PENDERGRASS LIBRARY ANNUAL REPORT 2018-2019

HIGHLIGHTS OF THE YEAR

- Renovated collaborative study area, computer lab, makerspaces, front desk, and staff area
- Completed Project Ceres, the digitization of agricultural serials from UT Extension and Experiment Station
- Launched a new website
- Continued to provide exceptional service in all areas of librarianship, including instruction, research assistance, public services, poster printing, and 3D printing

YEAR IN REVIEW

NARRATIVE

The 2018 – 2019 academic year was one of great transformation for Pendergrass, especially in the areas of library spaces and personnel. Our collaborative study space, computer lab, makerspaces, and staff spaces were all renovated during the summer of 2018. We also added some electrical to the quiet study area, upgraded the fire alarm system in the front portion of Pendergrass, and added stationary and mobile white boards. We welcomed our users into those spaces throughout the following year, learning about the successes of and areas of further need related to the renovation. Also during the 2018 – 2019 academic year, we onboarded Zoe Bastone and began preparing for the July 2020 retirement of Ann Viera. David Atkins departed UT Libraries in November 2018, and we welcomed Associate Dean Teresa Walker to a leadership position for Pendergrass. Sandy Leach also concluded her post-retirement appointment at Pendergrass in June 2019. Additional changes for Pendergrass included the launch of a new Pendergrass website and a merger of the Pendergrass social media accounts with those of UT Libraries. We also expanded our hours of operation, opening 3 hours earlier on Sunday mornings, based on a student's request and a pilot study of library usage during those hours. Pendergrass has continued to foster partnerships with and is host to various campus entities including the Writing Center, Multicultural Student Life tutoring, OIT statistical consultants, and Senior Vice President/Senior Vice Chancellor Tim Cross. We have also begun to explore the impacts and opportunities associated with the reunification of UTK and UTIA.

TEACHING, LEARNING, & INNOVATION

- Pendergrass, in partnership with OIT, conducted an audit of wireless access throughout Pendergrass, resulting in a wireless upgrade. (1.1.1)
- Librarians conducted numerous instruction sessions and consultations (see Departmental Statistics and Data below), including to classes and groups that have not previously engaged with instruction. Librarians also conducted assessments of instruction for continuous improvement. (1.1.2, 1.4)
- A Clue game was developed (in collaboration with Holly Dean and Allison Shepard) and tested for library orientation and information literacy instruction for ANSC 100. (1.1.2)
- Developed SLAs' Place, which is an online repository of tutorials, procedural guidelines, forms, and other information to aid our SLAs in their work (1.1.9, 4.1.7)
- Pendergrass completed over 200 3D printing requests (see Departmental Statistics and Data below), including class projects for Dr. Joshua Kenna's SSCE 599 and Dr. Eric Drumm's CSAS 270 classes. Pendergrass also 3D printed a collection of wildlife skulls for the UT Extension office in Morgan County, among numerous other projects that contributed to UT's land-grant mission of teaching, research, and extension. (1.1, 1.2)
- Hosted poster design and printing workshops for EURēCA participants (1.2)
- Collaborated with other UT Libraries' faculty and staff to strengthen partnerships with area educators through the BOSS and EduBOSS programs (1.2.3)
- Hosted and promoted the Writing Center in Pendergrass, which offered specialized assistance for thesis and dissertation writers from UTIA and UTK, in addition to their other forms of writing assistance (1.3.2)
- Instruction librarians completed the Cultural Competency and Inclusive Teaching certificate. (1.4.5)
- Renovations to the collaborative study space, computer lab, makerspaces, and electrical were completed. (1.5.2)

- Hosted orientation sessions for Herbert College of Agriculture transfer students in Pendergrass, and participated in orientations for Herbert College of Agriculture freshmen (1.6.1)
- Began work on a curriculum mapping project to scaffold library instruction within the Herbert College of Agriculture (1.6.4)

EMPOWERING RESEARCH

- Heavily promoted the Mike Morrison approach to creating better posters (2.1)
- Informed researchers of various data services via displays, in-person contacts, and collaboration with Chris Eaker (2.1.5)
- Promoted open science by publicizing the documentary *Paywall: The Business of Scholarship* (2.4)
- Continued to advocate for the open dissemination of research, including open archiving and PeerJ (2.4.2, 2.4.5)

COLLABORATIVE COLLECTIONS

- Continued work on weeding the collection, focusing on the following areas: duplicates, SF600 – SF900, and leisure reading (3.2)
- Project Ceres was completed (in conjunction with Louisa Trott and Meredith Hale). This project included the digitization and preservation of serials from UT Extension and Experiment Station (now AgResearch), the promotion of three ensuing digital collections, and the creation of a bibliography of the serial publications from the Extension and Experiment Stations. (3.5.5)

ORGANIZATIONAL EXCELLENCE

- Hosted an open house for members of the UT Libraries, as well as tours for new Libraries employees and visits with colleagues in and outside the UT Libraries (4.2.5)
- Completed a renovation of the staff area, including offices, kitchenette, storage closet, and front desk (4.4.1)
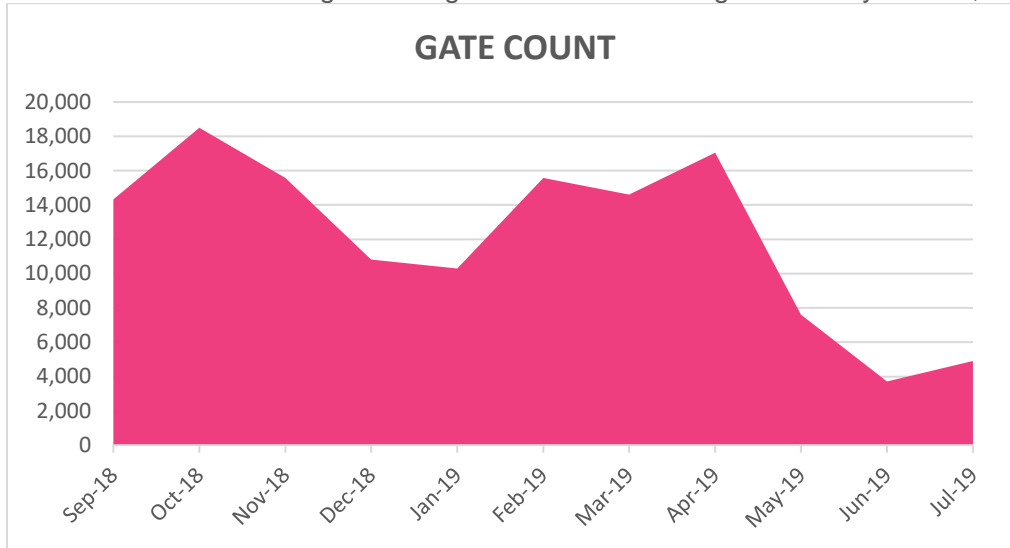
SHARING OUR STORY

- Contributed to VolVet News, the newsletter from the Veterinary Medical Center to referring veterinarians, via the "Check It Out: Helpful Information from Pendergrass Library" section (5.3)
- Organized and hosted the inaugural Syllabus Support Day, which gave instructors an opportunity to work on their syllabi in the library, as well as speak to representatives from Pendergrass, OIT, the Writing Center, and Student Disability Services. (5.3.1)
- Reinstituted monthly Make Break sessions to promote and educate about 3D printing services (5.3.1)
- Obtained and promoted VetCompanion and Vetstream/Vetlexicon, which are evidence-based, point-of-care resources for 4th year veterinary medicine students and clinical faculty (5.3.3)
- Launched a Date with a Book promotion to publicize the leisure reading collection (5.3.3)
- Created an outreach plan to address anticipated outreach needs before, during, and after the construction of the College of Veterinary Medicine's Teaching and Learning Center (5.3.7)
- Regularly held a pop-up library in Herbert College of Agriculture to spread awareness about Pendergrass Library's resources and services (5.3.7)

DEPARTMENTAL STATISTICS AND DATA

Gate count (9/1/18 – 7/31/19): 132,990
- Pendergrass Library was closed for renovation May – August 2018
- October 2018 was the largest-ever gate count for Pendergrass Library with 18,502 visitors

GATE COUNT

Collections
- Approximately 145,000 items
- 51% monographs, 47% serials, and 2% everything else

COLLECTION OVERVIEW

CIRCULATION

Collection materials	2184
Other equipment	1617
Laptops	1615

REQUESTS

■ Scans ■ Loans

UT PATRONS: Scans 392, Loans 859
ILS: Scans 553, Loans 501
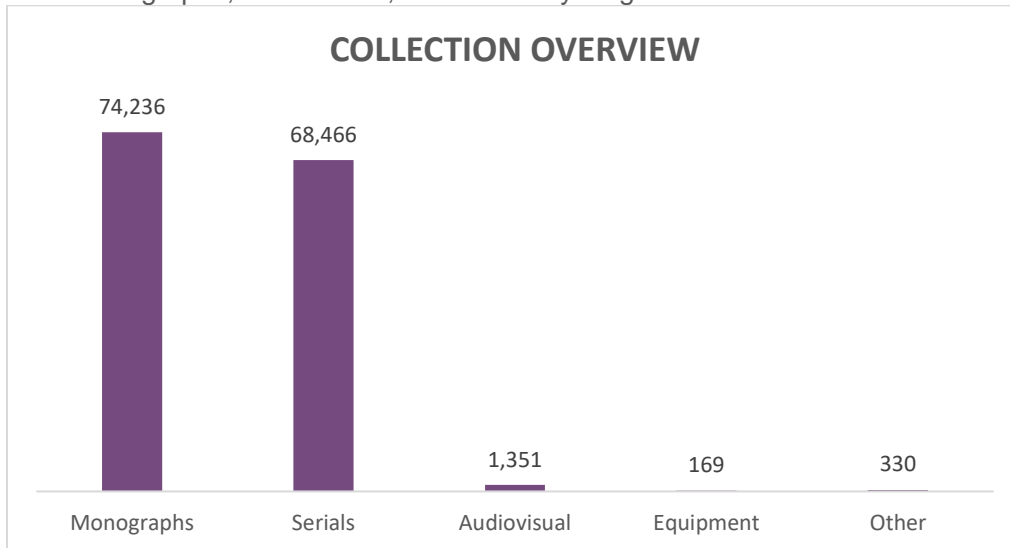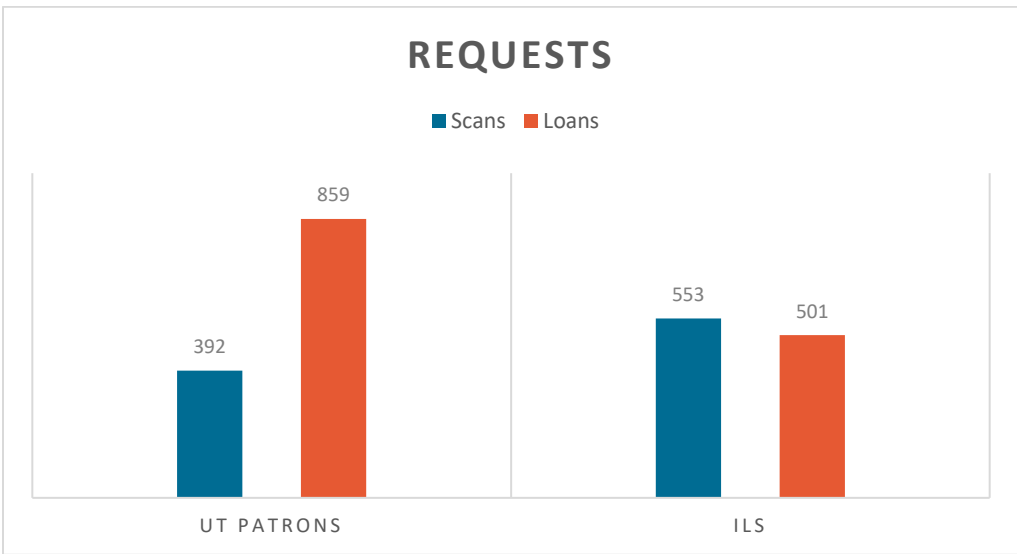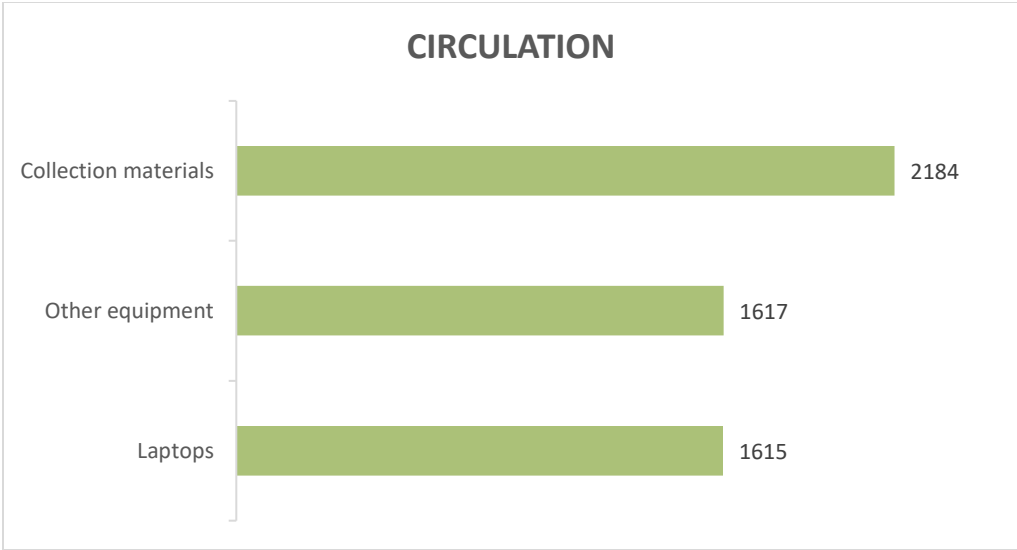
INSTRUCTION AND CONSULTATION

■ Sessions ■ Participants

	INSTRUCTION	CONSULTATION
Sessions	65	274
Participants	1238	1238

LARGE FORMAT PRINTING

Graduate students	Undergraduate students	Staff	Faculty
657	534	224	201

3D PRINTING

Objects printed	300
Requests	201
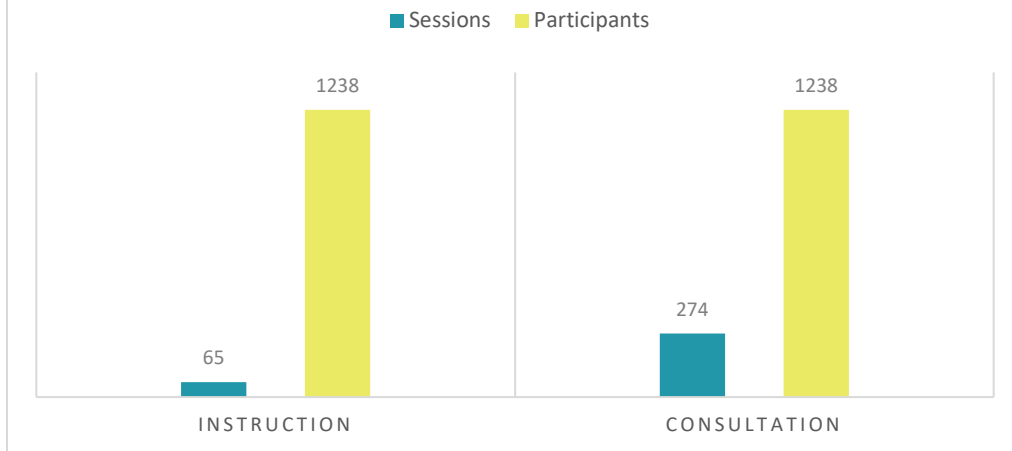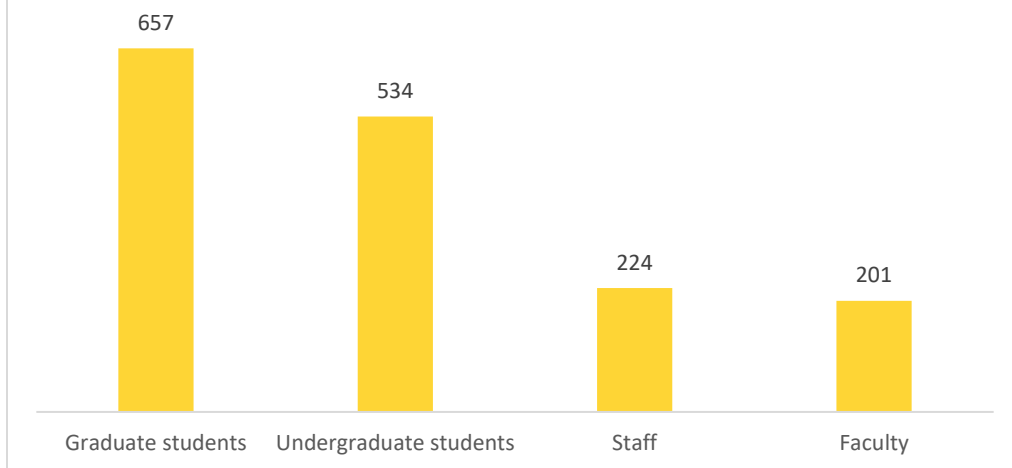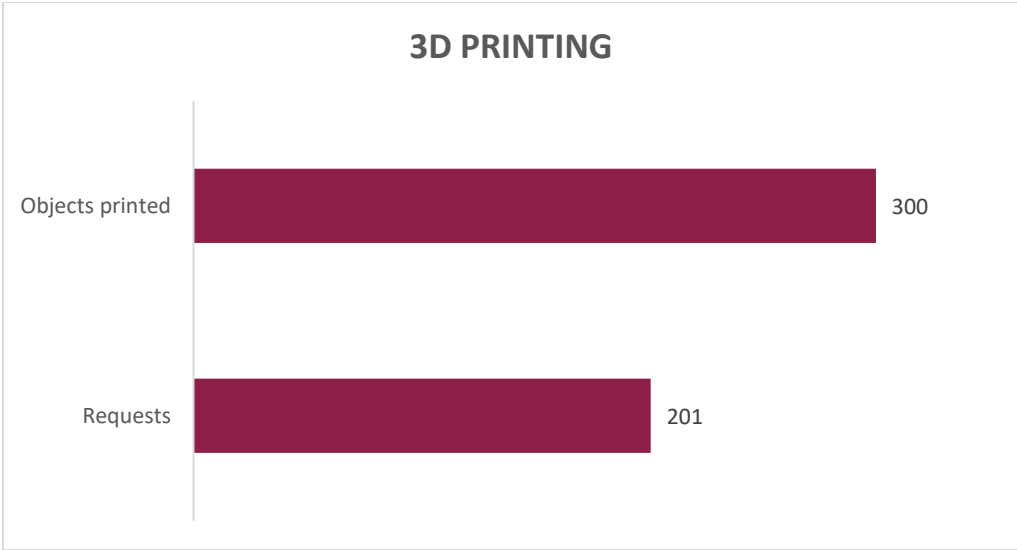
LOOKING FORWARD

1. Support teaching, learning, and research by providing equitable access to all library services and resources
   1.1. Enhance opportunities for student success (1.3, 1.6)
   1.2. Increase outreach and engagement efforts to UT Extension and Ag Research (2)
   1.3. Complete an inventory of the collection (3.1, 3.2)
   1.4. Ensure ready access to information about Pendergrass and the UT Libraries (5.1, 5.3)
   1.5. Increase the number of students that receive library instruction (1.4)
   1.6. Advocate for the use of 3D and large format printing in teaching, research, and entrepreneurship (1.1, 1.2, 5.3)
   1.7. Bolster support for researchers (2)
2. Ensure Pendergrass is a green, clean, accessible, and inspiring learning space
   2.1. Create a plan to ensure access to Pendergrass spaces, services, and resources as much as possible during construction of the College of Veterinary Medicine's Teaching and Learning Center (1.1, 1.5)
   2.2. Commit to sustainability
   2.3. Provide inspiring learning spaces (1.5)
3. Communicate Pendergrass's value to students, faculty, staff, and other stakeholders
   3.1. Create an implement an assessment/statistics plan (5.1)
   3.2. Develop and share a script for orientations and tours (5.3)
   3.3. Collaborate with the UT Libraries' Development office to highlight Pendergrass's existing spaces, services, and resources and secure funds for future growth and development (5.2)
   3.4. Implement outreach campaigns in specific areas of need (5.3)
   3.5. Support faculty, lecturer, and GTA instruction by promoting all the ways that the Libraries can support their instruction (1.1, 1.3, 1.4, 5.3)
4. Provide consistently exceptional service to our patrons
   4.1. Grow and develop our skills and abilities (4.1)
   4.2. Share our unique knowledge and experiences with the team (4.2)
   4.3. Commit to a good work/life balance
   4.4. Provide inspiring and functional work spaces (4.4)

DEPARTMENT PROFILE

ABOUT

Pendergrass Library serves those seeking information and scholarship in areas important to the University of Tennessee's Institute of Agriculture and the citizens of Tennessee. Pendergrass Library provides the highest quality resources to all users and offers instruction and equitable access to all information and resources within our collection. We value creativity, collegiality, expertise, and innovative thinking. Our users may expect:

- Collaborative responses from trained and skilled staff

- Confidentiality of all library transactions and records

- Courteous and timely service

- Knowledgeable, attentive, and non-judgmental fulfillment of requests

- Proactive approaches and creative solutions to problems and requests

- Respect for all questions and the best available answers

We are dedicated to improving the library's collections and services. We strive to create a user-centric library maintained as a partnership between the library and its patrons.

PEOPLE

Name	Title	Email	Phone	Office
Zoe Bastone	Assistant Librarian for Outreach and Instruction	zbastone@utk.edu	974-4735	Veterinary Teaching Hospital, A113D9
Isabella Baxter	Agriculture Librarian	ibaxter1@utk.edu	974-8116	Veterinary Teaching Hospital, A113D8
Jeffrey Hines	Library Supervisor	jhines@utk.edu	974-0356	Veterinary Teaching Hospital, A113D13
Richard Sexton	IT Technologist	jsexton3@utk.edu	974-4731	Veterinary Teaching Hospital, A113D10
Ann Viera	Veterinary Medicine Librarian	annviera@utk.edu	974-9015	Veterinary Teaching Hospital, A113D5
Samantha Ward	Manager, Public Services and Operations	sward22@utk.edu	974-4728	Veterinary Teaching Hospital, A113D12

Graduate Assistant:
Tom Finn, School of Information Sciences, tfinn@vols.utk.edu

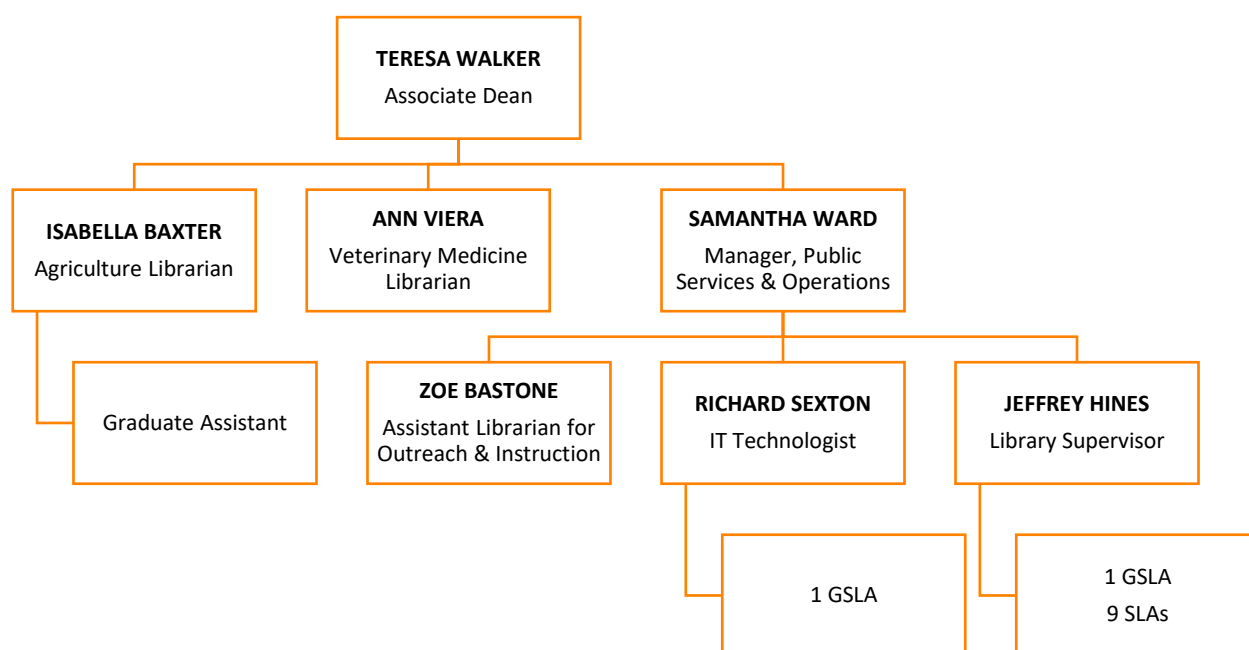**Graduate Student Library Assistants:**
Brianna Blackwell
Vilmos Magda

Student Library Assistants:
Amelia Fass
Cydney Kirby
Ella Knight
Arden Leichner
Jada Mitchell
Avery Moore
Courtney Morris
Aaron Smith
Sophia Spock

DEPARTMENTAL ORGANIZATION CHART

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                    │   TERESA WALKER     │
                    │   Associate Dean    │
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│ ISABELLA BAXTER   │  │   ANN VIERA       │  │  SAMANTHA WARD    │
│ Agriculture       │  │ Veterinary        │  │ Manager, Public   │
│ Librarian         │  │ Medicine          │  │ Services &        │
│                   │  │ Librarian         │  │ Operations        │
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│                   │  │  ZOE BASTONE      │  │ RICHARD SEXTON    │  │ JEFFREY HINES     │
│ Graduate          │  │ Assistant         │  │ IT Technologist   │  │ Library Supervisor│
│ Assistant         │  │ Librarian for     │  │                   │  │                   │
│                   │  │ Outreach &        │  │                   │  │                   │
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PERSONNEL NEWS

- David Atkins accepted a position as Dean of the Charles C. Sherrod Library at East Tennessee State University, November 2018
- With David's departure, Pendergrass Library was put under the leadership of Teresa Walker
- Zoe Bastone began reporting to Samantha Ward, November 2018
- Sandy Leach completed her post-retirement position at Pendergrass, June 30, 2019
- Ann Viera announced her retirement, effective July 31, 2020
- Tom Finn was hired as GA for the 2019-2020 school year
- 9 (of 13) student workers graduated or departed Pendergrass, allowing us to hire 5 new SLAs and 1 new GSLA

LOCATION, HOURS AND CONTACT INFORMATION

Pendergrass Library is located at 2407 River Dr., rooms A113 and A114 of the Veterinary Teaching Hospital. Pendergrass can be contacted via telephone at (865)974-7338 or email at agvetlib@utk.edu. During the fall and spring semesters, Pendergrass is open 98.5 hours each week and somewhat fewer hours during winter and summer breaks:

	Semester Hours	**Break Hours**
Sunday	10:00 AM – Midnight	Closed
Monday	7:30 AM – Midnight	8:00 AM – 6:00 PM
Tuesday	7:30 AM – Midnight	8:00 AM – 6:00 PM
Wednesday	7:30 AM – Midnight	8:00 AM – 6:00 PM
Thursday	7:30 AM – Midnight	8:00 AM – 6:00 PM
Friday	7:30 AM – 6:00 PM	8:00 AM – 6:00 PM
Saturday	10:00 AM – 6:00 PM	Closed