



UNIVERSITY OF TENNESSEE LIBRARIES

Service Statement to the Allocation Review Committee

SEPTEMBER 30, 2021

The University of Tennessee Libraries enrich and advance our campus, community, and state by providing expertise and leadership in accessing, creating, disseminating, and preserving knowledge. We are an indispensable partner to every member of the Volunteer community.

The University of Tennessee Libraries is a large and complex research library that serves a broad and diverse group of stakeholders. Our campus libraries include the John C. Hodges Library, the George F. DeVine Music Library, and the Webster C. Pendergrass Agriculture and Veterinary Medicine Library. Our special collections include the Betsey B. Creekmore Special Collections and University Archives as well as the Modern Political Archives. The Hoskins Library, home to most of our storage space, is shared by us with several other departments.

We serve colleges and departments with a team-based approach to support the teaching, research, and engagement missions of the university. Library staff develop ongoing relationships with faculty, staff, and students to understand and support their disciplinary teaching and research needs. They instruct undergraduates on how to find, synthesize, and cite resources and assist graduate students and faculty in the use of research tools, developing the best search strategies, locating research and teaching materials, and demonstrating research impact. We are the campus leaders in supporting open forms of scholarship and publishing, emerging digital tools and techniques, and responsible sharing and preservation of data and other scholarly outputs. Our teaching programs — presented online, in-person, and in hybrid formats — provide instruction in library resources, research strategies, and other topics to

over 20,000 students per year. These students range from K-12 populations, through lower- and upper-division undergraduate programs, to doctoral populations.

Our digital and print collections are the bedrock of all that we do. Although our resource base is smaller than many of our peers, through decades of careful curation we have built print collections that rival many Big 10 institutions and electronic collections on par with some Ivy League collections. Our library discovery and collection management systems enable users to find and use information in multiple formats, empowering learning and research in every discipline. We have distinctive and deep special collections across a broad range of topics that reflect the history and strengths of UT — from the history of the university to ancient Egypt, to outstanding literature collections, to the history of the Great Smoky Mountains, and more. Through exceptional digital programs, we share our rare and unique collections with a global audience.

Within Hodges, we provide space as well as support for numerous campus offices that foster student success — among them the One Stop student services center, the Veterans Success Center, Academic Success Center, the Math Place, and the Writing Center. We also provide space and support for the POD market and one of the busiest campus-based Starbucks in the country. All of these entities receive support from the libraries' facilities personnel, from our Community Service Officers, as well as many others who partner with them on programming and services.

The libraries support the UT System by providing electronic access to all Knoxville-based System

employees. We help the System in other ways such as maintaining the historical records of the Board of Trustees, the UT Presidents, and other System offices. Additionally, we are the library for the UT Space Institute and the UT Extension Service, and we maintain a long-running partnership with the Research Library at Oak Ridge National Laboratory. We serve even broader interests within the state and community. Local K-12 schools and surrounding colleges frequently use our facilities, and we host several programs specifically for them, especially those institutions with under-represented or marginalized student populations.

The UT System campuses (Chattanooga, UT Southern, Martin, the UT Medical Library) benefit from our licensing resources and expertise by licensing many resources (about \$5M worth) with us that they could not otherwise afford. They also receive deep discounts on other products because our “spend” is so large. As a result of an MOU between the Provost’s Office, Knoxville College, and the Tennessee College of Applied Technology, two UT Knoxville librarians are now devoting a portion of their time to KC and TCAT. In addition to the above, we also provide statewide support, such as for the UT Extension Service, the General Assembly, the Tennessee State Library and Archives, and Tenn-Share, partnering with each in varying degrees. Further, because of the strength of our research collections, we lend more materials than almost any other school in the Southeast through our Inter-library Services, providing support for libraries and institutions far beyond the state.

As mentioned earlier, we are the campus leaders in advancing Open Access to research and learning resources through many programs and activities. Our Open Educational Resource (OER) program has saved students more than \$3M in textbook costs over the past three years. In partnership with UT’s Office of Research, Innovation, and Economic Development, we support open access publishing through the Open Publishing Support Fund and through TOME (Toward an Open Monograph Ecosystem), which are utilized by faculty in every college. A current collaborative project will “reframe” our licensing process to increase our support for Open Access while also helping us see our collections work through a lens focused on diversity and

equity. In 2020, the University of Tennessee Press was added to the University Libraries’ portfolio; we are still in the early stages of learning about how best to support the Press. We look forward to helping ensure the Press continues to make meaningful contributions to scholarship in keeping with our commitment to Open Access.

In recent years, we have carried out numerous renovation projects that support students, faculty, and staff, including a new reading room, classroom, and exhibit area for special collections; a complete renovation of the Miles Reading Room as a quiet study space; creation of the Graduate Student Commons; and renovation in the Pendergrass Library. We have also added a silent meditation room, a virtual reality room, the “eXperience Point” Coding Lab; a lactation room; and an active learning space in Hodges with standing-height and treadmill desks to support the well-being of students studying for long periods of time. All the restrooms in Hodges are now ADA-compliant to the extent possible in a 30-year-old building.

Personnel:

- 47 faculty
- 95 staff
- 76 students

Services and Spaces:

- Each year,
- Our libraries host more than 2 million visitors
 - Librarians teach 600 to 800 instruction sessions and reach over 22,000 learners
 - The Studio fields more than 8,000 questions and teaches more than 60 workshops
 - Librarians provide over 25,000 research consultations through in-depth meetings and through our online, 24-hour research assistance service
 - Students check out laptops, cameras, and other equipment 44,800 times

Collections:

- 3,760,103 total volumes
- 1,216,165 are e-books
- 125,290 journals
- 1,767,118 articles downloaded and around 500,000 ebook uses in FY2020

