights, wilderness conservation, and sustainable forestry.

Peter worked with Donna Braquet to host daily programs during Open Access Week October 18-22 and Peter hosted a Privacy Day event featuring a film showing and moderated discussion.

Allison participated in Books'n Blooms, a collaboration between UT Libraries and UT Gardens. At this themed event, participants are treated to activities, learning opportunities, and story time based on a garden theme twice a year in the summer and fall.

Sandy and Peter concluded meetings with each academic department head in the College of Agricultural Sciences and Natural Resources and with the Dean of University Extension. These meetings were designed to promote the wide range of services that Pendergrass Library can provide to them and their faculty and students, and were an effective tool for generating discussion as well as additional outreach opportunities.

Sandy and Peter supervised a practicum student, Jana Redmond, as she worked to enhance her skills at an academic branch library, with an emphasis on collection development, reference, and web design. She was given the opportunity to handle reference questions, participate in a weeding exercise, and conceptualize a digital display.