

2011

Annual Report, 2010-2011

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University of Arkansas Libraries

Annual Report

Fiscal Year 2011

Executive Summary

Mullins Library continued to attract a large number of students as the most preferred place for study, research, computing or meeting friends. It is also the home of the largest and busiest computer lab on campus. The University Learning Commons in the library has more than 140 computer stations and 50 laptop computers after the expansion last summer. The completion of the makeover has improved the overall environment of the Learning Commons area and has indeed attracted more students to the casual study area.

Along with many peer research libraries, the University Libraries continue to grapple with the serials crisis, a long-standing trend in which the cost of serials increases an average of 10 percent per annum, but materials budgets do not see a concurrent increase. This continued pressure on the bottom line of our budget causes us to be particularly vigilant in looking for ways to get the most for our money and to cut costs when feasible.

In this same vein, enhancing the productivity of our faculty and staff by realigning their duties to help achieve strategic initiatives in support of the university's goals became a major focus in the spring. Two committees were formed: the Strategic Initiatives Committee, charged with creating initiatives and supported goals for the next five years, and the Structural Reorganization Committee, charged with recommending alternative structures that could be implemented that reflect the current University of Arkansas work environment as well as the programs offered by the Libraries. The work of these two groups will be further evaluated and refined by the faculty and staff of the Libraries.

Significant Achievements and Changes

The University Learning Commons

Based on the assessment of the early phase of service desks operations and the recommendations of the Extreme Makeover Task Force, a holistic plan to reconfigure the second floor public service space was developed. The new plan known as Extreme Makeover Phase I was implemented in the summer of 2010 and brought many changes to the Learning Commons:

- The General Access Computer lab was expanded to offer 140 computer stations and to provide a more visible tutoring center staffed by the Quality Writing Center and the Enhanced Learning Center.
- A casual reading area along the northwest wall with sitting room style furniture was set up for group study and wireless computing.

- The print Reference Collection was reduced in size and relocated, and the book shelves on the floor were dismantled to accommodate the above two projects.
- The quiet computing and study areas in the Periodicals Room were expanded.
- The service desk became larger and centralized incorporating Circulation, Reference, and IT services.
- New furniture for all the reconfigured areas was installed to make the Learning Commons area aesthetically appealing and more functional for students' needs.

***Arkansauce: The Journal of Arkansas Foodways* Launched**

The Special Collections Department launched publication of *Arkansauce: The Journal of Arkansas Foodways*. John G. and Dora J. Ragsdale, of Little Rock, helped underwrite the project. The journal project was conceived by Tom Dillard and Tim Nutt and managed by Diane Worrell. Guest editor Rex Nelson, a veteran journalist and public relations expert, recruited entertaining articles from food writers all over the state. *Arkansauce*, which explores food-related history and customs in the Natural State, was an immediate success.

Grant-Funded *Index Arkansas* Update Completed

Index Arkansas, a free online index of Arkansas sources, finished a major project funded by the Happy Hollow Foundation that involved indexing Arkansas county historical publications from 1985 to 2007. The project added almost 12,500 citations to the *Index*, which now contains more than 102,500 citations searchable by subject, publication title, and keyword. Indexed sources include 80 important Arkansas-related biographical and historical books, 43 Arkansas general periodicals, and 45 county historical journals. Use of the index has grown rapidly, with 35,000 searches conducted from July to December 2010—nearly double the number of searches conducted during the same period in 2009.

New Digital Collection *Spaces and Faces* Commemorates Campus History

Spaces and Faces: Namesakes at the University of Arkansas, a new digital collection, was created with the assistance of University Archives. It links historical photographs of the buildings on the University of Arkansas, Fayetteville campus with images of the people for whom the buildings were named. Images are accompanied by brief biographical information about the people and construction dates for the buildings.

The Whole Hog Experiment



During the spring of 2010, a task force of librarians and staff representing all areas of the Libraries investigated discovery and federated searching products with the goal of providing a simple, single search box for students beginning their research. These services aim to allow users to broadcast their search to article databases, book catalogs, and other library resources in order retrieve all relevant information sources for a particular topic with one query.

During late summer 2010, the Libraries began implementation of Ebsco's Integrated Search

product. Dubbed **Whole Hog Search**, the service was promoted during fall instruction classes and featured in redesign of the Libraries' home page launched in January 2011. Despite some positive comments, the difficulty of retrieving and filtering meaningful results from across more than seventy different databases made the service unreliable, slow, and at times confusing. Students were not always able to understand the types of publications—book, journal article, newspaper story, or encyclopedia entry—in their results sets. In addition, familiar functionality such as the Find it! and Interlibrary Loan services did not work with Whole Hog. Though the Whole Hog service was terminated in June 2011 in favor of simpler homemade single search boxes on the Libraries' main web page, the experiment allowed us to gather important user feedback on search and discovery preferences.

Collections



The e-book experience starts *here*.

During 2010-2011, approximately 250 ebrary e-books covering topics in technology, engineering, education, and reference were added to the collections. Ebrary allows users to search across the full text of books, to make personal annotations, and to download books to personal devices. Also during the last year, the Libraries added more than 17,500 electronic books, an 81 percent increase in holdings over the previous year.



Mentioned briefly in last year's *Retrospective*, the *ARTstor Image Library* was a significant addition to the collections that deserves a little more ink this year. *ARTstor* is a nonprofit digital library of more than one million images in the arts, architecture, humanities, and social sciences with a suite of software tools to view, present, and manage images for research and pedagogical purposes. The collections comprise contributions from outstanding museums, photographers, libraries, scholars, photo archives, and artists and artists' estates. Despite its name, *ARTstor* has proven to be a valuable resource for researchers in many subject areas beyond the fine arts. Theater students can find here hundreds of images of clothing, jewelry, and hairstyles across time periods and cultures. Historians, anthropologists, and archaeologists find site plans, portraits, documentary photographs, and objects representing material cultures. Architects, interior designers, and landscape designers are able to compare building views and elevations, fabrics, furniture, and garden plans. Scientists and engineers can find a wealth of botanical, zoological, and anatomical illustrations, patent models, and other historical artifacts. Students in world language classes can discover representations of cultural

ideas and arts. In our first year of subscribing to *ARTstor*, our researchers downloaded more than 25,000 high-quality images and conducted more than 31,000 searches.

Art Index Retrospective indexes and abstracts more than 600 art, architecture, and design periodicals, covering fine, decorative, and commercial art dating from 1929-1984. It is a valuable source for locating published art reproduction and original reviews of modern art exhibits.

Book Review Digest Retrospective indexes reviews of more than 500,000 books published from 1905 to 1982; each entry contains at least one abstract of a review (up to 500 words). This source provides a quick and efficient method for gauging contemporary critical reaction to works of fiction and nonfiction. Both the *Art Index Retrospective* and the *Book Review Digest Retrospective* were purchased through ARKLink, a nonprofit consortium of college and university libraries in Arkansas, which offers many such opportunities for members to save collection funds through cooperative purchases such as these.



Football Star Heads College
FAYETTEVILLE, Ark., Sept. 19 (AP).—James William Fulbright, 35-year-old former football and tennis player at the University of Arkansas, became president of the institution today. Fulbright, former Rhodes scholar and member of the Arkansas Law School faculty the last three years, succeeded the late Dr. J. C. Futrall. He was elected president by the board of trustees yesterday.

The Historical *New York Times* Archive provides the full archive from the first date of issue in 1851 up to 2007, containing more than 3.4 million pages of news stories, editorials, advertisements, sports scores, stock reports, and letters to the editor. The Archive's search interface allows searches by named person, company name, place, or type of article (editorial, obituary, review, etc.).

Slavery and Antislavery: A Transnational Archive offers a massive archive of books, pamphlets, court records, and manuscript materials consisting of debates on slavery and abolition. The *Archive* offers full-text searching across more than 7,000 books, dozens of periodical series, court records, and other primary source materials. The collection includes digitized documents such as:

- The American Missionary Association Archives, 1839-1882
- The American Colonization Society Papers
- Papers of British abolitionist Sir Thomas Fowell-Buxton
- Papers of American abolitionist Lewis Tappan
- Salmon P. Chase Papers
- Anti-Slavery Collection from Oberlin College
- Papers of the Christian Faith Society
- Abolitionist periodicals



- Records of the Office of the Secretary of the Interior Relating to the Suppression of the African Slave Trade and Negro Colonization, 1854-72
- Records of the United States District Court for the District of Columbia Relating to Slaves, 1851-1863

Also available are ancillary tools to assist users with access to the primary materials, including biographies, chronology, links to further resources, bibliographies, scholarly essays and more. The purchase of *Slavery and Antislavery: A Transnational Archive* was made possible by contributions from the African American Studies program, the Omni Center for Peace, Justice, & Ecology fund for Nonviolent Peacemaking and Victims of Violence and Wars, and by several private contributions.



Two new databases from Standard Rate and Data Service (SRDS) provide hands-on experience with campaign planning and data on consumer characteristics. SRDS has for many decades provided authoritative demographic and market data on magazine and newspaper readers and their buying habits. *Local Market Data*

Analyst allows researchers to combine information about geographic place (major metropolitan area or county) and about market characteristics, lifestyle activities, or attitudes (for example, do gardening, like to try new foods, participate in sports, own a pet). Custom reports can be created showing relationships between activities and the outlook for new products. The *Newspaper Advertising Source* provides information on advertising rates and circulation by region or city, as well as custom search tools to analyze readership demographics within a given market.

Reaxys Chemistry database from Elsevier contains the vast academic literature on organic chemistry, stretching back in time to the 18th century and updated by the hour. *Reaxys* allows chemists to search across millions of chemical structures, reactions, and properties. It is composed of Beilstein (structures, reactions, and properties of *organic* carbon compounds), Gmelin (Structures and properties of *inorganic and metal-organic* compounds,) and a Patent Chemistry Database.



As members of the **Center for Research Libraries (CRL)**, the Libraries offer access to wide-ranging and eclectic materials from around the globe. CRL is a centralized collection of scholarly research materials in all disciplines shared by member libraries. Its outstanding collections include more than 3.5 million volumes of research materials rarely held in North American libraries. CRL offers large collections of foreign dissertations, newspapers, and microfilm sets. While any member can request a long-term loan of CRL materials, a more recent initiative is to digitize selected materials on demand. Through the CRL catalog, our researchers now have instant access to a rapidly growing collection of digitized theses, newspapers, foreign documents, and more. As a member library, we have also contributed to the TRAIL (Technical Report Archive and Image Library) project, which makes historical government reports on energy, aerospace, and other technical fields available electronically.



Department and Unit Reports

Reference Services

Chat reference service more than tripled in number of transactions from 372 in 2010 to 1420 in 2011. This is indicative that our users want to use a service that is available 24/7 to ask for assistance that is not dependent upon the physical library being open. The Chat reference qwidget was rolled out in January by the QuestionPoint Cooperative in which we participate. The chat qwidget is available on all subject pages of the library website. Some librarians also use chat for research consultations with colleagues for whom it would be burdensome to meet in person.

In the area of outreach and instruction, class instruction more than doubled from 140 in 2010 to 344 in 2011. The Department continues to increase the number of LibGuides that are produced for various classes and subjects. LibGuides are class, topic, and resource guides developed by the librarians at the Libraries that allow subject specialists to respond to instruction needs of the teaching faculty. Links to the LibGuides can be embedded in the class Blackboard site. The open training sessions continue to be popular, and we have expanded those offerings to include the use of EndNote as well as the very popular RefWorks sessions. Sarah Spiegel became co-administrator of the Wharton Research Data Service (WRDS) with Sandy Kizer of the Sam M. Walton College of Business. Sarah will provide content and training. "Trading cards" for the new student orientations were created rather than providing business cards to students and their parents. These have been popular because they are colorful and provide a photo and subject areas of the various subject specialists.

Special Collections Manuscripts Unit

The unit acquired 42 collections, totaling 407.5 linear feet. Highlights of the year's acquisitions include:

- The papers of Mary Nell Turner, a historian from Hope
- The papers of Charlie Cole Chaffin, a former state senator from Benton
- The Baker Family Music Collection, containing reel-to-reel and digitized audio recordings of their Madison County 1950s-era music
- The German POW Letters containing correspondence between Ernest D. Gregory, a prosperous Ashley County farmer and business man, and German POWs who worked on his farm during World War II
- The George F. Trapp Collection of art
- The papers of Lindsley Smith, a former Arkansas state representative
- Materials from Rosa Heinke, an art instructor at the Rohwer Relocation Center in Desha County, including a diary documenting daily activities at the World War II-era internment camp built to incarcerate Japanese Americans from the West Coast
- Civil war-era correspondence between the family members of Edward Parker, a Little Rock banker and Civil War veteran

- The Halsey Prudden Correspondence, containing Arkansas territorial-era letters from Saline County
- The papers of Verna Cook Garvan, founder and benefactor of Garvin Woodland Gardens in Hot Springs

The manuscripts unit processed 46 collections, comprising 162.69 linear feet. Highlights of collections processed during the year include:

- The Nannie Stillwell Jackson Diaries Addendum, obtained with the help of Margaret Bolsterli, which expands our existing Nannie Stilwell Jackson diaries; they present a poignant account of this 19th century Desha County woman's daily existence on a small, low income farm in rural Arkansas
- Materials of C.G. "Crip" Hall, who served as Arkansas's Secretary of State from 1937 to 1961
- The German POW Letters described above
- An addendum to papers of Sidney McMath, who served as Governor of Arkansas from 1949 to 1953
- The records of the Ozark Society, a conservation group that played a major role in keeping the Buffalo River undammed and free-flowing; this project was aided by a gift of funds to help process the collection, so that it would be available for use by 2012, the fiftieth anniversary of the organization's founding and the fortieth anniversary of the Buffalo River's designation as a national river.
- The records of the Arkansas office of Peace Links, documenting the women's organization founded by Betty Bumpers that began in Arkansas and spread around the world; Peace Links was established in 1982 in response to fears of nuclear proliferation during the Cold War. It provided educational resources and opportunities for cultural exchange between American and Soviet women.

The manuscripts unit made impressive strides in implementing Encoded Archival Description (EAD) encoding of finding aids. Encoded Archival Description is a non-proprietary standard for the encoding of finding aids for use in a networked (online) environment. EAD allows the standardization of collection information in finding aids within and across repositories. For more than a year, all new finding aids have been prepared in EAD. These attractive finding aids include an image from the collection, and the descriptive information is highly searchable. The workflow for creating the EAD finding aids was streamlined, so that processors are able to create them with a template. Web services staff provide invaluable assistance in solving problems related to their display on the Libraries' Web site.

Special Collections Research Services Unit

Special Collections served 1,293 patrons during the 2010–2011 fiscal year. These researchers included 218 faculty members, 184 graduate students, 162 undergraduate students, and 729 members of the general public. Materials used included 7,671 manuscript/archival items, 1,504 items from the Arkansas Collection, 9 rare books, 22 theses or dissertations, and 647 map or

photographic items. The total number of items circulated was 15,038. The unit handled 4,151 reference transactions, of which 997 were in-person, 817 were by phone, 1,104 were by email, and 36 were by postal mail. This total number of reference transactions also included 964 research consultations.

Research Services provided bibliographic instruction to 11 University of Arkansas classes and provided instruction to seven groups outside of the Libraries.

The Department's most heavily used collections in 2010-2011 were (1) the J.W. Fulbright Papers and associated international education and cultural exchange collections (2) the Edward Durell Stone Papers (3) The Fay Jones Collection (4) the Billy James Hargis Collection (5) the Margaret Smith Ross Papers (6) the Orval E. Faubus Papers (7) the Otto Ernest Rayburn Papers and (8) the Daisy Bates Collection.

The Fulbright papers and related collections draw an especially diverse group of researchers from around the world, whom we serve via correspondence, telephone, email, and in-person. The unit assisted researchers from Chile, Japan, Germany, the United Kingdom, Canada, Poland, Pakistan, and France.

Web Services

A mobile version of the library catalog was launched in summer 2010, both as a standalone (<http://m.library.uark.edu>) and as part of the University's mobile app (<http://mobile.uark.edu>). During 2010-2011, the mobile catalog was searched more than 4,000 times; more than 11,000 visits to the catalog and the Libraries' web sites came from mobile devices. More and more research databases offer mobile versions or downloadable apps, and the web page where we list mobile resources (<http://libinfo.uark.edu/eresources/mobile.asp>) enjoyed more than 2,500 visits last year. Libraries in the United States and abroad have asked to copy this page as a model for their mobile information. Our most popular "mobile app" remains the text to your cell phone function, which allows students to send the call number and location of items to their cell phone for easy retrieval when in the book stacks. More than 6,550 such texts were sent last year.



During 2010-2011, remote use of library resources remained steady, at more than **7.86 million remote database connections** (an 18 percent increase over last year). Undergraduate (44.6 percent) and graduate students (39.1 percent) make up the majority of remote users, followed by faculty (8.66 percent).

In January 2011, a new home page, featuring combined search boxes, was launched. The goals of this redesign were to incorporate some of the lessons gleaned from student usability testing, including reducing the number of words and links on the main page as well as helping students to locate journal articles more quickly. In addition, new search functions were added for special

formats such as videos, audio recordings, dissertations, and newspapers. Response has been mixed; while many students like the simplicity of the page, more experienced researchers feel that they must make extra clicks to get to familiar resources.



Access Services

Consolidating Reference with Circulation has become a big discussion topic among academic librarians. At 2011 ALA Annual Conference, both the Head of Public Services and the Access Services discussion groups considered the consolidation of reference and circulation desks as an important service management issue. Many of the questions and issues raised at the two groups were the issues we addressed two years ago. While many libraries are still considering reorganizing services desks and reassessing the need for staffing, we have already made the change and turned our focus on cross-training, staffing, and cross-departmental collaboration.

Questions Answered at the Learning Commons Desk by Circulation Staff

	Research/ reference	Directional	Technical/ Mechanical	Circulation	Material Retrieval	Software	Reserves Processing	Remote Access	Total
FY2011	1,243	3,836	646	1,427	127	20	209	24	7,532
FY2010	1,459	2,960	574	1,918	138	10	133	31	7,273

Through the year, many small shifts in the stacks provided temporary solutions for the overly packed sections. A stacks management plan was developed during the spring semester to shift all the books on the fourth floor to create sufficient room for the P call number section, which would be relocated from the first floor where the P section had run out of shelving space. Book shelves in four areas on the fourth floor were taken down to make room for four new group study areas. The shift project involved moving 31,311 shelves of books and started at the end of the spring semester of 2011 and is expected to be completed by the end of summer.

PATRON COUNTS			
	2008-09	2009-10	2010-11
WEST ENTRANCE	511,371	539,781	575,746
EAST ENTRANCE	344,809	354,832	365,105
GRAND TOTAL	856,180	894,613	940,851

The migration from print to electronic publications is changing the way we provide services and deliver information. Starting in the fall semester, Mullins Library and the University ITS jointly rolled out an iPad lending service. Two iPads were purchased with Student Technology Fee to be checked out for seven days from the Learning Commons Service Desk. Each iPad was loaded with the ebook, *The Immortal Life of Henrietta Lacks* by Rebecca Skloot (the One Book, One Community selection). The purpose of this service is to explore and promote the mobile technology and ebook reading device. The iPad loan service received immediate public attention through articles written by the campus media as well as student newspapers. The two iPads were in constant circulation.

The total in-house use of all materials in the Periodicals Room dropped to a new low, another strong evidence of the shifting to digital journal publications and full-text databases. The decline in materials usage and service activities was in all types and formats. In line with the consolidation of services desks in the Public Services Division, a progressive approach has been used toward the integration of the Periodicals unit with InterLibrary Loan. All Periodicals staff, except for student employees, have become integrated into the service activities of Course Reserve processing, ILL scanning and processing, and Circulation. In the last three years, the service desk operation hours have been shortened and the number of hourly employees has also been reduced in response to the declining service demand. After the reconfiguration of the study area in the Periodicals Room and the addition of a quiet computing cluster, the traffic into the Periodicals Room was increased. In the fall semester, we acquired two new digital scanner/copiers with color copying/scanning capability as faster scanning and printing speed. The new book display shelves have been relocated to the area. All these changes have transformed the Periodicals Room into a multi-functional space that requires more staff assistance with various patron service needs.

In-house Used Materials--Periodicals Room					
	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11
Current Periodicals	7,481	5,994	5,630	2,738	1,415
Newspaper	4,197	4,352	3,681	2,721	2,341
Microfiche	947	669	590	560	268
Microfilm	3,178	2,637	2,068	2,507	1,364
Total	15,803	13,652	11,969	8,526	5,120

Interlibrary Loan and Document Delivery

The overall demand for ILL service continued to increase. Of the total of 35,077 ILL items we borrowed from other libraries, 74 percent of the requests were digital documents delivered to our users within 2.65 days on average. Of the 35,631 ILL items we provided to other libraries, 78 percent were digital documents delivered at an average turnaround time of 8.77 hours. Most of the digital deliveries were requested through RapidILL, an ILL resource sharing consortium of 81 academic libraries that agree to scan and deliver ILL requests within 24 hours. Our lending unit delivered 14,281 digital documents to other RapidILL member libraries within 4.8-hours on average compared to the consortium average of 15 hours.

	FY 2007	FY 2008	FY 2009	FY2010	FY2011
ILL Borrowed	25,342	30,305	35,248	34,750	35,077
ILL Loaned	17,964	31,053	32,602	34,887	35,631
Total	43,306	61,340	67,850	69,637	70,708

The Greater Western Library Alliance, which sets the lending standards to which we adhere, reports twice a year on whether or not the turnaround time goals are being met. The goals are to deliver returnable items within 5 working days 80 percent of the time and electronic copies within 3 days 85 percent of the time. Once again our library exceeded the goals during fall 2010 reporting period. During the fall period, we delivered 97 percent of requested articles within 24 hours and 100 percent within the 3 day guideline. We are the only library within GWLA to achieve 97 percent by 24 hours and 99 percent by 30 hours. For returnable items, we again exceeded the goal by delivering 98 percent of items within the fifth day.

While the productivity of the Interlibrary Loan Service increased, we were able to achieve a significant operational cost reduction, resulting in a net savings of \$29,783.28 in document delivery costs and \$2,938.35 in shipping costs.

Document Delivery costs	FY10	FY11
Doc Supplier	\$18,359.32	\$4,966.01
Copyright Clearance	\$13,652.00	\$3,430.56
IFM Debits	\$49,040.00	\$36,680.61
Replacement Cost	\$4,781.96	\$4,282.82
Sub Total	\$85,833.28	\$49,360.00
IFM credits	-\$24,246.00	-\$17,556.00
Total Costs	\$61,587.28	\$31,804.00

Returnable items Shipping Costs	FY10	FY11
FedEx	\$19,737.61	\$16,984.81
US Mail	\$30,942.89	\$30,757.34
Amigos Courier	\$4,500.00	\$4,500.00
Total Costs	\$55,180.50	\$52,242.15

The Faculty Desktop Delivery pilot project continues to be a much appreciated service, delivering 1,410 articles from local collections to faculty across campus and at remote sites. Faculty and graduate students from English, Anthropology, and Psychology departments were the top three ILL service user groups with total requests of 2,550, 2,241, and 2,236 respectively.

Progress and Accomplishments Related to Strategic Plans and University Priorities and Goals

Outreach

During this year the Learning Collaborative committee produced three new videos to support the changes in the English Composition library component. There were a total of 16,829 views of video materials this year. This number is up from 9,233 last year (82.2 percent). One video, "How to Read a Library of Congress Call Number" had 5,974 YouTube views. Overall, the use of videos through the libraries' website has increased only 14.5 percent; however, use through YouTube increased 132 percent. The new LibGuide software, with its ability to embed YouTube videos, may explain a portion of the increase.

The Fine Arts Library continued instructional outreach through LibGuides. Phil Jones, head, created a basic guide (Getting Started) for *ARTstor* and a guide for IDES 1044, a studio class in interior design. The latter received almost three hundred hits in the first half of 2011. At the end of the fiscal year Jones was creating a LibGuide with broad content for all courses in architectural studio and specific material for individual courses. This guide was based on an earlier guide created for ARCH 2026, which had attracted more 952 uses before it was taken down in April.

The Physics Library hosted a series of instructional sessions presented by Dr. John Stewart. The sessions were primarily geared toward undergraduate students. The topics covered included the software programs LaTeX and Maple and study habits to prepare for the physics GRE. All the sessions were well attended, with several of the computers being shared by multiple students.

In partnership with the Enhanced Learning Center, the Physics Library hosted a focus group of physics students to determine ways that the ELC can better support them. From feedback given by the students, the Physics Library and ELC are planning to hold subject specific tutoring sessions in the fall. Students stated that the convenience and atmosphere of the Library would be helpful in meeting the students' tutoring needs.

Academic departments began to use the University's Affiliate Table on ISIS, designed to authenticate library users for temporary and short term library privileges, for visiting scholars, distance co-instructors, and students who requested library privileges to finish their theses or course assignments. Students with the Spring International Program also were updated via the Affiliate Table. The Libraries must work with the ISIS team and Registrar's Office to find options for non-UA students who sign up for courses co-taught by UA instructors outside UAF campus. Also in the fall semester, Crystal Bridges Museum of American Art began to share the Libraries'

online library system. As Crystal Bridges readies to open services to the general public, some necessary changes in our system setup are expected to support its local loan policies.

Exhibits

Rebecca Skloot's *The Immortal Life of Henrietta Lacks*, the non-fiction bestseller chosen to be read for this year's One Book, One Community project, is the story of HeLa cells, the life of the woman who provided them sixty years ago, and the life they have had in medical research around the world. To provide an introduction to HeLa cells, the One Book, One Community committee hosted a display of photographs of HeLa cells in their various stages. The cells in these color images have been fluoresced to bring out what can be described as their "terrible beauty." The images are part of the Biomedical Collections of the Wellcome Trust of London, England.

Artist Matthew Lyman's work is not easily described. He himself explains it as "poetic storytelling that is abstract and painfully absurd." In his exhibit of paintings on display in Mullins Library titled "Works," Lyman adroitly combines technical skill and humor in paintings that are part social commentary, part riddle, a combination that he calls a "system of iconic folklore." In honor of Native American History Month, the Libraries exhibited pieces on loan from Dr. Chris Ashworth of Fort Smith, Ark. The Ashworth Collection includes watercolors, lithographs, pencil sketches, bronzes, and pottery depicting the Native American history and lifestyle. This exhibit contains works spanning the past one hundred years and many states, locales, and cultures that collectively combine to define the colorful world known as the American West.

In honor of Black History Month, the Libraries hosted an exhibit by Arkansas-native LaToya Hobbs. Hobbs' exhibit is a collection of portraits designed to promote a positive self-image for African American women. Her subjects are beautiful, a point that Hobbs says might be overlooked due to traditional ideals of beauty in the western world. Hobbs makes the subjects of her portraits boldly beautiful, which in turn can remind the subject, or viewer, that beauty can and should be found in other cultures and races.

In March, the Libraries hosted the 2011 "Small Works on Paper" juried art exhibition presented by the Arkansas Arts Council, which featured 39 works by 35 artists. In its 24th year, the annual Small Works on Paper exhibition showcases artwork no larger than 24 x 24 inches by Arkansas artists who are members of the Arkansas Artist Registry, an online art gallery coordinated by the Arts Council. The selected works are chosen by an out-of-state juror, who for this show was Patter Hellstrom, a partner in Hellstrom+Zirnis LLC, a bicoastal artist/curator team based in San Francisco and New York.

In April and May, the Libraries hosted an exhibit of works by Cal Berman, Sr., an amateur anthropologist who was determined to make a faithful record of the traditional customs and beliefs of the ethnic peoples living in the mountains of the Americas and Asia before their lifestyles were swept away by what he called "the plastic world." The paintings, created from the 1950s to the mid-1980s, give true portraits of the individual people as they went about their various activities.

Special Collections staff created a number of exhibits, including “Rural Arkansas,” “University of Arkansas Press Books,” and “Rare Books,” in the Special Collections Reading Room. The University Press exhibit/collection contains the most complete collection of books published by the University of Arkansas Press to be found. Exhibits in the hallway to Special Collections were “Arkansas Politics: Rivalries and Conflict, 1865–Present,” “Religion in Arkansas: History and Heritage.” Exhibits on the 2nd floor included “Sacred and Spiritual Treasures: A Selection of Rare Books from special Collections,” “William Grant Still,” “Miss America 1964: Donna Axum.”

Events

On Wednesday, September 1, the University Libraries and IT Services hosted an open house in Mullins Library of the newly renovated University Learning Commons, which includes the General Access Computing Lab, tutoring from the Quality Writing Center and Enhanced Learning Center, and assistance provided through a central location for research, circulation, and technology help. Support for the project was provided by the Student Technology Fee Committee, the Office of the Provost, the Vice Chancellor for Finance and Administration, and the Associate Vice Chancellor for Facilities Management. Special thanks are extended to the staff in the Facilities Management Department for the completion of construction and wiring in record time.

Walton Arts Center presented an excerpt of *Digging Up Arkansas*, a new play based on Arkansas history, to the Interim Committees on Education of the Arkansas General Assembly on Friday, September 3 in the Walton Reading Room, Mullins Library. Walton Arts Center’s Learning team worked with Northwest Arkansas artists, playwright and educator Mike Thomas and Trike Theatre of Bentonville, to create *Digging up Arkansas*, a play about three writers from the Federal Writer’s Project who invite students to explore and organize historical artifacts before President Roosevelt’s scheduled arrival in Arkansas.

On Wednesday, September 8, Provost Sharon Gaber hosted a reception to honor the 46 faculty members at the University of Arkansas who received tenure and/or promotion in 2010. The event was hosted by the University Libraries in the Helen Robson Walton Reading Room in Mullins Library. Speaking at the event were Chancellor G. David Gearhart, Provost Sharon Gaber, and Dean of Libraries Carolyn Henderson Allen. To commemorate the event, Gaber and Allen asked each of the faculty members to nominate a book of significance to their lives or careers and to describe the book’s importance. An exhibit of those books and the comments of the faculty members who nominated them was on display in the Walton Reading Room of Mullins Library through the end of October.

The Special Collections Department commemorated Archives Month by hosting an open house. Titled "Discover Arkansas in the Archives: Archives Month 2010," the event featured teenaged documentary film makers Sarah and Emma Bailin of Little Rock, who have produced fifteen documentaries and short films to date, which have been screened at more than fifty film festivals around the nation. Their documentaries have aired regularly on the Arkansas Educational Television Network and the Manhattan Television Network, New York. The Bailins'

presentation was followed by a screening of their short documentary film *Return to Sender* (2008, 10 minutes), the story of Arkansas' role in the months following the Cuban Mariel Boat Lift in 1980.

Cherokee Nation Principal Chief Chad Smith visited the University of Arkansas on Monday, Nov. 8, in honor of Native American Heritage Month. A reception honoring Smith was held in the Helen Robson Walton Reading Room. The citizens of the Cherokee Nation elected Chadwick "Cornassel" Smith as principal chief in 1999.

The MathClub, the department of Mathematical Sciences, the University Libraries, and Zometool, Inc. hosted the fourth Zome Day at Mullins Library on the University of Arkansas campus. Volunteers constructed the behemoth and complicated omnitruncated dodecaplex model, the largest omnitruncated dodecaplex model ever created, and only the third attempt in the world. The omnitruncated dodecaplex model they created is a sphere about 10 feet in diameter (roughly the size of the Peace Fountain), with 21,360 pieces of Zometools, a specialized building system of color- and shape-coded parts for creating models in geometry, science, or art. On site for the construction was Paul Hidebrandt, president of Zometools, Inc. After completion, the model was suspended in the spiral staircase in Mullins.

A Genesis Found, a sci-fi/adventure film produced by Wonder Mill Films, was shown on March 17 in Mullins Library. The film's fictional plot focuses on a 1938 discovery by anthropologist John Patton Jr. (Bennett Parker) of an anomalous skeleton that is neither animal nor man in the Moundville, Alabama, Indian mound. The free indie film screening was a stop on the Southeastern Campus Tour, a unique film distribution model, avoiding the traditional festival distribution of most independent films.

In celebration of National Library Week, the University of Arkansas Libraries hosted a film festival on the theme of Monsters & Mayhem. The films were screened in Mullins Room 104 each Tuesday evening from April 5 to April 26, all beginning at 7 p.m., and each featured brief remarks from a faculty member on a topic related to the film. The films included two foreign films and two classic American films.

A series of cultural events, two live demonstrations and three exhibits, were held in the Walton Reading Room in the week preceding the visit of his Holiness the Dalai Lama. Tibetan monks from the Drepung Loseling Monastery created the *Avalokiteshvara* or compassion mandala design in the Helen Robson Walton Reading Room from May 4 through May 10 to commemorate the visit of the Dalai Lama. An opening ceremony for the mandala construction was held on Wednesday, May 4. The sand mandala was completed on May 10, then on Thursday, May 12, the monks dismantled the mandala in a closing ceremony. During the same week, Sonam Dhargye conducted a live demonstration of the building of a traditional Tibetan Buddhist butter sculpture, which is considered a high form of Tibetan art. Three exhibits were also displayed during the week. Two exhibits featured photographs from Tibet by Sonam Zoksang and photographs of Tibetans in exile in India by Stephen Ironside. The third exhibit was

of ceremonial artifacts from Tibet, along with descriptions of their significance in the Tibetan culture, provided by the Tibetan Cultural Institute of Arkansas.

On May 19, the Special Collections Department sponsored the opening reception of the annual conference of the Society of Southwest Archivists (SSA) in Little Rock. SSA is a professional organization of archivists in Louisiana, Texas, Arkansas, Oklahoma, New Mexico, and Arizona. Held at the Clinton Presidential Center, the reception paid homage to Arkansas foods and included behind-the-scenes tours of the Clinton Presidential Library. Additionally, three Special Collections Department members gave a presentation at the conference on the Department's outreach and public relations program.

Awards and Honors

In May, Special Collections received two awards of merit from the Arkansas Historical Association—one for the digital project, “Land of (Unequal) Opportunity: Documenting the Civil Rights Struggle in Arkansas,” and one for *Index Arkansas*.

One of the Special Collections Department's digital collections, the *Commonwealth College Fortnightly* was recognized in July as “Digital Library of the Week” by *AL Direct*, the electronic newsletter of the American Library Association. Commonwealth College was a controversial socialist labor school located near Mena in Polk County.

The Special Collections Department received a grant of \$4,590 from the National Film Preservation Foundation to re-master, preserve, and digitize a fifty-year-old 8mm film produced in 1961 by Neil Compton in support of his campaign to keep the Buffalo River undammed and free-flowing.

Faculty Publications, Presentations, & Positions 2010-2011

Refereed Publications

- Jones, Phillip J.** (Head, Fine Arts) and **George J. Fowler** (Head, Systems). "The Limits of Democracy in Academic Libraries in a Revolutionary Age." *A Declaration of Interdependence: Proceedings of the ACRL 2011 Conference*, edited by Dawn M. Mueller (2010): 305–12. Print. Online paper available: http://www.ala.org/ala/mgrps/divs/acrl/events/national/2011/papers/limits_of_democracy.pdf.
- Lehman, Kathleen** (Head, Physics Library). "Profile of Stephen Hawking." *Science & Technology Libraries* 30.1 (2011): 1-19. Print.
- _____. "Reviews of Science for Science Librarians: Graphene." *Science & Technology Libraries* 30.2 (2011): 132-142. Print.
- Salisbury, Lutishoor** (Head, Chemistry / BioChemistry Library). "Is There a Future for the Traditional Abstracting and Indexing Services?" *Agricultural Information WorldWide*, 3.2 (2010): 78-82. Print.
- _____. "CAB Abstracts on CAB Direct, EBSCOHost, and Thomson Reuters Web of Knowledge: Comparing the Platforms and Their Searching and Retrieval Capabilities." *The Charleston Advisor*, vol. 12.3 (2011): 5-14. Print.
- Stankus, Tony** (Collection Management) and **Amy Hardin** (Reference). "The Affiliations of U.S. Academic Librarians in the Most Prominent Journals of Science, Engineering, and Medical Librarianship, 2000-2010." *Science & Technology Libraries* 30.2 (2011): 143-156. Print.
- _____. with Amy Hardin and Philip G. Crandal. "The Zoonotic Tuberculosis Syndemic: A Literature Review and Analysis of the Scientific Journals Covering a Multidisciplinary Field that includes Clinical Medicine, Animal Science, Wildlife Management, Bacterial Evolution and Food Safety." *Science & Technology Libraries* 30.1 (2011): 20-57. Print.
- _____. with Sarah Spiegel. "Wikipedia, Scholarpedia, and References to Journals in the Brain and Behavioral Sciences: A Comparison of Cited Sources and Recommended Readings in Matching Free Online Encyclopedia Entries." *Science & Technology Libraries* 29.3 (2010): 256-265. Print.

_____. "U.S. Farm-raised catfish." *Journal of Agricultural & Food Information* 11.3 (2010): 176-184. Print.

Non-Refereed Publications

Dillard, Tom (Special Collections). 48 weekly columns, "Remembering Arkansas," *Arkansas Democrat-Gazette*. Print.

Lewis, Todd E. (Special Collections). "Images of Arkansas: Arkansans at Work." *Arkansian* 4.2 (Fall 2010): 6. Print.

_____. "Images of Arkansas: Religion." *Arkansian* 5.1 (Spring 2011): 6. Print.

Salisbury, Lutishoor (Head, Chemistry/BioChemistry Library) with Susan Jesuroga, Rachael Bower, Anne Diekema, Lois McLean, and David Yaron. "2010 National Science Digital Library Annual Meeting: Summary of Survey Results." National Science Digital Library (NSDL). 10p. 2010. Print.

_____. with members of the ACRL Research Planning and Review Committee. "ACRL Environmental Scan 2011." 30 pp. Print. Online copy available at: <http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/EnvironmentalScan201.pdf>.

_____. with Jeremy J. Smith, Joseph Laincz and Brady Cress. "University of Arkansas Faculty Publications 2007- September 2008: a Bibliometric Study. Part 1: Faculty Publications Characteristics." 99 pp. 2010. Print.

_____. with Jeremy J. Smith. "University of Arkansas Faculty Citations 2007-2008: a Bibliometric Study. Part 2: Characteristics of their Cited References." 409 pp. 2010. Print.

Stankus, Tony and Mallory Olguin. "Dressing Like We Mean It." *Information Outlook: the Official Trade Magazine of the Special Libraries Association* 15.2 (March 2011): 8-11. Print.

Worrell, Diane (Special Collections). "Repository to Launch *Arkansauce Foodways Journal*." *Southwestern Archivist* 33.3 (August 2010): 25. Print.

_____. "Papers and Books of Civil War Battlefield Preservationist Acquired." *Southwestern Archivist* 34.2 (May 2011): 22. Print.

_____. "Department to Launch *Arkansauce Foodways Journal*." *Arkansian* 4.2 (Fall 2010): 1. Print.

- _____. "Brooks Hays Digitization Project Begins." *Arkansian* 4.2 (Fall 2010): 3. Print.
- _____. "Featured Manuscript Collection: Back to the Land in Arkansas, Then on to Hollywood: William R. Lighton and the Lighton Family Papers." *Arkansian* 4.2: (Fall 2010): 4. Print.
- _____. "Department Supports Award-Winning Study of Fay Jones House." *Arkansian* 4.2 (Fall 2010): 5. Print.
- _____. "New Manuscript Collection Opened: Parker Letters Document Civil War Era Family Life." *Arkansian* 5.10 (Spring 2011): 3. Print.
- _____. "Jerry Russell Collections Document Civil War Battlefield Preservation and Arkansas Political Scene" *Arkansian* 5.10 (Spring 2011): 5. Print.
- Zou, Tim J., Elaine X. Dong,** and Wenjie Zhou. "Resource Sharing Among Evergreen Libraries: Past, Present, and Future." *Library and Information (in Chinese)* 2 (2010). Online.
- _____. and **Elaine X. Dong.** "A Google Library or Googlized Libraries?" *Library and Information (in Chinese)*. 4 (2010). Online.

Abstracts and Book Reviews

- Conway, Cheryl L.** (Cataloging Acquisitions). Rev. of *The Legacy* by Kirsten Tranter. *Library Journal Xpress Reviews* 27 August 2010. Online.
- _____. Rev. of *Losing Graceland* by Micah Nathan. *Library Journal Xpress Reviews* 1 November 2010. Online.
- _____. Rev. of *Close Your Eyes* by Amanda Eyre Ward. *Library Journal* 136.10 (1 June 2011): 95. Print.
- Jones, Phillip J.** Rev. of *The Routledge Companion to the Tudor Age* by Rosemary O'Day. *Choice: Current Reviews of Academic Libraries* 48.5 (January 2011): 874. Print.
- _____. Rev. of *The Who, What, and Where of America: Understanding the American Community Survey* edited by Deirdre A. Gaquin. *Choice: Current Reviews of Academic Libraries* 48.2 (October 2010): 272. Print.
- Juhl, Beth** (Head, Web Services). Rev. of *The Classical Tradition*, eds. Anthony Grafton, Gleen W. Most, and Salvatore Settis. *Choice: Current Reviews of Academic Libraries* 48.7 (March 2011): 1261. Print.

_____. Rev. of *Handbook of Classical Research* by David M. Schaps. *Choice: Current Reviews of Academic Libraries* 48.8 (April 2011): 1461. Print.

_____. Rev. of *Encyclopedia of New York City: Second Edition*, eds. Kenneth T. Jackson, Lisa Keller, and Nancy Flood. *Choice: Current Reviews of Academic Libraries* 48:10 (June 2011): 1887. Print.

Kulczak, Deb. (Cataloging Acquisitions) 20 posts to the *Typo of the Day for Librarians* blog (<http://librarytypos.blogspot.com/>).

_____. Twenty separate posts regarding search terms in *AUTOCAT*, ranging in date from 30 August 2010 to 31 December 2010. Online.

Zou, Tim J. Rev. of *News Online: Transformations and Continuities*, eds. Graham Meikle and Guy Redden. *Choice: Current Reviews of Academic Libraries* 48.8 (2011): 1472. Print.

_____. Rev. of *Watching YouTube: Extraordinary Videos by Ordinary People*, ed. Michael Strangelove. *Choice: Current Reviews of Academic Libraries* 48.4 (2010): 674. Print.

_____. Rev. of *The Essential Cult TV Reader*, ed. Ken David Lavery. *Choice: Current Reviews of Academic Libraries* 47.11 (2010): 2093. Print.

Presentations

Allen, Carolyn H. (dean of Libraries). The Daisy Bates Collection: Photos and Historical Materials. Daisy Bates Day, Arkansas Union, University of Arkansas, Fayetteville, AR. 15 February 2010. Presentation.

Black, Angela (Serials) and **Gilbertson, Mary A.** (Cataloging Acquisitions). *Cataloging and MARC: a Brief Overview*. Arkansas Library Paraprofessionals Meeting, Fort Smith, AR. 20 May 2011. Conference Presentation.

Dillard, Tom. *The Arkansas Traveler*. Statehood Day event, Washington County Historical Society, 15 June 2010, Fayetteville, AR. Living History presentation.

_____. *Standards and Curriculum—The Impact on Education for the Future*. Educational Issues Conference, Delta Kappa Gamma, Fayetteville Public Library, Fayetteville, AR. 19 October 2010. Presentation.

_____. *A History of Arkansas's Development and Environmental Movement*. Arkansas Environmental Federation Conference, Hot Springs, AR. 5 November 2010. Keynote Address.

Gibson, Tess (head of Interlibrary Loan). *Interlibrary Loan Best Practices: What? Why? How?* ArkLink Fall Meeting, Conway, AR. 29 October 2010. Conference Presentation.

Jones, Phillip J. and **George J. Fowler**. *The Limits of Democracy in Academic Libraries in a Revolutionary Age*. Association of College and Research Libraries (ACRL) Conference, Philadelphia, PA. April, 2011. Paper Presentation.

Kulczak, Deb (Cataloging Acquisitions) and **Lora Lennertz Jetton**. *'Digital Love': the Description of 'Pop Muzik' in Online Resources*. Music Library Association (MLA) Conference, Philadelphia, PA. February, 2011. Poster Presentation. The poster and accompanying materials are available on the MLA Web site (<http://mla2011.musiclibraryassoc.org/files>).

Nutt, Timothy G. (Special Collections). *Nach Amerika: How a Family From Liechtenstein Ended Up in Perry County, Arkansas*. Perry County Historical & Genealogical Society, Perryville, AR. 10 August 2010. Presentation.

_____. *From Balzers to Bigelow: Liechtensteiner Immigrants to Perry County, Arkansas*. Central Arkansas Genealogical & Historical Society, Little Rock, AR. 13 January 2011. Presentation.

_____. with **Tom W. Dillard**. *Arkansas Jeopardy*. Fayetteville Advertising and Promotion Commission, Fayetteville, AR. 31 March 2011. Presentation.

_____. *Civil War Collections*. Arkansas Historical Association Annual Conference, Little Rock, AR. 16 April 2011. Presentation.

_____. *Arkansas Research*. Family History Conference, Church of Jesus Christ of Latter Day Saints, Springdale, AR, 20 April 2011. Presentation.

_____. *Perry County in the Civil War*. Perry County Historical & Genealogical Society, Perryville, AR. 10 May 2011. Presentation.

Robinson, Sherryl. *Are You Listening?* Arkansas Library Paraprofessionals Conference. Fort Smith, AR. 18 May 2011. Presentation.

Salisbury, Lutishoor (Head, Chemistry / BioChemistry Library). *Using Web of Science to Identify STEM Faculty Publishing and Citation Patterns at the University of Arkansas in Fayetteville*. American Chemical Society Division of Chemical Information Meeting, Boston, MA, August 22, 2010. Paper Presentation.

_____. *The Usefulness of Web of Science to Study STEM Faculty and Researchers Citation Patterns: Case Study at the University of Arkansas, Fayetteville*. Poster presentation at

the 2010 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, Baltimore, MD, 25 October 2010. Poster session.

_____. with Andrew White. *Bibliometric Applications in Libraries: An Overview*. American Chemical Society Publication Division Customer Advisory Board Meeting, Wilmington, DE. 10 June 2011. Presentation.

_____. with Gwen Mattice. *Aiding Undergraduate Students in Understanding the Scientific Research Process through Collaboration of Chemistry Faculty and the Science Librarian*. Special Libraries Association Conference, Philadelphia, PA. 13 June 2011. Paper Presentation.

_____. with Josef Laincz and Jeremy Smith. *Information Seeking Behavior of Science and Technology Students in the Current Information Landscape*. Special Libraries Association Conference, Philadelphia, PA. 14 June 2011. Poster Presentation.

_____. with Elizabeth McKee. *Are subscription databases still relevant the Academic Environment?* Arkansas Library Association Meeting, Little Rock, AR. 25 September 2010. Paper Presentaiton.

Turner, Kareen. *Surviving Disaster at Work*. Arkansas Library Paraprofessionals Conference. Fort Smith, AR. 18 May 2011. Presentation.

Wallack, Catherine (Special Collections). *Edward Durell Stone's Fulbright Furniture*. Humanities class, Northwest Arkansas Community College, Bentonville, AR. 8 February, 2011. Presentation.

Worrell, Diane F. with **Tom W. Dillard** and **Timothy G. Nutt**. *More Than Serendipity: Publicizing & Promoting Archives*. Society of Southwest Archivists Conference, Little Rock, AR. 21 May 2011. Presentation.

Honors and Awards

Stankus, Tony. Distinguished Member of the Year, 2011. BioMedical & Life Sciences Division of the Special Libraries Association.

Turner, Kareen. Arkansas Paraprofessional of the Year, 2010. Arkansas Libraries Paraprofessionals Association.

Creative Endeavors

Wallack, Catherine. *Ozark Modern: Edward Durell Stone's Fulbright Furniture Exhibition*, Fine Arts Center Gallery, University of Arkansas, Fayetteville, AR. 10 January 2011 through 16 February 2011. Curator.

Lewis, Todd E. *Arkansas Politics: Rivalries and Conflict, 1865-present*. Special Collections, University of Arkansas, Fayetteville, AR. 1 March 2010 through 1 March 2011.

_____. *Religion in Arkansas: History and Heritage*. Special Collections, University of Arkansas, Fayetteville, AR. 1 May 2011.

_____. *Sacred and Spiritual Treasures: A Selection of Rare Books from Special Collections*. Mullins Library, University of Arkansas, Fayetteville, AR. 1 May through July 2011.