PENDERGRASS LIBRARY ANNUAL REPORT 2019-2020

HIGHLIGHTS OF THE YEAR

- 3D and large format printing and design have been instrumental in research and instruction projects on UTIA and UTK
- Instruction has seen a notable uptick, with librarians reaching several new classes this year
- Partnerships have been developed and strengthened with other units on campus including the Chancellor's office, the Judith Anderson Herbert Writing Center, UTIA Student Life, and many others
- Pendergrass faculty and staff were active in the UTK/UTIA reunification efforts on campus
- Preparations were made for construction of the College of Veterinary Medicine's Teaching and Learning Center
- All work and library services transitioned to remote in mid-March due to COVID-19, and faculty and staff restructured their work to suit the new remote environment
- Scan on demand, ILS, and hold for pick-up were gradually reinstituted until the library fully reopened
- Preparations were made throughout Summer 2020 to reopen the library for employees and patrons for the 2020 – 2021 academic year

YEAR IN REVIEW

NARRATIVE

When reflecting on the 2019 – 2020 academic year, it is easy for COVID-19 to overshadow all other challenges and achievements, even though it occupied less than half of the year. There was so much that was accomplished before COVID-19, and most of the report below is dedicated to those achievements. In addition, we faced several challenges and opportunities this year, including the UTK/UTIA reunification efforts, which most everyone at Pendergrass participated in; sporadic but ongoing problems with our large format printers; increased collaboration with the Chancellor's office, including a pancake supper during final exams and hosting office hours in Pendergrass; and having the College of Veterinary Medicine's administration occupy all of our study rooms while their office suite was under renovation. Additionally, we prepared for the impending construction of the College of Veterinary Medicine's Teaching and Learning Center, which we expected to begin during the 2019 – 2020 academic year but was delayed until October 2020. This project will have substantial impacts on Pendergrass, both during and after construction and has required careful planning and consideration from all members of the Pendergrass team.

It is critical to remember all that was accomplished prior to the onset of COVID-19, but the impact of the pandemic cannot be understated. The Pendergrass team pivoted very quickly to an entirely remote environment, all while maintaining the exceptional level of service for which they are known. Research, instruction, course reserves, public services, technology support, communications, outreach, and all other aspects of work were transformed, seemingly overnight. The team adapted to working from home and supporting our patrons who were doing the same. Some measures, already in place, were adapted for the new environment, and others were developed from the ground up. In all things, the Pendergrass team worked together with a unified focus on providing the best possible service to our patrons, and in that way, this year was no different from any other.

TEACHING, LEARNING, & INNOVATION

- Initiated and hosted the inaugural Syllabus Support Day, which brought together the UT Libraries and campus partners, including the Judith Anderson Herbert Writing Center, OIT, and Student Disability Services, among others. It allowed instructors to consult with representatives from these groups, as well as learn about specific library support, such as the new website, library instruction, and course reserves.
- Provided instruction to a number of classes (see below for data), including classes that hadn't previously had library instruction
- Created Clue game for introductory library instruction for ANSC 100 and the Herbert Living Learning Community
- Created a LibGuide for the Sustainable Landscape Design Concentration
- Created and updated numerous tutorials on topics such as developing research topics, evaluating resources, specific databases, OneSearch, and search strategies
- Provided a recorded presentation about poster fundamentals for EURēCA (in-person instruction had been planned prior to COVID-19)
- Promoted instructional support while classes were online through consultations, online instruction, creating modules in Canvas for asynchronous classes, and finding e-versions or alternatives for print items on course reserves
- Continued partnership with the Judith Anderson Herbert Writing Center, tweaking service offerings, and saw usage dramatically increase (2018 – 2019 academic year saw 54 visits to the writing center, while fall 2019 had 68)
- Re-initiated tutoring in Pendergrass with Multicultural Student Life

- Participated in Halloween Quest to encourage students to visit each UT Libraries location and learn about resources available at each of them
- Created a Team within Microsoft Teams for the sharing of instruction-related materials
- Replaced the round tables at the banquettes with larger, rectangular ones that are better-suited to students' use of the space
- Installed an automated external defibrillator
- Welcomed patrons to our space by providing a clean place for them to work—accomplished this by utilizing SLAs to help clean the library
- Hosted a representative from the Student Counseling Center to learn about the services they offer to students
- Established a food pantry for Pendergrass SLAs or others facing food insecurity

EMPOWERING RESEARCH

- Hosted inaugural Data and GIS Day at Pendergrass to introduce UTIA students, faculty, and staff to data and GIS librarians and services
- Promoted UT Libraries' role in the grant life cycle to AgResearch faculty by creating an infographic, presenting to the AgResearch Faculty Fellows, and in a Lunch and Learn event
- Created an infographic about finding Extension articles, which was shared at Ag Day and given to new Extension employees
- Assisted NIMBios in hosting a campus-wide 3D printing interest meeting
- Pendergrass's 3D printing and design services were utilized in several research and instruction projects across campus, including:
    - Dr. John Wilkerson (Biosystems Engineering and Soil Science) utilized Pendergrass for his project to create a device to monitor bats. His lab designed, tested, and re-iterated components utilizing the 3D printers to quickly implement changes. To date, they have printed around 100 parts at Pendergrass.
    - Dr. Kyley Dickson (Plant Sciences) has used the 3D printers to produce custom-designed foot-shaped forms, jigs, and cleats to test various aspects of athlete performance and safety on different types of turf. Dr. Dickson has mentioned that Pendergrass's 3D printing service allows his lab to implement changes quickly and at low cost.
    - Dr. Bryan Terrill (Interior Architecture) collaborated with our 3D printing GSLA, Vili Magda, to design and print a decanter that can be used with an ordinary box wine bladder. Dr. Terrill provided hand-drawn designs, which Vili converted to 3D models and Pendergrass printed. Dr. Terrill used this project for a class on innovation in design for the Haslam College of Business.
    - A graduate student in Biochemistry & Cellular and Molecular Biology utilized the 3D printing service to produce protein surface models for her research.
    - A graduate student in Education utilized the 3D printing service and knowledge and expertise of staff to create a 3D model of her ideal for an emerging technology-equipped classroom. The student approached Pendergrass with her request, and Richard introduced her to the 3D modeling application TinkerCAD and demonstrated some fundamental concepts of 3D printing. The model the student produced wasn't suited for traditional 3D printing, but Richard introduced her to lithophanes, which are thin 3D prints; when light is shone behind the lithophane, the different depths of plastic in the 3D print create an image.
    - A professional student in the College of Veterinary Medicine designed and printed a prototype for a biodegradable nerve conduit that would serve as an artificial nerve graft.

COLLABORATIVE COLLECTIONS

- Launched a comprehensive inventory of the entire physical collection at Pendergrass
- Collaborated with Hodges to build partnerships between the two leisure reading collections, especially concerning collection development and promotion
- Held Date with a Book promotion for the leisure reading collection for the second year in a row
- Created a display about food resources that featured and promoted our cookbooks collection
- Facilitated access to scholarly material using HathiTrust, Scan on Demand, hold for pick-up, and any other tools at our disposal, even while Pendergrass was closed due to COVID-19

ORGANIZATIONAL EXCELLENCE

- Launched Microsoft Teams, initially as a communication and record-keeping tool for our annual plan; with the advent of working from home, Teams became our primary mode of communication for most things within the Pendergrass team
- Completed a team training activity on Communication Styles with Learning and Organizational Development
- Improved our knowledge of technology offerings available to library patrons at Hodges by touring the Studio's video and virtual reality rooms, the Anatomage table, and the e-sports lab
- Public Services personnel cross-trained at the Hodges Public Services desk, the Studio, Devine, and Pendergrass so that staff could assist other units as needed
- Promoted work/life balance with the team by sharing information such as the resiliency wheel, "UT Work and Life Policies & Resources," and "Work-Life Measures"
- Student supervisors' community of practice for the UT Libraries established by Jeffrey Hines with participation from other Pendergrass team members
- Improved SLAs' knowledge and performance by deploying a new training program utilizing Microsoft Forms
- Maintained a high level of service to our students, faculty, and staff while pivoting to a remote learning and working environment; learned how to do our jobs from home, manage SLAs' work remotely, and support the physical and mental health and well-being of our team members and patrons
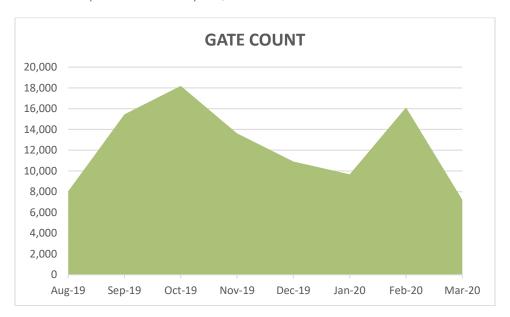
SHARING OUR STORY

- Developed a variety of scripts for tours of Pendergrass, including prospective undergraduate students, graduate students, faculty, and staff
- Partnered with the Herbert College of Agriculture for several outreach events, including VOLidays and CarniVOL
- Conducted a weekly pop-up library to share information about library resources, services, and events with Herbert College of Agriculture students, faculty, and staff
- Created a new 3D printing promotional video in collaboration with personnel from the Studio
- In cooperation with Mat Jordan and the Studio, the large format printing and 3D printing queues were all moved to a shared page and workflows were revised to allow for better library-patron interactions and better Pendergrass-Studio collaboration on poster printing (as needed)
- Created and shared documentation highlighting library services and our campus partners, along with QR codes for easy access
- Hosted a voter registration box as part of the UT Libraries' voter registration drive
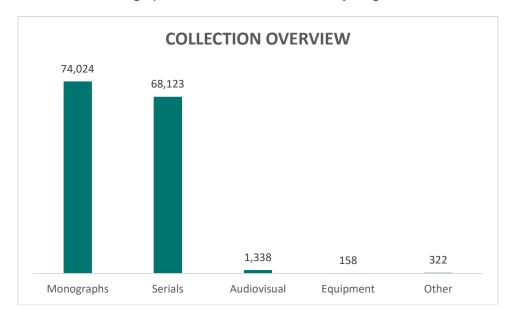
DEPARTMENTAL STATISTICS AND DATA

Note: Pendergrass Library was closed mid-March – mid-August 2020 due to COVID-19; all services were impacted by this closure, and most statistics reflect the period of August 1, 2019 – March 13, 2020. Any services that were continued during the closure are reflected in the charts below, though overall numbers are lower than they would be in most other years.

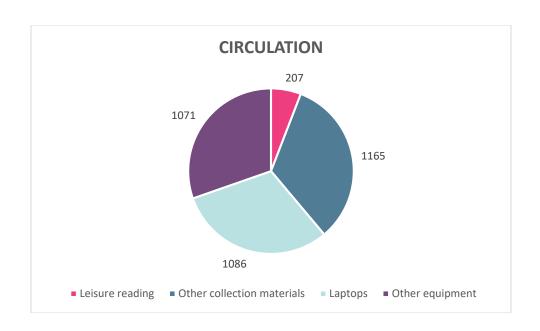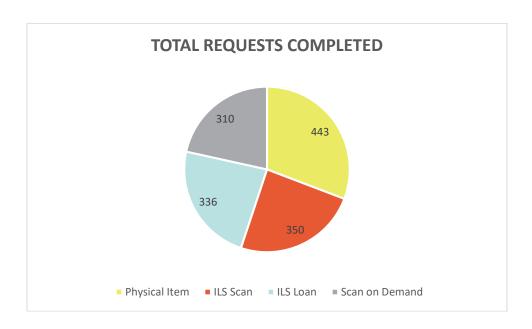Gate count (8/1/19 – 3/13/20): 99,230

GATE COUNT

Collections
- Approximately 144,000 items
- 51% monographs, 47% serials, and 2% everything else

COLLECTION OVERVIEW

CIRCULATION

207
1071
1165
1086

- Leisure reading - Other collection materials - Laptops - Other equipment

TOTAL REQUESTS COMPLETED

310
443
336
350

- Physical Item - ILS Scan - ILS Loan - Scan on Demand

UT PATRONS' REQUESTS

Scan on Demand requests:
- Fulfilled: 310
- Rejected: 182

LX loan requests:
- Fulfilled: 443
- Rejected: 96

Legend: Fulfilled, Rejected

UT PATRONS' REQUESTED MATERIALS

Book/Book Chapter:
- Scan on Demand: 62
- Physical Item: 435

Journal/Journal Article:
- Scan on Demand: 248
- Physical Item: 6

Visual Material:
- Physical Item: 2

Legend: Scan on Demand, Physical Item

INSTRUCTION AND CONSULTATIONS

■ Sessions ■ Participants

INSTRUCTION
- Sessions: 65
- Participants: 1070

CONSULTATIONS
- 164

LARGE FORMAT PRINTING

Undergraduate students	Graduate students	Staff	Faculty
267	243	94	71

3D PRINTING

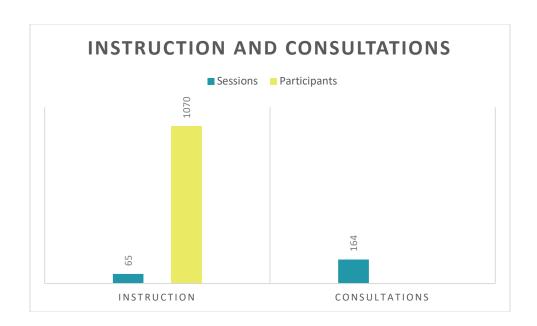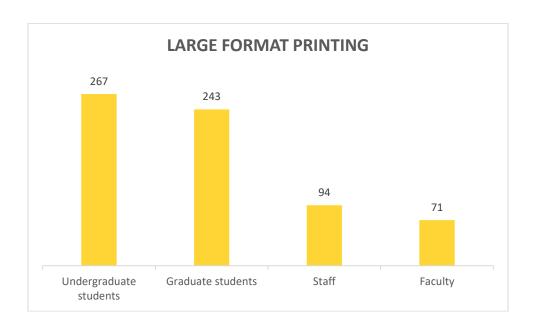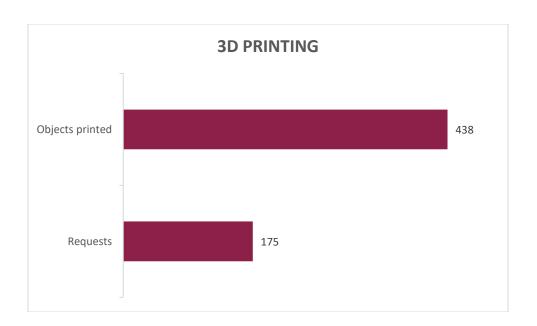|	
Objects printed	438
Requests	175

LOOKING FORWARD

1. Support the physical and mental health and wellbeing of Pendergrass faculty and staff
   1.1. Structure work schedules to minimize the risk of contagion
   1.2. Re-envision SLAs' roles to reduce their contact with Pendergrass faculty, staff, and patrons
   1.3. Abide by organizational safety guidelines, including disinfection of spaces, frequent hand washing, social distancing, staying home if unwell, and wearing a mask
   1.4. Improve safety of Pendergrass spaces by adding acrylic barriers, stanchions, and signage
   1.5. Host team meetings remotely
   1.6. Regularly share mental health resources and strategies and strive to normalize and destigmatize conversations about mental health
   1.7. Afford all Pendergrass employees the time and space to prioritize their mental health and wellbeing
2. Provide exceptional service to our patrons in support of their teaching, learning, research, and engagement activities
   2.1. Rearrange furnishings to promote social distancing and disinfection of spaces
   2.2. Provide instruction in safe and effective ways, including the development of new instruction formats to accommodate the digital learning environment
   2.3. Continue to offer consultations for research assistance, 3D printing, large format printing, and other topics, exclusively online until it is safe to do otherwise
   2.4. Identify students' needs in the online and socially distant learning environments and tools and resources to meet those needs
   2.5. Launch an outreach campaign in advance and during construction of the CVM Teaching and Learning Center to ensure that patrons know: a.) how to access Pendergrass and b.) library services and resources available remotely
3. Advance diversity, equity, and inclusion (DEI) efforts in Pendergrass, the UT Libraries, and UTK
   3.1. Create leisure reading displays featuring diverse authors and stories
   3.2. Incorporate Universal Design in Learning practices in face-to-face and online instruction
   3.3. Investigate ways to reduce costs of 3D and large format printing, especially for students' class and research projects
   3.4. Engage in opportunities to grow as individuals and as a team through professional development and other DEI learning opportunities
   3.5. Use inclusive practices to ensure that our Research Guides reflect a diversity of abilities, topics, perspectives, research, and scholars
   3.6. Advocate for equity of access to information while participating in the Jeff Spies workshops

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 (retired 7/31/20)	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
Jeanine Williamson	Veterinary Medicine Librarian (interim, beginning 8/1/20)	jwilliamson@utk.edu	974-9164	Veterinary Teaching Hospital, A113D5

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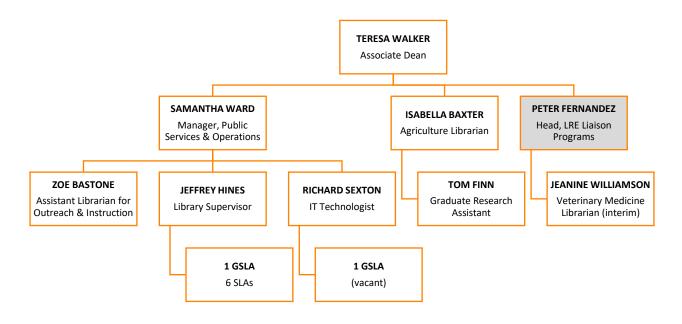Tom Finn, School of Information Sciences, tfinn@vols.utk.edu

Graduate Student Library Assistants:
Brianna Blackwell
Vilmos Magda

Student Library Assistants:
Evan Bushart
Cydney Kirby
Ella Knight
Arden Leichner
Aaron Smith
Sophia Spock

DEPARTMENTAL ORGANIZATION CHART

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                              TERESA WALKER
                              Associate Dean

       SAMANTHA WARD              ISABELLA BAXTER       PETER FERNANDEZ
       Manager, Public           Agriculture Librarian  Head, LRE Liaison
       Services & Operations                            Programs

ZOE BASTONE      JEFFREY HINES    RICHARD SEXTON   TOM FINN          JEANINE WILLIAMSON
Assistant        Library          IT Technologist  Graduate Research Veterinary Medicine
Librarian for    Supervisor                        Assistant         Librarian (interim)
Outreach &
Instruction

                 1 GSLA           1 GSLA
                 6 SLAs           (vacant)
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PERSONNEL NEWS

- Ann Viera retired on July 31, 2020
- Jeanine Williamson joined Pendergrass as interim liaison librarian for the College of Veterinary Medicine, effective August 1, 2020
- Tom Finn will remain the Pendergrass GRA for the 2020 – 2021 academic year
- Three SLAs graduated or departed and were replaced by one new SLA during 2019 – 2020
- Vilmos Magda, the 3D printing GSLA, graduated and has not yet been replaced

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 normal fall and spring semesters, Pendergrass is open 98.5 hours each week and somewhat fewer hours during winter and summer breaks. However, due to the COVID-19 pandemic, Pendergrass adopted a different schedule for fall and spring semesters for the 2020 – 2021 academic year.

	Normal Semester Hours	**Break Hours**	**COVID-19 Semester Hours**
Sunday	10:00 AM – Midnight	Closed	12:00 PM – 6:00 PM
Monday	7:30 AM – Midnight	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Tuesday	7:30 AM – Midnight	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Wednesday	7:30 AM – Midnight	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Thursday	7:30 AM – Midnight	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Friday	7:30 AM – 6:00 PM	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Saturday	10:00 AM – 6:00 PM	Closed	Closed