

Summary of the Year

The year 2002-2003 was once again a year of dramatic developments for the Libraries. Some highlights featured in this report are: 1) significant gains in the acquisition of a broad spectrum of electronic resources, 2) membership in the Center of Research Libraries, a source of rare and comprehensive collections in a varied number of subject areas, 3) a 400 percent increase in the remote use of library databases, 4) the establishment of Geographical Information Services (GIS) through a new GIS Web page, 5) the introduction of a "Digital Collections" Web site, 6) the expansion of the wireless environment in Mullins Library, 7) unprecedented collaborative activities with other campus units and with other institutions both statewide and nationwide, 8) strides made in development with the hiring of a Director of Development and with the imminent hiring of a coordinator of public relations, 9) the launching of a full-fledged program of cultural enrichment consisting of a series of lectures, exhibits, and concerts.



Collections

Books

The budget for books remained relatively unchanged this year. Although the numbers of titles acquired was approximately 3,069 higher (at 15,527) than the previous year (at 12,856), this increase was due partly to two large, comprehensive gift collections. The Libraries received the Fred Isaac mystery literature collection of 1,530 titles, covering primary and secondary sources for American and English mystery writing, and the David Malone collection of over 3,000 volumes, which not only added extensively to the Libraries' basic history collections but also has been of great value in filling gaps in the Arkansas Collection.

The King Fahd Center for Middle East and Islamic Studies purchased the collection of Professor Kenneth L. Brown, Manchester University. The Libraries have begun to process over 7,000 titles from this major source of works on Islam, the Middle East, and the Maghreb; the works are in Arabic, Hebrew, and English. These titles will substantially increase foreign language holdings.

Another Canada Consulate matching grant of \$2,000 was secured to continue building the basic collections in Canadian and Arctic studies. In addition, two grants of \$14,000 grant from the Arkansas Biosciences Institute was received to purchase materials for a basic collection in this field. In addition, the Bumpers College of Agriculture allocated approximately \$65,000 for library acquisitions, while the Middle East program transferred funds for the purchase of numerous videos and contemporary scholarly works.

The movement towards acquiring shelf-ready books and expanding the Libraries' university press approval plan were prominent trends this year in collection management. Books received on the approval plan are now ready for placement in the stacks approximately two weeks earlier than previously. Moreover, as subject specialists continue to identify particular specialized areas that require strengthening as new courses and research are undertaken, the approval plan system continues to expand. This year, for example, a contemporary German belles lettres approval plan was established.

Sessions were held this year with academic faculty representatives from the various departments on campus to update them on procedures for book ordering, on departmental budget allocations for books, and on the best methods for prioritizing book titles for ordering.

Journals and Electronic Databases

The major shift from print to electronic publishing continues to be significant for the University Libraries. The Libraries received 4,155 journal titles in electronic format this year, of which online access was included with almost 1,200 print subscriptions at no additional charge.

Electronic Journal Collections:

- The *ACS* (American Chemical Society) *Journal Archive*, reflecting more than one hundred years of research from more than twenty core journals in the field. During 2002-2003, University of Arkansas students and faculty downloaded more than 7,000 articles from the *ACS Journal Archive*.
- Several new *JSTOR* collections, which have also seen significant use in their introductory year. The *JSTOR Ecology & Botany Collection* offers nearly thirty titles in environmental science and natural history. The *General Science Collection* reaches back to the 17th century with the Royal Society of London journals numbering to their first date of issue. The *Arts & Sciences II Collection* is a multi-disciplinary collection of more than 120 titles in history, economics, political science, classics, archaeology, and areas studies for Latin America, Africa, Asia, and Slavic cultures. The original *JSTOR* database rapidly became one of the Libraries' most popular resources, and the addition of these new titles has brought *JSTOR* use up 50 percent over last year, for more than 15,000 articles downloaded this year.
- *Project MUSE*, a collection of more than 200 journals from university presses in fields such as literature, history, film, drama, mathematics, and cultural studies, nicely complements the *JSTOR* collections in many cases by providing recent journal issues online for which *JSTOR* offers the backfile.
- *HarpWeek*, the electronic edition of *Harper's Weekly*, the illustrated 19th century "Journal of Civilization" that is one of most important primary resources for examining 19th-century America. *HarpWeek* offers detailed indexing of the illustrations,

advertisements, poems, battlefield narratives, short stories, and other features published through the periods of Civil War, Reconstruction, and Gilded Age.

- The *Pennsylvania Gazette*, a full-searchable version of Ben Franklin's popular newspaper that was read throughout the colonies. Students in colonial history classes have already used this resource to research topics such as marriage and divorce, slavery and piracy, literacy and alcoholism in revolutionary America.

Scientific and Technical Information:

- The *Current Protocols* series of laboratory methods manuals and the *CHEMnetBase* and *ENGnetBase*, which provide collections of chemical and engineering handbooks. These online reference tools allow large introductory classes in chemistry and engineering to find chemical constants, materials data, or related information without coming to the library.
- *Science Next Wave*, a resource for current awareness, jobs, and grants in the sciences. This resource is funded by the Graduate School.
- *ASFA: Aquatic Sciences and Fisheries Abstracts*, an index of articles, books, and other publications on all aspects of aquaculture, water quality, and related fields.
- *Beilstein CrossFire*, the premier resource for organic chemistry. Indexing journal articles, conference proceedings, and other publications back to the 18th century, *Beilstein CrossFire* allows sophisticated structure and reaction searching, links to associated chemical and physical properties, and detailed pharmacological and ecological data.

Information in Social Sciences, Business, and Economics:

- The *Conference Board's Research Database*, a source of in-depth reports, white papers, and case studies on a variety of business topics and global economic indicators.
- *Polling the Nations*, an online compilation of data from Gallup, Roper, Harris and other major news and marketing organizations, as well as from more than 90 countries worldwide.
- The *Alternative Press Index* and *Archive*, together covering more than 700 alternative newspapers, magazines, and periodicals published from 1,969 to the present.
- *Physical Education Index*, a much-needed search engine to the scholarly literature on coaching, recreation, kinesiology, and related sports topics.
- New online files from the HRAF (Human Relations Area Files) project, delivering original source material on customs, culture, folklore, and built environments of peoples past and present from around the world. *EHRAF Ethnography* and *EHRAF Archaeology* both offer unique indexing systems that allow a student to cross reference a particular culture (for example, Quapaw) with a particular cultural practice (for example, foodways). This meticulous and rigorous indexing is applied down to the paragraph level of the 300,000+ pages from books, journal articles, and archaeological reports that are included in the databases as full-text documents.

Arts and Humanities Resources:

- *AMICO*, a digital library of arts images. Through the cooperative effort of dozens of art museums and research libraries worldwide, this online collection offers more than 100,000 digital images of art from all time periods and places. In *AMICO*, students can search for artworks by creator, title, medium, or by keywords such as “medicine” or “war.” Images in *AMICO* are copyright-cleared for educational use and provide a rich online library for faculty class materials.
- *Art Full-Text*, which provides indexing for art journals and magazines back to 1984, with full text articles online from 1997 to the present.
- *Black Drama: 1850 to the Present*, a growing resource that currently contains 1,200 plays written from the mid-1800s to the present by more than 100 playwrights from North America, English-speaking Africa, the Caribbean, and other African diaspora countries. Many of the works are rare, hard-to-find, or out of print.
- *Early Encounters in North America*, a database that draws together primary source materials from the 16th, 17th, 18th, and 19th centuries on cultural encounters in the European exploration of and United States expansion into the North American continent. According to the publisher, *Early Encounters* will eventually include more than 100,000 pages of letters, diaries, memoirs, and accounts of early encounters.
- *American Film Scripts Online*, an ongoing project to digitize and thoroughly index 1,000 film scripts, beginning with the silent classic, *The Great Train Robbery* in 1903.

Other Collections & Resources

The Libraries’ membership in the Center for Research Libraries (CRL) has greatly expanded researchers’ access to rare and comprehensive collections in many areas. Through the various CRL catalogs, students and faculty can identify and request such hard-to-find materials as foreign dissertations, newspapers, and government documents; runs of U.S. journals and magazines from the nineteenth and early twentieth centuries; ephemeral materials such as the CCC (Civilian Conservation Corps) newspapers; and research materials on microfilm, such as declassified documents from the Cuban missile crisis, eighteenth-century cookery books, or Parliamentary Papers on Anglo-Irish relations.



The implementation and integration of GIS (Geographic Information Systems) services into library services and collections through a specially designed Web site began in July. The Libraries entered into a memorandum of agreement with CAST (the University’s Center for Advanced Spatial Technologies), clearly defining what the Libraries provide in the scope of GIS services, and what CAST provides to the Libraries to ensure a successful, well-designed, and manageable library service. Users can access online training, introductory tutorials, and free (or mostly free) online and downloadable spatial data through one Web site. A GIS reference e-mail account was established to help with off-site troubleshooting and GIS-related inquiries. Web site use statistics indicate that there was a steady rise in the number of users accessing the Libraries’ GIS Web page since unveiling this service in September.



A new segment of the Libraries' collections, entitled "Digital Collections," was launched this year. When fully developed, these collections will include numerous photographs, manuscripts, and other archival materials that have been digitized so that they can be seen by anyone who has access to the Internet. Featured on the "Digital Collections" Web page is the result of a major digital pilot project, "A Shared History: Fayetteville and the University of Arkansas," supported by grants from the Happy Hollow Foundation, established by Betty Lighton of Fayetteville. The goal of the "Shared History" project was to digitize and analyze five hundred historic photographs—about half depicting the University of Arkansas and the other half the city of Fayetteville. In the process, the Libraries acquired hardware and software with the grant funds and developed expertise in the techniques involved in creating the electronic images and providing access to them. It was an interdepartmental project, involving personnel from the Special Collections, Systems, and Cataloging departments.

The ProQuest *Digital Dissertations* database contains the traditional *Dissertation Abstracts International* file, which indexes U.S. and selected international Ph.D. theses back to 1861, as well as full text for most dissertations from 1997 to the present—almost 350,000 items available at the touch of a button. As part of an initiative of the Greater Western Libraries Alliance (of which the University Libraries are a member), the Libraries selected an additional 1,000 pre-1997 theses from our own collections for digitization. To date, almost 1,500 University of Arkansas dissertations are available through this database; the Libraries are considering a similar program to digitize selected master's theses.



RefWorks, made available to campus students and faculty in the fall, is an interdisciplinary tool that helps users to manage the information they locate in online databases and journals. Students and faculty can import selected citations and abstracts from dozens of different databases into their own individual *RefWorks* account, where they can arrange citations into designated folders for specific classes or projects, annotate citations, and search for citations by subject, author, or title keyword. When it comes time to write their paper, students can easily insert footnotes into the text or create a bibliography in one of 150 different citation styles—at the press of a button. Overall campus response has been enthusiastic, with 565 *RefWorks* accounts created in this first subscription year. Reference librarians use *RefWorks* training sessions as a springboard for discussions of proper attribution and plagiarism, research methods, and related information literacy topics.

The U.S. Government Printing Office (GPO), with whom the Libraries have a depository agreement, is rapidly meeting its goal of distributing government information "100 percent electronic." Documents currently received from GPO continue to arrive in a variety of formats (paper, microfiche, CD, DVD, and online), but nearly 75 percent of the documents distributed this year are freely accessible via the Internet.

Trends in Use of Collections

Materials from Special Collections were cited in fourteen books, twenty-eight doctoral dissertations, thirty master's theses, nine journal and periodical articles, two television documentaries, one exhibit at other institutions, and five exhibits in Mullins Library.

Use of online collections once again grew at a remarkable pace. More than one million database searches were reported—up 27 percent over last year. More than 838,000 articles were viewed, downloaded, or printed—a 40 percent increase over the previous year. Yet these numbers represent only a percentage of the total database use this year since not all the databases and electronic journal vendors report use statistics.

Large electronic journal packages added last fiscal year have quickly become popular. For example, this year more than 30,000 articles were retrieved from the Wiley Interscience group of over 375 journals in the sciences. Almost 26,000 engineering, physics, and technology articles were downloaded from the *IEEE Electronic Library (IEL)*. Because these large packages contain many more journal titles than the Libraries could subscribe to singly, ***there is an appreciable decline in the number of interlibrary loan (ILL) requests in several subject areas. For example, ILL requests from students and faculty in electrical engineering dropped by more than 300 this year, no doubt due in large part to the new access to IEEE journals online.***



Technological Developments

Remote Access

The introduction last summer of a new, easier-to-use remote access method has had a significant effect on the number of remote users and sessions. More than half a million remote database sessions were held this year—a 400 percent increase over the previous year. Complex hardware and software questions related to logging on to databases from remote locations dropped. The new method allowed librarians to concentrate on helping patrons locate and use information rather than on working around a problematic modem configuration.

Review of remote use patterns reveals that students are still the most frequent users of databases, with undergraduates comprising more than 50 percent of overall remote use and graduate students 38 percent. The top databases used remotely are identical to the top databases used within the library: *Ebsco*, *ProQuest*, *Lexis Nexis*, and *JSTOR*.

Distance Education

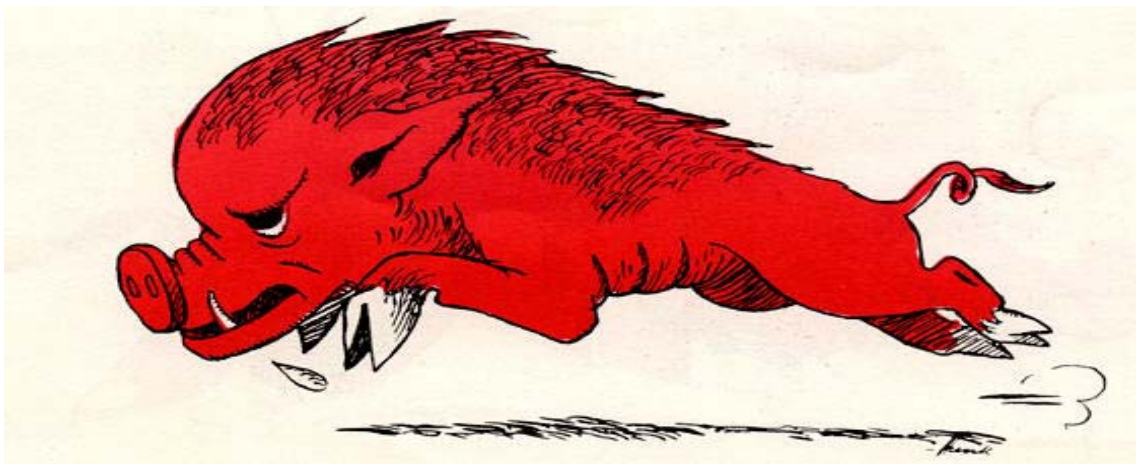
A librarian was hired this year to coordinate the library's distance education services, and Web pages were redesigned to reflect current resources, services, and policies, in an effort to provide a more user-friendly environment. In addition, instruction for students enrolled in distance education courses was improved with links to information and resources included within the Blackboard and WebCT course management systems. With the assistance of Continuing Education Division and Computing Services, these links to library content were added to main Web pages where students log in.

Web Page Development

The Libraries' Web presence continued to grow this year. Overall visits to the Web site were up 32 percent over last year, with almost 2.4 million successful page requests (more than 20 million successful requests, if images and graphics are also counted). The Libraries' site traffic has kept pace with the University's, as it continues to log approximately half the number of requests as our parent site.

Web pages for the Fine Arts, Chemistry, and Physics libraries and for the new Geographic Information Systems (GIS) services were created and mounted this year. An exhaustive collection of useful links was added to the GIS Web page, based on an earlier page created at CAST (the Center for Advanced Spatial Technologies). One of these links was a guide to U.S. geospatial and attribute data entitled "Starting the Hunt," created by a GIS graduate assistant on campus. This guide recently received recognition in *Science* magazine and is one the most-visited pages in the entire library site.

Special Collections continues to contribute many fascinating new resources to the Web site. The index to Senator Fulbright's speeches was digitized and placed online as part of a campus commemoration in October 2002. Several new pages were developed to describe and feature manuscript collections such as the records of the Arkansas Council on Human Relations. Oral history transcripts deposited by the Arkansas Center for Oral and Visual History are one of the most-visited areas of the web site. A digital version of Hank Hancock's *History of Arkansas Razorbacks* (1976) was also developed. The popularity of these unique and historical materials is evidenced by the top search queries in Google and other search engines that lead users to the library Web site. Beyond the expected variations on "University of Arkansas Libraries," the top terms show that Web users find us when searching for information on Senator Fulbright, for the Little Rock Central High crisis, for interviews with various members of the defunct Arkansas Gazette, or for architects Edward Durell Stone and E. Fay Jones.



Early Drawing of Arkansas Razorback by Hank Hancock

The Libraries adopted a unique feature for the library home page this year: rotating images of selected art works from the current exhibits in Mullins Library. An electronic gallery of selected art works from the featured exhibits could also be viewed on the "Current Exhibits" page.



Enhancements, Trends, & Challenges in Services

The drink policy of the Libraries was relaxed to allow library users to drink beverages from spill-proof cups. In November, over 2,000 covered metal containers were distributed at each entrance to promote the new policy. In addition, in order to help curb any distracting use of cell phones in study areas, a cell phone policy was established to limit the number of zones where cell phones may be used.

Another service to students was established this year when the initial loan period for checkout of books was lengthened to sixteen weeks for all students, faculty, and staff to provide a uniform checkout period. As a result, undergraduate students showed decreases in the number of items renewed during the year compared to last year, while graduate students slightly increased requests for renewals. Decreases were shown in the number of initial checkouts for all of these groups except Honors undergraduates, whose checkouts increased substantially from 907 last year to 3,687 this year.

The Libraries' wireless environment was expanded to allow wireless access on all floors of the library. Partly as a result of this expansion, checkout of laptops by students—made possible by the Student Technology Fee and by a joint effort with Computing Services—increased dramatically by 72 percent from 1,936 last year to 3,328 this year.

In-house use of print journals in the Periodicals Room declined this year. Checkouts of microfilm and microfiche were also down—no doubt because more materials are now available online and can be printed free of charge.

The capability of digitizing scanned images from microforms and saving to disk was made available in the Periodicals Room this year.

Hours in the Chemistry and Physics libraries were expanded during the evenings and weekends this year, and online circulation was implemented. Perhaps as a result of these improvements, there was a 45.8 percent increase in the checkout activity in the Physics Library, as well as a 39.6 percent increase in the Chemistry Library circulation. Hours were also expanded in the Learning Resource Center in the evenings and on the weekends during the transition year leading up to the closing of that library in May.

Interlibrary Loan Services

A few changes in interlibrary loan services transpired this year, including the purchase and adoption of a new software (called ILLiad). In December, the Libraries went live with the lending module (used when lending materials to other libraries). Work is now being done on the borrowing module, which should go live by the beginning of the fall 2003 semester. Interlibrary loan requests will then be accepted through an easy-to-use Web interface, allowing students and faculty to submit, track, renew, retrieve, and view a history of their requests with ease.

ILLiad software appears to be gaining popularity throughout the world. Over half of the libraries within GWLA—the Greater Western Library Alliance (of which the Libraries are a member)—now use ILLiad, and several others are considering migrating to the system. One other institution in Arkansas is also using ILLiad (the Medical Sciences Center, Little Rock), and a second (University of Arkansas at Little Rock) will be acquiring the software this coming August. One of the latest enhancements ILLiad

offers is a service called Odyssey, which provides the ability to send articles from one ILLiad institution directly to the patron at another ILLiad institution without the intervention of staff.

The rate of success in filling interlibrary loan requests this year was 96 percent (up from 91 percent last year). This is a notable success story considering that the fill rate was 83 percent just two years ago in fiscal year 2001.

Over the past year, the most interlibrary loan requests were made by students and faculty in the humanities rather than by those from the Engineering, the Rehabilitation, and the Exercise Science departments, which were the most frequent borrowers the previous year. Part of this shift is due to the purchase last year of *IEEE/IEE Explore Electronic Library*, a full-text engineering database, which has filled a void that had previously been in the collection. The Libraries also began receiving requests from new humanities degree programs over the past year. The top ten departments in terms of the number of ILL requests this year are:

DEPARTMENT	# ILL Requests
Psychology	1,874
History	1,659
Foreign Languages	1,523
English	1,324
Mechanical Engineering	1,162
Poultry Science	1,027
Library	977
Food Science	950
Biological and Chem. Sciences	894
Biochemistry	778

While national trends show that borrowing requests are declining due to the increasing availability of full-text databases, they are actually increasing at the University of Arkansas for reasons not yet fully determined. These reasons will be worthy of study and analysis if this counter-trend continues. Requests from other libraries, on the other hand, are beginning to decline partly because more libraries are beginning to use commercial document delivery companies and sources (i.e., Linda Hall Library, British Libraries, Ingenta, Canada Institute for Scientific and Technical Information) to supply articles at a fee that automatically includes attendant copyright costs.

Reference Services

Highlights of the year for reference services included: increasing the commitment of reference librarians to collection management activities; enhancing relationships with faculty; adding a toll-free line for patrons calling long distance with reference questions; expanding expertise at the reference desk to include personnel from a variety of library departments; evaluating numerous databases; increasing the knowledge of reference personnel regarding resources in support of current and future academic programs; continuing the Libraries' graduate assistant program for the second year; and reviewing the indexes and abstracts in the reference collection.

The skills and commitment of an increasingly diverse and experienced personnel in reference services enriched the Libraries. An evolving outside group of "reference extras" from other library

departments joined a smaller core group of reference librarians to provide service at the Reference Desk, as well as other services. This evolving group reported enjoying working in Reference and the fulfillment that it provided. Graduate assistants, paraprofessionals, hourly employees, and work/study students supplemented this mix. The advantages of this style of service were numerous and immediately apparent. The variety of personnel and the spectrum of education they offered—including a Ph.D. in English—enhanced service to patrons. The duos and trios scheduled together also furthered collegiality in the broad spectrum of library personnel, and the pairing of library faculty and staff with different levels of experience and areas of expertise (e.g., interlibrary loan, acquisitions, cataloging) provided a natural environment for training. A challenge for Reference will be to develop regular and reliable standards for reference service in the midst of this diversity.

The decline in short-answer questions probably reflected the increasing ability of students and faculty to retrieve a large amount of information through Internet search engines without mediation. Reference librarians cannot afford to skirt the value of search engines such as Google. Indeed, the most sophisticated reference books and commercial databases do not always outperform the resources readily accessible on the Internet. However, librarians must help students evaluate these resources because the quality of free Internet resources is less certain than that of databases subscribed to by the Libraries. To succeed, the reference librarians and subject specialists will need to increase their efforts to teach the principles of information literacy so that patrons can assess and compare critically the wide (and often daunting) array of resources the Libraries have to offer: free Internet resources, expensive commercial databases, individual electronic periodicals, electronic indexes, as well as traditional print periodicals and books.

Instructional Services

Several librarians worked with large groups of freshmen, comparing the efficacy of face-to-face instruction to that of online tutorials. In the previous year, reference librarians inaugurated Web-based instruction for English classes. This year seventy sections of English composition and forty-five sections of Communications 1313, the basic speech class, received library instruction via Web tutorials. Approximately five hundred students from the speech class and eight hundred students in English composition participated in the online assignment, accounting in part for the drop in the number of undergraduate students attending class presentations in the library. Reference evaluates these new forms of instruction, taking into account both the initiatives taken by the library instructors in conceiving and implementing them, as well as the learning outcomes of the students. Individual consultations with students showed a significant drop this year—probably as a result of the cessation of “SuperService” training as a required program, as well as the continued shift toward easily accessible electronic information.

General instruction decreased from 121 last year to 42 in this fiscal year, while the number of graduate instruction sessions increased from 306 to 333 during this same period. The total number of participants in graduate sessions also increased from 5,132 to 7,436. The increase in graduate instruction can be attributed to the demand for instruction related to a host of new electronic resources designed for specific disciplines.



Enhancements & Challenges in Collection Processing

The Libraries continued to provide InfoLinks access to many important electronic resources. Library staff continued to provide hot links and notes to the catalog records of print journals when these journals also became available electronically, and to provide cataloging for Internet-only journal titles. Some significant groups processed included: Kluwer online journals, *JSTOR* online journals, MetaPress online journals, Institute of Physics online journals, and *Ingenta Select* online journals.

The Reference, Cataloging, and Government Documents departments participated in a barcoding project for the Arkansas state documents collection. While the materials were processed, no access was available through the Libraries' catalog (InfoLinks). Now, however, the project is complete, and researchers can tap the wealth of historic and recent records and publications of our state government through the catalog.

Library staff completed cataloging projects in order to provide access to all gift collections and to previously uncataloged collections. Moreover, the Cataloging Department handled a significant number of new materials, as well, increasing the number of new cataloged titles to 38,087 (all formats) from 27,216 last year—an increase of nearly 46 percent.



Outreach & Collaboration

Campus Collaboration

Unprecedented on-campus collaboration with other departments and programs significantly raised the visibility of the Libraries as an important campus resource:

- Collaborative efforts with Computing Services continued with the program allowing students to check out laptops in Mullins Library. This program expanded this year to include the Arkansas Union General Access Computer Lab. Plans are now underway to develop this service in the Student Technology Center and the Enhanced Learning Center.
- As a partner with the First-Year Experience Program in the Division of Student Services, the Libraries provided FYE instruction and contributed to the activities of Welcome Weeks at the beginning of the fall semester by serving as a station for “Help-A-Hog.” Personnel served on various committees associated with the planning.
- Mullins Library is a regular stop on campus tours given to prospective and new students through the Ambassador Program in the Admissions Office. The Libraries regularly participate in table sessions held for the recruitment of new students.

- Collaboration with the Honors College began this year with plans to involve Honors students in library activities as part of an internship program. Plans were also begun for offering library research sessions to Honors Humanities students in the Fulbright College.
- The Passport Program, designed to allow students at participating community colleges to gain full access to campus services, will also include library services. The Director for Public Services worked with Enrollment Services to develop the parameters for library access.
- Work with the Fulbright College resulted in the establishment of an “access grid” in Room 225 of Mullins Library, allowing scientists on campus to pursue world-wide communication and collaborations with other scientists, using state-of-the-art computer connections. The grid will be fully operative in the fall of 2003.
- The Libraries were among the sponsors for the Distance Education Forum held on campus in January. The distance education librarian coordinated the Libraries’ participation and planned a workshop on program assessment that was well attended.
- In the fall, the Libraries participated in a table session for a New Faculty Orientation Program sponsored by the Teaching and Faculty Support Center. A table session was also provided for the Graduate School Orientation Program for new Teaching Assistants and graduate students.

State & National Collaboration

- The Libraries continued participation in the ARKLink Consortium of libraries. Through this organization, cooperative purchasing of various databases at substantial discounts were made. In addition, a reciprocal borrowing agreement was implemented among the academic libraries in the state with assistance from personnel in the University Libraries. This year, 119 faculty and students from other institutions in the state checked out materials from the University Libraries through this agreement.
- The University Libraries continued to participate with other libraries nationwide in the Alliance for Innovation in Science and Technology Information (AISTI) consortium to access full-text journal articles from the Kluwer and Blackwell Science Synergy databases. As a member of the Greater Western Library Alliance (GWLA), the Libraries were also able to continue access to the Wiley online journals. Participation in GWLA also resulted in substantial benefits in interlibrary loan. During the past year, the Libraries borrowed slightly more materials than were loaned to member libraries, making most requests provided to students and faculty free or at little cost to the Libraries.
- The Libraries participated in the Interlibrary Loan Cost Study sponsored by the Association of Research Libraries. The purpose of the study is to determine current cost of interlibrary operations and the average unit cost to borrow and lend materials. The results of this survey have not yet been made available.
- The Libraries entered into a memorandum of agreement with CAST (the University’s Center for Advanced Spatial Technologies), clearly defining what the Libraries provide in the scope of Geographical Information Systems services, and what CAST provides to the Libraries to ensure a successful, well-designed, and manageable library service.

- The Libraries initiated a number of new services for the University's distance education students. Flyers informing students of remote library services were mailed to students enrolled in off-campus courses. Several librarians also participated in and helped with activities at the 2003 Arkansas Distance Learning Conference held on the UofA campus.
- The Libraries collaborated with Human Resources in providing Staff Development sessions on subjects such as ergonomics, personal safety on campus, change and transition, and working with difficult people, etc.
- Discussions were held this year with the Fayetteville Public Library regarding the establishment of a shared interlibrary loan and courier service.



Facilities, Equipment, & Environment

Public workstations throughout Mullins Library, including the stacks areas on all floors, were upgraded this year. Mullins training room 102 was also equipped with rows of computers, classroom style, to improve the hands-on teaching capability during library instruction sessions. An important upgrade in the quality of scanner was made, as well, in the Fine Arts Library to allow for higher quality scanning of art images, etc.

The Learning Resources Center in Peabody Hall was closed in May 2003 at the request of the Dean of the College of Education and Health Professions. Designated materials were moved, as appropriate, to one of four locations: Level Three in Mullins, Government Documents in Mullins, the Law Library, and the off-site storage facility.

A major shift of materials and dismantling of shelves from the reference indexes area in Mullins Library was completed in order to free up space to create new offices for Development personnel. This effort entailed moving materials from the Lobby Level to Level Four.

New planters and sconces, designed by AMR Architects in Little Rock, were installed in the Helen Robson Walton Reading Room late in the year.



Strides Made in Strategic Goals

Once again, major strategic objectives for next year recommended by the Priority Strategic Initiatives Coordinating Committees were reviewed by the library dean and the division directors. The objectives were refined and reconfigured as appropriate given the degree of progress of the groups and the urgency of the needs and were evaluated by the groups. Some initiatives were no longer represented by coordinating committees but were folded into regular library operations.

Program Effectiveness/User Needs

Progress was made in identifying and assessing the library needs of students and faculty and other researchers. The committee reviewed the activities performed throughout the library by employees and worked to determine which services to patrons are supported by these tasks. The committee also developed a structure for a proposed Student Advisory Committee, which would identify library needs of undergraduate and graduate students on a continual basis.

Preservation

A much needed Preservation Department was created in July, encompassing activities related to conservation. A preservation librarian was hired from within the Libraries in August; she immediately began work to identify preservation issues and resources. In August she applied for and received a National Endowment for the Humanities Scholarship to attend the Preservation Management Institute at Rutgers University. The institute spans one year (October 2002 – October 2003) and will ultimately result in her certification in preservation management. An extensive preservation survey was conducted, including measuring the temperature, humidity, and lighting within all library facilities, a review of housekeeping activities, and an inspection for evidence of pests. An inspection was also conducted of shelving conditions of the general collections, and a survey was done to determine which materials in the collections—including microforms--were brittle, damaged, or deteriorating. A disaster preparedness plan to mitigate the loss of library materials in the case of floods, fires, tornadoes, or earthquakes is underway.

Employee Development

The need for training sessions for library personnel on various library issues was evident as a result of a distinct increase in interdepartmental assignments and in hiring activity. Results of an informal survey were that more than two-thirds of library appointed faculty and staff (sixty-six people) either had new duties, were reporting to a new or different supervisor, were new to the library, or were dealing with a combination of these new work environments. A series of information sessions on resources for various academic subject areas was held, as well as a separate series of employee development sessions planned in response to the Employee Development Group survey of fall 2001, including sessions on using the “staff side” of InfoLinks, team building, staff management, “customer service,” developing interpersonal skills in the workplace, safety issues, ergonomics, and software training. Evaluations of the individual sessions were overwhelmingly positive. The Group is currently evaluating the success of this first pilot year of the program.

Significant strides were made this year associated with identifying, organizing, and mounting policies, procedures, and forms on the StaffWeb for easy access by all library personnel.

Cultural Enrichment

One of the goals the University Libraries established this year was to provide several opportunities for cultural enrichment to students, faculty, and staff in the form of a concert as well as more frequent art exhibits, collections exhibits, and lectures. The Libraries were to become a hub of diverse cultural activities and experiences that will attract not only our students, faculty, and staff, but the local community. This new program of cultural events was launched in January (see “Other Developments and Events,” page 17).



Fundraising & Gifts

As of June 2002 the Libraries received \$28,205,861 in funds through the Campaign for the Twenty-first Century. This figure includes the gift allocated to the Libraries from the Walton Family Charitable Support Foundation, as well as funds from individual gifts and endowments.

The Library Campaign Committee met twice during the year, once in September and again in April. The goals of the committee this year included determining strategies for approaching donors and potential donors most effectively, including preparing materials for a special Annual Appeal initiated by the campus Development Office and planned for September 2003. Because the Libraries exceeded its goal of 10 million, the Campaign goal was raised to \$40 million.

Wendell Ogrosky was appointed director of Development for the Libraries. His primary responsibility is to secure private funding, foster donor relations, plan and implement the Libraries' fundraising priorities, and oversee public relations activities. A search for a public relations coordinator is also in progress. That position should be filled early in the next fiscal year.

The "Commemorative Book Fund" was established this year in which donors can honor a student, parent, friend, or family member. With a donation of \$50, \$75, or \$100, a librarian selects and purchases a book with the value and subject area specified by the donor, and the book is then plated with a special bookplate indicating the names of both the honoree and the donor. This opportunity is advertised in issues of the library newsletter *Books & Letters*.

Elizabeth Morris Walker Annuity & Estate Gift

A major gift of note that was fully realized this year was a generous annuity and estate gift of approximately \$1.26 million. The late Elizabeth Morris Walker, a longtime friend of the Libraries and early member of the University Libraries Campaign Committee, left her estate to the Libraries to support Special Collections. The Robert L. Morris and Elizabeth M. Walker Reading Room in Special Collections is named in honor of Walker and her brother Robert (also deceased and former professor in the English Department at the University) for their longtime support of the Libraries.

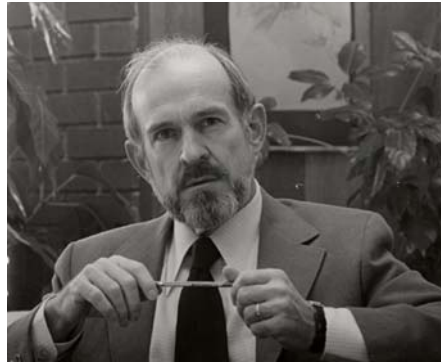
Endowment for Materials Related to Non-Violent Peacemaking & Victims of War

An anonymous donor established an endowment of \$25,000 for the Libraries for the purchase of materials related to non-violent peacemaking and victims of war. This coming year, an initial \$5,000 will be spent on more than 400 volumes for this purpose.

Major Gift Collections

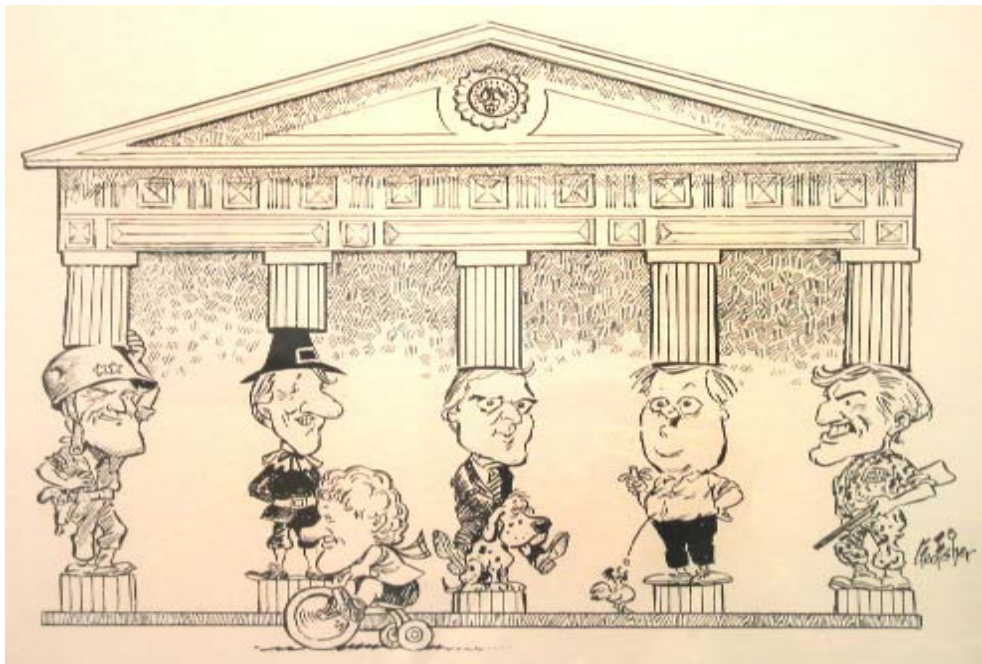
E. Fay Jones, recipient of architecture's highest honor, donated his professional papers to the University Libraries. Jones is a member of the University's Class of 1950, the first class to award a degree for a major in architecture. He was a member of the architecture faculty from 1953 and the first dean of the School of Architecture, established in 1974. He took emeritus status in 1988. Fay Jones designed more than two hundred buildings, mostly residences, but probably the most renowned is Thorncrown Chapel in Eureka Springs, an expression of his attempt to blend a building with its surroundings. Jones was awarded the Gold Medal of the American Institute of Architects in 1989. The papers are comprised

of correspondence, financial records, drawings, blueprints, construction and landscaping details, and photographs, slides, and material documenting the many awards Jones received from the building trades and others for his work.



E. Fay Jones. Courtesy of Special Collections

Renowned political cartoonist **George Fisher** donated a significant collection of original works and personal papers. He was on the staff of the *Arkansas Gazette* for many years until it closed in 1999. His work appears in the *Arkansas Times* weekly magazine and has been collected in many books. The collection comprises scrapbooks of his work, beginning with examples of comic strips he drew as a boy in Beebe, Arkansas, personal correspondence (including illustrated letters home from Europe during World War II, when he was twice decorated with the Bronze Star), original drawings of his work for the *Times*, and other papers. Throughout his long career, Fisher has documented the history of Arkansas in its highest and lowest moments, and has created some of the basic iconography of the state, such as the Old Guard Rest Home for veteran politicians and the progress of Bill Clinton from a baby carriage and a tricycle to a pickup truck as he made his way up the political highway.



c George Fisher

Ulrich Littmann, of Bonn, Germany, who served for 31 years until 1994 as the executive director for the German Fulbright Commission, donated his papers pertaining to his work in that capacity. The papers will complement the extensive holdings in the Libraries documenting the history of the Fulbright exchange program and other efforts in international education. The German Fulbright Program under Littmann was regarded as the "flagship" of all Fulbright programs. Many of Germany's political and governmental leaders passed through his Fulbright program, affording Dr. Littmann an insider's view of German- U.S. relations in the postwar era.

David Malone, former state senator, donated his formidable collection of over 3,000 volumes and collected Arkansiana to the University Libraries in October 2002. The book collection covers American and European history (especially Irish history), political science, and literature, as well as a first edition of Huey Long's autobiography, *Every Man a King*, and many Arkansiana materials, including *Arkansas Statistics and Information* (1888).

Frederick Isaac, librarian and scholar, donated to the Libraries his collection of mystery and crime fiction comprising 1,530 volumes of novels and short story collections, issues of serial publications, and critical, biographical, and bibliographical works—only 15 percent of which were already in the Libraries' collection.

Bob Oswald donated three hundred books on railroads and railroad services, mostly in the United States but also abroad. In addition, the Northwest Arkansas chapter of the **National Railway Historical Society** donated their papers. These gifts nicely complement one another and provide a good resource for railroad information in the region, nationwide, and abroad.

Other gifts this year included collections of a number of former professors at the University: **Jesse Laurence Charlton** (agricultural economics and rural sociology), **Orville Hall** (business), **Marcia McIvor** (law), and **Allen McCartney** (anthropology).



Other Developments & Events

Grant Opportunities

Four grant proposals were written this year. A grant of \$1,000 from the campus Artists and Concerts Committee was awarded to the Libraries to help support the hosting of special events and art exhibits in Mullins Library for the coming year. Another grant proposal was submitted to National Video Resources (in collaboration with the American Library Association and the National Endowment for the Humanities) for support in presenting a series of films and lectures pertaining to "The Sixties." This proposal is still under review. Two other grant proposals were submitted—one to the National Science Foundation to develop a project related to bringing Geographic Information Systems (GIS) technology into the earth science curricula of middle grade levels in Arkansas, and the other to the National Historical Publications and Records Commission to help with the preservation of and electronic access to the contents of 442 reel-to-reel tapes in the Mary Celestia Parler Folksong Collection of Ozark folksongs recorded in the early 1950s. Unfortunately, neither of these two proposals was accepted for funding, but the endeavors provided extensive opportunities for learning about two very different grant processes and laid the foundation for future collaboration with campus, local area, and Arkansas Delta educators.

Rotating Art Exhibits in Mullins Library

The “landscape” paintings of **Steven Wise**, lecturer in the Art Department, were exhibited in Mullins Library in the fall. His depictions are of the American South, but rather than trees, flowers, and antebellum mansions, Wise's art features everything from Elvis Presley and hoopskirts to Victorian drapery and petticoats. Wise has had numerous exhibitions in the region including solo shows at Hendrix College, the University of Arkansas at Little Rock, and the University of Central Arkansas. Recently, Wise was selected by Open Studios Press to be included in their Southern Edition of emerging artists in this year's June publication of *New American Paintings*. His work will be part of an exhibition, *Perfect Fit*, which traveled in the fall to Simpson College, the Walton Arts Center (January 2003), and Widener University (Spring 2003).

An exhibit of watercolors entitled “Review Session” by **Norma Tomboulian**, a local artist, was featured in the spring. Norma Tomboulian has had five one-woman shows, which have also appeared in a number of national juried art exhibits and several group shows. Pieces of her work are also in the collections of the Charles Sumner Museum in Washington, D.C., in the Fort Smith Arts Center, and in numerous private collections.

During the summer months of 2003, an exhibit was mounted featuring the work of several **employees in the University Libraries**: Diane Baker, Don Batson, Andrea Cantrell, Steve Chism, Trish Cody, Elaine Contant, Heather Contant, Misha Dyer, Martha Guirl, Lynaire Hartsell, Kate Kluttz, Todd Lewis, Janet Parsch, Necia Parker-Gibson, Cheri Pearce, Cathy Reineka, Rachel Reynolds, Kristine Shrauger, Rachel Skoney, and Julie Thacker. The works ranged from watercolors, drawings, sculpture, photography, manipulated images, and assemblages to quilts, costumes, carvings, jewelry, and pottery.

Special Events & Exhibits

The Libraries sponsored the showing of three films starring James Earl Jones in conjunction with Mr. Jones' lecture at the University in early January in commemoration of Martin Luther King, Jr. The films were shown in Giffels Auditorium on successive evenings during the week of Mr. Jones' visit.

In February, the Libraries celebrated Black History Month by inviting the distinguished scholar Adolph Reed, Jr., a professor at City College in New York, to address an audience of students, faculty, and community visitors in the Helen Robson Walton Reading Room on the subject of “W. E. B. Du Bois and the 21st Century.” In conjunction with the lecture was an exhibit of oil paintings entitled “Afro-American Souls: The Black, the Brilliant, and the Beautiful” by Frances S. Longley of Fort Smith, who is well known within the region for her work depicting famous historical and religious figures. The lecture was followed by a reception and a book-signing featuring three of Reed's books.

On May 14, the Libraries sponsored a Memorial Day event featuring a lecture, piano recital, and exhibit in the Walton Reading Room in commemoration of the World War I home front in America and abroad. Debra Rae Cohen, assistant professor English at the University, delivered a lecture entitled “Gender and Paradox in Great War Britain.” Afterwards, Jura Margulis, an internationally known pianist and faculty member in the Music Department, performed a piano recital of music by Sergei Rachmaninoff and Sergei Prokofiev, both Russians who composed the featured works while in exile between the world wars. In conjunction with the lecture was an exhibit displayed in the Walton Reading Room exhibit cases entitled “Over Here! The American Home Front,” featuring artifacts on loan from the Liberty Memorial Museum of Kansas City, the only national World War I museum in the country. Doran Cart, the curator

of the museum, briefly described the Memorial Museum and the exhibit for the audience. Original letters from the University Libraries' own Special Collections were also featured in conjunction with the museum artifacts to represent attitudes and sentiments from the home front in Arkansas. A reception for Cohen, Margulis, and Cart was held in the Walton Reading Room after the event.

A selection of colorful American World War I posters held by Special Collections was displayed in conjunction with the Memorial Day event. In addition, an exhibit of sheet music published during World War I was displayed in the Special Collections Reading Room, as well as photographs and a manuscript dealing with the service of American aviators during the war.

In October the Libraries contributed selected items from the Fulbright Papers to be exhibited in Old Main during the 50th anniversary celebration of the German Fulbright Program.

In celebration of the centennial of the birth of Edward Durell Stone, the Libraries mounted an exhibit in the Special Collections Reading Room highlighting Stone's life in Fayetteville and his house on Center Street, his various awards, as well as selected books both by him and about him and his work.

To advertise the Libraries' new Geographical Information Systems (GIS) services, a reception was held on "World GIS Day," November 20, when GIS researchers, on- and off-campus, shared their products and projects offered through in the Libraries. Attendance was encouraging, and networking with the larger Arkansas GIS user community was gratifying for all participants.



A Glance Ahead

The Libraries will acquire early in the coming year the highly touted and valuable electronic resource *ISI Web of Knowledge*, including *Current Contents Connect*, providing access to essential information for all levels of academic, corporate, and government research. It offers a comprehensive, fully integrated platform and a unique environment that has the applications students and faculty in the sciences, social sciences, and the humanities need to easily access, search, analyze, and manage relevant information from a variety of sources, streamlining the entire scientific research process.

By the beginning of the fall semester 2003, the Libraries will implement the borrowing module of the new ILLiad interlibrary loan software, making the requesting process more direct, thus enabling students and faculty to receive these materials more rapidly. (See details in the section above, entitled "Enhancements, Trends, and Challenges in Services," p. 8)

Online Geographical Information Systems tutorials are being planned that are targeted to specific audiences and classes, and even to specific class assignments. Census 2000 data is distributed in electronic format, and easily converts into visual GIS-produced maps. Also, a plan to incorporate Census 2000 resources into online packages of data (i.e., poverty levels in Arkansas counties) is being developed. In the coming year, the GIS Team will be proactive in providing "value-added" services to existing data and in incorporating the data into the Libraries' GIS Web page.

A use study of all the materials in the Chemistry and Physics libraries was begun March 1. This study is continuing, and the data will be useful for retention decisions and in making decisions regarding the planned move of the Chemistry Library to the Physics building to integrate both science libraries while the Chemistry building is being renovated.

Since many of the Libraries' paper maps still cannot be found in the online catalog, priorities regarding inclusion of these map collections into the catalog are being established so that the Libraries' valuable collection of historic and contemporary paper maps will become more accessible.

Issues under consideration for the training program in personnel development for the coming year include the following: identifying additional types of programs of interest to library employees, developing a comprehensive curriculum of core and elective sessions, and establishing a way to recognize development efforts of individual employees.

Another review comparing the U of A Libraries with peers in the Association of Research Libraries will be conducted.

