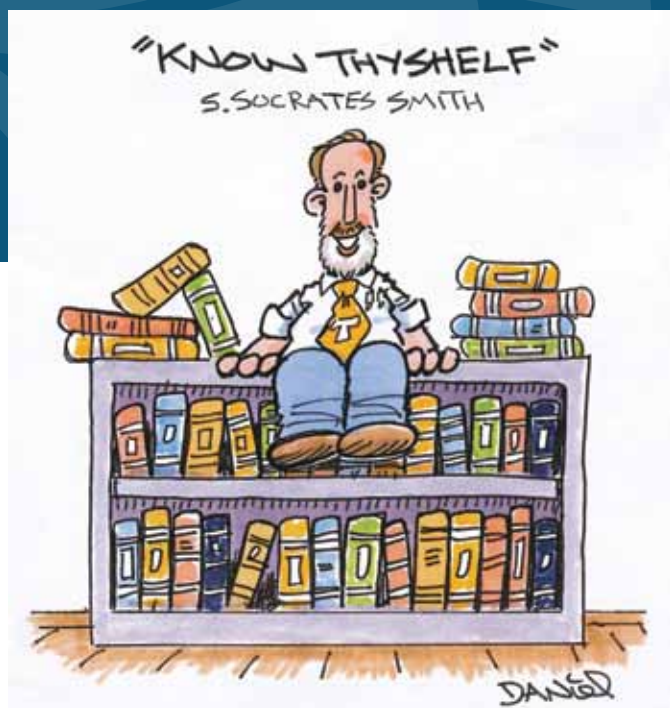


2011-2012



Dean of Libraries
Steve Smith, from
the pen of cartoonist
Charlie Daniel

If you haven't visited a university campus in recent years, you might be surprised by some of the goings-on at the library. Increasingly, the library is the campus hub for programs aimed at improving student success. From a demonstration lab for the university's experimental classrooms, to events that help students *de-stress* during exam week, it's all part of decreasing the dropout rate and increasing on-time degree completion, two of the top priorities in the university's "Vol Vision" for the campus.

The quest for better learning outcomes is even reshaping the profile of library facilities. The Commons in Hodges Library is being renovated, adding, among other improvements, a permanent venue for the Student Success Center. And in this coming year, the ground floor

of Hodges will be renovated to accommodate the university's new One Stop center, which groups student services in one convenient location. In response to student appeals, we are expanding Sunday-through-Friday, round-the-clock hours to encompass all floors of Hodges Library.

At the UT Libraries, customer service is our bottom line. When a student requests a title through interlibrary loan, we are just as likely to buy the book as to borrow it. Initiatives such as our Purchase On Demand program generate efficiencies and allow us to deliver information *just in time* to meet our users' needs.

We are also committed to building and promoting collections of distinction. In the coming year we will celebrate the donation of the Charlie Daniel Editorial Cartoon Collection. Daniel's collection contains original cartoons spanning the length of his distinguished career as one of this country's most astute political commentators. In addition, William Bass donated his personal papers documenting his long and pioneering career in forensic anthropology. Bass has established an endowment that will support his, and other, special collections at the UT Libraries. Last spring we celebrated the acquisition of the Shaheen Antiquarian Bible Collection, which contains over 300 early printed Bibles and other rare books, most dating from the sixteenth and seventeenth centuries. In these pages you will read about a recent and important discovery of an original document within our own archives.

These primary materials also help engage our students. Our librarians use our special collections in classes ranging from introductory freshman courses to graduate seminars. Working with primary materials provides valuable, tactile experience that enriches the educational enterprise.

I am proud that our librarians and staff are leaders and innovators. They are seeking new ways to interact with students and faculty. They are advancing knowledge creation by digitizing and providing open access to UT's unique scholarly collections. Several UT librarians are participating in the nationwide Lib-Value project, which attempts to quantify the academic library's contributions to a successful university. Such ventures are reinventing libraries to better serve twenty-first-century learners and scholars. I invite you to read about these and other exciting library initiatives in this magazine.

Best wishes,

Steven Escar Smith
Dean of Libraries

On the cover:
Doodle from the
Charlie Daniel
Editorial Cartoon
Collection (see
page 5).

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THE LIBRARY DEVELOPMENT REVIEW

2011–2012



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by Erin Horeni-Ogle



Thanks to Our Friends: A DEVELOPMENT REPORT

by Erin Horeni-Ogle

It's been a full and busy year for development for the University of Tennessee, Knoxville, Libraries. New development director Erin Horeni-Ogle, and new annual giving coordinator Brian Broyles, joined the Libraries in 2012. Together, Erin and Brian are visiting with donors and working to increase private support. This year also brought exciting new gifts and goals to the Libraries!

UT's record-breaking fundraising campaign, the Campaign for Tennessee, was completed on December 31, 2011, and raised \$1.3 billion for UT system-wide. During the campaign, the University Libraries raised \$12.8 million. The campaign recorded many incredible gifts to the Libraries, including gifts of collections, notably the Charlie Daniel Editorial Cartoon Collection and a rare book collection from an anonymous donor. The Libraries also received many planned gift commitments, including gifts from Wayne and Jeannine Mitchell, Charles B. Jones, John Bruce and Nancy K. Sullivan Jr., Florence F. and H. Russell Johnston, and Stanton and Margaret Morgan. Additionally, endowed gifts created funds to support a variety of collections and programs of the Libraries; new endowments include the Dixie Marie Wooten Endowment, William K. Salmons Libraries Endowment for Faculty Development, and Wallace W. Bauermann Quasi-Endowment. We are tremendously grateful for all the generous gifts we received during the Campaign for Tennessee. Thank you for making it a success for the Libraries and UT!

Now that the Campaign for Tennessee is complete, the Libraries' development team will shift its focus to increasing private support by working to grow the number of donors to the Libraries. Without a traditional alumni base, we count our donors as an alumni base of sorts, knowing those donors feel connected to, and engaged with, the Libraries. As a way to increase this connection and grow our donor base, we are reorganizing the Library Friends group to offer new giving levels as well as benefits to our donors that correspond with these levels. Gifts to the Library Friends, both large and small, will be pooled together each year to make an annual gift to the Libraries. This gift may be a rare book, funds to support a renovation to one of the libraries, or new technology that will move the library forward. Gifts will be celebrated each spring to show the Library Friends how their donations make a difference to the students, faculty, and UT community. Our goal is to increase the number of our Library Friends to 1,000 within the next three years. We will need the help of the entire UT community to meet this goal.

Please visit our Library Friends website at library.utk.edu/friends. We are grateful for the support of all our Friends, and hope you will join us to make the UT Libraries an evermore outstanding resource for our students, faculty, and community!





PRIMARY SOURCES GO DIGITAL

by Rachel Radom

Left: John C. Hodges Library seen in the distance (view from the pedestrian bridge over Cumberland Avenue). Top: Students at the Pi Beta Phi Settlement School in Gatlinburg, Tennessee. Below: their school bus. Photographs from Rosemary Moorehead's scrapbook, ca. 1936. Available in the UT Libraries Digital Collection "From Pi Beta Phi to Arrowmont: Bringing Education and Economic Development to the Great Smoky Mountains, 1910-2004" (digital.lib.utk.edu/smokies).

A few months after earning my library degree, I joined Facebook to stay in touch with friends from graduate school. At the time, Facebook was a friends- and coworkers-only zone. That changed a couple of years ago when a few of my cousins became teenagers and I received a flurry of Facebook friend invitations from cousins, aunts, and uncles who had just created accounts.

My uncle Stan was the first family member to become a Facebook friend. Surprise turned to delight when my uncle told me he had begun digitizing old family photographs and wanted to use Facebook to share these bits of our history. When he started our online family history album, my uncle began by posting old photographs and providing captions. Then, he did something even better: he posted photographs for which he had little or no information, and asked for my family's help. Over the past few years, family members from all across the country have helped narrate our visual history, from identifying people in black-and-white snapshots, to dating photos based on shared stories and recollections.

My family is not alone in this activity. And just like families, many libraries, museums, galleries, and archives are also looking to share their rare and valuable collections with people around the world. Members of the public even assist museums and libraries by providing additional context for artifacts' digital surrogates. For example, the Library of Congress and other cultural institutions share photographs on the popular photo-sharing site Flickr, at www.flickr.com/commons/institutions, and they encourage members of the public to correct captions and add information for every portrait and print on the site.

The UT Libraries' Special Collections engages the community in similar fashion. In one instance, the Libraries recently digitized all UT football programs in the collection at digital.lib.utk.edu/fbpro; however, the University Archives' holdings are incomplete. Missing programs are identified on the Libraries' website, and UT fans are invited to help complete the collection by donating football programs to fill in the gaps.

From Facebook to the University Archives, our society is increasingly interacting with history through digitized, ersatz artifacts. So, when students enrolled in English composition classes find they are required to incorporate primary sources—photographs, diaries, newspaper articles, or speeches—into their assigned research papers, it comes as no surprise that they expect to browse through these sources online. The good news is that every day, more and more historic sources are becoming available digitally. While there is growth in the number of online collections offering free access to primary source materials—and the number of subscription databases that include primary source materials is rising, too—the bad news, at least for students unfamiliar with the library, is that many of these collections cannot be comprehensively searched using

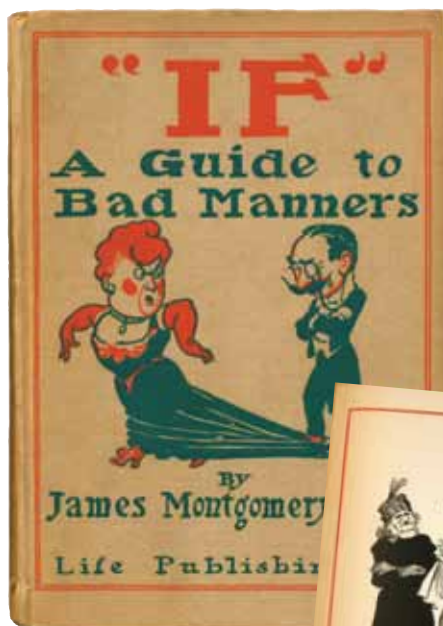
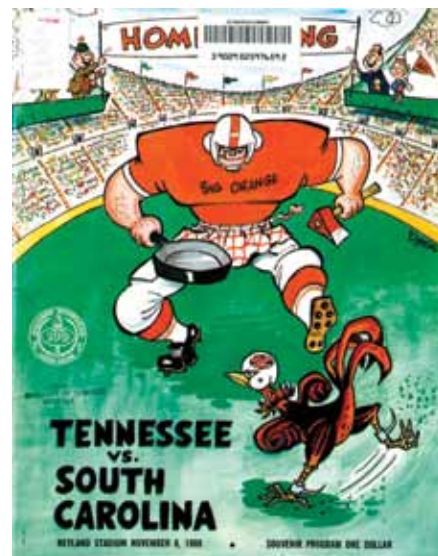


Google. With no knowledge of the alternatives, our students often find themselves staring at the edges of Google's boundaries, uncertain where to turn.

From the help desks in Special Collections and Research Services, to library instruction sessions held in John C. Hodges Library's Integrated User Services (IUS) classrooms, it is a regular springtime quest for library staff to help undergraduates move beyond Google to find primary sources for their assignments. Students often find themselves in what they thought was uncharted territory, only to discover that libraries have been here for some time, not only mapping, but also building the digital landscape. What's more, in the digital world, each library's territory is not limited to local materials. So, while some students' research needs can be met using Special Collections, others have questions that fall outside the scope of those collections. At that point, university librarians draw upon their collective knowledge to introduce students to a variety of cultural institutions' online holdings, giving young researchers a starting point from where they can explore and discover historical treasures.

The IUS department recently identified some of the online primary source collections that, when shown to a class, garner the most sighs of relief or exclamations of appreciation from students working on composition assignments. These collections are highlighted in an online library guide at libguides.utk.edu/primarysources, which users can consult when doing their own research. The guide is by no means comprehensive, but is instead intended as a practical aid for students enrolled in English composition courses.

As the digital landscape continues to grow, the University Libraries staff invites you to explore the many beautiful, informative, inspiring, and sensational online digital collections available from cultural institutions worldwide. The Libraries staff also invites your participation in cultivating our digital collections. Please visit our digital collections website, library.utk.edu/digitalcollections, where you can propose a new digital collection, discover emerging collections, or simply enjoy our region's past. We welcome your feedback and look forward to continuing to engage with our community in new and innovative ways.



Top of page: UT football program from 1969: UT versus South Carolina. Find more football programs at digital.lib.utk.edu/fbpro. Above: "If": A Guide to Bad Manners by James Montgomery Flagg, published in 1905, is one of the full-text books available in Twentieth Century Advice Literature: North American Guides on Race, Gender, Sex, and The Family, one of the UT Libraries' subscription databases (Flagg created the famous "I Want You" Army recruitment poster featuring Uncle Sam).



Please note that the collections identified below as **UT Subscription** are only accessible to the library's on-site visitors, or to users with a UT NetID login.

American Memory (Free Online)

The Library of Congress has one of the largest collections of digitized historical materials in the United States. The online collection includes photographs, maps, oral histories, moving images, and sheet music. The Library of Congress has also worked with various museums and academic libraries on digitization projects; *Documenting the American South* (docsouth.unc.edu) from the University of North Carolina is an excellent example of one such partnership.

For more information, visit memory.loc.gov

Internet Archive (Free Online)

Brewster Kahle wants "universal access to all knowledge." Kahle leads the Internet Archive, a project designed to make his vision a reality. The archive provides access to films and moving images (free streaming of many television commercials and films no longer under copyright), audio files (e.g., recordings of Charlie Manson playing with the Beach Boys), and texts. Public domain texts by authors such as Plato or Jane Austen are available in their entirety in multiple formats.

For more information, visit archive.org/details/brewsterkahlelongnowfoundation

LIFE via Google Books (Free Online)

Working with libraries and other partners, Google has digitized many unique collections and made them publicly available. One such collection resulted from Google's partnership with LIFE Inc. Back issues of the iconic periodical *LIFE*, from the first issue in 1936 through 1972, are now available online in their entirety.

For more information, visit books.google.com; browse: "books and magazines"

ProQuest Historical Newspapers (UT Subscription)

Working with microfilm can be a significant challenge, but a majority of students today will never have to struggle with it. Many historical newspapers—often the library's most requested microfilm items—are going digital. ProQuest has scanned the backfiles of the *New York Times*, the *Washington Post*, the *Boston Globe*, and other major newspapers, including several titles written by and for African Americans, such as the *Atlanta Daily World*.

For more information, visit library.utk.edu/databases; find: "ProQuest historical"

Twentieth Century Advice Literature: North American Guides on Race, Gender, Sex, and the Family (UT Subscription)

"Dear Abby," "Go Ask Alice!," "Help Me, Harlan!," "Hints from Heloise"—there is a long tradition of advice literature throughout American history. This database includes pamphlets, brochures, and books from the 1850s through the 1990s, many of which are illustrated. Topics include diet, hygiene, immigration, citizenship, employment, the military, dating, marriage, and parenting.

For more information, visit library.utk.edu/databases; find: "twentieth century"

FEATURING NEW DIGITAL COLLECTIONS AT THE UNIVERSITY OF TENNESSEE LIBRARIES

Drawing Outside the Lines: Charlie Daniel Editorial Cartoon Collection

by Alesha Shumar

In 2011, well-known Knoxville editorial cartoonist Charlie Daniel donated his entire life's work of hand-drawn, original cartoons to the UT Libraries. Special Collections selected more than 1,500 cartoons from that body of work to create the Charlie Daniel Editorial Cartoon Collection, which is viewable

online at digital.lib.utk.edu/charliedaniel.



online. Special Collections worked diligently to describe and organize the more than 20,000 drawings that span more than fifty years of social and political issues. Many of the captions and dates were not a part of the original drawings, but were added later in the printing process. To make the collection accessible without this information, the cartoons have been arranged by themes. Both the physical and digital collections are organized around ten main themes: Tennessee, Knoxville/Knox County, social causes, sports, University of Tennessee, Tennessee Valley Authority, national politics, international politics, economy and taxes, and labor and strikes.

Visitors to the online digital collection can browse items within those themes and click on a thumbnail image to see a magnified view and additional descriptive information (including the date and original caption for the cartoon, when available). In addition to browsing, the digital collection includes a search box and advanced search feature that allow for exploration by keywords.

Special Collections anticipates both the full archive and online digital collection will be used by a wide range of researchers. From the general public seeking insight into the hot topics of the past five decades, to scholars using the cartoons in their study of history and politics, Charlie Daniel's editorial cartoons will live on and continue to delight the public.

Special Collections and Digital Library Initiatives collaborate with subject liaisons to create digital collections of unique local content. Of the many projects completed during the past year, these are a few highlights.



A Virginia native, Daniel came to Knoxville in 1958 as the editorial cartoonist for the *Knoxville Journal*. When the paper closed in 1992, Daniel moved to the *Knoxville News Sentinel*, where he continues his work to this day. Daniel's work is a rich source for those studying politics and regional history. These editorial cartoons express opinions on public and social issues of the moment and can touch upon a wide range of topics that affect our daily lives. Daniel's cartoons can make you laugh and sometimes even cringe. But more than anything else, they make you think. Daniel has captured difficult and sometimes complex issues through the power of symbolism, satire, irony, and humor. It is clear from his work that he has a sharp wit and piquant understanding of the issues he transforms into cartoons.

In an effort to preserve Daniel's original drawings,



For more than fifty years, editorial cartoonist Charlie Daniel has lampooned one and all. Daniel has a talent for caricature. Above left: a hybrid of unmistakable lineage. Bottom: presidents Ronald Reagan and George H.W. Bush.



Sheet Music Consortium Digital Collection

by Chris Durman

The UT Libraries has joined the Library of Congress and many libraries from across the country in contributing digitized sheet music to the Sheet Music Consortium.

Before recorded sound, popular music could only be heard in a concert setting or played at home. More people were amateur musicians who relied on sheet music to learn the popular songs and instrumental works of the era. Composers, lyricists, and sheet music publishers pioneered many of the marketing tactics still in use by the popular music industry, and the sheet music they published reveals the evolution of these tactics. Publishers recognized the selling power of eye-catching artwork and frequently printed on their covers beautiful illustrations, comic caricatures (that are often offensive to modern sensibilities, but indicative of past attitudes), or pictures of celebrity performers associated with a work. Popular music composers and lyricists followed the trends and concerns of their day and likewise tailored their compositions to appeal to the tastes of potential buyers.

Special Collections holds a large collection of donated sheet music published between the early 1800s and the mid-1900s. The late local historian Ronald Allen donated the bulk of this collection in several installments. Many items relate, in some way, to Tennessee. To date, approximately 1,500 songs and instrumental works published before 1923 have been digitized (the 1923 date was chosen to ensure compliance with US copyright laws).

Library users interested in historic sheet music are strongly encouraged to visit the Sheet Music Consortium website at digital2.library.ucla.edu/sheetmusic, which has been designed to allow access to the sheet music collections of many libraries, some of which hold much more extensive collections than UT. Both interfaces allow the user to search for and browse items in the collection. In addition to composer and title, works also can be searched by lyricist, language, year of publication, and publisher.

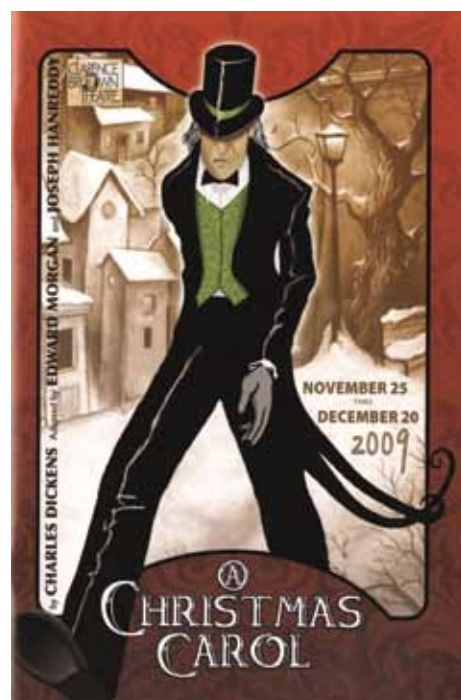
The historic sheet music is a fascinating addition to the Libraries' digital collections. Like all popular music, these works provide a window to the past and reveal much about the audience the music was initially created to entertain. Ready access to these digitized works should prove useful to musicians and musicologists, as well as a diverse group of scholars interested in the art, history, culture, marketing practices, and popular concerns of the period. The digitized works are also accessible online at the University Libraries' website, digital.lib.utk.edu/utsmc.

UT Theatre Digital Playbill Collection

by Rabia Gibbs

Theater groups have been active on the UT campus since the 1830s, in such varied incarnations as the Kit Kat Club, the Rouge and Powder group, and the UT Faculty Players. These early attempts, while important, were ephemeral. It wasn't until the formation of the UT Playhouse in 1936 that theater became a permanent fixture on campus. Since then, theater has developed from informal productions by local campus groups to professional performances by the Clarence Brown Theatre Company.

The new UT Theatre Playbill Collection is a visual catalog of UT's theatrical history and contains more than 600 scanned playbills. The collection documents the progression from the UT Faculty Players through the development of the collaborative town-and-gown Carousel Theatre project, to the Clarence Brown Theatre—a professional company started by Sir Anthony Quayle in 1974 that is one of only seventeen university companies with a League of Resident Theatres (LORT) membership. The playbills showcase UT theater's wide-ranging repertoire, including classical, drama, comedy, and musical theater. Notable highlights include *Shadow and Substance* in 1941, *Barefoot in the Park* in 1969, *The Taming of the Shrew* in 1986, *Little Shop of Horrors* in 1994, and the perennial holiday favorite, *A Christmas Carol*. In fact, *A Christmas Carol* has been performed in thirteen of the last fifteen seasons.



The digital collection's online display interface has several search capabilities. Users can browse through the materials, which are arranged chronologically by season, or search for specific items using the search field. The catalog search is limited to primary keywords pertaining to title, director, author, and year. The text search combs through data made available by optical character recognition (OCR), such as playbill text. OCR electronically converts scanned images of text into accessible words that can be copied, pasted, and searched. Once a playbill has been selected, users can also download a full PDF copy from the display page.

The final result is not only a great online research tool on the history of UT theater, but also a great resource for alumni to discover mementos from past performances. To tour the collection, visit digital.lib.utk.edu/playbills.

Sanborn Fire Insurance Maps Digital Collection

by Gregory March

The University Libraries has begun a pilot project to digitize part of its collection of Sanborn Fire Insurance Maps—distinctive, large-scale street plans of American cities.

Beginning with the British Industrial Revolution, fire insurance maps were created to protect insurance underwriters and business owners from financial risk due to structural fire damage. The creation of American fire insurance maps arose out of the battles with Britain during the Revolutionary War and the War of 1812 as America was entering its own industrial age.

In 1866, a surveyor named D.A. Sanborn created the first set of Sanborn Fire Insurance Maps for the city of Boston. Since then, Sanborn Fire Insurance Maps have been created for more than 12,000 cities across the United States, and led the market till the 1950s. Beginning in the 1970s, the Sanborn Map Company has evolved to meet the needs of the digital geospatial technological age.

The original Sanborn Fire Insurance Maps were printed as lithographs and colored by hand. Sanborn Maps use map keys with symbols, street indexes, and individual map sheets (at a scale of fifty feet to one inch) to describe the physical layout of streets and buildings within each city. Between editions, pieces of paper were pasted on sections of map sheets to document changes in city landscape. Maps included information on population, water facilities, and the types of materials—wood, brick, stone, metal, or iron—used in constructing a dwelling or business, including chimney, window, and roof construction. Users can locate streets, find information for sprinkler types installed in buildings, and determine the location of fire departments, fire hydrants, and fire alarm boxes.

The UT Libraries holds more than 3,900 original Sanborn Fire Insurance Maps of Tennessee in its collection, representing maps of 114 Tennessee cities, with some editions dating back to the 1880s. Many maps are encapsulated in Mylar to help preserve them. The detail and accuracy of these maps make them uniquely valuable to individuals conducting research in the areas of archaeology, architecture, art, engineering, genealogy, historic preservation, and urban planning.

The pilot project will begin by digitizing the Libraries' Sanborn Fire Insurance Maps of Knoxville, Tennessee. Future plans include digitizing all other Tennessee cities (prior to 1923), thereby making a significant portion of our entire collection accessible to the public online through the University Libraries' website.



Opposite page, top left: World War I inspired many popular patriotic songs, including humorous numbers such as this ditty by songwriters Harry Ruby and George Jessel. Bottom left: UT Theater playbill for the 2009 performance of *A Christmas Carol*. This page: Key map and sample map sheets from the 1884 Sanborn Fire Insurance Maps of Knoxville, Tennessee. Running through the center of the map sheet is Asylum Street (now Western Avenue), named for the nearby Deaf and Dumb Asylum (later to serve as Knoxville's City Hall from 1925 to 1980).

HIDDEN TREASURE IN SPECIAL COLLECTIONS

by Jennifer Benedetto Beals

Several years ago, the papers of Silliman Evans Sr. and his family were donated to Special Collections by his son, Amon Carter Evans. Silliman Evans (1894-1955), a one-time owner of Nashville's principal daily newspaper, then known as the *Nashville Tennessean*, began his career in the newspaper business at age thirteen as a printer's apprentice on the *De Leon Free Press* in Comanche County, Texas. He worked for newspapers in Waco, Houston, and Fort Worth until 1928. A position with Texas Air Transport (which later became American Airlines) distracted him from the publishing world for a brief period. Evans, a staunch Democrat, then stepped into the political arena to serve as the press relations manager for John Nance Garner, speaker of the House of Representatives. In 1932, Franklin D. Roosevelt appointed Evans as fourth assistant postmaster general, a position he held until 1934, when he resigned to accept the presidency of the Maryland Casualty Company of Baltimore. Eventually, Evan's enthusiasm for the newspaper business motivated him to purchase the nearly bankrupt *Nashville Tennessean* for \$850,000 at a public auction in 1937. Within a short time, Evans transformed the paper into a lucrative venture.

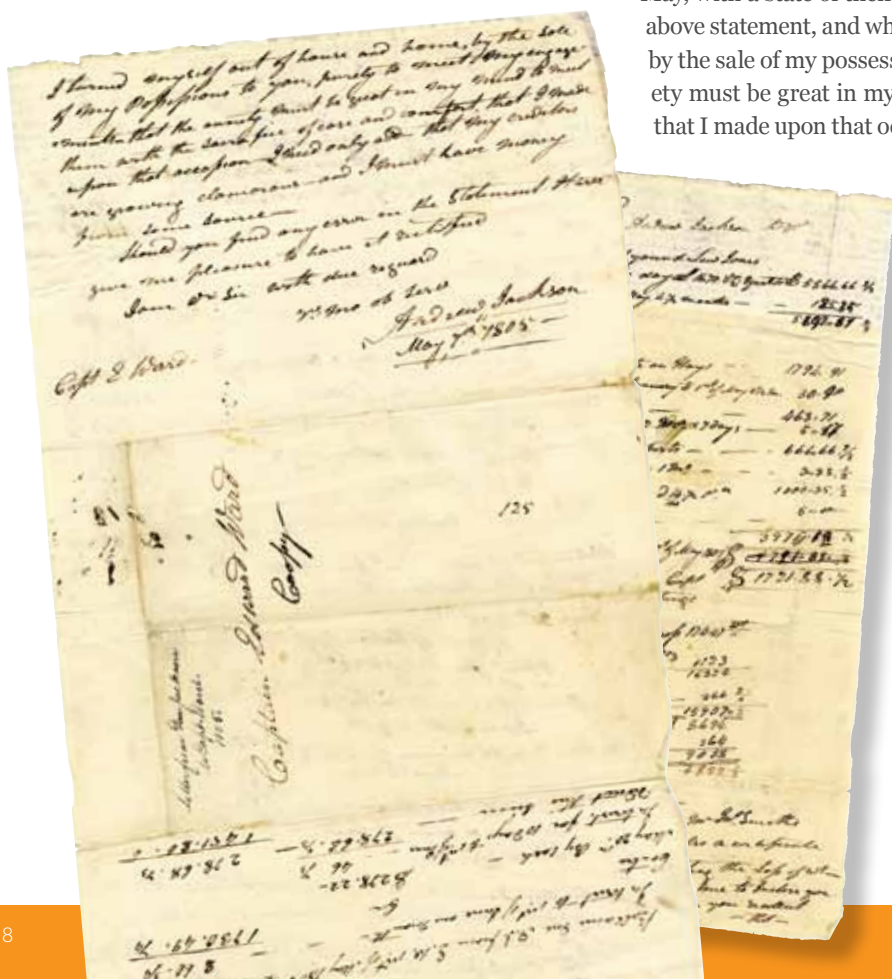
The seventy-plus boxes donated to Special Collections contained the personal and business correspondence, photographs, and business-related reports of Silliman Evans Sr., Silliman Evans Jr., and Amon Carter Evans. The papers span close to fifty years of the early to mid-twentieth century. It came as quite a surprise, then, when two documents from the early 1800s were discovered within the boxes. And not just any two documents, but two documents signed by President Andrew Jackson. The Special Collections staff immediately consulted their colleagues at UT's Center for Jacksonian America, who were delighted with the discovery.

The first is a financial document dated May 7, 1805, to Captain Edward Ward. At this time, Jackson was a member of the firm Jackson and Hutchings, merchants of Nashville. Their business affairs had turned out badly, and Jackson presented his principal creditor, Captain

May, with a state of their account: "The press for cash compels me to inclose you the above statement, and when you recollect that I turned myself out of house and home, by the sale of my possessions to you, purely to meet my engagements—that the anxiety must be great in my mind to meet them with the sacrifice of ease and comfort, that I made upon that occasion, I need only add that my creditors are growing clamorous and I must have money from some source..."

The second document is truly a gem. It is a three-page letter dated October 21, 1832, signed by Andrew Jackson and addressed to his daughter-in-law, Sarah Yorke. Jackson regrets that the presence of so many visitors at the Hermitage had robbed him of a season of peace and quiet with her family. He mentions tenderly his wife's grave, and in closing, remarks: "The church bell is calling us to divine service admonishes me to close..."

Evans purchased both letters for the grand sum of eighty-four dollars in 1941. Now, they will reside in Special Collections, adding to UT's already substantial Andrew Jackson collection.



Top: General Andrew Jackson. The hero, the sage, and the patriot. Born, March 15, 1767. Died, June 8, 1845. "We mourn our Loss." New York: Currier, 1845. Color portrait; 35 x 25 cm. Left: Financial document dated May 7, 1805, to Captain Edward Ward, signed by Andrew Jackson.



Teresa Walker and Rita Smith are overseeing extensive renovations to the Commons, still under construction this fall. (The scenes illustrating this article predate the Phase III renovations.)

Revamping Main Street: THE COMMONS PHASE III

by Teresa B. Walker and Rita H. Smith

Hodges Library sees more traffic than any other building on campus. It is the heart of the university—the campus *Main Street*. Teeming with students, bustling with services, and fueled by the synergy of caffeine, wireless networks, and the transfer of information, the Commons on the library's second floor is the center of that activity. Providing technology-rich spaces with a variety of academic support services, the Commons encourages interaction and discovery on a twenty-four-hour basis.

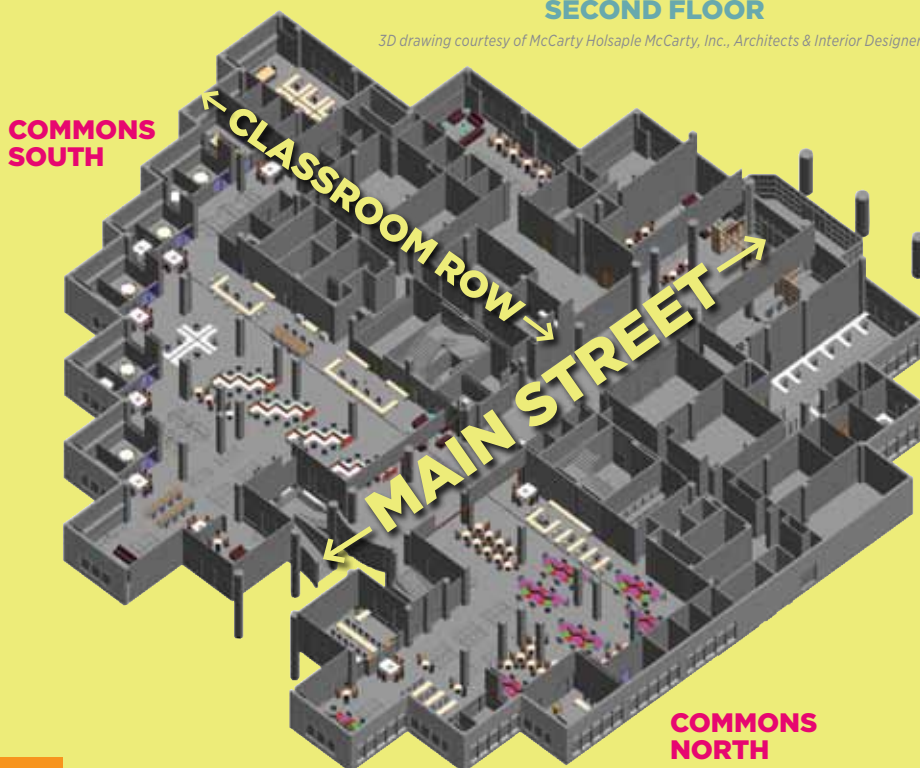
From its modest beginning in 2005, to the Phase II renovation in 2007, students eagerly embraced the flexible, technology-rich environment provided by the Commons. Students immediately sensed the space was theirs, and they used it for collaborating on projects, seeking help with assignments, creating media, and staying connected with friends. The Commons serves as a “third place”—a space outside of class and home that engenders community and the exchange of ideas.¹ The concept of third place is widely

discussed in scholarly literature from architecture to business to sociology. It is a natural part of the landscape of our lives, and is necessary to create a sense of belonging.

Having a sense of belonging, in fact, is one of the key predictors of success among UT undergraduates.² Providing lively, comfortable, and configurable spaces is part of the equation. Pairing those spaces with state-of-the-art technology and dedicated academic support helps complete the picture. As the Commons has evolved, there is great evidence that the space has become that third place for students. In a recent survey of UT students, more than 70 percent of respondents said using the Commons made them feel more involved in the university. The Commons has made a difference in the lives of students, so what does the Commons Phase III renovation mean for the future of the campus? While students immediately embraced the space, in recent years the entire campus has come to recognize the bustling air of the Commons as somehow integral to teaching and learning at the university. Past years have seen a shift in higher education toward a focus on collaboration, problem solving, the use of technologies, and learning beyond the classroom. As UT Libraries launches Phase III of the Commons renovation, we are mindful of new directions in education and are responsive to the needs of the students already traveling our halls. Taking into account campus needs for learning spaces, as well as feedback from students, Phase

JOHN C. HODGES LIBRARY SECOND FLOOR

3D drawing courtesy of McCarty Holsaple McCarty, Inc., Architects & Interior Designers





III ties Commons services and spaces together with additional group space, specialized collaborative equipment, greater visibility for media production capabilities, and spaces dedicated to academic support.

Although most of us spent our college days in lecture halls taking notes while professors taught from textbooks, many instructors today expect textbook learning to occur outside of the classroom. Learning in the classroom has become more focused on group discussion, active learning, and problem solving. Similarly, homework assignments have become more collaborative. The challenge for our Commons is to create a space that accommodates all aspects of learning at the university: quiet study, group discussion, collaborative learning, the use of technology, and also practice and presentation. A stated goal for Commons Phase III is to use the area as a real-world test environment for new learning concepts, services, and technologies. This latest renovation of the Commons expands that concept to provide students and instructors with services, technologies, and spaces that support collaboration and the exchange of ideas. Students can use the Commons to actively contribute to the creation of knowledge at the university. The diversity of spaces needed in the Commons is challenging. How are we accomplishing these goals?

To capitalize on the energy of this high-traffic atmosphere, Commons Phase III renovates the entire second floor of Hodges Library, creating a Main Street of frequently used services down the central corridor. Services of the Main Street variety are student-centered and have extended hours to accommodate student schedules and study habits. The central galleria integrates information and referral, materials checkout, research consultation, Starbucks, and a branch of the UT Bookstore. *Classroom Row* intersects the center point of Main Street, where six technology-enhanced instruction rooms line the hall and provide space to support media presentations and a hybrid of traditional and experimental teaching techniques. Crossing Main Street

is a broad expanse of technology-based services conveniently laid out from north to south. Among the computer workstations wired with microphones, scanners, and cameras, the Studio media production lab provides specialized software and equipment for media-enhanced educational projects. Alongside rows of workstations loaded with an array of design and productivity software, the Office of Information Technology's Lab Services group and HelpDesk offer technology assistance to those using Commons computers as well as mobile devices. This renovation combines like services and aligns service desks along a logical, visible path in which academic and technology support intersect. Incorporating the entire second floor in the renovation gives us the chance to arrange technologies, services, and expertise in ways conducive to both formal and informal learning, while providing students with the resources they need, both when and where they need them most.

In addition to Main Street services, there are specialized spaces throughout the Commons. Expanding on the idea of creating a comprehensive learning center for students—the foundation of Commons Phase I—the Phase III renovation brings students a wealth of academic support options designed to engage them in their own education and keep them on track for graduation. These options include tutoring as well as referral to advising and counseling services. The list of partners providing these services has also grown to include the Writing Center, Stat Lab, math tutoring, and the Student Success Center.

Phase III also expands media support, extending Commons operations into Room 245, the former Media Center and recent home of the Studio media production lab. For this renovation, the physical space opens up between Commons South and Room 245 to create a large, vibrant area that forms a visible connection to the Studio and integrates digital media tools and services throughout the Commons. This renovation also enhances existing Studio services to accommodate a growing number of

classroom media assignments. Students will be able to use specialized recording studios to create podcasts and online presentations. New collaboration furniture, such as the *media:scape*, will be incorporated throughout the Commons. The *media:scape* integrates media and conferencing solutions to enable students to share information from multiple laptops on the same screen while working on group assignments.

We expect the addition of private group study spaces around the Commons' perimeter to be the part of the renovation most appreciated by students. Students will be able to collaborate on group projects in private spaces with natural lighting and inspiring views of campus. Glass doors to the study rooms will allow sunlight to filter into the main Commons spaces, providing natural, glare-free task lighting.

All the research essentials will continue to be available in the renovated Commons, including Mac and PC computers; hundreds of library databases and software applications; loaner equipment such as laptops, digital cameras, scanners, and audio recorders; wireless Internet access; the Studio; a practice presentation room with video conferencing; research assistance; technology support; and, of course, Starbucks coffee. Because students also want the ability to use personal laptops and mobile devices in this space, this renovation includes a combination of furniture options: group rooms, individual quiet spaces, and comfortable chairs are positioned near power outlets so students can stay plugged in to their increasingly online world.

With the completion of Phase III, what does the future hold? The Commons has proven itself to be an organic space that adapts to the changing directions in teaching and learning. Opportunities to enhance this renovation include the addition of SmartBoards to group study rooms to allow students to collaborate on online presentations and to connect with classmates in online class sessions. With the addition of more sound recording



studios, as well as a video production studio, funding is needed to equip these spaces with the furniture and state-of-the-art technologies that will allow students to create professional-quality movies and recordings to be used for assignments, and ultimately portfolios, as they enter the job market.

The continued success of the Commons as a third place for students depends on the ability of the UT Libraries to be relevant to the curricular, technological, and social needs of modern students. That is a challenge we are meeting, and we continuously strive to redouble our success. Informal learning environments comprise the practice-based, creative, and spontaneous learning occurring on our campus. The Commons is this type of space. It is the place students choose to be for learning, creating, and sharing. It is always open and moving at the pace of the students in the space. It is the heart of campus. It is Main Street.

1. Oldenburg, R. 1989. *The Great Good Place: Cafes, Coffee Shops, Community Centers, Beauty Parlors, General Stores, Bars, Hangouts, and How They Get You Through the Day*. New York: Paragon House. Sociologist Oldenburg coined the term "third place" and theorized that third places are the heart of a community's social vitality and the foundation of a functioning democracy. With the creation of new library spaces focused on building community, research on the library as a third place is emerging.

2. Darling, R., and Kahrig, T. 2008. *Retention Task Force Report*. University of Tennessee. provost.utk.edu/docs/misc/RetentionTaskForceReport2008.pdf.



Collaborative workspaces allow students to walk up, plug in their own laptops, and confer on group projects. (Pictured: *media:scape*™ by Steelcase)



by Martha Rudolph

REACHING OUT TO STUDENTS: *As Essential as Books and Computers*

DE-STRESS FOR SUCCESS

Perhaps students are most in need of a little extra support during the dreaded final exam period. Much of the stress, sweat, and angst of finals week takes place in the library. Library staff members have witnessed enough weepy and sleep-deprived students to know that a little compassion and stress relief goes a long way toward buoying up a sinking scholar.

So, this past spring, the Libraries brought some stress-relieving therapy directly to students. The Commons was transformed into a relaxation center during finals week to help ease students' stress as they prepared for their last exams of the semester. A room stocked with games, sketch pads, and comic books provided a welcome diversion for students cramming for exams. To help students relax and recharge, UT's Student Assessment of Instruction System handed out free popsicles, the Knoxville Massage Therapy Center provided free chair massages, and—most popular of all—the library partnered with Human-Animal Bond in Tennessee (HABIT) to bring therapy dogs into the library. Students waited on benches for a turn in the massage chair and stood in a long queue just to spend a few minutes with a therapy dog.

While these activities may seem light-hearted or even frivolous, ours is not the only large academic library to sponsor such events. Our staff does so out of a desire to

Hodges Library is quite possibly the busiest place on the UT campus. With almost two million visitors a year, the library gets more foot traffic than Neyland Stadium!

Anyone entering the library through its main entrance on Melrose Avenue can't fail to notice the buzz of activity in the Commons. Here, students gather to work on group projects, access cutting-edge technology, or just socialize.

The library has made good use of unique spaces such as the Commons to create a friendly, student-centered environment that enhances the college experience while also furthering the university's goal of increasing student support. Students spend many hours in the library, thus, the University Libraries has a unique opportunity to help students engage with campus life and forge personal connections that are as essential to academic success as books and computers.

Our outreach to students includes conventional programs such as book clubs and author readings—familiar to anyone who frequents their public library. However, some of our programs are decidedly “out of the box.”

This past spring the Libraries brought some stress-relieving therapy directly to the students studying for final exams.

help boost our students' success and keep them healthy at the end of what, for many, is a long and taxing semester. And, some pretty authoritative sources agree with us: additional co-sponsors of our de-stress activities included the UT Parents Association, Student Health Center, Graduate Student Senate, Office of Alumni Affairs, and the School of Information Sciences.

As long as we continue to get the positive feedback we received from our students and academic partners this past year, the library plans to repeat its "De-Stress for Success" events each semester.

CONTESTS: STUDENTS CREATE THEIR OWN MASTERPIECES

Student competitions are a great way to engage students in campus life. Since 2005, the University Libraries has hosted two contests—open to all UT students—that give them a chance to show off their creative skills.

The Free Range Video Contest promotes the incredible resources available in the Studio, our media production lab in Hodges Library. The Studio provides equipment, software, and experts to help students create movies, podcasts, webpages, graphics, and presentations. A surprising number of class assignments involve such media-enhanced projects. At the Studio, students can consult one-on-one with staff members or attend short courses on how to use software such as Photoshop, iMovie, and GarageBand. Students also may borrow a wide range of video production equipment. Thanks to the Studio, everyone on campus has access to the tools needed to become a filmmaker.

The contest's title—Free Range Video—suggests its ever-changing parameters. Themes vary from year to year, from issues of national importance—such as the 2008 presidential campaign—to UT's own "Make Orange Green" and "Civility" campaigns. Even the video-making process has varied. For the "Perspectives and the Power of Narrative" theme, participants were asked to interpret a basic story through video. The "Recycled Video" theme asked students to repurpose existing public domain video footage to highlight an environmental issue. Another year, the contest's timeline was intensified by a "Video Shoot-Out." Participants came together on a Friday to vote on three required elements—a prop, a location, and a line of dialogue. They then had the weekend to fully shoot and edit their videos.

A video screening concludes each year's contest and allows our Free Range committee—and an appreciative audience—to award prizes. To view some amazing student-created videos, visit the archive of contest entries at trace.tennessee.edu/utk_libstud.

The Student Art in the Library juried exhibition grew from our desire to create a more welcoming environment in the quiet study area on the first floor of Hodges Library. Not coincidentally, the area provides a much-needed exhibition venue for student artwork. Student artists from any academic discipline may submit two-dimensional works in the media of drawing, graphic design, printmaking, photography, painting, architectural drawings, and even ceramics. Establishing prizes for first and second place has increased the number of submissions received. The mounted artworks enjoy high visibility in a corner of the quiet study area. Students are pleased to see their creative works—or those of their friends—on display.

Some of the entries are truly stunning: Witness the first-place winner from spring semester 2012. "Connections" by Courtney Kovacs is an enchanted fairy tale triptych in ink and polycrylic on wood.

Innovative use of the library's unique spaces, exceptional resources, and talented staff multiplies the value of these assets to our students.



Winning entry from the spring 2012 Student Art in the Library competition—"Connections" by Courtney Kovacs.



A retrospective of winning student artworks is available at trace.tennessee.edu/utk_libsart.

THE MCCLUNG: A NOTEWORTHY KNOXVILLE FAMILY

by William B. Eigelsbach

"Believe me my dear Frank there is no one on earth that so much desires your prosperity as I do, but I cannot coincide in opinion with you that that is the course for you to pursue, to accomplish that end," Eliza J. McClung wrote to her son Frank, when he contemplated joining California's gold rush. "I do not think I could under *any circumstances* consent for one of my children to make an adventure of that kind. It is true some persons have reached there and found gold, but where one has obtained his object thousands have been disappointed; perfectly horrifying are the accounts I frequently see from that country." This is but a small extract from the numerous letters and other material to be found in the McClung family papers, one of Special Collections' more notable acquisitions this year.

While these papers were a recent addition to Special Collections, they are not a new donation to UT. In the mid-1900s, Mr. and Mrs. John W. Green made a generous donation to the university to erect a museum in memory of Mrs. Green's late father, the above-mentioned Frank McClung. Judge Green, a prominent local lawyer and legal historian, had already given the library a sizable collection of his own papers. The papers of his wife's family were kept at the Frank H. McClung Museum, where they were little known to the public and only rarely consulted by scholars. The late Elaine Evans, a curator at the McClung Museum, believed that placing the papers in the library would make them more accessible. She approached the University Libraries about the possibility of transferring them to Special Collections. Thanks to the generous efforts of Jefferson Chapman, Robert Pennington, and Elaine Evans of the McClung Museum, as well as numerous library staff members, the collection was smoothly transferred to Special Collections.

In studying the history of Knoxville and East Tennessee, it is hard to miss the McClung family. In 1788, Charles McClung, a second-generation American of Irish descent, emigrated from Philadelphia to the South, settling at the frontier fort erected by James White on the site of what was to become Knoxville. In addition to marrying White's daughter Margaret, McClung was the man who laid out the initial survey of Knoxville and was the first Knox County clerk. Active in the militia, McClung rose to the rank of major. Additionally, he was a very successful businessman, establishing several different prosperous partnerships. McClung was also involved in education as one of the charter trustees of Blount College, which eventually became the University of Tennessee. His daughter Polly, along with Barbara Blount, Kitty Kain, Mattie Kain, and Jenny Armstrong, helped make Blount College America's first co-ed college. Two of his descendants were also to be trustees of the university, and many more were important figures in the legal and business life of East Tennessee.

There are several interesting aspects to the McClung Family Papers Collection. First, a sizable portion of the collection consists of nineteenth-century letters to and from women. Whether the subject was birth, death, or the time in between,



Letter from Eliza Jane (Morgan) McClung to Calvin M. McClung, dated October 16, 1895.



Mr. and Mrs. Green at the Pyramids. *Other Travels of a Lawyer; Being an Account of a Trip Around the World in 1929-1930* by John W. Green. Knoxville, Tennessee: Knoxville Lithographing Co., 1930.

Easter card from Lee McClung to Ellie



these women wrote lengthy and highly articulate letters, as shown through this example from September 6, 1862, in a letter written to Eliza McClung by her sister Matilda (Tilly):

(W)ell do I know how very anxious you have been to hear from me. I was confined on the 23rd of April. But it was the will of my Heavenly Father that my darling babe, a little Girl, should not remain with me, just before her birth she died. I had Cassie and Mrs. Dennis with me. They did everything in their power for my comfort....I had a rather young and inexperienced physician & Mrs Dennis still says if I had only had proper assistance my little Babe would now have been with me, our best doctor was absent. My babe was just like its Father, just as plump and a very large child, must have weighed they all say over fourteen pounds. You as a fond mother, my dear sister, can only sympathize with me in my loss.

Another important highlight of the collection is the documentation of the life of Lee McClung, who could be considered the “Forgotten McClung.” A graduate of Yale, where he was a star athlete and scholar, McClung had a highly successful business career and later served as treasurer of his alma mater. His fellow Yale, President William H. Taft, appointed him in 1909 to serve as treasurer of the United States. Three years later, Lee McClung died at the age of forty-five. Perhaps the early age of his death accounts for the sad neglect of his achievements.

The collection also dramatically increases the amount of material detailing the life of Judge Green and his wife. Of particular interest is a small group of letters dealing with the death of Judge Green’s father, Colonel Francis Marion Green, at the Civil War battle of Spotsylvania Court House. On June 8, 1864, Rev. T. D. Witherspoon wrote the colonel’s widow regarding her husband’s death:

It was my privilege to be with him during his last hours. The last words he ever spoke were addressed to me, the last expression of intelligence was in the friendly grasp of his hand after his lips were closed forever. He was wounded in the battle May 10th, in the brilliant charge of our Division upon the flanking Column of the Enemy for which it was so highly complimented by Genl. Lee. It was while gallant[ly] leading his men in this charge that his body was pierced by a Minnie ball & he fell mortally wounded....From the first he was of the opinion that his wound was mortal....When I first saw him on the morning of the 11th he was very calm and cheerful, told me of his situation & expressed his entire resignation to the will of God. I asked him if he was enabled to exercise faith in Christ. He replied “I trust so. I have been for months praying for forgiveness & acceptance with God & though the manifestations of God’s favor are not as bright as I could wish I believe my prayers have been heard & my sins forgiven.” I read and prayed with him & though very weak he seemed to enjoy the services very much. He suffered a great deal of pain all the time but never a murmur or word of complaint escaped his lips. I never saw any one bear suffering with such patience & resignation. He was troubled with constant nausea, so that nothing could remain in his stomach. In this state he continued, resting pretty well at night by the use of opiates until Sabbath when he died.

These few quotes provide a glimpse into this rich collection of materials illuminating the lives of a noteworthy Knoxville family. Thanks to the combined generosity of Judge John W. Green, his wife, Mrs. Ellen McClung Green, and the McClung Museum, this colorful archive is now available at Special Collections for all to share.

Until very recently, the value of libraries was rarely questioned. Academic libraries, in particular, were considered so essential to learning and scholarship, it would have been unthinkable to suggest otherwise. In all areas of higher education today, however, there are increasing calls for accountability and demonstrable effectiveness. Federal and state legislatures are changing funding models to reflect these calls, and accrediting agencies are changing standards to require documentation of institutional effectiveness. In addition, students and parents want to know that their investment of time and money in education is worth it.

is more difficult to prove. The Lib-Value team's goal is to identify and/or design methods that could begin to meaningfully measure the outcomes of library use. The project, which will conclude by November 2012, developed a map of functional areas in the library and set out to establish measures of the value added by the library in each area (figure 1). Many aspects of value provided by the library are being studied by the teams at various institutions. Here at the UT Libraries, Lib-Value researchers are focusing on a few key areas and are guided by the goals and priorities outlined in UT's mission and the Vol Vision: Top 25 initiative.

WHAT IS THE VALUE OF THE ACADEMIC LIBRARY?

by Gayle Baker and Regina Mays



A project funded by a \$1 million grant from the Institute of Museum and Library Services (IMLS) has set out to study this issue. Value, Outcomes, and Return on Investment of Academic Libraries (Lib-Value) is a three-year study initiated in 2009 that seeks to understand and demonstrate the value academic libraries provide to their parent institutions. Led by UT Chancellor's Professor Carol Tenopir and Paula Kaufman, former dean of the UT Libraries and current dean of libraries at the University of Illinois at Urbana-Champaign (UIUC), Lib-Value also partners with the Association of Research Libraries to develop methods and tools that all academic libraries can use to measure, demonstrate, and increase the value they provide to their constituencies. The project is a collaborative effort among many institutions, with components of the study taking place at several universities, including UIUC, Syracuse, Bryant University, and schools in New York state, as well as here at UT.

There are many areas in which an academic library can contribute to the mission and goals of the institution it serves, including institutional reputation, student learning and success, and faculty research, grants, and teaching. UT's mission includes "excellence in teaching, research, scholarship, creative activity, outreach, and engagement" (www.utk.edu/aboutut/vision). UT's Vol Vision: Journey to the Top 25 initiative (www.utk.edu/volvision-top25) outlines goals that include retaining and graduating undergraduate students, improving research productivity, and improving the university's resource base with a focus on facilities. Measuring the library's contribution to these areas, however, can be tricky. For instance, although many studies show a correlation between a student's use of the library and indicators of success—such as higher grade point averages—causation

The Commons

The Commons, which opened on the second floor of Hodges Library in Fall 2005, is the place on campus where a number of services designed to support student learning are available in one single location. Library services in the Commons include an information desk, the Studio, presentation practice rooms, research assistance, and circulation of laptops and other equipment. Among the Commons services provided by campus partners from outside the library are the Office of Information Technology (OIT) HelpDesk, OIT Computer Support, the Student Success Center, and the Writing Center. Librarians Teresa Walker and Gayle Baker are investigating how the Commons contributes to student retention and graduation. A survey of students in Communication Studies 210 and 240 that compared users and non-users of the Commons was conducted during spring semester 2012. Survey responses will be correlated with admissions data, credit hours, and cumulative GPA from several subsequent semesters. The survey will be repeated in spring 2013, following major renovations and a reorganization of services in the Commons. The researchers also plan to interview representatives of the campus partners to determine the value of the Commons to the missions of those units.

Teaching and Learning

UT School of Information Sciences faculty member Rachel Fleming-May is collaborating with librarians Teresa Walker and Rachel Radom to conduct an experimental-design study examining the impact and outcomes of library instruction on student learning and success. During spring semester 2012, the team piloted a series of three library instruction workshops

that address key areas impacting student success, including information literacy, learning, and library anxiety. In addition, Fleming-May surveyed instructors throughout the university to determine how library resources and services support teaching, help save time and money, and provide unique spaces, resources, and other support.

Special Collections

Librarians Ken Wise and Gayle Baker are investigating the value of digital special collections. Four of the University Libraries' unique digital photograph collections from the Great Smoky Mountains Regional Collections are being used in their study. These include the William Cox Cochran Photograph Collection, "From Pi Beta Phi to Arrowmont," the Albert "Dutch" Roth Collection, and the Thompson Brothers Digital Photograph Collection. These Smokies collections may be viewed at digital.lib.utk.edu/smokies.

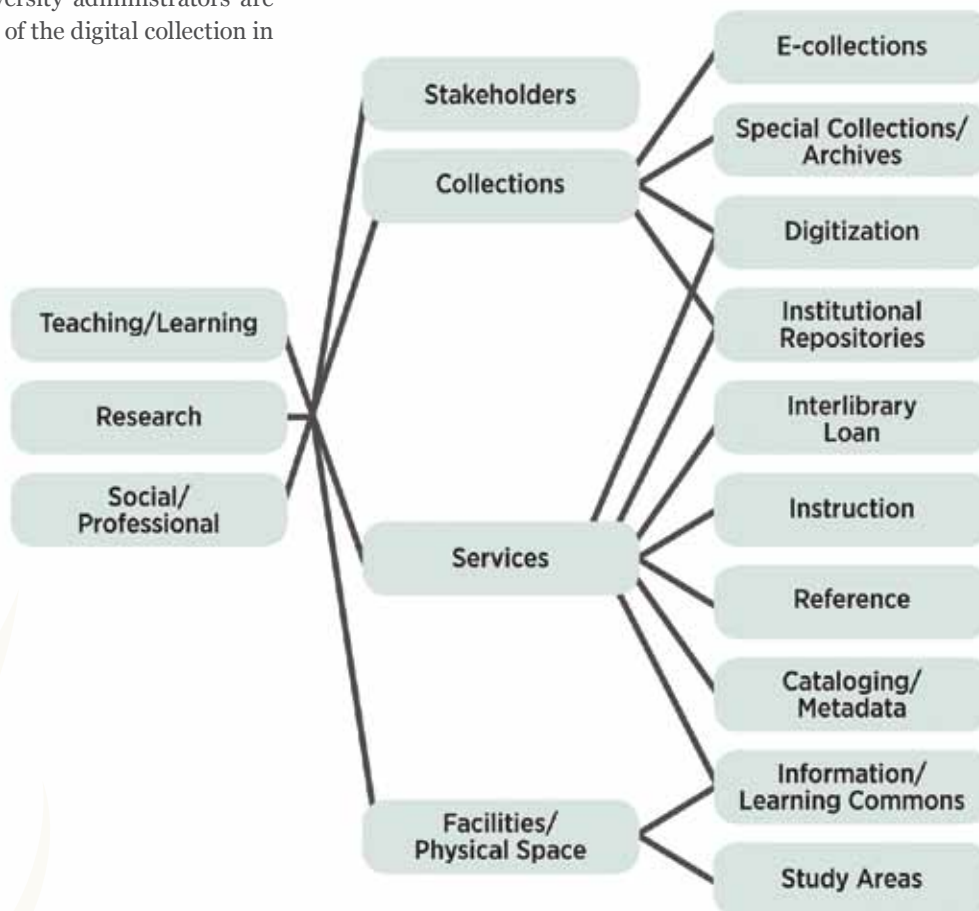
Since there is no charge to access the collections, traditional return-on-investment formulas are of little use; however, interviews with users can elucidate the value of the digital collection in terms of time and money spent for access, were the collections not freely available on the web. University administrators are being interviewed regarding the value of the digital collection in

terms of their development efforts, the prestige of the university, and attracting additional special collections.

Wise and Baker also are reviewing web log data that is automatically recorded when any of the four digital collections are accessed. They are using the online metrics tool Google Analytics, which gathers website visitor information such as the location of the visitor, how the visitor found the website, and the number of webpages viewed.

Future Value

These ongoing projects are but a few examples of how the University Libraries is aligning assessment efforts with the mission and goals of the Libraries and the university. With these projects, we are demonstrating how the Libraries support the vision of the university and add value for our users. Future efforts will continue to study, improve, and enhance the many ways the Libraries contribute to the success of our students, faculty, and the goals and reputation of the university as a whole.



Above left: Among other measures of return on investment, Lib-Value is investigating how the Commons contributes to student retention and graduation. Right, figure 1: Map of the functional areas of the library. Adapted from Mays, R., Tenopir, C., and Kaufman, P. "Lib-Value: Measuring Value and Return on Investment of Academic Libraries." *Research Library Issues* 271 (August 2010): 36-40.

Around the Libraries, 2011-2012: AN ANNUAL REPORT



Not long ago, the television show *Undercover Boss* aired an episode starring a university library dean. The hapless executive, in his incognito role as a library clerk, botched his attempts to correctly reshelve books in the library stacks. With Library of Congress call numbers running to ten decimal places or more, his lapse is completely understandable. But, in truth, running an academic library is *exponentially* more complex than that—and changing constantly.

The easy availability of scholarly resources in electronic formats has disrupted many library conventions. Consider the way we purchase books. Once, teams of librarian-bibliographers pored over publishers' catalogs to select the best scholarly resources. Today, the UT Libraries enlists faculty and students to decide which materials will best meet their research, teaching, and learning requirements. This past year, the Libraries instituted Purchase On Demand. If a user requests a title through interlibrary loan and the book meets certain criteria (cost, publication date, rush delivery, etc.), then we automatically purchase the book. The book is immediately checked out to the patron; cataloging and processing can wait until the patron's research needs are met. Similarly, our Demand Driven Acquisitions program is a patron-driven means of selecting e-books (always our preferred format). Several library jobbers, who also send us print books "on approval," add records of recommended titles to our catalog. Each time a user discovers one of these titles and clicks on the e-book's catalog link, the approval vendor takes note. Once three users have delved more deeply into an e-book than the table of contents, and have spent significant time browsing its pages, the e-book becomes a permanent part of our collections. It is cost effective and time saving, and we're purchasing precisely the books our patrons need. Librarians can then devote their efforts

to other tasks. In the labyrinthine world of e-resources, those tasks include negotiating licenses on bundles of e-resources and tracking our ever-changing electronic holdings.

Increasingly, library books reside on the web rather than on library shelves. Yet, the library's physical spaces have become even more crucial to the university's goals of student retention and on-time graduation. The enormously popular Commons in Hodges Library is undergoing major renovations. The new configuration includes technology upgrades, a reorganization of services that groups all equipment checkout at a single service desk, and establishes permanent venues for tutoring services. As the university experiments with new classroom technologies to better engage twenty-first-century learners, Hodges Library is hosting a laboratory classroom that mimics the modern classroom infrastructure. Here, faculty can get up to speed on the latest teaching technologies. To make room for new modes of learning, we continue to shift less-used books and journals to storage, and we have extended our Scan On Demand service to encompass books in the library stacks in addition to materials residing in storage. Now, Library Express will scan pages, articles, or book chapters from the stacks and deliver them as PDFs to student or staff email accounts—at no charge to the patron. A pilot Scan On Demand service was tested at the Pendergrass Agriculture and Veterinary Medicine Library and later extended to Hodges Library. Indeed, just-in-time delivery of library resources—whether print or electronic—is the new paradigm. Thanks to the efforts of UT Libraries staff, Tennessee libraries can rely on faster interlibrary loans. Our Interlibrary Services staff spearheaded the creation of Firefly, a new statewide library courier service, under the auspices of the Tenn-Share resource-sharing consortium.



Ancient craft meets new expectations: an undergraduate student uses her cell phone to photograph an item in Special Collections.



The UT Libraries continues to share its resources worldwide. Digitization of our unique local resources is a top priority, as evidenced by the sheer volume of our digital collections: to date, Digital Library Initiatives has created almost *one million* digital files! (Readers can learn of recently created digital collections elsewhere in this magazine.) We have implemented innovative new ways of serving scholars, from undergraduates to world-renowned researchers. The “ivory tower” byword no longer suits the university; the academy is evolving. Librarians are inviting undergraduates into Special Collections to work with primary resources. They are teaching faculty that open access publishing affords the scholar—and the university—maximum control over intellectual capital. This year, Trace, UT’s digital archive of scholarly work that is maintained by the Libraries, has added support for researchers to archive and share data plans as now required by the National Science Foundation and other granting agencies (Trace is fulfilling its mission: full-text downloads from the archive over the past year alone totaled *more than half a million*!). The Libraries’ new division of Scholarly Communication and Research Services will facilitate open access, digital preservation, and similar campus initiatives.

This past year, the Libraries celebrated the acquisition of two important new collections—one, a digital collection of recent origin, and the other, quite old. On September 13, 2011, guests previewed the exquisite images of flowers, trees, mosses, ferns, and other plants that comprise the botanical photography of Alan S. Heilman (digital.lib.utk.edu/heilman) and heard stories of Heilman’s long career as a botanist and dedicated amateur photographer. The Libraries touted the inestimable scholarly value of the Shaheen Antiquarian Bible Collection with an evening event on March 20, 2012. Renaissance scholar Hannibal Hamlin

offered a lecture on “Shakespeare and the Bible,” and Special Collections invited guests to an exhibit of pre-King James Bibles from the collection of the late Naseeb Shaheen, an internationally known authority on Shakespeare’s use of the Bible (view Hamlin’s “Shakespeare and the Bible” lecture at youtube.com/utklibraries).

The library hosted many public programs this year, from screenings of foreign films, to a celebration of the National Day on Writing (which this year included a “Why I Write” Twitter campaign). A film/discussion series, “Journalism in the Age of New Media,” featured provocative films and discussions led by journalism faculty members. The Libraries contributed to the campus-wide celebration of “50 Years of African-American Achievement” at UT with an afternoon of activities at Hodges Library—including spoken-word and step-dancing performances, and student-created videos on the topic of civility. Writers in the Library, our long-running reading series, hosted twenty-eight distinguished guest readers from a range of genres. Robert Morgan read from his portraits of American heroes and villains, *Lions of the West*; Amy Greene read from *Bloodroot*, her debut novel set in the Smoky Mountains; and Jim Clark performed poems set to his original music. A reading by poet Terrance Hayes filled the library’s auditorium to overflowing. Some late-arriving students were forced to watch and listen to the reading on monitors in nearby classrooms.

But we’re never too crowded to welcome our friends. All are invited to visit the Libraries to view the exciting changes in the Commons, or to partake in our many cultural and educational programs. Keep up with the Libraries at library.utk.edu/news and facebook.com/utklibraries.



This past spring the Libraries celebrated acquisition of the Shaheen Antiquarian Bible Collection. Renaissance scholar Hannibal Hamlin, who delivered the lecture on “Shakespeare and the Bible,” examines a rare title from the collection. He is flanked by Jennifer Beals, head of Special Collections, and dean of libraries Steve Smith.



Poet Terrance Hayes performed at Writers in the Library and visited with adoring fans.

SELECTED SCHOLARLY WORK

PUBLICATIONS

Rabia Gibbs. "The Heart of the Matter: The Developmental History of African American Archives," *The American Archivist* 75, no. 1 (Spring-Summer 2012): 195-204.

Judy Li. "Serving as an Educator: A Southern Case in Embedded Librarianship," *Journal of Business and Finance Librarianship* 17, no. 2 (April 2012): 133-152.

Judy Li et al. "Moving Beyond Assumptions: The Use of Virtual Reference Data in an Academic Library," *Portal: Libraries and the Academy* 12, no. 1 (January 2012): 23-40.

Gregory March and Benjamin Darnell. "Partnering to Teach Orienteering: The UT Libraries and UT Outdoor Programs' Experience," *The Southeastern Librarian* 60, no. 1 (Spring 2012): 16-23.

Bharat Mehra and **Donna Braquet.** "Progressive LGBTQ Reference: Coming Out in the 21st Century," *Reference Services Review* 39, no. 3 (2011): 401-422.

Holly Mercer. "Almost Halfway There: An Analysis of the Open Access Behaviors of Academic Librarians," *College and Research Libraries* 72, no. 5 (September 2011): 443-453.

Holly Mercer et al. "Structure, Features, and Faculty Content in ARL Member Repositories," *Journal of Academic Librarianship* 37, no. 4 (July 2011): 333-342.

Janette Prescod, Sandra Leach, and **Thura Mack.** "Government Policy Resources for Science and Technology Topics: A Case Study," *Issues in Science and Technology Librarianship* no. 67 (Fall 2011).

Steve Smith and Carmelita Pickett. "Avoiding the Path to Obsolescence: Riches-to-Rags Tales in the Retail Business Hold Lessons for Libraries," *American Libraries* 42, no. 9/10 (2011): 40-43.

PRESENTATIONS/EXHIBITS

Ashley Bailey, **Molly Royse,** **Deb Thomas,** and **Gail Watson.** "Partnering for Patron-Driven Acquisitions: What You Need to Know." Presentation at the 2011 Charleston Conference on Issues in Book and Serial Acquisition, Charleston, SC, November 2-5, 2011.

Gayle Baker and **Ken Wise.** "Assessing the Return on Investment in Digitized Special Collections." Presentation at the Library Assessment Forum, Association of Research Libraries, Dallas, TX, January 20, 2012.

Gayle Baker and **Ken Wise.** "Google Analytics and Digital Images: A Tale of the Great Smoky Mountains." Presentation at the Electronic Resources and Libraries Conference 2012, Austin, TX, April 2-4, 2012.

JoAnne Deeken and **Martha Rudolph.** "Writers in the Library: A Successful and Fun Town/Gown Program." Lightning talk for the Association of College and Research Libraries Virtual Institute, April 18-19, 2012.

Peter Fernandez. "Integrating and Positioning Scholarly Publishing into Agricultural Liaison and Outreach Services." Presentation at the United States Agricultural Information Network Biennial Conference, Minneapolis, MN, April 29-May 2, 2012.

Peter Fernandez. "Using Ning to Connect Information Specialists Worldwide." Invited webinar for the International Association of Agricultural Information Specialists, December 1, 2011.

Valeria Hodge, Maribeth Manoff, and **Gail Watson.** "Struggles and Solutions with Providing Access to e-Book Collections." Presentation at the 2012 North American Serials Interest Group (NASIG) Annual Conference, Nashville, TN, June 7-10, 2012.

Thura Mack, Rosa Thomas, and Laurie Roberson. "Project Digital Literacy: Peer Teaching." Poster presentation at the 25th International Conference on the First-Year Experience, Vancouver, BC, Canada, July 16-19, 2012.

Regina Mays and **Teresa Walker.** "Aligning Assessment Efforts with Institutional Priorities: A Case Study from the University of Tennessee." Presentation to the 4th International Conference on Qualitative and Quantitative Methods in Libraries, Limerick, Ireland, May 22-25, 2012.

Rachel Radom and **Rachel Gammons.** "Evaluating Information: Using an Instructional Scaffolding Activity to Facilitate Student Learning." Poster presentation at the American Library Association

Annual Conference, Anaheim, CA, June 21-26, 2012.

Eleanor Read. "DataONE: A Glimpse into the Practices of Data Managers." Presentation at the International Association for Social Science Information Services and Technology Annual Conference, Washington, DC, June 4-8, 2012.

Steve Smith. "Library Leadership in an Age of Perpetual Crisis." Keynote speaker at the OCLC Conference, "Operating at Webscale: Transforming Library Workflows," Atlanta, GA, June 5, 2012.

Steve Thomas. "Discovery vs. Precision: A Comparison of Known Item Searching in Primo and Aleph." Presentation to the Ex Libris Users of North America Annual Conference, Salt Lake City, UT, May 8-11, 2012.

Marielle Veve. "The Streaming Guide to Cataloging Multimedia: a How-to Virtual Manual for Catalogers." Poster presentation at the International Federation of Library Associations and Institutions (IFLA) Annual Conference, San Juan, PR, August 13-18, 2011.

Marielle Veve and **Wanda Rosinski.** "E-Book Cataloging Workshop: Hands-on Training using RDA." Pre-conference workshop at the NASIG (North American Serials Interest Group) Annual Conference, Nashville, TN, June 7-10, 2012.

Ann Viera. "Hitting a Home Run: Statistician Consults at the AG-VET MED Library Improve Research Design Quality." Invited presentation at the Medical Library Association Annual Meeting, Seattle, WA, May 18-23, 2012.

Ann Viera et al. "Using LibGuides for Collaborative Collection Development: Inter-Institutional Sharing of Specialty Boards Reading Lists." Poster presentation at the United States Agricultural Information Network Biennial Conference, Minneapolis, MN, April 29-May 2, 2012.

Micheline Westfall and Justin Clarke. "Selecting a Vendor: The Request for Proposal (RFP) from Library and Vendor Perspectives." Presentation at the 2012 North American Serials Interest Group (NASIG) Annual Conference, Nashville, TN, June 7-10, 2012.

Micheline Westfall, Kay Johnson, and **Molly Royse.** "Making the Leap to Middle Management." Pre-conference at the 2012 North American Serials Interest Group (NASIG) Annual Conference, Nashville, TN, June 7-10, 2012.

The following faculty, staff, and graduate assistants made presentations at the Tennessee Library Association Annual Conference in Knoxville, TN, March 21-23, 2012: **David Atkins, Mark Baggett, Michelle Brannen, Chris Caldwell, Peter Fernandez, Cathy Jenkins, Jennie McInturff, Rachel Radom, David Ratledge, Allison Sharp,** and **Alan Wallace.**

GRANTS, AWARDS & RECOGNITIONS

Donna Braquet was chosen to participate in UT's Women's Leadership Program. She was nominated by her colleagues to this competitive campus program designed "to strengthen the pipeline of faculty and staff women into UT leadership positions."

The Tennessee Digital Newspaper Project, directed by **JoAnne Deeken,** received an additional \$325,000 from NEH to digitize historic Tennessee newspapers.

Thura Mack was named to a 2011-2014 IMLS SciData grant team to recruit students into a School of Information Sciences two-year master's program that will build specialties in digital data curation.

Gregory March's article, "Surveying Campus GIS and GPS Users to Determine Role and Level of Library Services," is the Second Most Read Article on the *Journal of Map and Geography Libraries* website.

A video created by **Rachel Radom, Rachel Gammons, Michelle Brannen,** and students in UT's Society of Media Arts ("UT Libraries: Online Tour—Top 10 Things to Know About the Library") was featured as a Site of the Month by the Association of College and Research Libraries' Peer-Reviewed Instructional Materials Online.

ENDOWMENTS AND GIFTS

More than any other single entity, the library is the heart of a university. The quality of the library's collection is a measure of the quality of campuswide intellectual inquiry and the quality of education we give our students, the leaders of our future. You can help guarantee that our future leaders will receive the best possible education by making an investment in the University Libraries.

To make a gift, please make your check payable to **THE UT FOUNDATION** and write **UTK LIBRARIES** in the memo line. You may send your gift to the Libraries'

director of development at the address below. The University Libraries development team has made every effort to ensure the accuracy of this report. Please let us know if you see any errors or omissions. Every gift is important to our mission.

**For more information,
please contact**

Erin Horeni-Ogle
Director of Development
552 Hodges Library
Knoxville, TN 37996-1000
865-974-0055

Collection, Service, and Scholarship Endowments

Annual income from endowments allows the University Libraries to continue providing key resources for students and faculty. Endowments begin at \$25,000. Donors may make a single gift or build an endowed fund over five years.

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Legacy Society

The Legacy Society honors our friends who have included the University Libraries in their estate plans or other deferred gift arrangement. These gifts help to sustain the library by establishing collection, service, and scholarship endowments to continue a legacy of support for the University Libraries. We would like to thank the following friends who made gifts before June 30, 2012. If you have included the University Libraries in your estate plans, or would like information on how to do so, please contact Erin Horeni-Ogle at 865-974-0055.

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*This year, gifts were received
from the estates of:*

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MAGGIE & STAN MORGAN by Erin Horeni-Ogle



Relationships often seem to come full circle, don't they? Maggie and Stan Morgan's relationship with the UT Libraries is certainly one of those connections. While their relationship may not have started in the library, it certainly blossomed there. Both were born and raised in Tennessee and met during their freshman year at UT. They were married four years later. Maggie worked in the library as a student, and she and Stan spent countless hours there, studying and courting. Stan served in the military, with tours of duty in World War II, Korea, and Vietnam. Stan's military career took them many places, and just about everywhere they went, Maggie continued her education. Maggie received her master's and PhD from the University of Kentucky during Stan's active service.

After Stan retired from the military, they moved to Florida, where Maggie was a faculty member of the University of Florida. While Maggie taught, Stan worked for the Department of Labor and managed their rental properties, which included an apartment building

they rented to college students. Maggie and Stan lived in the complex and served as surrogate parents to many of the students to whom they rented. Linda Davidson, longtime development officer at UT and a friend of Maggie and Stan's, remembered with a smile, "While Maggie and Stan never had children of their own, their student tenants were like children to them. They had incredible relationships with them and kept up with them over the years. They were devoted to them."

Devotion was a word that described Maggie and Stan's relationship as well. Throughout their lives, they were wholly devoted to each other. They were also devoted to our university. Maggie said that UT was the only university they had in common, and this fact sparked an enduring loyalty that brought them back to the UT Libraries after many years. When Maggie and Stan decided to include UT in their estate plans, they had trouble determining where they wanted to direct their gift. Of their decision-making process, Maggie said, "We really wanted to make a gift that would have the greatest impact on the university. We talked back and forth about supporting our individual colleges, but when the library came up in conversations, it just seemed like the perfect solution. For us, giving to the library was the best way to support every student at the University of Tennessee."

Maggie and Stan's relationship with the library took an unexpected and exciting turn when Maggie proudly told some of the Libraries' faculty and staff about her mother's writings. Maggie's mother, Lera Knox, had written an account of her life on the family farm and of her struggles to help support her family during the Great Depression. After reading Lera's ebullient writing, editors at the UT Libraries' Newfound Press were thrilled to publish Lera's writings in two volumes.

In *Goodness Gracious, Miss Agnes: Patchwork of Country Living*, Lera narrates her life on the farm from bookish child to young farm wife and mother. *Travels of a Country Woman* compiles Lera's dispatches to the *Nashville Banner*, beginning with her young family's trip to the Chicago World's Fair in 1933. Maggie, Stan, and Maggie's entire family were elated to see Lera's work published at last.

Maggie and Stan's relationship with UT and the Libraries remained strong until they died—Stan in 2010, and Maggie in 2012. Now, through the Stanton A. and Margaret K. Morgan Libraries Endowment, their devotion to the UT Libraries will live on as the endowment supports the library for generations to come.



Goodness Gracious, Miss Agnes, a personal reminiscence by Maggie Morgan's mother, Lera Knox, was the first book published by the UT Libraries' online imprint, Newfound Press.

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From the UT Sheet Music Collection
(digital.lib.utk.edu/utsmc):
a composition celebrating the Crystal
Palace at the 1853 Exhibition of the
Industry of All Nations in New York.
The schottisch was a type of folk dance
popular in the Victorian era.

