

Pendergrass Library Annual Report 2011-2012

Webster C. Pendergrass Agriculture & Veterinary Medicine Library Annual Report, 2011-2012

Peter Fernandez: Agricultural Sciences and Natural Resources Research Services Librarian
Ann Viera: Veterinary Medicine Research Services Librarian

Bobbi Doyle-Maher: Technical Services
Doug Engle: Evening and Sunday Supervisor
Richie Sexton: Information Technologist
Samantha Ward: Day Supervisor

Jacob Price: Graduate Assistant

Six great SLAs: Eric Altmyer, Kaitlin Hensley, Jacob Schneider, Amanda Shaw, Ashley Storey, and Kyle Youmans

Pendergrass Library has made great strides toward our goals over the last year. As we continue to seek areas of improvement, we would also like to reflect on all that we have accomplished and the services we are able to provide our patrons. We are open 85.5 hours per week during the school year, and during that time we are able to provide circulation assistance, research consultations, technology support, and a clean, safe environment for our patrons. While here, they may take advantage of the various study spaces we offer: group or individual study in the Alcove, quiet study in the stacks area, or group work in one of our five study rooms, including the practice presentation room. Additionally, our patrons make great use of the 44 computers available to them, as well as our other technological resources and the print collection of over 200,000 volumes. With so much to offer, we have received an ever-increasing number of visits from our patrons. In Fiscal Year 2011/2012, we received 125,329 visits, a nearly 13% increase from the previous fiscal year. With all of our resources and our constant commitment to customer satisfaction, it is clear that Pendergrass Library is an essential part of the University Libraries and the Agriculture Campus.

Sandra Leach
Associate Dean for Collections

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1. Undergraduate Education: Recruit, develop, and graduate a diverse body of undergraduate students who through engagement in academic, social, and cultural experiences, embrace the Volunteer Spirit as life-long learners committed to the principles of ethical and professional leadership.

Student Access to Computing Resources

Several new technological services were implemented within the last year. Our large format printer was installed, and Doug and Richie provide consultation and printing services for students, faculty, and staff that need to print posters, blueprints, and other large-scale items. We acquired two GPS devices which are nearly always checked out. Also, one of our black and white copiers was exchanged for a new color copier, which has advanced functionality such as the ability to print documents from a flash drive. We also acquired an iPod Touch and Kindle for beta testing for possible student check-out. In addition, we received a mobile Macbook cart, which contains thirty Macbook laptops for Ann and Peter to use to teach classes on Zotero, EndNote, and other library and information resources.

Our five study rooms received a makeover this year as well. They were all moved to the standard OIT build, which gave them several increased capabilities. One such improvement is that students may now print from the computers in the study rooms. Those computers are also now consistent with the machines in the lab, providing a wider range of software access than was previously available in the study rooms. Another important student resource, our loaner laptops, was also improved. ArcGIS and AutoCAD were added to all the loaner laptops, and we received ten new laptops to refresh older models.

Outreach and Information Sharing

Several resources were developed and contacts made this year to spread information about the library's resources and services. Pendergrass staff worked with a Student Library Assistant (SLA) who was majoring in Graphic Design to completely revise our Pendergrass Resources flyer for distribution to current and potential students, faculty, staff, and the public. Peter created another informational brochure about the library and distributed it to the CASNR (College of Agricultural Sciences and Natural Resources) Ambassadors, who will then distribute the document to undergraduate CASNR students. Also, our graduate assistant created two online Flash tutorials for undergraduate students to aid in the reading and understanding of scholarly publications.

In addition to the newly-developed print and electronic resources, the faculty and staff of Pendergrass Library have also supported outreach by continuing our social networking campaign, focusing mainly on Facebook. Doug has posted important library initiatives, news, and events, as well as information from the University of Tennessee Institute of Agriculture (UTIA), the University Libraries, and UT President Joe DiPietro. Peter has also reached out to CASNR officials to offer the library's assistance for any summer school classes that they wish to offer. Also, a digital sign was installed in the library this year, which allows us to display slides for helpful resources, such as Zotero, and to promote library-sponsored events.

De-Stress for Success

Pendergrass Library is known for providing a comfortable, welcoming, clean, safe, and stress-less study space for our patrons. This is never more important than during the week of final exams. This year, for the first time, we implemented a range of services to help our students study effectively.

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Samantha created study tips, which were posted on the digital sign in Pendergrass and in Hodges Library. We provided students with a wide array of snacks so they could focus on their studies and not their growling stomachs. We also encouraged them to take breaks from studying and provided a coloring and craft table and outdoor games, such as Frisbee and bean bag toss, so they could do just that.

2. Graduate Education: Educate and graduate increasing numbers of diverse graduate and professional students who are equipped to address the pressing concerns of their fields, to extend the frontiers of knowledge, and to contribute to the public good through service to the academy or their professions.

Research Support

One of the most important services that our two librarians continue to provide is research consultations with students, faculty, and staff. Peter has promoted this through his Pendergrass News e-newsletter, by attending events such as graduate student orientation, and by prominently featuring that service on Pendergrass publications and on our newly designed website. Ann has promoted it by being an embedded librarian, which helps her keep the pulse of the Veterinary Medical Center and the needs of the researchers within it. Ann and Peter have both promoted this service through personal interactions with patrons, both in the library and at events on the Agriculture Campus. In addition, Ann and Peter have also become experts on many of the technologies that will help our patrons with their research, such as bibliographic management software. In addition to individual consultations, Peter has also taught several classes on Zotero, and the library hosted Jeanine Williamson, who taught an EndNote class. Not only have Ann and Peter become experts on EndNote and Zotero, but they and the rest of the Pendergrass staff have worked to promote these services. Over the last year, we have begun distributing Zotero bookmarks and displaying a Zotero slide on our digital sign in order to encourage the use of this free, open access software.

In addition to their work in support of our patrons' research efforts, Ann and Peter have continued to support and promote OIT's statistical consultant Ann Reed in her work here on the Agriculture Campus. Ann Viera has promoted this service by creating a guide to research services and a LibGuide and two flyers promoting Ann Reed's statistical consultation service. Peter also promoted the service through Pendergrass News, emails, and personal referrals. Ann Viera compiled her experiences about the efforts to provide library space for statistical consultation and promote the service and presented an invited paper at the Medical Library Association conference. Emerging research supports the need for statistical consultation in the early stages of the research process, and Ann and Peter have made great efforts to encourage use of this service.

Electronic Scholarship

As electronic resources become ever more important, Pendergrass Library has striven to remain up-to-date and provide our patrons with electronic access whenever possible. Ann and Peter identified the electronic resources vendor *ebrary* as their first-choice platform and made significant efforts to acquire the e-book versions of all of the most important texts in agriculture and veterinary medicine that are available on the *ebrary* platform. Though electronic resources seem to be the way of the future, they are still foreign to many of our patrons. In order to assist their understanding and use of our e-books collection, Doug worked with Ann to create a LibGuide on the *ebrary* platform of e-books. Additionally, Doug gave a presentation about *ebrary* to the College of Veterinary Medicine's Center of

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Excellence (COE) students. E-scholarship has many aspects beyond e-books. To improve their knowledge of all the features, benefits, and disadvantages of e-scholarship, Peter and Doug attended a forum on paperless research, hosted by the University Libraries.

Outreach

Though we hope and expect that graduate students will seek out the library, we must also seek out the graduate students. One way in which we do this is by attending events where graduate students are and providing information about the library's resources and services. A few of the graduate student events our staff has attended are the Graduate Student Open House, UTIA's dissertation workshop, graduate student colloquiums, the College of Veterinary Medicine's (CVM) Center of Excellence summer research project, and the Lumberjack Feud, hosted by the Department of Forestry, Wildlife, and Fisheries. Ann also made herself present and available for the CVM's prospective student interview week. Attendance of these events is facilitated by Samantha's constant maintenance and updating of our calendar so that faculty and staff are always aware of outreach opportunities.

Employment Experience

Pendergrass Library greatly depends on our student workforce. No student position is as important to us, however, as our Graduate Assistant. For the last two years, this position has been filled by Jacob Price, a graduate student in the School of Information Sciences (SIS). He has helped us in innumerable ways by researching reference questions, providing technology support, selecting new titles for our collection, maintaining a record of known electronic resources problems, monitoring and updating the Agriculture subject guides, redesigning Pendergrass Library's mobile web site (<http://www.lib.utk.edu/agvet/mobile/index.html>), and as acting supervisor on Saturdays throughout the school year. As much as Jacob has helped us, we have also helped teach him about library service for his future career. Jacob gained valuable insight on how to effectively communicate with patrons in order to fulfill their information needs, how to assess the library's target audience to provide relevant resources and services, and to collaborate as a team to accomplish shared goals.

It is extremely important to educate our future librarians, and we provide a great practical experience for our graduate assistants and other information sciences students. This year, Bobbi worked with Amanda Carter, another SIS student who has a particular interest in government documents. Amanda helped Bobbi on her government document inventory, and by doing so, gained invaluable experience in the field of government publications. Ann worked with another SIS student, Erin Goken, who designed a template for the cats page of Ann's pet health LibGuide. Erin also converted the existing HTML pages to the new LibGuides template. This assistance was invaluable to Ann, who was able to continue the work of changing from HTML to LibGuides by using the template that Erin had created.

3. Research: Strengthen our capacity and productivity in research, scholarship, and creative activity to better educate our students; enhance economic, social, and environmental development; support outreach to our various constituencies; and extend the reputation and recognition of our campus.

Electronic Availability of Print Resources

The library must endeavor to provide access to our resources in the formats and locations that our patrons need them. One way in which we have done that this year is to provide digital access to

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materials that we only have in print. By instituting our Scan on Demand program, any UT affiliate may request an article or book chapter from our collection, which we digitize and email to him or her. This saves our patrons time and has proven to be a great resource for them. From its inception in February through the end of June, the program has seen a 300% increase in monthly usage, demonstrating the great popularity of this service. In addition to on-demand digitization, we have also digitized many documents for upload onto Trace. The University of Tennessee Agricultural Experiment Station documents have been the focus of our efforts. We have scanned and uploaded the Annual Reports, which begin in 1888, as well as approximately 25% of the Bulletins. Additionally, several books detailing the history of the Institute of Agriculture have been scanned and uploaded to Trace.

Technological Services and Information Retrieval

In addition to providing digital copies of many of our print resources, we have also attempted to serve our patrons by improving our technological support and information retrieval. Our ability to provide technological support was greatly improved when Doug Engle joined our staff in September. Because of his technological expertise, we are now able to provide a high level of technological support for evenings and Sundays. In addition, every member of our staff has developed their technological support skills this year, particularly in the area of trouble-shooting print jobs. We have experienced particularly troublesome printing since February 2012, a circumstance that has forced us to develop workarounds for the problematic OIT printing. We have been working with OIT to determine a long-term resolution to the problem, but in the meantime, we are personally working with our patrons and often even printing their documents for them in order to maintain our high standard of customer service.

Various staff members' technological expertise was also used to redesign and streamline our homepage. The new design was implemented at the end of the last fiscal year and has undergone refinement this year. One of the most important aspects of the webpage redesign was conspicuously displaying the library's hours, which has been achieved by the addition of the Hours section, located prominently on the page. The web page dedicated to Pendergrass Library's government documents (<http://www.lib.utk.edu/agvet/@pendergrass/governmentdocs/governmentdocs.html>) was also updated. In addition, a mobile version of the website (<http://www.lib.utk.edu/agvet/mobile/index.html>) was created to insure that our patrons can access the most important information from their smart phones and other portable devices.

Maintain and Streamline Collections

Though electronic resources are becoming ever more important to our patrons, many still depend heavily on our physical collection. We have made a concerted effort to maintain the collection in good repair, cleanliness, and order. To that end, our staff and SLAs have continued work on the collection inventory, completing nearly half of the collection. In addition to the inventory, the SLAs have also worked to make sure all of the stacks are neat and orderly. They worked with Samantha to determine titles that could potentially be moved to Hoskins Storage. As the state repository for the publications of the Department of Agriculture before 1989, our government documents collection is an important one to maintain. To that end, Bobbi has begun an inventory of the government documents collection, completing a review of approximately half of the collection.

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Outreach

Pendergrass Library serves a wide variety of patrons: UT faculty, staff, and students, extension agents, researchers from other academic institutions, and members of the community. It is important that we promote our resources and services to each of these constituent groups. Our staff has done so by promoting the library at events such as the UT Farmer's Market and Ag Day, as well as attending meetings, exhibits, and training sessions for agriculture and veterinary medicine professionals. Research assistance and resources have been provided to extension agents, who may then pass the information on to the citizens of Tennessee. Sandy, Ann, and Peter met with the department head for Small Animal Sciences to review our collection and the services we offer. Peter and Sandy were also able to meet with the directors of many UTIA Centers to discuss and promote the library. Peter was also instrumental in developing a web page (<http://www.lib.utk.edu/outreach/soil/>) dedicated to helping STEM (science, technology, engineering, and math) students in local public schools. In addition, Ann and Peter have worked with Associate Dean Holly Mercer to consult with researchers about retaining copyright to their published works.

4. Faculty: Attract and retain stellar, diverse faculty and staff who will proudly represent our campus, execute our mission, embrace our vision, exemplify our values, and collaborate to realize our strategic priorities.

Position Descriptions

Each staff member has updated his or her Position Description Questionnaire (PDQ) this year. This has ensured the accuracy of the documents, which is particularly important in regards to staff evaluations. As each employee's job continues to change with the evolving needs of the library and our patrons, we will continue to update our PDQs to guarantee the highest level of precision.

Employee Accomplishments

Our staff members have participated in important and worthwhile training throughout the past year. Doug has completed training on End Note, Captivate software, and attended the Hiring, Training, and Supervising Library Shelves series of classes. Peter presented at the United States Agricultural Information Network conference and attended the Agriculture Network Information Center conference, Berlin 9, and the SPARC (Scholarly Publishing and Academic Resources Coalition) Open Access Meeting. Richie attended OIT training on the use of Remedy. This year, Ann has presented at the Medical Library Association annual meeting and showed a poster at the United States Agricultural Information Network conference. Samantha attended a government document workshop in Sewanee. She has also taken advantage of two important training opportunities in regards to working with the SLAs: Hiring, Training, and Supervising Library Shelves and Managing Student Assistants. In January, Samantha earned her Introduction to Supervision certification from Employee and Organizational Development.

This year, Bobbi Doyle-Maher earned her 25 year service award. She began work with the University Libraries in 1992 in the Serials department. She also worked in Periodicals before coming to Pendergrass in 1990.

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Selected Works

In addition to the support shown to our own faculty and staff, Pendergrass Library has also shown great support for the faculty of the Institute of Agriculture. In addition to research assistance, one of our most significant contributions in support of UTIA faculty is Selected Works. Ann has continued her goal of creating a Selected Works page for every faculty member of the CVM. To date, 81 faculty members (approximately 86%) have had Selected Works pages created for them by Ann and the Pendergrass staff.

5. Infrastructure and Resources: Continually improve the resource base, including attracting and retaining excellent staff, to achieve campus priorities by carefully balancing state revenues, tuition, and private funding, and by embracing stewardship of our campus infrastructure and a culture that values sustainability.

Facility

Our facility underwent many important changes during the previous fiscal year, but we did not rest on our laurels this year. We continued to seek areas of improvement and made them in smaller, but meaningful ways. The dry erase whiteboards in our five study rooms were replaced with glass dry erase boards for a cleaner study environment. We also modified one of our study rooms into a practice presentation room with the installation of a Smart Board. A DVD-VCR combination unit was also installed in the practice presentation room so those types of media can be displayed on the Smart Board. Our staff also worked with other departments to make two important improvements outside the library. A water bottle filling station was installed in the hallway outside the library. The safety of our outdoor steps was improved by the addition of a handrail.

Development

Pendergrass Library has taken crucial steps towards improving development this year. Library faculty have worked with the University Libraries Development Director to identify potential donors and naming opportunities for those donors. The library staff has also worked to identify potential uses for the funds that are raised.

Into the Future

Pendergrass Library folks have never been ones to rest on their laurels. In the previous year we implemented incredible facilities improvements – carpet, paint, furniture, equipment, technology – and 2011-2012 followed with attention to collections, services and processes, always with an eye to Saving the Time of the User. Our new staff have spurred our existing staff to new heights, and next year will highlight the Pendergrass Library's commitment to continuous improvement.