UTK Library Record 2002-03

University of Tennessee Libraries

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Expertise, excellence, energy: Celebrating the accomplishments of our faculty and staff

In August of 2002, the Association of Research Libraries ranked UT Libraries 52nd among all major academic research libraries in the United States, and 32nd among public research libraries. These rankings place UT Libraries among some of the most prestigious libraries in North America.

Technology is changing libraries, and the UT Libraries' staff are re-inventing themselves to better address the needs of their users.

The Libraries' turnstiles clicked almost two million times last year. That's enough visits for every student, staff, and faculty member to come to the Libraries more than 50 times.
A Message from the Dean of Libraries

The 2002-2003 fiscal year was a period of change, improvements, and learning for the University Libraries, and a stellar year for our employees. Our staff and faculty made significant contributions to the life of the campus and to the profession of librarianship. Their accomplishments are highlighted throughout this report.

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Almost one million items were used in the Libraries in 2002-03. More than books, that figure also includes the media center, documents, microforms, periodicals, and reserve items from Hedges and the five branch libraries. The Libraries' turnstiles clicked almost two million times last year. That's enough visits for every student, staff, and faculty member to come to the Libraries more than 50 times. The Web site was visited more than two million times, resulting in over 44 million page hits. Both on and off campus, we're helping people more than ever before.

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Why are students and faculty coming to the Libraries? Books are still a major reason. Monographs accounted for two-thirds of the items that were charged out last year. Students are still doing research with journal articles, books, and primary source materials, but they are also editing digital video and authoring DVDs. They can get almost anything at the library, from digital cameras to maps, manuscripts to, yes, coffee.

But a library featuring extensive collections and cutting-edge technology can be frustrating, overwhelming, and inaccessible without the guidance of knowledgeable staff and faculty. No materials would be purchased, no training would be offered, the catalog would be incomplete, and the Web page would be a series of broken links.

Technology is changing libraries, and the UT Libraries' staff are re-inventing themselves to better address the needs of their users. Our staff and faculty are essential to the campus and to the profession of librarianship. They are responsible for everything, from basic operating functions to the innovations and initiatives that support research and teaching in a 21st-century university.

Barbara I. Dewey

Barbara I. Dewey
The Teaching and Learning Library

Library staff and faculty are teachers and consultants; they create space in the Libraries for quiet study, formal instruction, and intellectual discourse.

Education at the Libraries

Last year, approximately 8,000 undergraduates received some kind of formal library instruction through sessions held at the Libraries or in academic classrooms. Many workshops were offered, covering a broad range of subjects, for undergraduates as well as graduate students, faculty, staff, and Tennesseans.

Several classrooms in the Libraries were updated with state-of-the-art technology this year. Smartboards were added, as well as a symposium and ceiling-mounted projection equipment. A mobile cart was outfitted with enough laptop computers to allow for any Library space to become a hands-on instruction facility. Additional wireless laptops were added for loan in Hodges, Music, and the Agriculture and Veterinary Medicine Libraries.

Use of The Studio increased by 66%, as the UT teaching and learning community discovered the educational uses of new media. More academic departments are requiring video projects, and new instruction sessions were created to serve expanding patron needs.

Answering Questions Wherever You Are ...

A new, more efficient work area was built in the AskUsNow! call center, as staff continued to be available to patrons in person, by telephone, and online.

Video tours of the Libraries were created for English 101/102 classes. These tours of Hodges and the branch libraries gave viewers the scoop on a variety of library services, and are available to everyone on the Libraries’ Web site.

Some of the more unique reference requests at the Special Collections Library led to use of Libraries’ materials in the national media. Public television station WGBH in Boston requested images of Andrew Johnson’s presidential pardons for a documentary series. The National Public Radio program This American Life requested audio files for a story about Robert S. Hartman, a former University of Tennessee professor of philosophy and Nobel Prize nominee.

Conferences and Workshops Draw Large Audiences

More than 200 people attended the symposium Scholarly Publishing and the Common Good, held in September 2002. The conference focused on many pressing issues in academic scholarship, including the availability of important research to the academic community and the high costs of publication for writers, publishers, and libraries. The program also addressed changes in the distribution of scholarly work with the advent of digital communication and alternatives to traditional publishing sources. Based on the success of the conference, brochures were created for both graduate students and faculty, bringing attention to the growing problems in scholarly publishing. For more information about scholarly communications issues, visit http://www.lib.utk.edu/colldev/ issues.html.

The SOLINET intermediate book repair workshop was presented to area libraries in October 2002. The Book Doctor also returned in November 2002. Faculty, staff, and students brought personal books for examination, conservation treatment recommendation, and minor repairs.

Visiting Colleagues

UT Libraries hosted visitors from Auburn University, University of Alabama, Clemson University, University of Georgia, Brigham Young University, East Tennessee State University, Middle Tennessee State University, and University of Tennessee at Chattanooga.

A Clean, Well-Lighted Space

A comfortable seating area was created in the Reference Room, furnished with soft chairs, an area to highlight new reference books, and a large, illuminated globe.

The Map Library improved its online presence and physical facilities, becoming a more welcoming place for both patrons and staff.

Above: Students ask questions at the Reference Desk.

Left to right: Images of the Libraries at work—a patron gets help in The Studio; a training session has good attendance; a display of globes in the Map Library.
Library Collections

We strive, through our collections, to meet the information needs of the university community, enrich instruction, and inspire research.

New Political Collections
Two very important political collections were added to the Libraries this year, the papers from Senator Fred Thompson and Governor Don Sundquist. Housed in the Special Collections Library, these acquisitions strengthen the Libraries' partnership with the Howard H. Baker Center for Public Policy. They also build upon a tradition of political collections at the Libraries, which include materials from Tennessee's three presidents as well as the senatorial papers of Estes Kefauver and William Brock.

Expanding Collections while Improving Service and Access
33,890 monographs were purchased this year, adding to the Libraries' 2,771,642 total volumes. Subject librarians selected materials and access to online resources totaling nearly $7.5 million, an increase of 22%.*

A large image database, the Art Museum Image Consortium, was purchased, along with significant new electronic journal collections such as Nature Online. New books were purchased in every subject field and in new interdisciplinary areas.

More new titles were catalogued, and more orders processed than the previous year. The physical condition of books in the collection was surveyed, and a total of 7,424 volumes received conservation treatment.

The nature of research collections is changing, and staff responded accordingly. Documents and Microforms worked diligently to maintain and reorganize their collections. The Pendergrass Agriculture and Veterinary Medicine Library also improved the availability of their government documents.

The Music Library began creating an online monthly acquisitions list, sorted by format. The list is distributed monthly to faculty in the Music department to highlight the new materials that are available.

The Pendergrass Agriculture and Veterinary Medicine Library surveyed faculty at the UT Institute of Agriculture to help set collection priorities and identify needs. Lower-priority journal lists were updated and three new veterinary medicine journals were purchased.

The Virtual Library—The Digital Library Center
Major strides were made this year in the Digital Library Center. Two full-time positions, a programmer and a metadata librarian, were added, solidifying the University's commitment to this endeavor.

The grant-funded Tennessee Documentary History Project continued its second year of development, and a new grant project, Digital Access for WPA Photographic Projects of TVA Archaeological Projects, was funded in November 2002.

*Association of Research Libraries statistics include UT, Knoxville, the UT Space Institute, and UT, Memphis.
Greater Access to Virtual Services
The Libraries began transitioning to a new, easier to search and more user-friendly catalog system. Many librarians and staff participated in training to prepare themselves and to help others use the new system.

Cross-linking software called SFX was implemented, which allows users to go directly from article citations to full-text digital renderings.

A campus-wide initiative resulted in a universal template for all UT Web pages. The new Libraries’ home page has a What’s New section, where library events, resources, databases and services are highlighted. Moving to the new UT template allowed many departments to update their online information.

Publications


Presentations


A sampling of the over 70 Scholarly Publications & Presentations made by Libraries Faculty and Staff
Library Collaborations

Libraries are places for sharing information. The UT Libraries seek opportunities to make our collections and expertise available to others, to form strong partnerships that enrich our holdings, and to create a legacy of learning.

UT Libraries and Makerere University Library in Uganda
In April of 2002, the Libraries joined Makerere University Library in Kampala, Uganda, to begin a partnership to bring the two campuses together with cooperative endeavors. The UT Libraries will help Makerere University Library increase access to scientific and technical resources, maximize services, and update collections.

Three librarians from Makerere have visited the UT Libraries, and two UT librarians made visits to Uganda in 2002 and 2003. The collaboration is primarily funded by the Carnegie Corporation's International Development Program.

UT Libraries and ORNL
The Libraries worked with the Chancellor's Office on a collaborative project with Oak Ridge National Laboratories. This collaboration allowed for selective resource sharing with ORNL-UT affiliates. As a result, the Libraries were able to purchase additional science and technology journals for research and teaching.

New Endowments
- Franz/Myers Family Library Endowment
- Jack and Dorothy McKamey Humanities Collection Endowment
- Bunker A. Medbery Gift
- John C. Osborne Memorial Library Endowment
- John E. and Mary Pointevoet Redwine Endowment for the Great Smoky Mountains Regional Project
- Westfall-Ellis Library Quasi-Endowment

UT Libraries on Campus and Throughout Tennessee
The Diversity Committee continued to provide opportunities to bring library staff together. The committee co-sponsored events with the Black Cultural Center and disability awareness training with Disability Services. Committee members also completed a climate assessment survey, presented papers at two national conferences, and held diversity training workshops at the Tennessee Library Association annual conference.

700 people donated to the Libraries last year, for a total of almost half a million dollars in gifts. These donations helped purchase books, journals, and the latest technology, so that the Libraries can continue to provide the best, most innovative services.

UT Libraries Appreciate Friends
In 1910, Andrew Carnegie made a gift of $40,000 to help the University create a central home for the library. Almost a century later, the Library Friends still play a crucial role by enhancing the quality of the Libraries' collections, services and digital initiatives.

Scenes from Makerere University Library, Kampala, Uganda
Events

Writers in the Library 2002-03
September 9, 2002

September 23, 2002
Whitney Terrell reads from his first novel, The Huntsman.

October 21, 2002

October 21, 2002

November 25, 2002
"Literary Lunch," with Catherine Crawley, Emily Dziuban, Jack Mauro, Kay Newton and Jane Sasser.

January 27, 2003
UT Creative Writing Program students Beau Johnson, Blaine Moates, Deborah Scaperoth and Professor Amy Billone.

April 14, 2003
"Telling it From Tennessee" with John Egerton and Brian Griffin.

Library Friends
October 28, 2002
BeBe Moore Campbell, best-selling author of Brothers and Sisters, Singing in the Comeback Choir and What You Owe Me.

March 17, 2003
"The World Moves, We Follow: Celebrating African Art," presented by Dr. William J. Dewey at the McClung Museum. Part of the University of Tennessee's Africa Semester.

Center for Children's and Young Adult Literature
September 25, 2002
Laura Tillotson, editor of Book Links: Connecting Books, Libraries, and Classrooms.

October 15, 2002
Kimberly Willis Holt, author and National Book Award for Young People winner.

February 17, 2003
Mary Azarian, woodcut artist and Caldecott Award winner.

eFORUM: Electronic Issues for the Academy
November 8, 2002

April 23, 2003
"Bridges Across the Atlantic: U.S.-Ugandan Initiatives in Libraries and Librarianship," presented by Dr. Wallace Koehler, Director of the Master's of Library and Information Science Program at Valdosta State University in Georgia. Part of the University of Tennessee's Africa Semester.

Fun Run
February 22, 2003
9th Annual "Love Your Libraries" 5k Run and Fun Walk, sponsored by the Graduate Student Senate and supported by UT Athletics, raised $5,700 for the UT Libraries.

Library Friends—"Celebrating African Art"

New Employees 2002-2003
Tollie Banker
Jennifer Beals
Elizabeth Berney-Moose
Jody DeRidder
Travis Dolence
Ron Gilmour
Arwen Hutt
Mark Jarrell
Julie Loving
Reuben (Andy) Madison
Stuart Maher
Chris Powers
Nicole Scott
Jonathan Shearon
Sonya Smith
Teresa Walker

Library Friends—"Celebrating African Art"

Grants
Digital Access to WPA Photographs of TVA Archaeological Sites, Institute for Museum and Library Services ($245,772)

Creating a Vision of Diversity for Your Library, Library Administration and Management Association ($500)

Tennessee Documentary History, Institute for Museum and Library Services ($238,000)

Preservation Environmental Monitoring Field Trials, National Endowment for the Humanities, Division of Preservation and Access (Equipment and Training)

Tennessee Newspaper Project, National Endowment for the Humanities, Division of Preservation and Access ($535,513)

Digital Library Center, University of Tennessee Initiative to Improve Teaching, Research and Service ($431,500)

Summer Research Assistant, To support web usability and study of how researchers use web resources ($3,000)
Honors and Accomplishments

University of Tennessee Team Excellence Awards went to the Diversity Committee and the Digital Media Service Steering Committee.

The Provost's Award for Extraordinary Community Service went to Michelle Brannen.

The Harold B. Love Outstanding Community Service Award, presented by the Tennessee Higher Education Commission, and the University of Tennessee Volunteer Spirit Award went to Felicia H. Felder-Hoehne.

The 2003 Library Administration and Management Association Cultural Diversity Award went to the Diversity Committee, to develop diversity training for Tennessee libraries.


The University of Tennessee Libraries
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Barbara I. Dewey, Dean

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The University does not discriminate on the basis of race, sex or disability in its educational programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Ave., Knoxville, TN 37996-3560, telephone (865) 974-2498 (TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

Quotes from Patrons

I love the increased access to online resources and the ability to get articles by fax.

Faculty member, social sciences

I have found every staff member to be competent, courteous, and dedicated to helping the patron. It is truly a pleasure for me to deal with your staff.

Doctoral student, education

I am impressed with the Library as a whole. It has never let me down, as far as resources on educational material are concerned. Also, the employees deserve special appreciation for their prompt and very helpful service.

Graduate student, business

I love the ability to search for items at home. The remote access is great.

Graduate student, health sciences

Thank you so much for having the Children’s Literature section in Reserves. I love it.

Undergraduate student, communications

The emphasis on high technology and especially audio/visual resources is particularly important to me. The new Studio in Hodges is excellent.

Undergraduate student

These quotes were gathered anonymously during the LibQUAL 2002 Library Survey.