

2012

Annual Report, 2011-2012

University of Arkansas, Fayetteville. Libraries

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STRATEGIC PLANNING

The Libraries' faculty, staff, and administration spent time and effort during the year crafting an organizational restructure and a strategic plan. Two committees spearheaded the formulation of the two plans, incorporating suggestions from library-wide meetings with staff and faculty throughout the drafting process. The Strategic Initiatives Committee included Cheryl Conway (chair), Molly Boyd, Phillip J. Jones, Lora Lennertz Jetton, and Monika Szakasits. The [final strategic initiatives](#) recommended by the committee focused on ten areas, including assessments, scholarly communication, digital curation, fiscal sustainability, environmental sustainability, key collaborations, realignment of services, promoting the excellence of personnel, increasing diversity in personnel and collections, and apportioning Libraries' resources in a manner that balances the current needs of all constituents while anticipating future demands. To further the Libraries' progress toward these initiatives, the committee identified forty-two goals for the organization to pursue in the next two years, and the Libraries' administration established deadlines and assigned faculty and staff to complete those goals, many of which were well underway by the end of the fiscal year.

The Organizational Structure Committee was charged with examining the organizational structure of other research libraries and developing two alternative structures that reflect the current University of Arkansas work environment as well as the programs offered by the Libraries. Starting with the end-users and their needs, and working backwards through the "supply chain" of how those needs are anticipated and met through the work of everyone in the organization, the Committee examined the workflow for parallel but disparate activities, for overlap, for inconsistencies, for new alignment paths. The goal was to tailor resources and personnel into a model that facilitates and enhances the delivery of essential services to scholars. The committee was chaired by Necia Parker-Gibson and Tess Gibson and included members Jeff Banks, Lynaire Hartsell, Kathleen Lehman, Lisa Lindsey, Molly Moore, Tim Nutt, Cathy Reineka, Sarah Spiegel, and Tony Stankus.

The committee provided [The Report](#) proposing two structures that were intended to be flexible, so that the structure should last well into the future. The two structures were then examined and vetted in open meetings with faculty and staff. The Committee recommended, and the faculty and staff reached consensus, that the current organizational structure did not need major changes; however, modifications to the functional elements was recommended to more closely align library services with program goals. The Libraries' Administrative Group reviewed the report and the comments generated in the open meetings, then distilled the recommendations into one proposed structure that was put in place by July 1. The structure will be evaluated for effectiveness on an on-going basis.

Communication within the organization was identified by the Committee as the foremost issue requiring improvement. Our aim is to create a culture of openness and inclusiveness, minimizing conflict between competing priorities. In addition, no matter how brief or expanded the interaction, our patrons should feel that they have received the best possible service that we can offer. Excellent service dictates that we must ensure all parties are working in a cohesive manner that supports organizational goals. To accomplish that, communication within departments, committees, working groups, task forces, functional groups, etc., must be aggressively shared with others throughout the organization. This open sharing of ideas, work

plans, decisions, and policy proposals and changes, etc., will help foster engagement of all participants to promote excellence in all the services we are providing to our clientele and stakeholders.

To improve communication, the Libraries established three new committees designed for intra-departmental communication. The Communications Clearinghouse is a reporting and working group primarily responsible for sharing information about and changes to current practices, policies, and procedures across the Libraries. The Clearinghouse will plan for and accomplish strategic goals of the Libraries, discuss ongoing or routine issues in day-to-day operations, propose solutions to problems, and recommend new policies or programs that will streamline operations and/or better support academic programs. Similarly, the Operations Group and Faculty Department Heads Group are collaborations primarily responsible for sharing information about and changes to current practices, policies, and procedures; the first between managers and supervisors and the second between department heads of the Libraries. Both groups will plan for and accomplish strategic goals of the service mission of the Libraries, discuss ongoing or routine issues in day-to-day operations, propose solutions to problems, and recommend new policies or programs that will streamline operations and/or better support academic programs, and will report to the Communications Clearinghouse.

The Organizational Structure Committee also recommended structuring to allow faculty and staff to focus library faculty education programs on specific user needs. This includes developing a comprehensive program for the instruction and education of students that begins in first year experience programs and develops through specific subject fields and graduate programs. Library supervisors will assign duties from the goals and objectives according to specific faculty member's areas of expertise; evaluate work in those areas through the annual evaluation process and by indicating progress toward goals. Supervisors will make annual assignments with a strategic focus, and faculty would have responsibility for solving problems. As needed, faculty should receive supervisory training and mentoring to support their work. To achieve this end, the Libraries recommended the creation of a new Head of Instruction and Outreach position to provide collaborative leadership in the development and assessment of an effective and engaging library instructional program in conjunction with the collection management program to meet the information requirements of the teaching and research programs of the university and promotes the library and its resources.

Finally, the Organizational Structure Committee noted that duties within the organization must be evaluated to ensure the highest relevance, eliminating non-essential tasks. In addition, essential tasks, along with the responsibility and empowerment to make decisions in order to complete these tasks, must be delegated to the functional level that is both effective and feasible. This re-distribution of work throughout the organization will most likely involve the reclassification of existing positions or promotion of staff members rather than creating new jobs. The restructuring of job duties and functions will create opportunities for increased responsibility and advancement for faculty and staff and discourage stagnation.

Faculty and professional staff were assigned new duties and responsibilities aligning with the new organizational structure in January; the new structure itself was adopted in July. However,

key unfilled positions will delay the implementation of some of the proposed programs until those positions are filled and the incumbents are able to get the programs up and running.

USER TRENDS

In 2011, the Libraries continued to adapt to changes necessitated by the increase in students and by the nation-wide trend toward location-independent information discovery and access. The first issue means more people and subsequent demand for services in the physical libraries; the second issue means more demand for materials and services by persons away from the libraries.

Mullins Library remains the most preferred place for study, research, computing, or meeting friends on campus. It is also the home of the largest and busiest computer lab on campus. The Research Commons in the library currently has more than 160 computer stations and 50 laptop computers available for check out. The 24/5 library operation hours during the finals weeks continued to be the most exciting and the busiest times of the year. Gate counts rose in Mullins Library by 5 percent over last year to 985,525, in the Physics Library by 15 percent to 21,193, in the Fine Arts Library by 13 percent to 37,033, and in the Chemistry/Biochemistry Library by 27 percent to 43,182, suggesting that students are moving away from the central library location as it becomes more crowded and are relocating their study and research to the branch libraries.

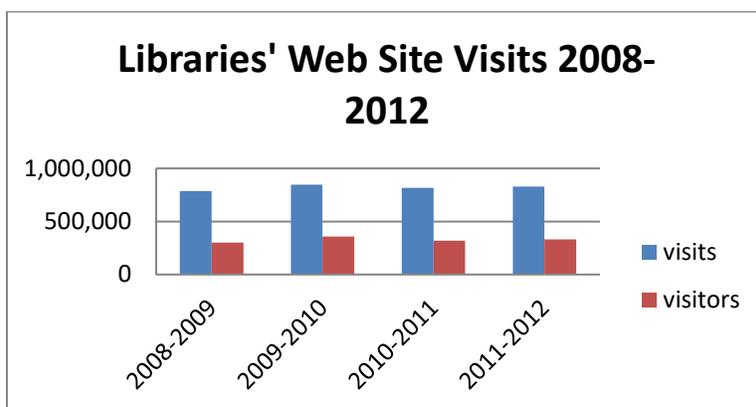
Library Gate Counts	2011	2012	Change
Mullins Library	940,851	985,525	+5%
Chemistry/Biochemistry Library	34,002	43,182	+27%
Fine Arts Library	32,686	37,033	+13%
Physics Library	18,391	21,193	+15%

Following this trend closely, Mullins Library, the Physics Library, and the Chemistry/Biochemistry Library all undertook renovation projects to create more seating and research areas. All three renovations necessitated the weeding and shifting of book collections, transferring approximately 2,000 linear feet of materials from various locations to LISA the Libraries' offsite storage facility, the dismantling of books stacks, and the purchase of new chairs and tables. The Chemistry/Biochemistry Library also added seven new computers to bring the total to thirteen in the library, and reports heavy usage, especially during midterms and finals. Mullins Library's renovation of the west side of the fourth floor created three new group study spaces with movable furniture, comfortable seating, and white boards and has been heavily used by students, particularly during the evening and night hours. In addition, dozens of new electrical outlets were installed on levels 3 and 4 to provide additional power to patrons using laptops.

Materials Circulation	2011	2012	Change
Mullins Library	57,635	51,596	-10%
Chemistry/Biochemistry Library	3043	3,865	+27%
Fine Arts Library	6,193	6,816	+10%
Physics Library	1,114	1,593	+43%

The circulation of materials in the libraries followed the same trend as gate counts: checkouts in Mullins Library were 51,596 during the year, down 10 percent from the last year; whereas, checkouts in the Chemistry/Biochemistry Library rose to 3,865, an increase of 27 percent; checkouts in the Fine Arts Library rose to 6816, an increase of 10 percent; and checkouts in the Physics Library rose to 1,593, an increase of 43 percent.

The Libraries' decrease in circulation mirrors a nationwide trend for the past decade, showing that students and researchers prefer to get their materials online. However, the relatively flat number of visits to the Libraries' Website shows that students may be seeking their research materials online through other sources, such as Google Scholar and Wikipedia. This creates a continuing challenge for subject librarians, who must train the students well in search techniques and reliable sources.



As search and access to digital or digitized information becomes federated and widely searchable for users, how and where to get the information seem to be less a concern for library users. They want information to be available whenever they need it regardless how and where the library staff can obtain the information. Similarly, we do not believe the geographical location of the information should be a barrier in providing access for the users. Combing the demands from all the services, such as Interlibrary Loan and RazorRush, the desktop delivery program of materials housed in the libraries, we see the clear pattern of users' demand, at least in the UA environment, for requesting resources beyond the wall of the UA libraries as long as the delivery turnaround time meet or exceed their expectation.

COLLECTIONS

Despite a relatively flat budget environment, the Libraries were able to make some changes to accommodate the increased demands. The Libraries were able to use recent gifts, endowment income, smart bargaining and partnerships across the campus and across the state to add a variety of new online resources in 2011-12.



Almost 18,000 new electronic monographs were added to the library catalog and more than 45,000 additional titles in reference databases have not yet been added to the catalog but are accessible to our users. The Libraries have purchased almost 300 new titles on the ebrary platform and saw the

netLibrary service transition to Ebsco Ebooks. Electronic books from Cambridge University Press, Salem Press, HeinOnline, and the R2 Nursing Library were also added.

As electronic book platforms, purchase models, and functionality continue to evolve, the Libraries have experimented with the best ways to help our users discover and use these texts. Because institutional licenses to electronic books do not always allow downloads to personal devices such as Kindles or iPads, each ebook may have slightly different restrictions on use. In addition, the mechanisms for searching, saving, or printing books chapters vary across services. Librarian Patricia Kirkwood created a comprehensive guide to the various ebook services (<http://uark.libguides.com/ebooks>), which aims to help users navigate the different functionalities on each platform.

Together with campus IT services, the Libraries made several iPads available for checkout at the Main Circulation Desk in Mullins Library. These iPads are loaded with books of campus-wide interest, including the One Book One Community selections, one hundred classic book titles, twenty New York Times bestseller titles, and software that allow users to check out electronic books from the Fayetteville and Springdale public libraries. The iPads and Kindle have proven to be a very hot ticket, with 123 checkouts of seven days at time., a 56% increase in checkouts over the past year. Making the e-book readers available to students encourages users to explore new technology.

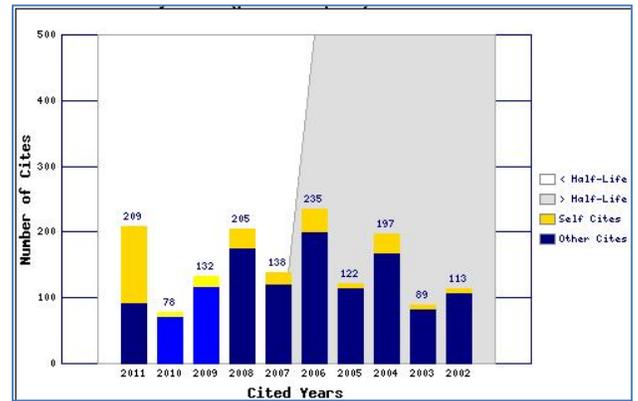
With shrinking budgets, many libraries are trying new concept called *Demand Driven Acquisitions*. In this process, libraries load records for electronic books that they don't actually own. They then pay a fee for the use of that title when a user accesses it from the library catalog search. The charge varies by publisher, but seems to be about 10% of the cost of the title used. If the electronic book is used three times, in our agreement, it is then purchased and owned by the library. We began a trial for Demand Driven Ebooks November of 2011. We dedicated \$5000 to the trial since we had no idea how much it would be used. As of 06/10/2012, patrons have used 54 titles for a total of \$665.58. The number of records in the catalog is continually growing, starting with 620 in November of 2011 and on 6/10/2012 there are 1036 titles available for University of Arkansas Libraries' users to find in the catalog in their daily research.



Faculty from the Department of History contributed research awards towards a multi-year subscription to **NewspaperArchive.com**. This service provides a searchable archive of Arkansas newspapers from Fayetteville, Blytheville, Benton, Camden, Harrison, Hope, and Gentry. Most papers date from the period between 1920 and 1980.

In the four short months since the Libraries made NewspaperArchive.com available, students and faculty downloaded more than 700 articles. A faculty member enthused about the expanse of local topics on which students can now conduct research.

With funding support from Fulbright College of Arts and Sciences and the Office of the Provost, the Libraries are able to provide access to **Journal Citation Reports (JCR)** online. JCR analyzes citation records from the 11,000 scholarly journals in the sciences and provides a journal impact factor. The impact factor is a measure of the frequency with which articles in a specific journal have been cited in a particular year. The impact factor is one measure to help determine a journal's overall prominence in a field. Taken together with other analytical tools provided by the Libraries, such as Web of Science citation reports, Google Scholar Citations, and Pivot, JCR aids our entire university by helping faculty to assess the scholarly impact of their research worldwide.



While JCR supports faculty and graduate research, several new literature resources have already come to the aid undergraduate students in a variety of introductory literature courses. **Literature Criticism Online incorporates** hundreds of volumes of collected criticism on poetry, short story, and drama—replacing 200 feet of hard-to-use

printed reference works with a searchable database of thousands of scholarly articles and work overviews. Literature Criticism Online is joined by **Something About the Author**, a collection of biographical and critical essays on authors of children's literature that replaced printed reference works. This source is an important tool for primary education students. Since these two products were added in February, students have downloaded almost 1000 articles.



Students of communication and speech now enjoy online access to a constantly updated **International Encyclopedia of Communication** online and **CIOS** (Communication Institute for Online Scholarship), which includes a comprehensive index to journal articles as well as

a directory of scholars in the field.

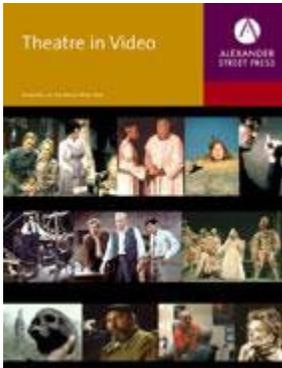
In June 2012, the Libraries added a one-year trial of **Mango Languages** online. Mango offers step-by-step web tutorials for dozens of different languages, including: Arabic, Chinese, Croatian, Czech, Danish, Dari, Dutch, Farsi (Persian), Finnish, French, German, Greek, Haitian Creole, Hawaiian, Hebrew, Hindi, Indonesian, Irish, Italian, Japanese, Korean, Norwegian, Pashto, Polish, Portuguese, Russian, Slovak, Spanish, Tagalog, Tamil, Thai, Turkish,



Ukrainian, Urdu, Vietnamese, and, yes, Pirate.

Mango is fun to use, intuitive, and self-paced so any student can devote a few minutes or a few hours a day to learn a new language or brush up on conversational skills before studying abroad. In only three weeks, the University saw more than 200 registered users on the Mango service.

AWESOME!! I wish this was available when I was taking my 4 semesters of language to get my undergrad degree!! I only remember a handful of phrases and MANGO will get me to a point where I can actually have a sensible exchange. PLEASE keep this.
-UofA research staff member



The Libraries also expanded our offerings of online media with new subscriptions to **Opera in Video** and **Theatre in Video**. These services offer hundreds of hours of recorded performances. Video clips can be viewed on mobile devices, shared with students via a link in a Blackboard course, or dropped into personalized playlists. With an increasing emphasis on distance education, these online resources provide much-needed content for humanities courses offered beyond the brick and mortar campus.



While Mango and online video have a very wide appeal, the Libraries also added some highly specialized research materials in 2011-12. These covered a wide array of fields, from an online subscription to *Angewandte Chemie*, a key journal in all fields of chemistry, to the **Dictionary of Old English Web Corpus**, which allows scholars to search for words or phrases preserved in the first six centuries of English texts. Journals were also added to support the space and planetary sciences programs, including *Astrobiology* and *New Astronomy*. The Libraries took over subscription management for the **Wharton Research Data Services (WRDS)**, a portal to large data sets used in the Walton College of Business and by other social sciences researchers across campus. Business Librarian Sarah Spiegel worked with Walton College staff to promote the service more widely and to assess the use of component databases within WRDS to make the best use of budget dollars.



End-of-the-year endowment income made possible the addition of two long requested sources. **African Newspapers from the World News Archive** provides access to more than forty fully searchable African newspapers published between 1800 and 1922. African Newspapers features titles from Ghana, Kenya, Lesotho, Malawi, Mozambique, Namibia, Nigeria, South Africa, Uganda, and Zimbabwe. Languages include English, German, French, Portuguese, Afrikaans, Xhosa, Sotho, and others. This collection, made available by the Center for Research Libraries, provides rich primary resource material for our growing program in African and African American Studies.

I'm amazed and so excited- I start teaching a course in the summer session that opens tomorrow and this will be a wonderful resource for them!
 --faculty member teaching African History



With almost 200,000 downloads last year, **JSTOR** is one of the Libraries' most popular offerings, so we were excited to add a new collection this summer, **Arts and Sciences VI**. JSTOR is a collection of core journals in the humanities, social sciences, sciences, and mathematics digitized in most cases back to the first date of issue. This new collection adds more than 200 titles to our holdings and concentrates on the social sciences, with clusters focused in economics, education, linguistics, political science, and area studies.

SERVICES

The Libraries introduced several new services and expanded others in pursuit of our mission: to provide access to information that will support and foster creativity, study, teaching, and research. As we continually reassess how to be the most effective in selecting what we deliver to whom, this year we focused on increasing the ways our patrons can access information.

2011 saw a dramatic increase in persons accessing the Libraries' Website and services via mobile applications. The Libraries' mobile catalog was accessed 6,343 times, a 191 percent increase over the past year, and 18,228 separate pages were accessed on those visits, a 233 percent increase over last year. Those visits to the mobile catalog were made by 4,149 distinctive users (unique visitors or devices), a 166 percent increase over the past year.

Libraries' Web Site Mobile Use	Total Visits		
	2010-2011	Change +/-	2011-2012
LibInfo (main site)	10,268	92.23%	19,738
InfoLinks (Library Catalog)	3,629	137.39%	8,615
Mobile Catalog (August 2010-)	2,179	191.10%	6,343
LibGuides	332	303.31%	1,339
Digital Collections (Scipio)	328	189.33%	949
Index Arkansas	77	193.51%	226
Total for Libraries Web Site	16,736	120.98%	36,984

The top three mobile devices used to access the Libraries' Web were the apple iPhone (9,535 visits), the Apple iPad (5,308 visits), and the Apple iPod Touch (450 visits), a statistic that gives clear indication for future software development and access changes.

To more easily allow faculty and students to access library materials from their mobile devices, the Libraries created a special VPN (Virtual Private Network) channel for library services. The VPN enables current students, faculty, and staff to login to the campus network with their UARK username and password. After logging in to the Libraries' special VPN, the users' computer or mobile device can present an on-campus IP address to our licensed resources, which requires no further logins to access the databases.

Interlibrary Loan continues to deliver materials to users who request them from other libraries. The overall requests for Interlibrary borrowing and article delivery continue to increase. During the year, the Interlibrary Loan Service responded to 83,959 total requests, which was 3,534 more than last year.

	FY 2009	FY2010	FY2011	FY2012
ILL Borrowed	35,248	34,750	35,077	35,346
ILL Lent	32,602	34,887	35,631	33,288
RazorRush delivery (From local holdings)	n/a	n/a	1,410	6,205
Total	67,850	69,637	70,118	74,839

Begun last year as a trial for faculty, RazorRush, the desktop delivery service, expanded to fulfill requests by all users affiliated with the university. RazorRush is designed as a service to help researchers manage study time more effectively. Upon request, library staff will retrieve, scan and electronically deliver articles from print periodicals in the collection of the University of Arkansas Libraries, whether in Mullins Library, any of the branch libraries, or LISA, the Libraries' offsite storage annex. A total of 6,205 articles from UA collections were scanned and delivered electronically to requesters across campus and to remote sites this past year.

This year the Libraries implemented a new intra-library "paging" service, which allows users to search the online catalog and request library staff to pull available items and hold them for pick up at a preferred library location. For instance, a researcher in the dorm can request an item from Mullins Library be delivered to the Physics Library, where he or she can pick it up the next day after class. This new service was implemented in the summer, so no statistics for its use are available.

To help users locate materials in Mullins Library, the Libraries purchased StackMap, a web-based software solution to direct patrons with a detailed map and written directions to an item in the stacks. Users can activate the service by clicking "Map It" from the library catalog entry for the item. StackMap will use the call number for the item to show the requesting patron on what

floor, in which stack, and in which exact location the book is located. This new online feature replaces the print handouts of collection location guides and makes finding an item in the stacks exact by pinpointing its location. The “Map It” feature is compatible with any web-enabled mobile devices, allowing users to search and view the map on their mobile device while navigating the bookshelves.

Another green initiative was the purchase of a KIC (Knowledge Imaging Center) stationary scanner, which was installed near the west entrance in the Mullins Library. The KIC BookEdge has a 12 x 17 inch scanning bed with high speed color scanning that allows real time image editing, automatic border recognition and removal, as well as page splitting, bookfold correction, and focus and exposure controls. The scans can be saved to USB jump drives or emailed. In two months, there have been more than 800 sessions and more than 12,000 images scanned from the KIC scanner, a noticeable new trend for “scan and go” type of information retrieval and delivery in the library. Users love the new system because of its technological enhancements over traditional scanners or Xerox machines, and because it is free of charge and paperless. The KIC scanner is the latest digitization technology added to the library, joining two Xerox digital copiers and scanners, one large map scanner, seven small desktop scanners in the Learning Commons stations, and two Bookeye stationary scanners in the ILL office. All of these digital scanners enable library users to avoid paper waste while conducting research.

The Libraries’ saw an increase usage of its large format scanner during the year. In Fall, 2010, the Libraries made its large format scanner available for use by the campus community, and scanned 678 oversized documents, almost all of them architecture drawings for the School of Architecture students and faculty. This past year, staff scanned 1159 oversize documents for Architecture, Engineering, and Interior Design and began a long-term project of preservation with the Fulbright College, toward which 449 oversized images were scanned.

COLLABORATIONS

The Libraries continued its contribution to AgNIC (Agriculture Network Information Center) as one of the partner sites (<http://uark.libguides.com/rice>). The Libraries is responsible for the upkeep of Rice Research and Culture webpage, providing metadata for free web resources on this topic to the AgNIC portal (<http://www.agnic.org/>) and answering questions relating to rice at the national and international level. For this past academic year, we contributed more than 1,000 fully indexed and abstracted metadata to the portal.

The Libraries worked closely with the library at Crystal Bridges Museum of American Art to ready their collection for the museum’s opening in November. Staff from the University Libraries assisted staff at Crystal Bridges in setting up their online public access catalog, which Crystal shares with the Libraries, while Cataloging and Acquisitions staff worked to incorporate Crystal Bridges library holdings into the catalog. This involved collaboration with Crystal Bridges’ staff on the technical specifications for processing their bibliographic and item information, and training of their staff. Records for 22,181 titles (24,546 volumes) were loaded in time for the museum’s grand opening. The Libraries’ cataloging department continues to work in cooperation with Crystal Bridges to study new policies, improve the catalog, and better the workflow in a multi-library environment. In addition, Fine Arts staff gave a training

presentation to Crystal Bridges curators on policies and access, while Web Services and Access Services continue to provide technical assistance.

The Libraries continued the partnership with the Quality Writing Center (QWC) to provide tutoring to students from the Learning Commons in the library through the fall and spring semester. Although the Enhanced Learning Center (ELC) suspended their service in the library due to budget cuts, a significant loss to students, the QWC was able to maintain tutoring hours from 2pm to 8pm Monday through Thursday and Sunday 5pm to 8pm. Through the year, 1,427 tutoring sessions were provided by QWC staffers at the Mullins Library location.

SPECIAL COLLECTIONS OUTREACH

The Special Collections Department made its presence known across campus and across Northwest Arkansas during the 2011-2012 academic year with numerous events, exhibits, and outreach activities. Special Collections staff conducted 24 presentations to nearly 450 students and other members of the community. The department was called upon to inject some style and history into the newest concourse at the XNA airport by constructing an exhibit of historic postcards from the area. In 2011-2012, the Special Collections reading room served 1,991 patrons, including 120 faculty members, 104 graduate students, and more than 200 undergraduate students from the University of Arkansas.

External patrons served by Special Collections were individuals representing historical societies, academic institutions, radio stations, research facilities, government organizations, and state parks. Our patrons represented twenty-seven states as well as fourteen foreign countries, ranging from Cambridge students in England to researchers in Peru, Japan, Bulgaria, Ontario, Finland, Italy, Brazil, and the Republic of Korea. Researchers accessed more than 5,000 archival boxes, 3,400 items in the Arkansas Collections, and 1,300 maps and photographs. Research services served more than 160 different universities, businesses, and other organizations and produced more than 800 scans of images and over 19,000 photocopies during the year. Special Collections materials were utilized and cited in at least nine books, six theses and dissertations, thirty-eight journal articles, four exhibits, several websites, and eleven other events and performances.

The most heavily used manuscripts by patrons visiting the department this year were the Bureau of Educational and Cultural Affairs Historical Collection, commonly called CU, (MC 468) used by 48 different patrons, the Fay Jones Collection (MC 1373), used by 33 different patrons, the Fulbright Papers (MC MS F956 144), used by 28 different patrons, and the CIES papers (MC 703), used by 26 different patrons. Other popular collections included the Orval E. Faubus Collection (MC MS F27 301), the Otto E. Rayburn Folklore Encyclopedia and Papers (MC R19), the Edward Durell Stone Papers (MC 340), the Walter J. Lemke Papers (MS L541), the Florence Price Papers (MC 988), and the Billy James Hargis Papers (MC 1412).

Special Collections acquired many new collections, some of the more interesting of which include: Inspiration Point Fine Arts Colony at Eureka Springs, Black Americans for Democracy Materials, Rudy Moore Jr. Papers, and the Stanley Family Materials (documenting Weiner, Arkansas). Numerous collections were opened for research during the year, the largest and most prestigious being the John Paul Hammerschmidt papers (MC 1230). Special Collections also

released the Marie Lavallard papers (MC 1644) and the Foundation for International Exchange of Students collection (MC 1881). Digital collections released online included a collection of German POW letters, "Politics and Principles: Documenting the Career of Congressman Brooks Hays," "Drawing Distinctions: The Life and Work of American Cartoonist George Fisher," and *BAD Times*, the newspaper for the Black Americans for Democracy student organization at the University of Arkansas.

SPECIAL EVENTS

The papers of former Congressman John Paul Hammerschmidt were opened to researchers on September 14, 2011 in Mullins Library. Guest speakers were Hammerschmidt; G. David Gearhart, chancellor of the University of Arkansas; Sen. David H. Pryor; and Tom Dillard, head of special collections. Chancellor Gearhart also delivered a special message from former President George H.W. Bush. The papers of Hammerschmidt (Manuscript Collection 1230) were donated to the University of Arkansas special collections department by Hammerschmidt on May 2, 2005. The collection contains 1,221 linear feet and includes biographical materials, correspondence, legislative and committee materials, personal and office financial records, speeches, press releases, posters, audio and video tapes, and ephemera.

In honor of American Archives Month, journalist Abby Burnett delivered a program titled, "Gone to the Grave: Burial Customs of the Arkansas Ozarks, 1850–1950" on Wednesday, Oct. 5, in Room 130 on the lower level of Mullins Library. Burnett addressed community customs such as nursing the sick, laying out and sitting with the dead, building coffins, digging graves, and making grave markers, as well as early medical practices and undertaking, infant and maternal mortality, and the advent of embalming and professionally directed funerals.

In celebration of Martin Luther King, Jr. week, the University Libraries and Diversity Affairs hosted a prescreening of the PBS documentary *Daisy Bates: First Lady of Little Rock* on January 19 in the Donald W. Reynolds Center. The film travels with Daisy Bates on her long and lonely walk from orphaned child to newspaperwoman to national Civil Rights figure to her last days in Little Rock. Film director Sharon La Cruise spent several hours working with the University Libraries' Special Collections faculty and staff throughout her research, notably in her use of the Daisy Bates collection.

The University of Arkansas Libraries hosted a series of feature films on the theme "Four Films of the Apocalypse" in celebration of National Library Week each Tuesday evening from April 3 to April 24. The schedule for the film series included *Children of Men* (United States, 2006); *Forbidden Planet* (United States, 1956), *WALL-E* (United States, 2008), and *Delicatessen* (France, 1991). The theme of the film series was selected by attendees at last year's film festival.

The Libraries held a press conference and reception in honor of Laurence Luckinbill, McIlroy Family Visiting Professor, in celebration of the acquisition of his papers on June 18, 2012 in Mullins Library. An exhibit in the Walton Reading Room display case featured photos and memorabilia from his papers. Luckinbill graduated from the department of drama in the J. William Fulbright College of Arts and Sciences in 1956 and earned a master of fine arts in

playwriting from the Catholic University of America in 1958. Luckinbill worked for the United States Foreign Service in Africa and Italy as a theater director, writer, and lecturer. He was a Tony nominee for *The Shadow Box* and a recipient of the New York Critics Circle Award for *The Memory Box*. Luckinbill works extensively as an actor, writer and director for the stage and screen. Luckinbill currently tours the world in his award-winning solo performances portraying Lyndon Johnson, Clarence Darrow, Theodore Roosevelt and Ernest Hemingway.

EXHIBITS

“George Francis Trapp: Prints from the Architect's Sketchbook was displayed in the lobby area of Mullins Library in July and August, 2011. Trapp studied at the University of Arkansas and received his Bachelor of Architecture degree from Columbia University in 1926. The following year, Trapp traveled to Europe. Trapp recorded his travels in France and throughout Europe with finely-crafted drawings of many of the sites he visited. Trapp printed from new and older plates he made based on the drawings from his European travels. The prints in this exhibit are taken from a collection of sixty-four works, drawings, and etchings donated to the University of Arkansas in 1983 by Trapp’s widow, Linda Wiles Trapp.



“Altered Perceptions” by Sean Fitzgibbon was exhibited in the lobby area in September and October, 2011. Fitzgibbon incorporates various media in his work such as acrylic, color pencil, charcoal, ink, torn paper and other found objects to demonstrate the randomness of human consciousness. Fitzgibbon illustrated books and is currently illustrating a documentary style graphic novel that chronicles the Norman Baker years (1938-1939) of the Crescent Hotel in Eureka Springs, Arkansas.



In honor of Native American Heritage Month, the Libraries’ hosted “Southeastern Indian Artists Association: An Exhibit of Works,” an exhibit of multimedia pieces by seven members of the Southeastern Indian Artists Association. These award-winning artists include Tony Tiger, a member of the Sac and Fox Tribe of Oklahoma, Jeff Edwards, a Cherokee artist and language activist, Roy Boney, Jr., a Cherokee artist, filmmaker, and digital media specialist, Joseph Erb, a Cherokee filmmaker, artist, and digital media specialist, Sharon Irla, a self-taught Cherokee artist, Troy Jackson, a Cherokee artist who received his Master of Fine Arts from the University of Arkansas, and Bobby C. Martin, a Muscogee (Creek) artist and designer, who received his Master of Fine Arts in printmaking from the University of Arkansas.



“Women of a New Tribe” by Jerry Taliaferro, honoring both Black History Month and Women’s History Month, was displayed in Mullins Library January – April, and represented a collaboration with the community. Part of a nation-wide project that premiered at the Afro-American Cultural Center in Charlotte, N.C., in 2002, the exhibit has traveled to several cities where Taliaferro photographs local women to include in the exhibition. The women in our community featured in the exhibit included a University of Arkansas student and scholarship recipient, a doctor, an assistant principal, a restaurant owner, a lawyer, a police station dispatcher, a case worker, a



community activist, a hair stylist, caregivers, ministers, and nurses. Taliaferro presents his subjects in the dramatic, high-glamour style reminiscent of the photography of 1930s and 1940s Hollywood. The photographs explore different themes, such as tribal beauty, portraiture, and family relationships.

Marjorie Hunter's exhibit "Hope and Despair: FSA Photography in Arkansas during the Great Depression" was displayed in the lobby area of Mullins Library in honor of Arkansas Heritage Month in May through July. "Hope and Despair" is a collection of Farm Service Administration photographs taken in Arkansas during the 1930s. Marjorie Hunter, a Heritage Studies doctoral student at Arkansas State University-Jonesboro, developed the project using photographs from the Library of Congress archives under the direction of Dr. Clyde Milner II, director of the heritage studies program. These images illustrate the extreme poverty of the Depression era, which was exacerbated by flood, drought and low farm prices in Arkansas and the Mississippi River Delta. As "Chief of the Historical Section" for the Farm Security Administration, Roy Stryker directed a team of photojournalists that included Walker Evans, Dorothea Lange, Russell Lee, Edwin Locke, Carl Mydans, Arthur Rothstein, Ben Shahn, and Marion Post Wolcott. His camera crew took thousands of pictures with the goal of "introducing America to Americans." Members of the team, such as Lange, Evans, Rothstein and Shahn, gained reputations as leading creators of documentary photography.



Special Collections exhibits included the Daisy Bates exhibit in the Helen Robson Walton Reading Room, "Arkansans at Work" for Arkansas Heritage Month in the Special Collections exhibit cases, "War and Reflection: Selections of Rare Books related to the Civil War," in the glass case near the Reference Desk, and "Sidney McMath: A Man for Arkansas at 100," in the McMath Library of the Central Arkansas Library System and in the display cases in the hallway outside of Special Collections.

In June 2012, an exhibit titled "Internment and Heroism" was opened in the hallway in front of the Special Collections Department. This exhibit displays Special Collections' images related to Japanese American internment in Arkansas. The ten images depict camp life at the Rohwer and Jerome internment camps, as well as photographs of Japanese Americans who served in the U.S. Army during World War II.

DEVELOPMENT

The Libraries received 209 cash gifts totaling \$63,701 during the year, 171 gifts-in-kind totaling a value of \$114,762, 7 planned gifts totaling \$114,332, and 1,291 pledge payments totaling \$103,981 for a total of \$396,778, which was \$82,582 more than last year's total receipts. The Libraries also received a one-time testamentary gift of \$500,000 during the year. Of the 1,829 donors who gave to the Libraries during the 2012 fiscal year, 952 were first-time donors.

Refereed Publications

Kirkwood, Patricia E. (Collection Management). "Faculty publication checklists: A quantitative method to compare traditional databases to web search engines." Proceedings of the American Society for Engineering Education Annual Conference, San Antonio, TX. June 2012. Online paper available: <http://www.asee.org/public/conferences/8/papers/3879/view>.

Kulczak, Deb (Cataloging Acquisitions) and **Lora Lennertz Jetton** (Head, Performing Arts and Media). "Lexicon of Love": Genre Description of Popular Music Is Not as Simple as ABC." *Music Reference Services Quarterly* 14: 4 (2011): 210-238. Print.

Salisbury, Lutishoor (Head, Chemistry/Biochemistry), **Jozef Laincz**, and **Jeremy J. Smith**. "Science and Technology Undergraduate Students' Use of the Internet, Cell Phones and Social Networking Sites to Access Library Information." *Issues in Science and Technology Librarianship* (Spring 2012): Page numbers. Print. Online paper available: <http://www.istl.org/12-spring/refereed3.html>.

Stankus, Tony (Collection Management). "Our Modern Skulls House a Stone Age Brain: An Overview and Annotated Bibliography of Evolutionary Psychology." *Behavioral & Social Sciences Librarian* 30:3 (2011): 91-141. Print.

_____. and **Amy Hardin**. "The Affiliations of U.S. Academic Librarians in the Most Prominent Journals of Science, Engineering, Agricultural and Medical Librarianship, 2000-2010." *Science & Technology Libraries* 30:2 (2011): 143-156.

_____. and **Amy Hardin**. "The American Universities Which Published Most Often in Journals for Business & Finance, Law, Education, and Social Sciences Librarians, 2000-2010." *Journal of Business & Finance Librarianship* 31:3 (2012): 251-261. Print.

_____. and **Martha A. Parker** (Librarian in Residence). "The Anatomy of Nursing LibGuides." *Science & Technology Libraries* 31:2 (2012): 242-255. Print.

_____. "Turkeys: [An analysis of turkey production and consumption in the US and across the globe]." *Journal of Agricultural & Food Information* 12: 3-4 (2011): 232-257.

_____. "Vectors, Bites, and Venoms: Articles on Insect and Other Arthropods of Medical Importance: Which Journals Published the Most and on Which Insects, 2007-2011?" *Science & Technology Libraries* 31:1 (2012): 100-123. Print.

Non-Refereed Publications

Kulczak, Deb (Cataloging Acquisitions). 15 entries, "Typo of the Day for Librarians" blog (<http://librarytypos.blogspot.com/>). 24 October 2011 through December 30 2011. Online.

Nutt, Timothy G. (Special Collections). 4 bi-weekly columns, "Are You Arkansavvy?" *The City Wire*. Online.

Robertson, Erin (Special Collections) and **Diane Worrell** (Special Collections). "Selected Works of Political Cartoonist Available Online." *Southwest Archivist*. 35:1 (February 2012). Print.

Salisbury, Lutishoor, Jeremy S. Smith, and Arthur Fry (University Professor Emeritus, University of Arkansas, Fayetteville. "A bibliography of scholarly activities." Fayetteville, Ark.: University of Arkansas, 2011. Print.

_____. and Andrew White (Stony Brook University). "ACS Publications Customer Advisory Panel – Report of the Bibliometric Sub-Group to the ACS Publications Division." Print.

_____, contributor, and the ACRL Research Planning and Review Committee. "Top Ten Trends in Academic Libraries: A Review of the Trends and Issues Affecting Academic Libraries in Higher Education." *C&RL News*, 73(6): 311-320. Print.

_____. and **Jeremy J. Smith**. "Patents Granted to the University of Arkansas, 1976-2011: A Bibliographical Analysis. Fayetteville, AR.: Chemistry and Biochemistry Library, University of Arkansas Libraries. 130p. Print.

Stankus, Tony and **Amy Hardin**. "Producing Articles for Academic Special Librarians." *Information Outlook*, 15:5 (2011): 19-35.

Worrell, Diane. "Brooks Hays Digital Collection Opened," *Southwestern Archivist* 34:4 (November 2011): 20.

Abstracts and Book Reviews

Jones, Phillip J (Head, Fine Arts). Rev. of *Encyclopedia of Tudor England* ed. John A. Wagner and Susan Walters Schmid. *Choice* 49:9 (2012): 1622. Print.

Juhl, Beth (Head, Web Services). *Encyclopedia of the Hellenic World* [Web site]. *Choice* 48:12 (August 2012): 2277.

_____. *Propylaeum* [Web site]. *Choice* 49:6 (February 2012): 1032.

_____. *The Oxford Handbook of Papyrology*. Oxford, 2011. *Choice* 49:10 (June 2012): 2036.

_____. *The Oxford Classical Dictionary*. 4th ed. Oxford, 2012. *Choice* (forthcoming).

Kulczak, Deb. (Cataloging Acquisitions) 15 posts to the *Typo of the Day for Librarians* blog (<http://librarytypos.blogspot.com/>). 24 October 2011 through December 30 2011. Online.

Zou, Tim. Rev. of *Reading YouTube: The Critical Viewers Guide* by Peter Lang. *Choice: Current Reviews for Academic Libraries*. 49:9 (2012): 1639.

_____. Rev. of *Consent of the Networked: The World-wide Struggle for Internet Freedom*, by Rebecca MacKinnon. *Choice: Current Reviews for Academic Libraries*. (forthcoming)

Presentations

Baker, Diane (Binding). “Survival Quilts” and the Underground Railroad: The Search for Historical Documentation. Van Buren Public Library, Van Buren, AR. 19 March 2012. Presentation.

Boyd, Molly (Dean’s Office). “Making E-mail Work for the Busy Professional: A Primer for Composing E-mails.” Arkansas Libraries Association Meeting, Little Rock, AR. 17 May, 2012. Presentation.

Gilbertson, Mary A. (Head, Acquisitions). DDA Using YBP. American Library Association Annual Conference, Catalog Management Interest Group, Anaheim, CA. 23 June 2012. Presentation.

Kirkwood, Patricia. “Along the TRAIL of Federal Technical Reports: A Cooperative Digitization Effort,” in *Digital Directions in Transportation Information Management*, Transportation Research Board, Annual Conference, Washington, DC. 23 January 2012. Poster presentation. Online presentation available:
<http://amonline.trb.org/2130ck/2130ck/1>

Nutt, Timothy G. (Interim Head, Special Collections). “Perry County Businesses,” Perry County Historical & Genealogical Society, Perryville, Arkansas, May 8, 2012. Presentation.

_____. “Perry County Church Histories,” Perry County Historical & Genealogical Society, Perryville, Arkansas, August 9, 2011. Presentation

Parsch, Janet (Special Collections). Introduction to Rwanda for Architectural Students, Study Tour, August 31, 2011. Presentation.

_____. “Ozarks at Large,” KUAF, Fayetteville, Arkansas. 9 November 2011. Interview.

Robinson, Sherryl L. (Circulation). “Sleepless in Seattle: A Team Building Exercise.” Arkansas Library Paraprofessional Annual Conference, Little Rock, AR. 17 May 2012. Presentation.

Salisbury, Lutishoor, and Vicki Croft (Washington State University). Creating and Using LibGuides. AgNIC online seminar, 8 February 2012. Presentation.

_____. So you think they are following us? Undergraduate Science and Technology Students use of the Internet, Cell Phones, Social Networking Sites to Access Library Resources. USAIN Biennial Conference, University of Minnesota, Minneapolis, MN. 31 April 2012. Presentation.

_____. and **Elizabeth McKee**. Two Minutes Please! Assessing Library Instruction: Are we on the Same Wavelength as Our Users? Arkansas Library Association Meeting, Little Rock, AR. 26 September 2011. Presentation.

Wallack, Catherine, co-presenter. *Mid-Century Modern Architecture: A Regional Interpretation*, Osher Lifelong Learning Institute, Global Campus, University of Arkansas, Fayetteville, AR. 4 April 2012. Presentation.

Youngblood, Joshua. Arkansas Genealogy Resources. Gather Your Family: Northwest Arkansas Family History Conference, Church of Jesus Christ of Latter Day Saints, Springdale, Arkansas. 21 April 2012. Presentation and workshop.

Zou, Tim. “Relais D2D– A Possible Platform for a Statewide Union Catalog.” ARKLink meeting, Pulaski Technical South Library, Little Rock, AR. 14 October 2011. Presentation.

Creative Endeavors

Hartsell, Lynaire (Periodicals). Arkansas Philharmonic Orchestra concert: Northwest Arkansas Naturals Present: 2011 Symphony Night at the Ballpark, Arvest Ballpark, Springdale, AR. 3 July 2011. Section player (violin).

_____. Arkansas Philharmonic Orchestra concert: The Three B’s: Berlioz, Bruch and Beethoven, Arend Arts Center, Bentonville, AR. 29 October 2011. Section player (violin).

_____. Arkansas Philharmonic Orchestra concert: Christmas with the APO, Arend Arts Center, Bentonville, AR. 17 December 2011. Section player (violin).

_____. Sanctuary Choir Concert, First Baptist Church, Fayetteville, AR. 18 December. Section player (violin).

_____. Arkansas Philharmonic Orchestra concert: Trail of Tears, Arend Arts Center, Bentonville, AR. 18 February 2012. Section player (violin).

_____. Arkansas Philharmonic Orchestra concert: Literary Greats, Arend Arts Center, Bentonville, AR. 28 April 2012. Section player (violin).