

# CONTENTS

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## Year at a Glance (Statistics)

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## Narrative Summary

MAJOR DEVELOPMENTS .....	1
<i>A New Dean Hired</i>	
<i>New Goal Established for Libraries by the University</i>	
<i>Initiatives &amp; Directions Outlined, and Initiative Review Groups Formed</i>	
<i>Major Gift from Ridgeway Estate Bequeathed to Libraries</i>	
<i>Frank &amp; Barbara Broyles Pledge \$200,000 to Libraries</i>	
<i>First Meeting of the Library Campaign Committee Takes Place</i>	
STATE OF THE COLLECTIONS .....	4
<i>Collection Development Activities</i>	
<i>Books</i>	
<i>Journals</i>	
<i>New Electronic Resources &amp; Databases Added</i>	
<i>Trends in the Use of Electronic Resources</i>	
<i>Collection Processing Activities</i>	
ENHANCEMENTS, TRENDS, & CHALLENGES IN LIBRARY SERVICES .....	8
<i>Technological Changes in Response to Needs of Students &amp; Faculty</i>	
<i>Trends in Circulation of Materials</i>	
<i>Trends in Interlibrary Loan</i>	
<i>Other Service Enhancements</i>	
<i>Trends &amp; Challenges in Staffing</i>	
OUTREACH & COLLABORATION .....	11
<i>Key Participation in the ARKLink Consortium</i>	
<i>Catalogers Get Involved in National SACO Program</i>	
<i>General Access Computer Lab Proves More and More Popular</i>	
<i>Libraries Team Up with Graduate School to Offer Graduate Assistantships</i>	
<i>Libraries Continue as Partner in Campus "First-Year Experience"</i>	
<i>Services/Instruction Enhanced for Distance Education Students</i>	
<i>UCITA: Teleconference Offered to Library Staff</i>	

GIFT COLLECTIONS RECEIVED & PROCESSED .....	12
<i>William S. Campbell Papers Donated</i>	
<i>Neil Compton Papers Processed</i>	
<i>Kenneth L. Smith Papers Processed</i>	
GRANTS .....	13
<i>Arkansas Community Foundation Grant</i>	
<i>Happy Hollow Foundation Grant</i>	
EXHIBITS .....	13
<i>“Biography and Autobiography”: In Celebration of African-American History Month</i>	
<i>Myron Brody: “16<sup>th</sup> Annual Memphis in May World championship Barbecue Cooking Contest”</i>	
<i>Joanne Jones: “Still Life Translations” &amp; “From the Stacks”</i>	
ORIGINAL MATERIALS EXHIBITED REGIONALLY & NATIONALLY .....	14
<i>“Wood: An American Tradition”: An Exhibit of the Use of Wood in American Buildings</i>	
<i>“Outside the Pale: A Homecoming”: An Exhibit of the Life &amp; Career of E. Fay Jones</i>	
A GLANCE AHEAD .....	15
<i>Initiatives &amp; Goals Identified for FY 2002</i>	
<i>Wireless Technology to Be Implemented in the Fall</i>	
<i>Other Enhancements in the Libraries’ Future</i>	

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**Personnel Accomplishments**

## Year at a Glance (Statistics)

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### CATALOGED MATERIALS

	<b>Held 2000</b> (June 30)	<b>Net Gain</b>	<b>Held 2001</b> (June 30)
Volumes (Books, Periodicals, Gov. Docs.)	1,662,183 *	33,832	1,696,015
Microforms (Including Gov. Docs.)	3,196,365*	49,039	3,245,404
Cartographic Materials	120,035	2,081	122,116
Audio Materials (Including CDs)	20,034	556	20,590
Video Materials	2,572	652	3,224
CD-ROMs	1,058	308	1,366
Serials Subscriptions	14,168	822	14,990**

\* As adjusted in 2001 by number of government document volume equivalents now cataloged for which records are now accessible in the online catalog

\*\*Includes individual Internet journal subscriptions, but does not include journals within aggregate databases

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### UNCATALOGED U.S. DOCUMENTS

Volumes	222,703	0	222,703
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### MANUSCRIPT COLLECTIONS

Number of processed collections	1,374	19	1,393
Linear Feet of processed collections	8,819 lf.	82 lf.	8,901 lf.

## È **Major Developments**

### *A New Dean Hired*

Carolyn Henderson Allen became the new dean of the University Libraries in October. Dean Allen served as Deputy Director of University Libraries for eight years and Director for Support Services for ten years at the University of Florida before coming to the University of Arkansas. She was also appointed Acting Director of Collection Management while at Florida from 1998 to 2000, coordinating the work of approximately thirty librarians throughout the library system and managing a budget of \$21 million and a materials budget of over \$6 million. In addition, Allen served as chair of the Council on Faculty Enhancement Activities at the University of Florida, designing programs that encouraged greater intellectual exchange among faculty, and proposing initiatives designed to assist faculty in becoming more competitive nationally. Allen has also served in various administrative positions having to do with staff development and personnel at the University of Southern California and Stanford University, and she was head of undergraduate reserves at the University of Tennessee, with emphasis on collection development.

### *New Goal Established for Libraries by the University*

One of Chancellor John White's stated goals is to bring the University Libraries to nationally competitive operating levels for research libraries. With this goal in mind Dean Allen involved library division heads and many library staff in preparing a "mock application" for ARL membership in March. Acceptance for membership requires that the Libraries reach certain budget levels, as well as certain requirements regarding collection strength, number of personnel, and other factors. The resulting information and data compiled will be used as baseline data for measuring the Libraries' progress in the next five years toward becoming more nationally competitive.

### *Initiatives & Directions Outlined, and Initiative Review Groups Formed*

Under Dean Allen's leadership, library personnel readied for active participation in the Libraries' strategic initiatives and goals. In November, Dean Allen addressed the entire library faculty and staff at large and outlined goals for the next five years in a planning document entitled "Initiatives and Directions." As part of this document was an outline of the major initiatives in which library personnel were to take an active part. The following nineteen Initiatives encompassing services and operations in all library departments were created:

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### **Nineteen Library Initiatives (Five-Year Plan)**

1. Analyze needs of users and develop the services and technical infrastructure to ensure that needs are being met.
2. Evaluate the effectiveness of existing library programs.
3. Identify expertise needed; evaluate, define, implement, and effectively shift existing staff resources to support current, enhanced, or new programs.
4. Develop and implement a comprehensive preservation/conservation program.
5. Evaluate space requirements for the next fifteen years, including Special Collections, branch libraries (Fine Arts, Chemistry, and Physics), and remote storage facility.
6. Develop and implement a supportive collection development program, which includes ongoing collaboration among teaching faculty, researchers, and librarians.
7. Provide access to full-text electronic resources in all fields where appropriate.
8. Investigate and develop an in-house program for digitizing the Libraries' unique resources.
9. Investigate and develop collaboration within and outside the University of Arkansas to digitize significant UAF manuscript collections so that they are accessible via the World Wide Web. (Investigate also the possibility of producing e-books by U of A faculty.)
10. Develop an endowment and fundraising program to help support collections, staffing, and capital resources.
11. Develop and document a comprehensive plan for data collection and analysis.
12. Develop operating budget procedures supportive of the collection development program.
13. Maximize buying power by developing partnerships with other academic, research, and/or public libraries to form consortial relationships at the state, regional, and national levels.
14. Document all major operational policies and procedures, and place them on the Web as appropriate.
15. Create departmental Web pages.
16. Create a staff development and in-house training program for library faculty and staff.
17. Create a flexible and understandable budget process including analysis, projections, distribution, and reports.
18. Support scholarly efforts of library faculty.

19. Develop a library information technology infrastructure that meets internal and external needs.

NOTE: See heading entitled “A Glance Ahead” on pages 15 and 16 for goals established for FY 2002.

### ***Major Gift from Ridgeway Estate Bequeathed to Libraries***

A University of Arkansas alumna with a love for literature and world travel bequeathed nearly \$240,000 to the University Libraries. The gift comes from the estate of the late Ardeth Annen Ridgeway, a resident of Hot Springs. About \$225,000 of the gift has been placed in a permanent endowment named the Frank B. Ridgeway and Forrest D. Annen Fund, in honor of Mrs. Ridgeway’s husband and her brother. Proceeds from the fund will be used to supplement library collections in the arts and humanities, primarily books, journals, or electronic resources that will enhance access to information. The remaining \$15,000 is available immediately for the same purposes. “This gift is significant to the future of the University Libraries and how well they will be equipped,” remarked Dean Allen. “A nationally competitive research university must have resources available to students and faculty that will give them an academic edge. The endowment created by Mrs. Ridgeway will be of tremendous support in providing information—whether in print or through electronic databases—for present students and faculty as well as for future generations. We are extremely grateful for Mrs. Ridgeway’s generosity and vision.”

### ***Frank and Barbara Broyles Pledge \$200,000 to Libraries***

University of Arkansas Athletics Director Frank Broyles and his wife, Barbara, made a pledge of \$200,000 to the University Libraries. This pledge will be used to create an endowment to supplement library collections and to purchase the latest equipment such as computers and digital scanners. “In this age of rapidly changing technology, we hope our gift will help to ensure that the necessary resources continue to be available for future generations,” Frank Broyles said. “I think it’s terrific that Coach and Mrs. Broyles have chosen to support our Libraries in this way,” said Dean Allen. “It has been my experience that private support plays an increasingly important role in meeting our needs. This is true not only for our own Libraries, but for those at other state supported universities across the country. The endowment that Coach and Mrs. Broyles have proposed is a fine example of private philanthropy enabling us to make a difference.”

### ***First Meeting of the Library Campaign Committee Takes Place***

As part of University’s Campaign for the 21<sup>st</sup> Century, the library Campaign Committee met for the first time in April. Members of the committee are Kaneaster Hodges (chair), Wayne Boyce, Jacky Douglas, Don Munro, Lynne Walton, and Dean Carolyn Allen. Discussed at the meeting were the charge of the committee in fundraising, the goals of the campaign, and the strengths and weaknesses of the Libraries. Stressed in the discussions were the ways in which the

Libraries need to improve in order to reach at least ARL-like operating levels. The first meeting was designed to be chiefly informational, while future meetings will concentrate on modes of action for fundraising.

## **State of the Collections**

### ***Collection Development Activities***

Perhaps the most significant change affecting collections this year occurred in the shifting role of subject specialists. The dean's vision is to emphasize closer contact with faculty while at the same time provide a greater balance in the collection. As a result, more responsibility and accountability were given to all subject librarians, who have also been assigned as liaison specialists. In the coming years, subject specialists will communicate more closely with faculty and to participate actively in a systematic collection development program under the management of a collection development coordinator, who was hired late in the year. Subject specialists conducted brief assessments of the University's Ph.D. programs to determine basic strengths and weaknesses of collection support for these programs. Results of this exercise confirmed that although strong enough to support undergraduate and most master's-level programs, the collection does not support sufficiently the University's many doctoral-level programs. This project provided useful templates for future collection analysis.

An important factor in the accreditation of academic programs is demonstrated library support for the program under review. An assessment of the library collection for an accreditation report in the field of recreation was conducted this year, as well as a program review for a proposed anthropology Ph.D. program.

The Libraries received \$10,000 from the Bumpers College of Agriculture, \$50,000 from the King Fahd Middle East Studies Program, and \$2,500 from the Canadian Studies Library Support Program to purchase materials in these three fields. Notably, six new journal subscriptions were ordered this year in agriculture: *Current Opinion in Plant Biology*, *Journal of Environmental Management*, *Molecular and Cellular Biology*, *Nature Neuroscience*, *Nature Reviews Neuroscience*, and *Trends in Plant Science*.

Noteworthy new reference print titles purchased this year include: *Cambridge World History of Food*, *Corsini Encyclopedia of Psychology*, *Barrington Atlas of the Greek and Roman World*, *Grande Dizionario della Lingua Italiana*, *New Grove Encyclopedia of Music and Musicians* (both print and online) and the *Grove Encyclopedia of Life Sciences* (to be published October 2001).

### ***Books***

The decision of the acting director of Libraries in 1999 to spread the one-time appropriation of \$850,000 for books received through the passage of Act 255 over a two-year period allowed the Libraries to respond satisfactorily again this year to the specific requests for books by faculty and patrons. Approximately 14,950 books, CDs, scores, maps, videos, etc., were purchased this year--an increase of 54 percent over the previous year.

As in FY 2001, the Libraries again set aside \$100,000 of the remaining legislative funding from Act 255 for refereed faculty book grants, which were awarded to thirty-nine faculty members for support of their instruction programs and research. Most faculty used their funds for highly specific book sets, sound recordings, computer files, etc., which could not be funded through regular departmental library funds. The following are a few examples of collections purchased with these book grants: 1) a large collection of multicultural children's literature, 2) three major chemistry reference sets to complement current research in biochemistry, 3) interactive CDs on human anatomy which will benefit courses and programs in kinesiology and nursing, 4) a collection of African-American films to support a course in African film. This book grants program has further demonstrated the need for greater support of the increasing number of interdisciplinary programs and courses being offered at the University.

### *Journals*

The year brought a net gain of 822 journal subscriptions since the previous year, bringing the total number of journals held to 14,990 (including several exchange and gift titles but not including journals included in databases). Approximately 505 subscriptions were discontinued--either because they ceased publication or were the result of final closures of records from the 1997 journal cancellation project. The addition of electronic journals and electronic journal databases continues to offset somewhat the freeze in the purchasing of new print journals as well as the decline in the number of print journals. However, the challenges related to creating a balance of print and electronic resources continue to be critical.

As publishers continue to add online access to their titles, the Libraries are incorporating and linking the corresponding URLs into the bibliographic record in the online catalog. Students and faculty can therefore click on the URL when they use the Web version of InfoLinks to view the online version of the journal. In a few cases, patrons must request passwords from the Reference Desk to gain access.

The Libraries continued to support the SPARC (Scholarly Publishing & Academic Resources Coalition) initiative this year. Created by the Association of Research Libraries (ARL), SPARC was established to foster competition in the scientific publishing marketplace, forming partnerships with scholarly societies such as the American Chemical Society, and collaborating to launch new journals for lower prices--usually in electronic format. The Libraries have a full membership with SPARC and have committed to subscribing to the SPARC titles that are appropriate to the collection. During this fiscal year, the Libraries became a Charter Supporter of *BioOne*, a unique collaboration among scientific societies, commercial publishers, and libraries, which provides online access to a full-text aggregation of high-impact

bioscience research journals. Currently, there are about 40 titles that are available. *BioOne* has been developed to improve scholarly and scientific communication by the American Institute of Biological Sciences (AIBS), the University of Kansas, the Big Twelve Plus Libraries Consortium, and the Allen Press. The titles on *BioOne* were made available online this year to University students and faculty through the Libraries' home page.

Inflation costs for journals continued at a rate of 10 percent this year, and national projections are that there will be another overall increase of 10 percent in FY 2002 for a typical journal collection. This estimate is based largely on the expectation that paper prices will increase slightly, that the U.S. dollar will remain strong against all major currencies (including the Euro and the British pound sterling), and that other key factors will remain similar to factors that influenced prices for 2001. Consortial purchasing of electronic journal databases will be increasingly considered as these trends continue. The Libraries continue to engage in some state-wide consortial purchasing both through the State Library's full-text consortium of multi-type libraries (which uses federal funds from the Library Services and Technology Act) and through ARKLink, the Arkansas academic libraries consortium.

### ***New Electronic Resources & Databases Added***

Expansion of electronic collections continues at a rapid rate. New databases added this year include: *WilsonWeb OmniFile*, Chemical Abstracts' *SciFinder* (a new more user-friendly interface to a crucial resource), the *Bibliography of the History of Art*, and *Congressional Weekly* and *CQ Researcher Online*. Both *Nature* and *Science* expanded their online offerings, and more than one hundred electronic journals from *Emerald* (Electronic Management Research Library Database) were added through a multi-year contract with that vendor. The purchase of SPARC's *BioOne* database adds nearly forty life sciences e-journals to the collection. Also, through ProQuest's *Digital Dissertations* program, University researchers now have free access to online versions of University of Arkansas, Fayetteville, dissertations from 1997 to the present.

The late summer transition from *Wilson Indexes Online* to *WilsonWeb OmniFile*, with its full-text articles online, was in response to students' strong preference for full-text databases over citation/abstract databases, as well as their desire to do research from remote locations such as computer lab, dorm room, or home. Predictably, the use of general citation and abstract databases decreased in favor of full electronic texts and databases. Throughout the year the list of full-text databases grew steadily as the Libraries exchanged print journals for online access to these journals and participated in state and other consortial purchases.

The Libraries' "virtual" presence became even more sophisticated this year with the redesign of the home page. Many important links students and faculty need and want are now immediately accessible on the opening page. Online guides to resources were also added, and distance education instructions and information were expanded. Remote access instructions were immensely improved to serve this growing need. The search box on the opening page provided patrons a quick way to find their database and selected Internet sites. An important development

was also the creation of a StaffWeb page to provide more effective communication and information to both staff and patrons about internal library operations, policies, and procedures.

### ***Trends in the Use of Electronic Resources***

Use of electronic resources continued to climb dramatically--up more than 30 percent over last year. While InfoLinks, with more than half a million searches each year, remains the most popular database offered by the Libraries, *WilsonWeb*, FirstSearch, *ProQuest Direct*, and SilverPlatter databases all report more than 100,000 searches in their databases from the University campus. Even when compared to perennial high-use electronic indexes such as *WorldCat*, *PsycINFO*, *ERIC*, *Agricola*, and *Biological Abstracts*, full-text products are beginning to make significant inroads. Even fairly specialized full-text offerings such as *JSTOR* or *E\*Subscribe ERIC Documents* are now in the top twenty-five databases.

While comprehensive use statistics are not yet available for the library home page, the Libraries' site averages more than thirteen thousand hits a day, only slightly fewer than the number received on the main University home page. It is evident that the Libraries' online services are increasingly important to students whether remote or on campus.

Librarians continued to investigate options for electronic resources, conducting several trials in the past year, including *PolicyFile*, *National Journal*, and the *United Nations Treaty Set*. In addition, vendor representatives from Docutek, Elsevier Science, SciFinder, ISI, and Ebsco all demonstrated their product offerings. Librarians coped with major upgrades or changes to many important products, including the migration of the *UnCover Reveal* service to *Ingenta*. Several licensing and pricing issues were widely discussed and deliberated, including an embargo period from *Nature* publishing, the pricing structure and content of various Gale products, and a change in pricing structure for the popular and important *PsycINFO* database. Wider campus understanding of and appreciation for licensing issues for electronic products is a major collection goal for the coming year.

### ***Collection Processing Activities***

Significantly, no cataloging backlogs existed by year's end, except for small numbers of materials requiring in-depth attention. Moreover, cataloging production increased 39 percent, and recataloging by 20.7 percent. Cataloging staff increased activities in other important areas, as well, including catalog maintenance.

The University Libraries were instrumental in successfully working with the Office of State Purchasing in negotiating for the state of Arkansas a multi-year, instead of an annual, contract with a commercial binder.

## **Enhancements, Trends, & Challenges in Library Services**

### ***Technological Changes in Response to Needs of Students & Faculty***

Approximately 70,000 proxy sessions took place this year, representing an increase of 46,083 or 195 percent over the previous year. With this increase came many service opportunities represented by e-mail reference questions, telephone queries, subject-specific reference work, and technical queries. The greatest increase in reference questions overall was in the area of “access” questions, including questions regarding troubleshooting computers and printers, solving problems with networked resources, and providing advice about configuring browsers on home computers to connect to the Libraries through commercial Internet service providers.

There was an increase this year in the use of the Libraries’ large and small viewing rooms and of the media equipment for assignments in diverse disciplines. It is clear that while the use of traditional paper resources has dwindled, the use of media continues to expand. Indeed, it should be noted that the audiovisual materials continue to represent over 9 percent of the total library circulation.

Wiring and equipment upgrades were proposed for the campus branch libraries. These libraries have been experiencing Internet connectivity problems as a result of older network wiring that can no longer adequately support the graphic browsers needed to access Internet information and the current online databases available to staff and patrons. The wiring and equipment in the Physics Library was therefore upgraded--the result of cooperative funding among the University Libraries, the Physics Department, and the Graduate School. Upgrading computer equipment in the Fine Arts Library and Chemistry Library is planned for the coming year.

Mullins Library was the first location on campus to provide access to thin-client E-Osks (e-mail kiosks or stations). In conjunction with Computing Services, the Libraries were able to replace some personal computers in the public service areas with these trim E-Osks, which contain a relatively inexpensive small “brick” that connects to a Windows 2000 server in Computing Services. With these E-Osks, the Libraries can purchase more machines more inexpensively.

### ***Trends in Circulation of Materials***

Commensurate with the increasing use of electronic materials, this year’s statistics have again indicated a substantial decrease in the use of the general collection and related circulation services. The checkout of materials to undergraduates was down over 16 percent--this following a year in which undergraduate use of the collection was down 22 percent. Use of the collection inside the library was also down--by 14 percent-- maintaining the downward movement of 12.5 percent the previous year. Indeed, almost all areas of circulation activities have continued to experience a decrease. It is interesting to note that at the same time that undergraduates have checked out fewer items, graduate checkouts have just begun to fall, while faculty checkouts

have increased somewhat—demonstrating a trend that was begun last year. It is also interesting to note that for the first time, circulation statistics have fallen below the levels seen before automation. When the Libraries automated, there was an immediate 33 percent increase in circulation activities. Now, however, checkouts to students are 12 percent lower than pre-automation numbers. The most surprising statistic indicates that overall use of volumes in Mullins Library (112,531) is 60 percent lower than in FY 1993 (287,944) just before automation. Statistics in the Fine Arts Library, on the other hand, show that for the last three years materials checked out have actually risen (from 10,638 circulations in FY 1999 to 12,035 circulations in FY 2001—an increase of almost 20 percent), while use of the collection within this library has decreased. It is evident that students are making use of electronic full-text resources even though the art and architecture disciplines are insufficiently covered in most of the library's electronic databases. Students are also using general Web searching as an alternative to library resources. This seems particularly true when they are looking for images.

The change in circulation trends in the main library is attributable in part to the following factors: 1) the increase of the use of the Web as a source for information among undergraduates and the undergraduate faculty, and 2) the promotion of electronic full-text sources available on the Web.

### ***Trends in Interlibrary Loan***

Faculty and students submitted 20,930 requests this year for materials not owned by the Libraries—up by approximately 6.4 percent over last year. Statistics continue to tell us that the number of faculty and student requests has been steadily increasing over the last several years—most likely due to the increasing number of electronic indexes and databases offered whereby researchers learn of the existence of relevant materials. Fully 83 percent of all borrowing requests came from graduate students and faculty. As in past years, the majority of materials were borrowed from outside Arkansas—most of them from other member libraries of the Big Twelve Plus Consortium. The average turnaround rate for *books* or returnable items is currently at 10.2 days. The turnaround speed has improved by 1.8 days an item over last year. While the average returnable item does take 10.2 days, the Libraries receive 4.73 percent within three days, and 23.4 percent within seven days.

Electronic delivery of articles and documents to student and faculty desktops has become much more common for interlibrary loan users. Moreover, great strides were made this year by streamlining interlibrary loan procedures so that requests are processed quickly when received from students and faculty, and just as quickly when items are received from the lending libraries or document suppliers. As a result, turnaround times in both the Borrowing and Lending Units showed significant improvements. For example, the average turnaround rate for *borrowed periodical articles* is currently 6.4 days—compared to the average of 8.2 days last year. Indeed, approximately 4.5 percent of requested items were received within 8 *hours* of requesting the item, 12.75 percent within one day, 13.2 percent within two days, and 40.75 percent within three days. The trend appears to be that as more libraries around the world acquire software which scans and digitizes text for transmission over the Internet, the turnaround time will continue to

decrease. This year the Libraries filled 18,620 requests for *loans to other libraries*--an increase of 10.75 percent over the previous year. This increase suggests that notable collections held by the Libraries are also up.

### ***Other Service Enhancements***

In response to requests from students, the regular closing time of 11:00 p.m. for Mullins Library was extended to 2:00 a.m. for a two-week period during final exams rather than until 12:00 a.m. for the one week offered in previous semesters. In addition, staffing in public services was reconfigured to allow for the opening of the east entrance doors of Mullins during evening and weekend hours beginning with the fall semester 2001.

Responsibility for map collections as well as for reference assistance in the use of maps was transferred wholly to the Government Documents Department to consolidate functions related to maps in one area of the library.

New shelf markers in the Periodicals Room were created to promote online access. In addition to indicating the title and call number, these color-coded shelf markers now provide electronic access information (URLs, *Wilson*, *Lexis/Nexis*, *Proquest Direct*) for periodicals available in online format.

### ***Trends & Challenges in Staffing***

As the Libraries tried to hone the skills of library personnel in both public and technical services and to provide responsive service to patrons--whether in the library or in a remote location--challenges in staffing remained a critical problem. Moreover, staff turnover, as well as the subsequent time spent in training new employees, continues to be a problem, most likely as a result of more competitive salaries offered elsewhere on campus and in the private sector in northwest Arkansas. Efforts at cross-training were established as a counterbalance to this trend of personnel shortages. While this technique was used effectively in several individual library departments this year, in the coming year opportunities will be explored for implementing cross-training on a wider basis. Overall, the Libraries are experiencing a growing need to create more full-time positions, such as webmaster, electronic resources librarian, director of development, personnel officer, as well as additional positions in collection development. Hitherto, many of the responsibilities in these areas have been performed on a part-time basis by personnel who have other major responsibilities.

Subject specialists taught only slightly fewer class sessions than last year (352 vs. 379) but the total number of participants in those class sessions, as well as in individual consultations together rose by 15 percent (9,164 vs. 7,982), indicating that librarians are reaching more people with instructional efforts.

## **Outreach & Collaboration**

### ***Key Participation in the ARKLink Consortium***

The Libraries had key representation once again this year in the activities of the ARKLink Consortium of Arkansas Academic Libraries as it passed bylaws, developed a Web site, purchased two electronic resources as a consortium, and made arrangements to participate in a courier delivery service. The Consortium met every two months. A proposal (which unfortunately was unsuccessful) was developed to procure legislative funding for an electronic resources initiative for Arkansas's academic libraries. In addition, the Libraries' assistant director of technical services created materials and made presentations to the Governor's Information Technology Task Force, the Arkansas Legislature Joint Interim Education Committee, and the Arkansas Deans' Association.

### ***Catalogers Get Involved in National SACO Program***

Representatives from the Cataloging Department participated in the national SACO Program (Subject Authority Cooperative Program), a project that allows individual catalogers to suggest new subject headings and classification numbers to the Library of Congress' Program for Cooperative Cataloging. They researched and submitted seventeen proposals within the year. The program will allow the Libraries to assign more accurate subject heading to theses, dissertations, and unique special collections and materials. When accepted by the Library of Congress, the headings will be added to the Library of Congress Subject Heading vocabulary for use by libraries in the United States. At present count, eight of their recommendations for subject headings have been accepted.

### ***General Access Computer Lab Proves More and More Popular***

The Libraries continued their long-standing partnership with campus Computing Services in the continuation of the very successful joint venture of the General Access Computer Lab located in Mullins Library. The Mullins Library location continues as one of the most popular of the labs provided on campus.

### ***Libraries Team Up with Graduate School to Offer Graduate Assistantships***

A proposal by the Libraries, in conjunction with the Graduate School, was submitted to and approved by the Provost to form a partnership in offering five graduate student assistantships to serve in the Libraries. Beginning in the fall 2001, these graduate students will assist subject librarians in providing in-depth discipline-based services.

### ***Libraries Continue as Partner in Campus "First-Year Experience"***

The Libraries were represented as one of the campus partners in the First-Year Experience planning process, participating in several programs initiated through that program.

Tours were provided during Welcome Weeks, library instruction was provided as a component of the Connections program, a “Help-A-Hog” station was set up in Mullins Library, and several library faculty and staff participated in the “Razorbuddy” program.

### ***Services/Instruction Enhanced for Distance Education Students***

Library support for distance education increased significantly this year with the development of Web forms and guides, as well as library presentations in distance education classrooms. The Libraries are represented on the campus-wide Distance Education Group and will be participating in the distance education forum planned for January 2002.

### ***UCITA: Teleconference Offered to Library Staff***

In December, the assistant director of public services planned to offer to library personnel in the region of northwest Arkansas a national teleconference entitled “UCITA: A Guide to Understanding and Action,” co-sponsored by the American Association of Law Libraries, the American Library Association, the Association of Research Libraries, the Medical Library Association, and Special Libraries Association. This teleconference was on the subject of the Uniform Computer Information Transactions Act, which is an attempt to conform state contract law governing software and information licensing to a uniform national standard. Although the viewing of the live teleconference had to be canceled due to locally inclement weather, a videotape of the teleconference was subsequently shown to library personnel early in the spring semester.

## **Gift Collections Received & Processed**

### ***William S. Campbell Papers Donated***

Joanne Brandon McLendon donated the papers and photographs of long-time Fayetteville resident William S. Campbell, her great uncle. Campbell was an active volunteer in many areas of civic life. He was Food Administrator in World War I and representative for the Red Cross in both World War I and World War II. He was secretary of the Highway 62 and Highway 71 Associations, and on the board of the Fayetteville City Hospital. He was chairman of the Washington County Centennial Commission, and the author and publisher of *One Hundred Years of Fayetteville, 1828-1928*, the first book-length history of Fayetteville. His collection includes letters and reminiscences, as well as nearly 3,500 photographs of family members, Fayetteville personages, and the interiors of several Fayetteville homes.

### ***Neil Compton Papers Processed***

The materials relating to Neil Compton’s activities as Arkansas conservationist and outdoor photographer include extensive files relating to the activities of the Ozark Society,

especially its campaign to save the Buffalo River. The collection includes an extensive collection of Compton's photographs, slides and negatives, as well as films and video tapes detailing the activities of the Ozark Society. The video tapes include footage of the Justice Douglas float and the Sam Walton family. The collection includes audio tapes used in transcribing Compton's book *The Battle for the Buffalo*, framed items, plaques, and certificates.

### ***Kenneth L. Smith Papers Processed***

Kenneth Smith is an Arkansas free-lance writer, photographer, and researcher, and served as a civil engineer with the National Park Service for many years until 1974. His papers concern the effort to preserve the Buffalo, Cossatot, and Eleven Point rivers put forth by the Ozark Society, the Arkansas Conservation Council, the Arkansas Nature Conservancy, and the Federated Garden Clubs of Arkansas. Other materials concern the founding of the Ozark Society, some created by Evangeline Archer, secretary of the Ozark Society in the 1960s. The collection includes various publications, from the 1960s to the early 1970s regarding the Buffalo River, as well as short narratives probably written by former Ozark Society president Neil Compton about hiking and canoeing outings.

## **Grants**

The Arkansas Community Foundation of Little Rock donated \$10,000 to provide for the preservation and access to collections associated with the agricultural history of the Arkansas Delta. This has enabled the Libraries to continue work on the archives of the Lee Wilson and Company of Wilson, Arkansas, whose records date to the late nineteenth century.

The Happy Hollow Foundation of Fayetteville donated \$10,000 to provide for computer and scanning equipment for a project entitled *A Shared History: Fayetteville and the University of Arkansas*. The purpose of this project is to create a Web site on the Libraries' home page that will provide access to up to five hundred images, including photographs and other documentary materials, that show the unique relationship held by the city of Fayetteville and the state's flagship campus. A narrative will be included.

## **Exhibits**

### ***"Biography and Autobiography": In Celebration of African-American History Month***

An exhibit of forty-six books of biography and autobiography by or about notable African-Americans was mounted in the Helen Robson Walton Reading Room in observance of African-American History Month in February. The books, selected from titles in the Libraries'

collection, cover a wide range of achievements in American life and culture and included political figures such as: Ralph Bunche of the United Nations; Barbara Jordan, U.S. representative from Texas; Georgia Davis Powers, U.S. senator from Kentucky; Surgeon General Joycelyn Elders; civil rights heroines and heroes Rosa Parks, Thurgood Marshall, as well as Martin and Coretta Scott King; and journalist Carl T. Rowan. A considerable number of books recounted the life stories of African-Americans in the arts such as: opera star Marian Anderson; jazz giants Duke Ellington, Charlie Parker, Dizzy Gillespie, John Coltrane, Billie Holiday, and Ella Fitzgerald; and dancer and choreographer Alvin Ailey.

***Myron Brody:***

***“16<sup>th</sup> Annual Memphis in May World Championship Barbecue Cooking Contest”***

This series of color photographs was exhibited in the public services area of Mullins Library in the fall semester and depicted the sixteenth event of the famous “Memphis in May World Championship Barbecue Cooking Contest.” A professor of art at the University, Brody simultaneously exhibited two other photographic shows on campus: “Ireland: Then Now Maybe” in the Fine Arts Center Gallery, and “Structural Shapes and Space” in the Small Gallery of the School of Architecture in Vol Walker Hall.

***Joanne Jones: “Still Life Translations” & “From the Stacks”***

Jones’ series of large oil paintings entitled “Still Life Translations” was exhibited in the public services area of Mullins Library on the Lobby Level from January through the summer months. “In this exhibit,” Jones states, “I paint from life, but at some point the still life must be dismissed and the painting considered totally on its own terms. This might involve arbitrary use of color or other changes. A translation of the still life is sought, rather than a literal transcription.”

The series of photographs by Jones entitled “From the Stacks” was exhibited in the Helen Robson Walton Reading Room and featured books selected from the stacks of Mullins Library. “As I explored the library,” Jones explains, “certain books or groups of books caught my attention for one reason or another. Perhaps it was a well-worn binding, which suggested that the book had been read and handled by many patrons throughout the years, or a more stately group of gold-rimmed reference books that sat waiting patiently for an inquisitive mind.”

**Original Materials Exhibited Regionally & Nationally**

***“Wood: An American Tradition”***

This exhibit at the National Building Museum in Washington, D.C., highlighted the use of wood in American buildings. Illuminating four major traditions of building in wood throughout American history, namely, log construction, timber framing, balloon framing, and platform framing, the exhibit described each of these areas through revealing examples. The model for E. Fay Jones' Thorncrown Chapel, located in the Special Collections Division, was included in the exhibit. Thorncrown Chapel was recognized by the membership of the American Institute of Architects as one of the top ten buildings built during the twentieth century. The exhibit ran from September 9 through April 22.

### ***“Outside the Pale: A Homecoming”***

On March 10, an exhibit focusing on the life and career of architect E. Fay Jones opened at the South Arkansas Arts Center in El Dorado, Arkansas, the boyhood home of Jones. The display included selected materials from the E. Fay Jones Papers, a collection maintained in the Special Collections Division. Over 150 items were on display, including original sketches and drawings, photographs, models, memorabilia, and drafting instruments. The exhibit ran through April 27.

## **A Glance Ahead**

### ***Initiatives & Goals Identified for FY 2002***

The library dean and division heads identified the following five initiatives as goals for the coming year after reviewing reports submitted by the nineteen Initiative Review Groups (referred to earlier in this report under “Major Developments”). Coordinating committees were formed to work on these goals, and all library employees assigned to a committee will devote a portion of their job assignment to assist in implementing the objectives of that committee.

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**Goals for 2002**

### **Initiatives #1 & 2 (Combined)**

*Evaluate the effectiveness of existing library programs and analyze needs of users; develop the services and technical infrastructure to ensure that needs are being met.*

### **Initiatives #14 & 15 (Combined)**

*Document all major operational policies and procedures, and place them on the Web as appropriate and Create departmental Web pages.*

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### **Goals for FY 2002 (Cont'd)**

These two initiatives were combined and assigned to the Web Development Committee. Membership of the existing WDC has been slightly revised. In addition to the two original initiatives, the charge to the WDC has included the following: manage the graphic design, establish Web protocols (such as search engines), design templates, organize content, provide staff development opportunities to ensure all personnel involved in Web management are well trained.

### **Initiative #17**

*Create a flexible and understandable budget process, including analyses, projections, distribution, and reports.*

### **Initiatives #16 and 18 (Combined)**

*Create a staff development and in-house training program for library faculty and staff; support scholarly efforts of library faculty.*

### **Initiative #19**

*Develop a library information technology infrastructure that meets internal and external needs.*

***Wireless Technology to Be Implemented in the Fall***

In the spring, discussions were begun regarding the circulation of laptop computers to be funded by the student technology fee and provided by Computing Services for use with a wireless network in Mullins Library. Loan policies and forms were drafted and reviewed during the summer months, and laptops will become available to students beginning in the fall semester of 2001.

Negotiations were begun with NetLibrary in anticipation of the purchase of a select number of electronic books. Library personnel in the Circulation Department also investigated e-book reader software and hardware and drafted policies and forms for anticipated circulation of e-book readers.

### ***Other Enhancements in the Libraries' Future***

Beginning in December the Libraries's automation staff began upgrading the servers to Windows 2000 software and then desktop machines to the Windows 2000 Professional operating system. This upgrade places the Libraries in an excellent position to join other units on campus in implementing the Windows 2000 Active Directories, which will enable participating units to use computer IDs outside of their local domains. This capability should facilitate training offered by library faculty in other locations on campus than campus libraries, as well as enable students to access materials easily from various computer labs on campus.

While the Libraries have always sought suggestions and evaluations from library users to improve services, a new opportunity this year to gain information on the perceptions of students and faculty about the quality of library services was provided by the LibQUAL+ Survey sponsored by ARL and Texas A & M University Libraries. The Libraries' participation in this project, along with forty-two other major academic libraries, will provide data from University of Arkansas students and faculty on a wide range of service issues and will be compared with that from the other participating libraries. In the coming year, a systematic review of the data from the survey will be incorporated in the strategic planning process.

The Libraries joined other departments on campus in a site license to provide access to GIS (Geographic Information System). A proposal was developed to phase in the service over the next two years. It is planned that the service will be open to students and faculty by the fall 2002.



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## Personnel Accomplishments

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### Refereed Publications

**Chism, Stephen** (Reference). "The Very Happiest Tiding: Sir Arthur Conan Doyle's Correspondence with Arkansas Spiritualists," *Arkansas Historical Quarterly* 59:3 (Autumn 2000): 299-310.

**Davidson, Bryan** (Reference) (with **Luti Salisbury** [Reference] and **Alberta Bailey** [Assistant Director of Public Services]). "Full-Text Resources for Undergraduates: An Analysis of ProQuest PA Research II and WilsonSelect," *College and Undergraduate Libraries* 7:2 (Spring 2000): 25-50.

**Juhl, Beth** (Reference and Electronic Resources). "Desk Set: Ready Reference on the Web," *Choice* 38:8 (April 2001): 1383-1407. Also available online at: <http://www.ala.org/acrl/choice/sampess.html>.

**Parker-Gibson, Necia** (Reference). "Library Assignments: Challenges that Students Face, and How to Help," *College Teaching* 49:2 (Spring 2001): 65-70.

**Salisbury, Lutishoor** (with **Alberta Bailey** and **Bryan Davidson**). "Content and Issue Analysis of the Full-text Databases: Bell and Howell Medical Complete and InfoTrac Health Reference Center," *Academic. Journal of Southern Academic and Special Librarianship* 2:1/2 (Fall 2000) 16. Available online at: [http://SouthernLibrarianship.icaap.org/content/v0201/salisbury\\_101.html](http://SouthernLibrarianship.icaap.org/content/v0201/salisbury_101.html).

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### Non-Refereed Publications

**Batson, Don** (Reference). "Web-Based Telephone Directories: www.555-1212," *Arkansas Libraries* 58: 3 (June 2001): 40.

**Parker-Gibson, Necia** (with **Deborah Kulczak** [Cataloging] and **Sherryl Robinson** [Circulation]). "Food, Fun and Festivals in Fayetteville and Farther: an Eclectic Guide," *Arkansas Libraries* 57:4 (August 2000): 13-14.

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### **In-House & Campus Publications**

**Colpitts, Kinne** (Reference). *Technical Writing: Library Resources for Engineers*. rev. ed. Fayetteville, AR: University of Arkansas Libraries, 2000.

**Salisbury, Lutishoor**. *Bibliographical Resources to the Literature of Agriculture and Rural Life in Arkansas, 1820-1945*. Fayetteville, AR: Arkansas Agricultural Experiment Station, University of Arkansas, 153 p. (Special Report 201).

**Elizabeth McKee** (Interim Head of Reference). *Library Resources for Higher Education: A Guidebook*. rev. ed. Fayetteville, AR: University of Arkansas Libraries, 2000. Internet: <http://dante.uark.edu/guides/edbook.asp>.

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### **Reviews**

**Juhl, Beth**. *Barrington Atlas of the Greek and Roman World*, Eds. Ricahrd J. A. Talburt and Roger S. Bagnall, et al. Princeton: Princeton University Press, 2000. *Choice* 38:6 (February 2001): 1051.

\_\_\_\_\_. *Encyclopedia of Greece and the Hellenic Tradition*, Ed. Graham Speake. Chicago: Fitzroy Dearborn, 2000. *Choice* 38:10 (June 2001): 1766.

**Cheryl Conway** (Head of Cataloging). *The Future of Cataloging: Insights from the Lubetzky Symposium*, Eds. Tschera Harkness Connel and Robert L. Maxwell. *Serials Review* 27:1 (2001): 91-93

\_\_\_\_\_. *I Loved You All*, Paula Sharp. *Library Journal* (July 2000): 142-143.

\_\_\_\_\_. *Eduard's Homecoming*, Peter Schneider. *Library Journal* (August 2000): 161.

\_\_\_\_\_. *A Student of Weather*, Elizabeth Hay. *Library Journal* (March 1, 2001): 131.

\_\_\_\_\_. *All His Sons: A Novella and Nine Stories*, Frederic Raphael. *Library Journal* (May 1, 2001): 129.

**Parker-Gibson, Necia.** *Alternative Medicine Sourcebook*, Ed. Cook, Allan R., ed.,. 1st. ed. Health Reference Series. Detroit, MI: Omnigraphics, 1999. *Libres* 11:1 (March 2001). Available online: <<http://libres.curtin.edu.au/libres11n1/reviews.htm>>.

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### Outside Presentations / Sessions Chaired / Invited Positions

**Don Batson.** Presentation on government documents on the Web and CIS Databases, Arkansas Library Association Annual Conference, Springdale, October 9

**Michael Dabrishus** (Assistant Director of Special Collections & Director of Development). “Backlog as Prologue: Processing Priorities at the University of Arkansas.” Paper delivered at the 64<sup>th</sup> Annual Meeting of the Society of American Archivists, Denver, Colorado, September 1

**Andrea Cantrell** (Head of Research Services, Special Collections). Presentation, “Virtual Special Collections?!” Arkansas Library Association Annual Conference, Springdale, October 9.

\_\_\_\_\_. Guest Associate Curator, Exhibit entitled “As Long as Life Shall Last . . . The Legacy of Arkansas Women,” the Old State House Museum

\_\_\_\_\_. Judge, research papers division of the regional competition on History Day in March

**Beth Juhl.** Moderator, “Overdrawn at the Databank? Avoiding Database Overlap,” panel sponsored by RUSA CODES (Collection Development & Evaluation Section) at American Library Association Annual Meeting, Chicago, July 9

\_\_\_\_\_. Invited Speaker, “Everything that’s Reference Must Converge,” panel on the future of Reference Collections, Charleston Conference, Charleston, November 1

**Lora Lennertz** (Head of Circulation and Audiovisual). Invited Adjunct Assistant Professor. Seminar in music bibliography in the fall semester for the Music Department

**Karen Myers** (Reference). "Information Please: 150 Years of Service." Arkansas Library Paraprofessionals Spring Conference (ALPS - Division of Arkansas Library Association), Hot Springs, May 16-18

**Sherryl Robinson**. Presentation, "Teamwork Basics" at Arkansas Library Association Roundtable annual spring conference, May; Presentation, "Supervising Student and Part-time Employees" at the Council of Library Technicians Annual Conference, San Francisco, June

**Lutishoor Salisbury**. (With **Marilyn Rogers** [Head of Serials] and **Usha Gupta** [Head of Periodicals Room]) "Faculty Grant Proposals for a One-Time Book Fund: A Case Study at the University of Arkansas Libraries," Arkansas Library Association Meeting, Springdale, October 8

\_\_\_\_\_. Panelist, USAIN (U. S. Agricultural Information Network) Interest groups discussion forum, USAIN Annual Meeting, Raleigh, North Carolina, April 21

\_\_\_\_\_. Organizer and moderator. Session on "Desktop Document Delivery: Issues and Trends" at the USAIN 2001 Conference in Raleigh, North Carolina, April 23

**Ethel Simpson** (Head of Archives and Manuscripts, Special Collections). Biographical summary and presentation explaining contents and significance of the William Grant Still-Verna Arvey Papers held in Special Collections. Two-day symposium "Melodies and Memories: A Celebration the Legacy of William Grant Still," Butler Center for Arkansas Studies, Central Arkansas Library System, Little Rock, October 6 and 7

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### **Special Awards**

**Lora Lennertz** was named honorary member as Friend of the Arts in the Sigma Alpha Iota music fraternity.

**Sherryl Robinson** received the Outstanding Paraprofessional of the Year Award from the Arkansas Library Association Paraprofessionals Division.

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### **Service Awards**

**Alberta Bailey** received a Faculty Service Award for twenty years of service to the University.

**Diane Baker** (Binding) received a Service Award for fifteen years of service to the University.

**Ellen Compton** (Special Collections) received a Service Award for twenty years of service to the University.

**Norma Johnson** (Head of Fine Arts Library) received a Faculty Service Award for ten years of service to the University.

**Cassandra McCraw** (Special Collections) received a Service Award for fifteen years of service to the University.

**Sherryl Robinson** received a Service Award for ten years for the University.

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### **Library Outreach / Performances / Creative Work / Off-Campus Duty**

**Don Batson** provided photographs for Necia Parker-Gibson's online library tour and for Elizabeth McKee's online guide to education resources.

**Steve Chism** installed five of his paintings in the new Printing Services Center and exhibited two works in a Kittrell Gallery show.

**Kate Kluttz** (Cataloging) participated in performances of "Anoush," a branch of the Fayetteville International Folk Dancers.

**Karen Myers** was a member of the North Arkansas Symphony Orchestra Chorus and sang in the winter concert of the North Arkansas Symphony Orchestra Chorus; sang in two concerts at the Trinity United Methodist Church.

**Necia Parker-Gibson's** poems were read June 26<sup>th</sup> as part of a reading and concert at a local restaurant.

**Janet Parsch** (Assistant Director of Technical Services) was a singer on a six-member a capella choral group.

**Ethel Simpson** was on off-campus duty for the spring semester. Her project was to study the career of the actress Mildred Natwick, consulting her personal and professional papers in a private collection in New Orleans and in the Billy Rose Theatre Collection in the New York Public Library.

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### **Campus Committees / Activities / Positions Held**

**Alberta Bailey.** Library Faculty Representative, Faculty Senate; Member, Registration and Class Scheduling Coordinating Committee; Member, Search Committee for the Vice-Chancellor/Dean of Student Affairs; Member, University of Arkansas Distance Education Group; Member, Student Affairs First Year Experience Partner

**Don Batson.** Member, Transit and Parking; Member, ROTC Programs

**Steve Chism.** Member, Faculty Panel for Undergraduate Complaints

**Cheryl Conway.** Member, Campus Climate Committee

**Michael Dabrishus.** Member, Advisory Committee for Center for Arkansas and Regional Studies; Member, Advisory Committee for Arkansas Center for Oral and Visual History; Member, Advisory Board for University of Arkansas Press.

**Donna Daniels (Reference).** Chair, Traffic Appeals Committee; Member, Parking and Transit Committee

**Jo Grippe (Library Accountant).** Member, Financial Advisory Committee

**Mikey King (Cataloging).** Member, Landscape and Grounds Committee; Member, Artists and Concerts Committee

**Deb Kulczak.** Member, Public Safety Council; Member, Committee on Committees; Member, Emergency Preparedness Council

**Lora Lennertz.** Member, Public Safety Council; Chair, Faculty Athletic Committee; Member, Transit and Parking Committee

**Elizabeth McKee.** Member, First-Year Experience Planning Committee; Member, Faculty/Staff Giving Committee; Member, Welcome Weeks Planning Committee; Member, Faculty Senate General Education Core Curriculum Committee

**Necia Parker-Gibson.** Chair, Artists and Concerts Committee

**Janet Parsch.** Member, Computing Activities Council; Member, Subcommittee to Revise the Code of Computing Practices.

**Lutishoor Salisbury.** Member, Faculty Grievance Panel; Member, Traffic Appeals Court

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### **Outside Professional Committees / Positions Held**

**Beth Juhl.** Member, ALA Publishing Advisory Board, *Guide to Reference Books*, 12<sup>th</sup> edition; Member, American Library Association, Reference and User Services Division, Collection Development and Organization Section, Materials Reviewing Committee

**Elizabeth McKee.** U of A Representative, Resource Arkansas

**Mikey King.** Member, Chapter Secretary, Guerdon Nichols Chapter of AAUP

**Deb Kulczak.** Member, Conference Committee of the Arkansas Library Association; Secretary, Resources and Technical Services Division of the Arkansas Library Association

**Necia Parker-Gibson.** Chair, Arkansas Library Association, Reference Division, Arkansas Library Association, Program Planning Committee, Fall Conference; Member, AAUP, Guerdon Nichols Chapter, Committee W

**Janet Parsch.** Chair, ARKLink Consortium of Arkansas Academic Libraries through April; Member, Arkansas Library Association Executive Board

**Sherryl Robinson.** Co-Chair, Conference Committee, Arkansas Library Association

**Lutishoor Salisbury.** Director, USAIN (United State Agricultural Information Network) Board of Directors; Chair, USAIN Taskforce on Interest Group Restructuring (report submitted entitled: *Final Report of the Committee to Examine the Restructuring of USAIN Interest Groups*); Member, Contributed Papers Committee for the USAIN 2001 Conference; Member, Editorial Board, *Journal of Agriculture, Food and Nutrition Information*; Chair-Elect, Agriculture, and Nutrition (FAN) Division of the Special Libraries Association; Chair, FAN Public Relations Committee, BIG Twelve Plus Bioengineering Cooperative Resources Taskforce and Member of the Collection Analysis Task Force (submitted report); Member of the Arkansas Consumer Health

Information Network Training Task Force; Evaluator, Best Test of New ARHealthLINK site

**Kristine Shrauger** (Head of Interlibrary Loan). Member, Resource Sharing Committee, ARKLink Consortium; Member, Interlibrary Loan Subcommittee, Big Twelve Plus Library Consortium

## E Personnel Changes

**Anne Marie Candido** joined the Reference Department in February, while retaining her regular duties as assistant to the dean. She was assigned subject specialist for English, comparative literature, and creative writing.

**Kinne Colpitts** resigned fully from her position as reference and engineering librarian in May.

**Cheryl Conway** became new head of the Cataloging Department in February.

**Bryan Davidson** resigned his position as electronic resources librarian and the library's webmaster to take a position at the Louisiana State University library.

**Beth Juhl** stepped down as Head of Reference and became electronic resources librarian and the library's webmaster, while retaining duties as reference librarian and subject specialist for history.

**Kate Kluttz** was hired in July as cataloger.

**Alison Levene** retired as head of the Interlibrary Loan Department in October.

**Elizabeth McKee** became interim head of the Reference Department in February while retaining her duties as subject specialist for education and drama.

**Sarah Santos** was hired in September as head of the Government Documents Department.

**Kristine Shrauger** was hired in February as head of the Interlibrary Loan Department.

**Mary White** was hired in June as cataloger/monographic unit head.