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University of Arkansas Libraries 2013 Annual Report
Executive summary
The Libraries strategically support the University of Arkansas, promoting intellectual discovery and information literacy to advance the University's goals in teaching, research, and outreach. We strive to provide the best service possible and continually self-evaluate how to better serve our constituents. The Libraries' personnel spent the year pursuing strategic goals, refining and expanding services, and reallocating personnel to maximize productivity based on new technological advances and changing demands on traditional services.

Grants

The **National Science Foundation's Experimental Program to Stimulate Competitive Research (EPSCoR)** awarded $70,000 through the Arkansas Science and Technology Authority for the fifth consecutive year.

The **Arkansas Humanities Council** awarded $22,436 for "On the Trail of the Arkansas Travelers: Digitizing Family Records" (a collaborative grant with World Languages, Literatures, and Cultures). Linda Jones, Project Director. This grant enabled the translation and digitization of selected French Colonial items in English, French, and Spanish from the Dorothy Jones Core Papers in Special Collections, enhancing our knowledge of the role and commercial significance of Arkansas Post in the Mississippi River Valley during the early 1700s.

The **Arkansas Humanities Council** awarded $994 to Special Collections for "Florence Price Papers and Opera in the Ozarks Records: Inventory and Assessment" (Tim Nutt, Project Director) for inventories of the recently-received manuscript collections of Florence Price and Opera in the Ozarks and to perform an assessment of the condition of the materials to identify preservation issues.

The **Happy Hollow Foundation** awarded $15,000 to digitize and preserve the Ozark Folksong Collection amassed by Mary Parler in the course of her work with Ozark folklore, especially Ozark folksong. The collection includes fragile reel-to-reel audio tapes recorded from 1949 to 1965 of Ozark folksong and Ozark versions of ancient balladry from the English and Scottish traditions.

Library Resources & Technical Services (funded by the Association for Library Collections and Technical Services) awarded $1000 to Kathleen Lehman (head, Physics Library) to write a review of the collection development and management literature from 2011-2012 in February 2012.

Publications

The Arkansian newsletter features Special Collections news, significant collections, upcoming events, notable books, interesting researchers, historic photographs, and an Arkansas history quiz, and is published twice a year.

Arkansauce: The Journal of Arkansas Foodways explores the history, traditions, and folklore of food, as well as Arkansas's current culinary scene, and is published once a year.

Index Arkansas is a searchable database of more than 90,000 entries, covering the 1880s to the present of articles and book chapters on Arkansas topics, which is updated annually.

Personnel
Faculty
Jordan Nielsen, business librarian, August 2012. M.S. Assistant Professor / Librarian. (University of Tennessee), M.B.A. (University of Tennessee at Martin), B.S. (University of Tennessee at Martin).
Administration
Tim Nutt was promoted to head, Special Collections Department, September 2012.
Awards / honors
Hartsell, Lynaire. 2012 Lorrie Shuff Paraprofessional Award, Arkansas Library Association.

Significant Achievements and Changes
Collections
The Libraries reached its 2 millionth volume and, to commemorate the milestone, purchased the rare book: *La Florida Del Ynca. Historia Del Adelantado Hernando De Soto, Gouernador y Capitan General Del Reyno De La Florida, y De Otros Heroicos Caualleros Espanoles E Indios.* GARCILASO DE LA VEGA, "El Inca" Lisbon, 1605. The book is a first-hand account of the trip of explorers led by Hernando de Soto, who crossed the Mississippi River on June 28, 1541, becoming the first Europeans to set foot in Arkansas.

In 2013, the Libraries installed a new online catalog platform, Sierra. This software powers the library catalog, acquisitions, check outs, holds, and other circulation functions, course reserves, and auxiliary services such as Index Arkansas, Find it! and the library proxy server. Sierra's open architecture will allow the Libraries more flexibility to make better use of the data on our system and to integrate the system more fully with other campus technologies.

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 2012-2013. At the end of the fiscal year, subject librarians selected the following tools that will provide the most impact for students on campus:

- **JSTOR** is an archive of more than 2500 key scholarly journals from more than 50 academic disciplines. UA students and faculty retrieve more articles each year from JSTOR (more than 183,000 last year) than from any other library resource. The Libraries added two new JSTOR segments, Arts and Sciences collections VII (business, economics, history, and mathematics) and VIII (education, literature, music, and fine arts).
- The **Credo Reference** service delivers the full text of more than 600 reference books, along with videos, audio files, and thousands of images with copyright clearance for educational use. Credo provides an excellent and intuitive place to begin undergraduate research, and allows faculty to embed tools into their Blackboard course so that students have instant access to relevant library resources.
- The **Scientific American Archive**, covering from 1948 to present, provides instant access to science and technology topics in a thorough, yet comprehensible, format. This archive offers all the charts, graphs, images, biographies, and news items that can be found in the printed archive but in a searchable and easy-to-use format.
- Students, especially those planning to study abroad, have embraced the **Mango Language Library**, which offers step-by-step web or mobile 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, and Vietnamese. The Libraries extended our subscription for another year.

- The **Conference Proceedings Citation Index** on the Web of Knowledge platform allows researchers to locate papers from symposia, conferences, workshops, and conventions worldwide. With its citation search functionality, this tool allows researchers to see who is citing whom, or to see who is citing them, allowing faculty to gauge the influence and impact of research and ideas on the international stage.
- Essential components for individual faculty research, **Jacoby Online** and **Wittgensteins Nachlass: The Bergen Electronic Edition**, were purchased with the aid of new faculty start-up funds. Jacoby Online provides an updated electronic collection of all known fragments of ancient Greek history. Wittgensteins Nachlass offers an electronic edition of all of Wittgenstein's unpublished manuscripts, typescripts, dictations, and most of his notebooks.

The demand-driven acquisitions (DDA) plan, in place since early 2012, was broadened during fiscal year 2013. The DDA program loads records of electronic academic books that the Libraries do not own into the library catalog. Patron use of the electronic title triggers a fee, usually 10% - 23% of the cost of the item. The third triggers a full purchase of the title, which becomes a permanent part of the Libraries' electronic collections. In fiscal year 2013, patrons used 1211 titles (including 176 book purchases) for a total of $27,207, making our average cost per use $22.46. This plan served as an excellent supplement to the firm orders and several approval plans of the Libraries and brought the entire campus community into building the Libraries' collections, since the Libraries only paid for those titles that were actually used.

Crystal Bridges Museum offered volumes donated to Crystal Bridges but not accepted by its library to the University Libraries. The generosity of Crystal Bridges will enrich the collections of University Libraries in art and related disciplines. As a result of this donation, the Libraries' online catalog now includes 970 titles with the electronic bookplate "Crystal Bridges Museum."

The Performing Arts and Media Department worked with the Music Department in developing a more sustainable model for gathering and retaining the department's concert recordings. In order to assist students in planning, scheduling, and documenting their recitals, a member of the department created a LibGuide to document the process. The department began working in earnest with the University Archivist to design and create an archive for the recordings and programs. The goal of the project is to have a searchable streaming web archive of new recordings for the beginning of the fall semester 2013.

Digital Collections
40-50-100: Milestones in Arkansas's Environmental History contains 40 images and documents regarding three anniversaries—the 1972 establishment of the Buffalo River in northern Arkansas as America's first "national" river, the 1962 creation of the Ozark Society environmental group, and the 1912 birth of Dr. Neil Compton, the founding president of the Ozark Society. This project was undertaken in conjunction with a program held in Mullins Library and a similar exhibit at Compton Gardens in Bentonville.

Fruit-full Arkansas: Apples was the result of collaboration between Special Collections and the library at the Crystal Bridges Museum of Art. This digital collection contains 69 items related to apple production in Arkansas, such as folklore, souvenir booklets, poetry,

photographs, speeches, and other documents, including images of apples from color plates in historic nursery catalogs held by the Crystal Bridges library.

Services

Since 2008, the popular Find it! tool has allowed users to locate full-text articles and related resources from within dozens of library databases—without the extra step of checking holdings in our online catalog. This year, the Libraries introduced **Article Finder**, a tool that works with Find it! to locate full text from a citation, allowing students to search for a specific article without having to jump from database to database.

The Circulation / Stacks department assisted in the implementation of a new Map it! tool that pinpoints the location of items in the Main collection stacks. This tool has proven very popular with students, who can consult the maps on their phones and feel a little less lost.

During the spring and summer of 2012, Web Services worked closely with Professor Marcia Shobe (Social Work) on a new online site for the University's undergraduate research journal, *Inquiry*. The new site was launched in September 2012 and includes an archive back to its first issue.

Web Services began to convert library Web sites or pages to the new standard campus template. This template requires a "responsive" design, one that automatically changes its size and layout based on the type of the user's device—in other words, a Blackberry or iPad will display the page in a style that is user friendly to that device. The first site redesigned to this template was Special Collections http://libinfo.uark.edu/SpecialCollections/. Other sites that are currently being converted to this template are Diversity, Physics, Fine Arts, and Index Arkansas.

Two user services, paging and intra-campus delivery (which allows students and faculty to request books from the stacks for pickup at the on campus library they specify) and RazorRush (which allows students and faculty to request journal articles and book chapters from library collections to be scanned and electronically delivered to their email) saw significant increases in the fiscal year 2013. Paging increased to 3,112 in 2013 from 676 in 2012, a 360% increase, and filled RazorRush requests for articles were 10,051 in 2013 compared to 6,205 in 2012, a 62% increase.

Faculty and staff were involved in reallocating staff time and duties to maximize productivity due to new technological advances and changing demands on traditional services. For instance, circulation staff attended cross-training sessions and provided reference and information services when the Reference Desk was closed between 10 p.m. and 2 a.m., approximately 20 hours a week. In addition, Periodicals staff assisted in digitizing items for Interlibrary Loan and digital projects during slow spells in the Periodicals Room, and Shipping and Receiving staff trained at the Circulation desks. At the end of the year, a new organization-wide cross training program was established to allow individuals the opportunity to work for a limited period in a different area, while maintaining regular job responsibilities.

Newspapers and current periodicals usage remained virtually unchanged for the last two years, but microfiche use jumped from 525 requests in 2012 to 1836 in 2013, a 250% increase, and microfilm use rose from 1612 requests in 2012 to 2513 in 2013, a 56% increase.

This year, the Interlibrary Loan department responded to 90,000 total requests, an increase of 12,321 total requests over the previous fiscal year. Total lending activity decreased by 1,369 transactions while borrowing increased by 3,552 transactions making the University of Arkansas a net borrower for the second year in a row, an indicator of the Libraries' relatively flat budget for monographic materials. This past year, our library supplied 12,277 articles to other RapidILL libraries around the world, resulting in a fill rate of 83% compared to our peers' lending fill rate of 74%. In addition, Interlibrary Loan delivered 84% of requested articles within 12 hours to the 33 academic libraries of the Greater Western Library Alliance consortium, faster than any other GWLA member.

Outreach

New student orientation took place during the last week of May and three weeks of June with 15 sessions hosting approximately 9,000 incoming students and their family members. The Libraries' personnel took the opportunity to introduce new students and their family members to the services and resources during three different orientation activities: table sessions, presentations, and tours. During the table sessions, library personnel talked one-on-one with visitors and "introduced" students to their librarian via the librarian trading cards. 1,187 persons stopped by the Libraries' table, an increase of about 2% over last summer. In addition, 506 students and family members took a tour of the library, an increase of 12% over last year.

For the second year, librarians have offered 24 drop in tours of Mullins Library at the beginning of the Fall semester.

Library personnel offered 743 group presentations to 15,168 individuals and conducted 31, 320 reference transactions. The Libraries also offered forty-one "open sessions" on specific topics such as Zotero, Refworks, and databases to students and faculty on a drop in basis.

As one of the partner sites of AgNIC (Agriculture Network Information Center), the Libraries provide upkeep for the Rice Research and Culture webpage (http://uark.libguides.com/rice), provide metadata for freely available web resources on this topic to the AgNIC portal (http://www.agnic.org/) and answer national and international questions relating to rice. This academic year, we contributed more than 500 fully indexed and abstracted publications with metadata to the portal.

Special Collections

Patrons in Special Collections represented 42 out of the 50 United States and San Juan, Puerto Rico, as well as Germany, Canada, Japan, Spain, Australia, Côte d'Ivoire, Dominican Republic, Slovak Republic, Sweden, France, China, England, Scotland, and Hungary. Researchers used and cited Special Collections' materials in six books, two papers and presentations, one book chapter, seven journal and periodical articles, four websites, one public event, one audio publication, and fifteen exhibits.

The top five most heavily used manuscript collections by patrons visiting Special Collections this year were (in rank order):

1. Bureau of Educational and Cultural Affairs (MC 468)
2. Council for International Exchange of Scholars, CIES Records (MC 703)
3. Fay Jones Architecture Papers (MC 1373)

4. J. William Fulbright Papers (MC MS/F956/144/Fulbright)
5. Edward Durrell Stone Architecture Papers (MS St71/236 Stone and MC 340)

Thirty-five manuscript collections, totaling approximately 624 linear feet, were added to Special Collections and twenty-seven manuscript collections were processed, totaling 1,174 linear feet. The department added 560 books to its holdings, including the Margaret Smith Ross book collection of genealogy and Arkansas history.

Fundraising
The Libraries received 203 outright cash gifts totaling $80,726 during the year, 142 gifts-in-kind totaling a value of $33,382, seven planned gifts totaling $24,235, and 1096 pledge payments totaling $82,924 for a total of $224,396.

Report of progress on strategic plans, University priorities, and goals
Libraries' Strategic Plan
The Libraries developed ten strategic initiatives and forty-two corresponding goals in March 2012. The goals were spread out over a three-year period, and as of April, 2013, fourteen goals had been completed.

Libraries' Contributions to the University's TAP Goals
Goal 1: Put students first by enhancing academic programs, creating an engaging campus life, keeping costs as low as possible and reducing obstacles to student success
The Libraries participated annually in the Move-in-Day, Help-a-Hog, and Razorbash programs. The Libraries hosted a film festival of films by Fredrico Fellini in February, which averaged 31 persons per evening at a cost of approximately $10.50 per person.

The Libraries added two new digital resources aimed at increasing students' knowledge base, the JSTOR VII and VIII collections and the Credo Reference (see more at collections).

At the request of the Associated Student Government (ASG), new vending machines were installed behind the east check out station for patron use.

Goal 2: Be transparent and accountable to the people of Arkansas in all decision-making
The Libraries regularly post committee meeting minutes and reports as well as strategic initiatives and goals online on the StaffWeb at http://libinfo.uark.edu/staffweb/. In addition, the Libraries post digital editions of publications online at http://libinfo.uark.edu/info/whatsnew.asp, including the newsletter the *Arkansian,* the *Retrospective* annual reports, and the magazine *Arkansauce*.

Goal 4: Enhance diversity by attracting more students, faculty and staff from underrepresented groups and by nurturing intercultural understanding inside and outside the classroom
The Libraries promote diversity through the displays mounted in the West entry of Mullins Library, which rotate on a different national diversity themed week or month, such as Black History Month, Women's History Month, Asian History Month, Hispanic Heritage Month, Americans with Disabilities Week, and Lesbian, Gay Bi-sexual, and Transgender Pride Month.

The Librarian-in-Residence Program is garnering national attention through the efforts of our second resident, Martha A. Parker, who published an article co-written with science

librarian Tony Stankus in *Science & Technology Libraries*, presented at the National Association to Promote Library and Information Sciences to Latinos and the Spanish Speaking (REFORMA) Board of Directors meeting at the American Libraries Association conference and served as a moderator for the Joint Conference of Librarians of Color (JCLC) conference. She presented "2012 ACRL's Diversity Standards for Academic Libraries" at the virtual conference library 2.012.

The Libraries continue to collaborate with other campus agencies on various diversity programs, including the Human Library (formerly the Living Library), the Diversity Certificate program, and the Diversity Awards Program.

Goal 7: Increase funding in both research awards and federal research expenditures

The Libraries' faculty play an important role in assisting research faculty with the resources needed to support the varied projects undertaken throughout campus in almost every field. The vast majority of the serials collections budget supports science, technology, and medicine.

One of the Libraries' goals is to increase funding in grants and awards, which resulted in four awards this past year. See page 1, Grants, for more details.

Goal 9: Provide a superior campus landscape and environment by planning for and carrying out the continuous renewal and renovation of existing facilities and the designing and building of new world-class facilities

The Libraries completed a second design to remodel and upgrade Mullins Library with Perry Dean Architects of Boston. The project is not a top campus priority and awaits funding. A similar proposal for an off site storage facility was completed but has not been initiated.

The Libraries held a Cleaning Day in May 2013 to give employees a day of intense cleaning and recycling and the opportunity to improve individual offices and departments.

Goal 10: Pursue a consistent and aggressive program for the maintenance and improvement of the institution's libraries and technology resources

University Libraries continue to improve but lag behind many of our peer institutions. Libraries across the United States struggle with the escalating prices for serials and technology, but despite that, the Libraries strive to provide the best service possible.

Through the generous support of the Walton Family Charitable Support Foundation Endowment and other endowments established by private funding, the Libraries were able to maintain current core journals and other online resources to support the university's academic programs. While these generous gifts have afforded us the opportunity to grow collections, the endowments are not robust enough to make us competitive with peer research libraries.

Collections across the board should be enhanced to support graduate courses and programs, student and faculty research, and upper division teaching. Particularly notable enhancements should be made to support the fields of history and fine arts, with enhancements further needed for science, technology, and medicine.

Departments across campus have in isolated instances partnered with the Libraries by making contributions from their own budgets to help maintain existing materials and to purchase new materials in support of programs. The Libraries' faculty play an important role in assisting research faculty with the resources needed to support the varied projects undertaken throughout campus.

Goal 11: **Promote environmental sustainability**
The Libraries participate in campus recycling efforts as the location for multiple recycling bins for paper, plastic bottles, alumninum cans, toner ink cartridges, and batteries. The Libraries have also developed internal procedures for paperless business practices.

Goal 13: Foster the arts on campus and throughout the region
Since 1995, the Libraries offer prime exhibit space in the high-traffic University Information Commons area of Mullins Library for artists to exhibit their work.

The Libraries collaborate with the Crystal Bridges Museum Library to provide support for their online library catalog and to host it on our Millennium server. There are plans to share other resources in the future.

Goal 14: Expand outreach through distance education and partnerships with other institutions
The Libraries currently participate in a Greater Western Libraries Association (GWLA)-led print repository program, ensuring the selective archiving of print copies of annual reviews. In addition, the California Digital Library is collaborating with the Center for Research Libraries on a print repository project called WEST, which will collect journals systematically across disciplines and fields.

Goal 15: Grow public support and the endowment through enhanced relationships with constituents and sound investment strategies.

The Libraries' endowment principal was $37,426,077 at the end of the fiscal year. See page 6, Fundraising, for more information on development efforts.

Report on Peer Benchmarking
The Libraries strive to rise in rank relative to our peer institution libraries. This year, due to extensive budget cuts at Louisiana State University and Auburn University, we rose in two places in measure of total library expenditures (see table 1 below).

An alternative way to measure how the Libraries rank against our peers is relative to the size of our student and faculty body. By calculating how many dollars we spend on the Libraries per full-time student in comparison with our peers, we see that the Libraries are ranked eighth in the field of fourteen (see table 2 below).

Furthermore, in a similar measure of how much we spend per full-time faculty member in comparison with our peers, the Libraries ranked fifth in the field of fourteen. Obviously, this latter comparison may reveal as much about the overall campus climate as about support for the Libraries, but still may be a useful measure in some regard (see table 3 below).

Table 1: 2012 Peer Institution Library Comparison

Institution	ARL Member Year	Total Library Expenditures	Total Materials Expenditures	Volumes Held	Full time students	Faculty	Salaries & Wages Professional Staff	Professional + Support Staff
Texas A&M University	1962	$ 35,350,406	$ 16,781,112	4,531,286	48,768	2666	$8,246,953	260
University of Oklahoma	1962	$ 24,333,918	$ 14,401,185	5,793,834	22,273	2312	$3,641,549	148
University of Tennessee	1962	$ 24,000,677	$ 12,876,113	3,363,874	26,291	1641	$5,323,661	207
University of Kansas	1932	$ 23,271,873	$ 10,172,505	4,461,744	24,200	1824	$6,300,208	212
University of South Carolina	1975	$ 21,461,736	$ 8,562,481	5,072,181	24,390	1232	$3,989,057	165
University of Kentucky	1952	$ 21,285,487	$ 11,096,998	4,023,142	24,269	1375	$5,684,014	190
University of Alabama	1967	$ 19,416,557	$ 10,018,263	3,973,731	27,295	1217	$4,779,902	158
Iowa State University	1932	$ 19,397,864	$ 11,405,344	2,937,529	26,470	1403	$2,884,222	119
University of Missouri	1932	$ 18,062,926	$ 7,619,076	3,059,683	28,619	1305	$3,736,471	157
University of Nebraska	1932	$ 17,460,854	$ 8,427,924	3,949,034	20,984	1213	$3,655,741	149
University of Arkansas		$14,279,697	$5,728,207	2,008,825	18,336	989	$3,096,160	137
Clemson University		$ 13,976,601	$ 6,666,587	1,472,082	17,626	1013	$4,078,190	88
Louisiana State University	1938	$ 13,505,562	$ 6,573,126	4,453,683	27,898	1334	$3,292,678	109
Auburn University	1992	$ 12,096,004	$ 6,286,497	4,317,592	21,286	1177	$2,981,515	88
AVERAGE		**$ 19,850,012**	**$ 9,758,244**	**3,815,587**	**23,841**		**$4,406,452**	**156**

Table 2: 2012 Peer Institution Comparison Library Expenditures Per Student

Institution	Total Library Expenditures	Full time students	Dollars spent per full time student
University of Oklahoma	$ 24,333,918	22,273	$1,092
University of Kansas	$ 23,271,873	24,200	$961
University of Tennessee	$ 24,000,677	26,291	$912
University of South Carolina	$ 21,461,736	24,390	$879
University of Kentucky	$ 21,285,487	24,269	$877
University of Nebraska	$ 17,460,854	20,984	$832
Clemson University	$ 13,976,601	17,626	$792
University of Arkansas	$ 14,279,697	18,336	$778
Iowa State University	$ 19,397,864	26,470	$732
Texas A&M University	$ 35,350,406	48,768	$724
University of Alabama	$ 19,416,557	27,295	$711
University of Missouri	$ 18,062,926	28,619	$631
Auburn University	$ 12,096,004	21,286	$568
Louisiana State University	$ 13,505,562	27,898	$484
AVERAGE	**$ 18,753,972**	**25,622**	**$728**

Table 3: 2012 Peer Institution Comparison Library Expenditures Per Faculty			
Institution	**Total Library Expenditures**	**Faculty**	**Dollars Per Faculty**
University of South Carolina	$ 21,461,736	1232	$17,420
University of Alabama	$ 19,416,557	1217	$15,954
University of Kentucky	$ 21,285,487	1375	$15,480
University of Tennessee	$ 24,000,677	1641	$14,625
University of Arkansas	$ 14,279,697	989	$14,438
University of Nebraska	$ 17,460,854	1213	$14,394
University of Missouri	$ 18,062,926	1305	$13,841
Iowa State University	$ 19,397,864	1403	$13,825
Clemson University	$ 13,976,601	1013	$13,797
Texas A&M University	$ 35,350,406	2666	$13,259
University of Kansas	$ 23,271,873	1824	$12,758
University of Oklahoma	$ 24,333,918	2312	$10,525
Auburn University	$ 12,096,004	1177	$10,276
Louisiana State University	$ 13,505,562	1334	$10,124

Appendix A: Personnel Accomplishments

Refereed Publications

Massanelli, Megan (Special Collections). "Women's Library." *Encyclopedia of Arkansas History & Culture.* 2012. Web.

Nutt, Timothy G. (Head, Special Collections). "Little Rock Censor Board." *Encyclopedia of Arkansas History & Culture.* 2013. Web.

---. "Bigelow (Perry County)." *Encyclopedia of Arkansas History & Culture*. 2012. Web.

Salisbury, Lutishoor. (Head, Chemistry / Biochemistry Library). "A Comparative Review of FSTA on EBSCOHost, Web of Knowledge and on OvidSP Platforms." *The Charleston Advisor* 14:1 (2012): 5-15.

---., **Jozef Laincz**, and **Jeremy J. Smith**. "Students' Preferences in Selecting Information Resources Used to Find Scholarly Information: A Comparative Study Between Undergraduate and Graduate Students." *Journal of Agricultural and Food Information* 13:1 (2012): 250-266.

---. "CABI Leisure and Tourism Abstracts and EBSCOhost Hospitality and Tourism Index." *The Charleston Advisor* 14:4 (2013) 5-11.

Stankus, Tony (Collection Management) with 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)251-261.

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

---. "The Evolutionary Basis of Human Sexual Attraction & Competition for Mates: A Review of the Literature for Science Librarians." *Science & Technology Libraries* 31 (4): 266-304.

---. "Razorbacks: Feral Pigs as Agricultural Pests, Disruptors of Ecosystems, Reservoirs of Contagion & Favored Game for Sport & Subsistence Hunters, a Review of the Literature 2005-2011." *Journal of Agricultural & Food Information* 13 (3): 283-301.

---. "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): 100-123.

Wallack, Catherine (Special Collections) "Neil Hamill Park." *The Encyclopedia of Arkansas History & Culture.* 2012. Web.

Youngblood, Joshua (Special Collections). "Nathaniel Robadeau Griswold (1901-1991)." *Encyclopedia of Arkansas History & Culture*. 2013. Web.

Zhipeng Wei, Guodong Jiang, Tuowen Niu, **Tim Zou** (Access Services), and Elaine
 Dong. "A Tale of Two Counties: How School Libraries of Two Counties in
 Western China Serve Local Needs." *Library Trends*, May 2013.

Non-Refereed Publications

Hartsell, Lynaire (Periodicals). "The first step: Planning Conferences for ALPS." ALPS at
 Work column, Arkansas Libraries, v.69, no.4, Winter 2012. Print.

Lehman, Kathleen A. (Head, Physics Library). 3 columns, University of Arkansas news for
 SLA Midsouth Chapter Newsletter. Web.

Newcomer, Nara L., Rebecca Belford, **Deb Kulczak** (Cataloging Acquisitions), Kimmy Szeto,
 Jennifer Matthews, and Misti Shaw. "Music Discovery Requirements: A Guide To
 Optimizing Interfaces." *Notes* 69:3 (March 2013): 494-524.

Nutt, Timothy G. "A Battle for the County Seat Settled by Supreme Court." *Petit Jean Country
 Headlight* (April 10, 2013): 8P.

Worrell, Diane (Special Collections). "University of Arkansas Libraries Acquire Papers of
 Acclaimed Actor, Director, Producer and Playwright." *Southwestern Archivist* 35:3
 (August 2012): 22.

---. "Here She Comes, Miss America: The Donna Axum Whitworth Papers." *Southwestern
 Archivist* 36:1 (February 2013): 15.

---. "New Member Profile: An Interview with Connie Manning." *Southwestern Archivist* 36:1
 (February 2013): 17.

Youngblood, Joshua. "Mary Dengler Hudgins." *Women of Library History, a* Women's
 History Month project from the Feminist Task Force of the American Library
 Association. Web blog.
 http://womenoflibraryhistory.tumblr.com/post/46327700911/mary-dengler-hudgins. 26 March 2013.

Zou, Tim. "Gao Xingjian"and "Tan Dun." *Biographical Dictionary of the People's Republic of
 China*. Jefferson, NC: McFarland & Company, 2013. Print.

Abstracts and Book Reviews

Dean, Jason W. (Cataloging Acquisitions). Rev. of *Everything Sings: Maps for a Narrative
 Atlas, Second Revised Editio*n by Denis Wood. *Library Journal (*15 June 2013). Print
 and Web.

Jones, Phillip J. (Head, Fine Arts). "Rev. of *This Is Who We Were: A Companion to the 1940
 Census* by Scott Derks." *Choice* 50.6 (2013): 1026. Print.

Juhl, Beth (Head, Web Services). *The Oxford Classical Dictionary*. 4th ed. Oxford, 2012. *Choice* 50:2 (October 2012): 242.

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Presentations

Allen, Amy (Special Collections) and **Joshua Youngblood**. "Archival Record keeping—Best Practices." University of Arkansas Global Campus, Fayetteville, AR. 20 September 2012. Presentation to UA Municipal Clerks Institute.

Jones, Phillip J. "E-Books and Patron Driven Acquisition: Academic Library Experiences." Art Libraries Society of North America, Central Plains Chapter Spring Meeting. Omaha, NE. 7 June 2013. Presentation.

Juhl, Beth, **Sarah Spiegel**, and **Joshua Youngblood**. "Usability Testing on Another Dime (and $100)," Arkansas Library Association Annual Meeting, Springdale, AR. 15 October 2012. Presentation.

Lehman, Kathleen A., **Stephanie Freedle** (Physics Library) and Anne Gresham (Springdale Public Library). "Promotion and Discovery Squared: Getting started with QR codes." Arkansas Library Association annual conference, Springdale, AR. 15 October 2012. Presentation.

Lennertz Jetton, Lora (Director for Academic and Research Services). "Inspire Your Workforce to Learn: Using Interactive Tutorials and Simple Games to Train Your Staff in Reference Service." Association of College and Research Libraries biannual conference, Indianapolis, IN. 11 April 2013. Poster Presentation.

Nielsen, J. M. (Collection Management) and **Lora Lennertz Jetton**. "Assessing the Effectiveness of Collaborative Subject-Specific Library Instruction." *5th Qualitative and Quantitative Methods in Libraries International Conference*. Rome, Italy. 4 June, 2013. Presentation.

Nutt, Timothy G. and **Janet Parsch** (Special Collections). "Images from the Opera in the Ozarks Collection." Central Region of the National Federation of Music Clubs, Inspiration Point Fine Arts Colony, Eureka Springs, AR. 19 July 2012. Presentation.

---. "A History of St. Patrick's Irish Catholic Colony in Perry and Yell Counties." Perry County Historical & Genealogical Society, Perryville, AR. 14 August 2012. Presentation.

---. "Digital Archives to Support the ELA Common Core." Technology Information Conference for Administrative Leadership (TICAL), Little Rock, AR. 12 February 2013. Presentation.

---. "Bigelow vs. Perryville: The Battle for the Perry County Courthouse." Perry County Historical & Genealogical Society, Perryville, AR. 12 March 2013. Presentation.

---. "How to Preserve Your Family Photographs." Max Milam Library, Central Arkansas Library System, Perryville, AR. 14 May 2013. Presentation.

---. "Historic Structures of Perry County," Perry County Historical & Genealogical Society, Perryville, AR. 14 May 2013. Presentation.

---. "How to Preserve Your Family Photographs." Max Milam Library, Central Arkansas Library System, Perryville, AR. 14 May 2013. Presentation.

---., and **Diane Worrell.** "Voices of the African-American Southwest: Challenges and Successes of Archival Representation." Society of Southwest Archivists annual meeting, Austin, TX. 23 May 2013. Presentation and panel discussion.

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Parker, Martha A. (Dean's Office). "Let's Talk About It! Best Practices for Cultural Competences." 2012 Joint Conference of Librarians of Color (JCLC) Conference. Kansas City, MO. 15 September 2012. Presentation.

---. "2012 Diversity Standards for Academic Libraries." San Jose State University Library 2.012 Virtual Conference. Web. 3 October 2012. Presentation.

---. "Another Look at the ACRL's Diversity Standards: Where From Here?" 2013 Midwinter American Library Association Conference. Seattle, WA. 26 January 2013. Presentation.

---. "A Practical Guide to the ACRL's Diversity Standards." 2013 San Jose State University Spring Colloquia. Web. 13 March 2013. Presentation.

---. "Diversity Dialog: Now That We Have a Standard, What Are We Going To Do With It?" 2013 Association of College and Research Libraries (ACRL) biannual conference. Indianapolis, IN. 11 April 2013. Presentation.

---. "The Minority Report: An Open Discussion on the Recent 'Diversity Counts' Study and How to Foster Momentum Towards Inclusion in Our Libraries. 2013 Association of College and Research Libraries (ACRL) biannual conference. Indianapolis, IN. 12 April 2013. Presentation.

---. "Libraries Building Bridges: Best Practices and Advice for Serving Your Latino Communities." 2013 Annual American Library Association annual conference. Chicago, IL. 29 June 2013. Presentation.

---. "Make It Happen: DIVERSITY in Your Library." 2013 Annual American Library
        Association Conference. Chicago, IL. 30 June 2013. Presentation.

Salisbury, Lutishoor, 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," ARL Assessment Conference. Charlottesville,
        VA. 23 October 2012. Poster presentation.

---. "The AGNIC Rice Portal at the University of Arkansas, Fayetteville." Agricultural Network
        Information Collaborative (AgNIC) national meeting. 14 May 2013. Presentation.

---. "Beyond Google Scholar or Just Google-Like: Do You Know What Researchers on
        Campus are Missing Because of the Database Vendors You Enlist to Provide Your
        Research Database?" Association of College and Research Libraries (ACRL) bi-
        annual conference. Indianapolis, IN. 11 April 2013. Poster presentation.

---., Jozef Laincz, and Jeremy J. Smith. "Is There a Connection between Attendance at a
        Library Instruction Session and the Subsequent Choice of Information Sources?"
        Special Libraries Association (SLA) annual conference. San Diego, CA. 10 June 2013.
        Poster presentation.

Youngblood, Joshua. "Using Special Collections at the University of Arkansas for History
        Day: Instruction for Arkansas History Coordinators." Northwest Arkansas
        Community College, Bentonville, AR. 12 July 2012. Presentation.

---. "Preserving the History of the Natural State." Butterfield Retirement Village. Fayetteville,
        AR. 16 August 2012. Presentation.

---., and Willow Fitzgibbons (Fayetteville Public Library). "Genealogy with Archival Images."
        Fayetteville Public Library, Fayetteville, AR. 10 November 2012. Presentation.

---."Using LOC.gov and Other Online Sources for History Day Research." Northwest Arkansas
        Community College, Bentonville, AR. 17 November 2012. Presentation.

---. "Daisy Bates and the Moment of Action." Unitarian Universalist Fellowship, Fayetteville,
        AR. 3 February 2013. Presentation.

---. "Tin Can Tourism in Florida and Engaging the Public through Digital Exhibiting." Popular
        Culture Association/American Culture Association National Conference. 27 March
        2013. Washington, D.C. Presentation.

---. "'Broke of Sucking Eggs': The Murder of Hugh Johnson, Race, and Law in Post-War
        Pulaski County, Arkansas." Arkansas Historical Association Annual Conference,
        Helena-West Helena, AR. 12 April 2013. Presentation.

---. "Gleaning Clues from Archival Images." Northwest Arkansas Family History Conference.
        The Church of Jesus Christ of Latter Day Saints, Johnson, AR. 13 April 2013.
        Presentation.

---. "Genealogical Research with Photographs." Washington County Genealogical Society. Fayetteville Public Library, Fayetteville, AR. 18 May 2013. Presentation.

---. "Gleaning Clues from Archival Images." Northwest Arkansas Genealogical Association, Bentonville Public Library, Bentonville, AR. 24 June 2013.

Appendix B: Annual Statistics

NOTE: The annual statistics are gathered on the fiscal year of July to June, as per national reporting standards of ARL and ACRL. We will explore options and settle on a strategy for gathering data to comply with the University's new standard of reporting for the calendar year.

COLLECTIONS

Volumes in Library

Volumes held June 30, 2012		2,008,825
Volumes added during year – Gross	42,598	
Volumes withdrawn during year	1,941	
Volumes added during year – Net	▶	40,657
Volumes held June 30, 2013		2,049,482

Serials

Number of current serial titles purchased	42,985	
Number of current titles received but not purchased		
(exchanges, gifts, deposits, etc.)	7,279	
Total number of current serial titles received	▶	50,264

Other Library Materials

Microform units	5,578,808
Government documents not counted elsewhere	95,735
Computer files	9,013
Manuscripts and archives (linear feet)	16,327

Audiovisual Materials

Cartographic	143,954
Graphic	279,273
Audio	32,005
Film and video	6,374

EXPENDITURES

Library Materials

Monographs	$579,650	
Current serials including periodicals	$4,684,208	
Other library materials (e.g., microforms, a/v, databases)	$351,581	
Miscellaneous (all materials not included above)	$322,808	
Contract Binding	$31,673	
Total library materials	▶	$5,969,920

Salaries and Wages

Professional staff	$3,161,665	
Support staff	$2,163,428	
Student assistants (including federal w/s funds)	$298,660	
Total salaries and wages	▶	$5,623,753
Fringe benefits		$1,520,660

Other Operating Expenditures	$892,156
Total Library Expenditures (including fringe benefits)	$14,006,489

PERSONNEL

Professional staff, FTE	56
Support staff, FTE	77
Student assistants, FTE	19
Total FTE staff	153

INSTRUCTION

Number of library presentations to groups	743
Number of total participants in group presentations	15,168

REFERENCE

Number of reference transactions	31,320

CIRCULATION

Number of initial circulations (excluding reserves)	60,964
Total circulations (initial and renewals, excluding reserves)	77,251