2010

Annual Report, 2009-2010

University of Arkansas, Fayetteville. Libraries

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ARTstor is a digital library of more than one million images in the arts, architecture, humanities, and social sciences. Users can search for or browse images by creator, time period, genre, type of work (e.g., sculpture, jewelry, architectural drawing), or by region where they were created. ARTstor images are contributed by museums, libraries, and universities worldwide and are intended for educational use. Instructors can create and share classroom presentations or shared Web sites on particular themes in ARTstor, and all users can manipulate the high-resolution images in ARTstor by panning and zooming to focus on details.

Cambridge Histories Online offers access to more than 250 volumes of the renowned scholarly series. Including titles such as the Cambridge Ancient History, Cambridge History of Africa, Cambridge History of Ancient China, Cambridge History of Arabic Literature, Cambridge History of Islam, and the New Cambridge Medieval History, this resource will be used by undergraduates and graduates alike.

Newspapers form an essential component of historical research and yet the storage technology of older newspapers—the microfilm reel and reader—can be intimidating even to veteran scholars. Newspaper digitization, which can allow keyword searching of articles, has opened whole new vistas for researchers. The new Nineteenth Century U.S. Newspapers collection offers a fully-searchable, facsimile archive of hundreds of U.S. papers, including the Arkansas Gazette (1819-1898), Arkansas Democrat (1846-1899), the Arkansas State Gazette (1836-1865), and the Morning Republican (Little Rock, 1867-1875). For each issue, the newspaper is captured from cover-to-cover, providing access to every article, advertisement and illustration.

Children’s Core Collection + Middle and Junior High Core Collection (Wilson) offers selective, annotated lists of fiction and nonfiction books and magazines for children from preschool through sixth grade (Children’s Core Collection) and for fifth through ninth grades (Middle and Junior High Core Collection), along with review sources and other professional aids for students in primary education fields.

Communication and Mass Media Complete (Ebsco) has already proven extremely popular with the large number of students enrolled in the basic undergraduate Speech class, as well as faculty researchers in Communication, Journalism, Education, and Psychology. Not only does this database provide comprehensive indexing for articles on topics such as nonverbal communication, media and popular culture, and debate, it also offers the full text online of almost 400 journals.
The Foundation Directory Online will prove to be an important tool campus wide. This comprehensive database of foundations, corporate giving programs, grantmaking public charities, and awarded grants provides multiple ways to discover funding sources for campus and community initiatives. The site includes additional information such as non-profit tax returns, grantmaker-related news, job opportunities, and Request For Proposals (RFPs); grantmaker-sponsored publications; and officer and trustee affiliations.

GreenFILE is a new research database focusing on the relationship between human beings and the environment. With indexing and full text from more than 600 scholarly and general interest titles, as well as government documents and reports, GreenFILE will be used by researchers in a number of programs under the sustainability umbrella.

THE JOHNS HOPKINS GUIDE TO LITERARY THEORY & CRITICISM

Compiled by 275 specialists from around the world, the Johns Hopkins Guide to Literary Theory and Criticism presents a comprehensive historical survey of the field's most important literary figures, schools, and movements. It includes more than 240 alphabetically arranged entries on critics and theorists, critical schools and movements, and the critical and theoretical innovations of specific countries and historical periods.

The Libraries added 2 new JSTOR collections featuring more than 350 core journals in the social sciences and humanities. The Arts and Sciences IV Collection has a strong focus on the professions of business, education, and law, and also includes titles in psychology and public policy and administration. The Arts and Science V Collection builds on previously introduced disciplines, adding important literary reviews and state historical journals. It will also widen the scope of core disciplines in the arts and humanities, such as philosophy, history, classics, religion, art and art history, and language and literature.

The Kirk-Othmer Encyclopedia of Chemical Technology is an essential reference source for chemical engineering and related fields, covering the properties, manufacturing, and uses of chemicals and materials, processes, and engineering principles, coupled with insights into current research, emerging technologies and economic aspects. In contrast to the 20+ volumes in the print format, a significant portion of the online Kirk-Othmer is updated annually, and researchers can access the content directly from their office, lab, classroom, or dorm.

The Synthesis I and II collections from Morgan and Claypool offer handbooks on engineering and technology topics. These "lectures" consist of 50- to 100-page electronic books that synthesize important research or development topics, each authored by a prominent contributor to the field. For the researcher, it provides an ideal introduction to new fields. These handbooks provide useful summaries of "state of the art" technologies and trends for engineering students.

Today's students expect libraries to provide information in all formats, not only print. The Libraries continued to expand offerings of streaming audio and video for classroom and research use. New online Music sources added this year include...
American Song, a collection of recordings by and about African Americans, American Indians, miners, immigrants, slaves, children, pioneers, and cowboys. Included in the database are the songs of Civil Rights, political campaigns, Prohibition, the Revolutionary War, the Civil War, anti-war protests, and more.

Classical Scores Library, also a part of the Music Library Online Collection, provides musicians with instant access to almost 15,500 scores and manuscripts. Although scores are vital to any library music collection, they can be difficult and expensive to collect, and, with multiple parts for multiple instruments, cumbersome to maintain. This online tool allows students to access and compare thousands of scores by keyword, composer, instrument, or other criteria.

IPA Source, an important tool for voice majors, is the Web’s largest library of International Phonetic Alphabet (IPA) transcriptions and literal translations of opera arias and art song texts. Using IPA Source, students can view syllable-by-syllable transcriptions of songs, and hear sound recordings of certain standard texts read out loud.

The PsycARTICLES collection of journals from the American Psychological Association (APA) contains more than 140,000 articles from over 70 journals published by the APA and affiliate societies. This important addition to our collections brings the core psychology journals online for instant access from anywhere.

The SRDS Local Market Audience Analyst provides demographic and market data by geographic place (major metropolitan area or county) and by kind of market characteristics, lifestyle activities, or attitudes. Heavily consulted by students in marketing and advertising classes, this online database has replaced the print version, allowing students to cross-reference places and trends, and to output data to spreadsheets, creating more of a real world experience for corporate research.

The Libraries purchased several Playaways, which are MP3 players, pre-loaded with audio books to assist in language learning. The languages featured this year are French, English, German, Spanish, and Arabic. The only thing student users need to supply are the earbuds (and the ears!). These Playaways will give students extra practice in their foreign language classes and will help international students improve their English. Students can also use them to prepare for study abroad.

Researchers now have electronic access to fifty speeches from the J.W. Fulbright collection, which were digitized and posted online. The digital collection, titled, “A Calm Voice in a Strident World: Sen. J.W. Fulbright Speaks,” reflects Fulbright’s interests in international cooperation, educational exchange, and support for the United Nations. This digital collection was named a “Digital Library of the Week” in the American Libraries Direct electronic newsletter.

Another new digital collection now available online, the newsletter Commonwealth College Fortnightly, documents the activities of a historic labor college located near Mena, Arkansas. A major processing project for the Diane Blair Papers concluded with a March 9 event celebrating her life and the opening of her papers. Another large processing project began, with the hiring of staff for the Dale Bumpers
The Libraries also hired its first full-time University Archivist to manage the University Archives.

The Libraries acquired fifty-eight new manuscript collections, including the Loy Barton Papers, the Alice Ghostley Papers, and the Raymond Ellis Papers. Loy Barton was an electrical engineer, radio pioneer, and inventor, whose work set standards for AM radio transmission for five decades. Alice Ghostley was a Tony Award-winning actress who enjoyed a long career in theater, television, and movies. She is perhaps best known for her role as “Esmeralda” in the television series *Bewitched* between 1969 and 1972. Raymond Ellis, a Fayetteville aviation pioneer, trained University of Arkansas aviation cadets during WWII and beyond. He was also instrumental in developing numerous Arkansas airports.

The Dr. James D. Mashburn Music Library, a division of the Mashburn Scholarship Foundation, donated a large collection of materials from the St. Scholastica Monastery music library to the University of Arkansas Libraries. A reception on January 14 honored both the Mashburn Foundation and the sisters of St. Scholastica. The donation consists of materials collected through several decades in the music schools operated by St. Scholastica and include more than 3,600 audio recordings (primarily 78s and LPs) in the areas of classical, Christian, popular (many Christmas albums) and folk/world items. There are also 378 playscripts, 630 books and 3,644 scores and sheet music. Over decades, the Fort Smith Benedictines have taught in sixty-two different schools in five states, and operated twelve music schools and operated two orphanages.

Highlights of newly processed collections, numbering fifty-two altogether, included the Diane Blair Papers and the Fulbright Alumni Association records. Blair was an award-winning Arkansas educator, political scientist, activist, writer, and public servant. Her papers will provide researchers an inside look at forty years of Arkansas and American politics. The product of a large processing project, the Blair papers include biographical materials, primary and secondary research materials, newspaper clippings, correspondence, notes, manuscripts, memorabilia, photographs, recorded programs, audio interviews, and electronic data and databases. An exhibit on the life and career of Diane Blair was shown in conjunction with the celebration of the opening her papers in the Walton Reading Room on May 18.

The Libraries developed an information page on Open Access initiatives around the country, which involves providing free online access to scholarly materials without restrictions. Free access is usually possible because authors self-archive their scholarly material or provide access to them through an institutional repository. The Libraries have linked to some high impact-journals such as the Public Library of Science titles (i.e., *PLOS Biology*, *PLOS Medicine*, etc.) that provide articles free of charge while others like the *Proceedings of the National Academy of Sciences* offer articles free of charge after a six-month “embargo” period.

**Using the Collections**

In June a class from the Fay Jones School of Architecture researched the Fay Jones Collection for a project designed to document the personal home of renowned Fayetteville architect Fay Jones. The house, which is on the National Register of Historic Places, is located in Fayetteville, but little documentation existed concerning the original structure. The purpose of the project, which combined both archival research and hands-on investigation of the structure, was to document the house for the Historic American Buildings Survey (HABS).

Special Collections draws researchers from around the state, the U.S., and the world. Among the international visitors during this fiscal year were Markku Ruotsila and Rebecca Brueckmann. Markku Ruotsila, a professor of American church history at the University of Helsinki, Finland, researched fundamentalist Christian sentiments between World War I and World War II and during the Cold War, to analyze anticommunist activities in a global context. His research focused on the Billy James Hargis Papers and the J. William Fulbright Papers.
Rebecca Brueckmann, a German graduate student working on a master’s degree in contemporary history at Humboldt University in Berlin, focused her research on segregationists’ resistance to the civil rights movement, in particular the activities of the Mothers’ League of Little Rock’s Central High School. She examined the Sara A. Murphy Papers, the Little Rock Central High Integration Crisis Records of the FBI, the Arkansas Council on Human Relations Papers, the Virgil T. Blossom Papers, the Orval Eugene Faubus Papers, the Citizens Councils of America Collection, the Elizabeth Huckaby Papers, and the Southern School News.

**Social Networking Tools & Other Services**

The Libraries’ presence on YouTube expanded with the posting of several useful library video tutorials, which received hundreds of “hits.”

The Libraries continued and enhanced its presence on Facebook. The Libraries’ page offers direct access to InfoLinks, the online catalog, as well as links to the library home page, article databases, course reserves, library hours, video and other tutorials, general research help information, Twitter feeds, as well as announcements of events and exhibits.

During the year, students, faculty, staff, and library friends were able to follow the University Libraries on Twitter, a micro-blogging service that allows you to receive timely information about your favorite people, institutions, and places on your computer or cell-phones or hand-held devices. The Twitter feeds for Performing Arts & Media, the Fine Arts Library, and the Libraries as a whole provide up-to-the-minute developments in library services and collections, current events and exhibits, the most recent hours changes, weather closings, and research tips for every subject. An individual must create a personal Twitter account in order to be sent library “tweets” automatically.

Access to the Libraries’ twenty-six video tutorials on YouTube led to many more users outside of Arkansas. In order to make access to these videos easier for the hearing-impaired through the creation of custom captioning.

The LibGuides service, which offers a Web-based platform for subject librarians to develop research guides tailored to specific academic classes, was launched in October. Easy-and fun- to use, LibGuides are much more than mere handouts. They offer many interactive features – RSS feeds, embedded videos, widget boxes, and online polls to enhance access to resources and tools for student research. Students are pleased and surprised to find “a Web page just for my assignment.” Since launching the site, more than 50 class and subject guides have been posted and the site was viewed approximately 6,500 times.
Through new technology software, students and faculty can now use their smart phones to find journal articles, save citations to their bibliography, and more. Library resources are now only a thumb-click away!

A project to aimed at “accessorizing” the catalog resulted in the following enhancements:

The Cite This! tool, added in December, became available in all the catalog records, allowing users to generate a reference of the particular item in the record, formatted in APA, MLA, Chicago, or other styles.

An “AddThis” bookmark tool was added to all catalog records to allow users to bookmark and share catalog records to popular social sites or to send the records via email.

The “Text to your Phone” feature in each catalog record allows users to send records to their cell phone continues to increase in popularity. During the year, this service was used more than 6,000 times, a 100 percent increase over the previous year.

A Faculty Desktop Delivery service was fully implemented to allow faculty to obtain journal articles without requiring a trip to the library. Over 2,610 articles were delivered to faculty from the Libraries’ collections—an average of 218 per month.

Mullins Library expanded its series of walk-in research sessions offered each year to include subjects such as database searching, learning and using RefWorks (a bibliographic and citation management tool), finding and requesting materials not owned by the Libraries, and finding your way around the library. (use illustration from one of the poster ads)

The completely redesigned Special Collections Web site was launched in March. The site has a much simpler, cleaner, and more easily navigable look and feel.

The Pryor Center

The Pryor Center recorded ten interviews in high definition video, with subjects Bob Lamb, Tim Massanelli, Randall Ferguson, Sr., Lizzie B. Ferguson, Milton Crenchaw, Martin Steele, Jennings Osborne, Phyllis Louise Dillaha Brandon, James Edgar “Jim” Lindsey, and Stanley Eldon Reed. Milton Crenchaw was a WWII pilot trainer who instructed the first African-American pilots at the famed Tuskegee Airfield in Alabama. Jim Lindsey is a Razorback football legend and Fayetteville realtor. Lt. General Martin Steele played a significant role in the planning of the 1991 invasion of Iraq.

Pryor Center staff worked on two University projects: a film of University history clips and three segments on the history of Razorback Stadium, plus interviews concerning 2010 inductees into the Walton College of Business’s Arkansas Business Hall of Fame, which included an interview with Jerral Wayne “Jerry” Jones.
As of January 1, the Pryor Center began reporting to the University Chancellor. Although it will no longer serve as a unit of Special Collections, the Libraries will maintain a relationship with the Pryor Center and will continue to manage their collections. The Pryor Center’s new Web site, now independent of the Libraries’ site, was launched in the spring semester.

**Collaborative Activities**

The Libraries collaborated with the Smart Media Center in the Fay Jones School of Architecture to provide improved campus access to their collection of art and architecture images. This resource, consisting largely of scanned slides from the collections of architecture faculty members, was previously only available to students in the architecture program.

The libraries on all six University of Arkansas campuses were officially united under a single license agreement for access to selected journals published by Reed Elsevier in their *Science Direct* journals collection. Each campus maintains its own list of subscribed titles, but under the agreement students and faculty on all campuses have joint access to the journals subscribed to by any of the libraries. This shared collection had been in place prior to this year but not officially recognized and in a written agreement. This is the first license for electronic resources for the whole University of Arkansas system and represents an investment of approximately $1.4 million in research journals supporting programs at the six campuses.

Thanks to contributions from several faculty members, from the Vice Provost for Diversity, and from the Omni Center for Peace, Justice, and Ecology, the Libraries added access to the Slavery and AntiSlavery Transnational Archive. This collection of books, pamphlets, court records, and manuscript materials consisting of debates on slavery and abolition includes records from the American Colonization Society, from Oberlin's Anti-Slavery collection, from the American Missionary Society (Tulane), and records from the Library of Congress, the National Archives, Yale, Oxford, the Institute of Commonwealth Studies, and other archives. This exciting resource has already been used for assignments in African American Studies classes and should provide a unique venue for undergraduate and graduate students to encounter primary source documents.

The Libraries benefited from the addition of several resources licensed by the Arkansas State Library through the LSTA (Library Services and Technology Act) program. These included new Gale journal article databases on topics such as food and hospitality, horticulture, diversity, and small business. The State Library also added access to the CAMIO collection of art images and the OAIster index to digital archives.

The Libraries organized and co-sponsored a book signing and program with the University of Arkansas Press on November 18, as part of its “Collections and Connections” series. The event featured Dr. Thomas C. Kennedy, whose presentation was titled, "We Surely Owe a Debt to These Long Downtrodden People: The Accidental Founding and Amazing Survival of Southland College." His remarks were based on his book, *A History of Southland College: The Society of Friends and Black Education in Arkansas* (University of Arkansas Press, 2009). The Libraries also assisted with a book signing and program at Nightbird Books by Dr. Cleveland A. Harrison on May 17, based on his book, *A Little Rock Boyhood: Growing Up in the Great Depression* (Butler Center Books, 2010).

The University Libraries were awarded a cooperative agreement grant from the USDA. This grant will be used to defray expenses for student workers assigned to a project to input rice-related information in the national AgNIC portal. The Libraries are responsible for the upkeep of Rice Research and Culture Web page in order to provide metadata for free Web resources on the AgNIC portal (http://www.agnic.org/) and to answer questions relating to rice at the national and international level.
Events

The Libraries celebrated Archives Month 2009 on October 29, with an open house and program by University of Arkansas librarian Stephen Chism. His presentation was titled, "How a Newsletter Changed My Life: Special Collections and My Research for The Afterlife of Leslie Stringfellow." The event drew a record crowd, with standing room only.

The University Libraries celebrated Diane Blair’s life and the opening of her papers on March 9, with an event featuring remarks by her husband Jim Blair, her friend Ann Henry, and University Chancellor G. David Gearhart, as well as videotaped remarks by Diane Blair’s friend U.S. Secretary of State Hillary Rodham Clinton. Attendees at this event included members of Blair’s family, her friends, and her colleagues from throughout the state.

The Libraries hosted a reception honoring John Bell, Jr. of Fort Smith, the artist whose work was exhibited in Mullins Library through the end of October. Mr. Bell is a 1965 graduate of the University, whose lifelong achievement in art was celebrated. Speaking at the event was Chancellor G. David Gearhart, Pine Bluff businessman and friend of Mr. Bell’s Jim Caldwell, and Mr. Bell himself. Chancellor Gearhart presented Mr. Bell with a framed rubbing of Mr. Bell’s name from the Senior Walk on the University of Arkansas campus.

In celebration of National Library Week, the University of Arkansas Libraries hosted a student film festival featuring amateur films created by current and former students of the university. The genres ranged from documentary to soap opera parody and were screened each evening from April 11 to April 15.

Exhibits

Several exhibits featured materials from Special Collections, including “The Road Less Traveled: The Enduring Heritage of Rural Arkansas,” in celebration of the 2010 Arkansas Heritage Month, and “Arkansas Politics: Rivalries and Conflict: 186–Present”; “William Grant Still,” “The Origin of Species and Charles Darwin” (two exhibits—one in Special Collections and one on the Lobby Level of Mullins Library); “Fay Jones” in the Arkansas Architectural Archives Room and on the Lobby Level.

In order to highlight the University’s contribution to scholarship, the Chemistry and Biochemistry Library hosted a poster exhibit highlighting the Scholarly achievements of Drs. TKS Kumar and TZ Ryan. This Library also presented two poster exhibits to highlight the 40th anniversary of Earth Day on April 22. The exhibits were entitled "40th Anniversary of Earth" and "Green Chemistry." Both displays highlighted faculty publications on these subjects, books held in the University Libraries for anyone interested in research and for general reading, several non-technical articles found in general science and other journals available in our collection.

In July and August, Little Rock artist Amy Edgington exhibited “Scissors, Paper, Cloth: Collages by Amy Edgington.” Edgington takes the topsy-turvy view of “one man’s trash is another man’s treasure” both literally and metaphorically in her collages that are made of discarded magazines, calendars, wrapping paper, fabric scraps and found objects, combined with acrylic, pastel, colored pencil and pen. These colorful, discarded components combine to create images in which the norm becomes abnormal, the valued becomes devalued, and the real becomes unreal.

An exhibit titled “Works” by Michael J. Riha, University of Arkansas drama professor, was displayed in November and December, including pieces in three genres—still-life works that were created while Riha studied with Danila Korogodski, a Russian set designer; a series of watercolors depicting a quiet celebration of Gulley Park trees before last winter’s ice storm forever altered their shapes; and set design renderings that Riha created “as a means of communicating [his] ideas for the world of the play.”
In honor of Black History Month in February, the Libraries hosted an exhibit of a series of relief prints by Delita Martin, a professor at the University of Arkansas at Little Rock. The exhibit, titled "She Who Is Brown," celebrates the diversity among women of color and features the faces of African American women in earth tones such as amber, mahogany, and Indian red.

An exhibit by Fayetteville artist Christy Young titled "Portraits in Color and Light" paid tribute to Women's History Month in March. Although Young primarily creates portraits on commission, the original paintings in this exhibit were portraits of family members on loan from several private collections, including the artist's own. Taken together, these portraits display a pleasing range of media, subjects, and settings.

The 2010 Arkansas Heritage Month theme in May was "Roads Less Traveled: The Enduring Heritage of Rural Arkansas," and in celebration the Libraries hosted an exhibit of photographs by Maxine Payne titled "God Willin' and the Creek Don't Rise: Arkansas Historic Bridges." Payne's exhibit emphasizes the historic nature of the enduring bridges in Arkansas, and also provides factual information about the bridge depicted, including details of its construction, design, historical status, and location. Payne is an associate professor of art and departmental chair at Hendrix College in Conway.

**Fundraising**

The Libraries received over $871,000 in gifts and endowments this fiscal year—a 54 percent increase over the previous year, including 1,600 pledges, over 700 of which were first-time library donors. The Libraries also saw a 10 percent increase in the number of gifts-in-kind, with a total value of $77,770.

Included in the gifts, were a record number of four significant planned gifts, which are a major addition to our long-term financial strength and our ability to meet the challenges and opportunities the future will bring.

Because of the support of the Libraries’ friends and donors, we had another successful annual fund appeal. This year’s Appeal, entitled “Preserving the Past and Serving the Future” generated $118,427 from over 1,300 pledges. Following the success of last year’s “post card” format, the Libraries continued this sustainability initiative this year to reduce the Appeal’s impact on our environment. Overall, 10 percent more funds were raised than during the previous Appeal. [use illustration from Appeal postcard]

**Personnel**

In Memoriam: Janet Bergquist Dixon, Maps Librarian, liaison to the geosciences, environmental dynamics, and anthropology programs and departments, and Full Librarian/Full Professor in the University of Arkansas Libraries, passed away on October 21. She was highly regarded as a cartographic authority in the library field, participating energetically and constructively in professional activities in Arkansas, in the region, nationally, and internationally. She embodied the idea of a truly professional, experienced, energetic, and highly dedicated research librarian in her creative initiatives to improve the quality of research materials and convenience of access for faculty, students, and visiting researchers. Under her leadership, the popular GIS Day was implemented in 1998 and continues each year, attracting numerous campus faculty and students, as well as community citizens, businesses, and organizations.
Case Miner was hired to be the project director for the processing of the Senator Dale Bumpers Papers. Miner recently completed three years as an archivist processing the Congressman John Paul Hammerschmidt Papers. [photo]

In February, the Libraries hired Amy Allen as the University’s first full-time University Archivist charged with planning and implementing a University Archives, which is now a new unit of the Special Collections Department. Allen comes to this position after being a manuscript processor for the Rep. John Paul Hammerschmidt Congressional Collection. Allen’s task is to identify materials of enduring historical value to document the history of the University and to preserve and provide access to these materials. The University Archives will be a resource for promoting awareness of the value and use of the University of Arkansas’s institutional history, culture, and memory.

Two faculty members were assigned to the following positions: Head of the Fine Arts Library (Phil Jones), Head of Reference (Donna Daniels), and two were promoted to the following positions: Assistant Head of Special Collections (Tim Nutt) and Business Librarian (Sarah Spiegel),

Reference librarian Necia Parker-Gibson was given the Suzanne Spurrier Academic Librarian Award by the Arkansas Library Association as the “outstanding academic librarian in the state of Arkansas.”

Winners of the Year’s Library Employee Awards: These awards were announced at the annual library Ice Cream Social on Library Workers’ Day on April 13. The winners were: Rookie of the Year Award: Anne Reynolds (Interlibrary Loan); Extra Mile Award: Brian Kelley (Periodicals Room) and Robin Roggio (Interlibrary Loan); Keystone Award: Tony Stankus (Reference & Collection Development) and Martha Guirl (Dean’s Office); Outstanding Support Service Award: Shannon Rankin ( Binding); Team Project Award: the library’s Human Resources team—Jeff Banks, Kathy Riggle, and Elsie Nguyen. [photo of all w/dean]

Kudos [in boxes passim]

“I recently found your tutorial ”Finding Theses and Dissertations Worldwide (University of Arkansas Libraries)” and would like to highlight it from the ProQuest Trainers page on Facebook (www.facebook.com/proquesttrainers). We will be happy to attribute this to your library and/or its individual creator (if you’d like to share that name with me), your choice; would you mind if we include a link from our Facebook page? It’s a nice overview and we think other ProQuest users would find it useful, too.” –from a ProQuest representative

“Well, the U of Arkansas librarians have done a great job this week – your Answering Percentage was 200 percent for last week! Please pass along my congratulations to the U ofA librarians. . . . My thanks, as always, to your excellent staff!” – from Regarding the national collaborative “chat reference” service that the Libraries participate in.)

“Thank you for making a gallery of the bridge exhibit available online. We are Texans who enjoy taking the back roads through Arkansas as we geocache your wonderful State Park system. We will make an effort to visit these bridges as we travel. I only wish we could have seen this exhibit when we were in Northwest Arkansas last month. Thanks also to the Texarkana Gazette for bringing this to our attention.” – from an anonymous online comment

“Thank you so much for your help. You and your institution have set a new high bar with respect to informative, prompt assistance.” – from a patron of Special Collections

“I can’t imagine anyone more helpful than my Sensi at ILL [interlibrary loan]. Cheers!” –from a faculty member