I. Electronic Collections
   A. New Electronic Resources

Lights... Camera... Learn: New Video Resources

Despite a relatively flat budget environment, the Libraries were able to use recent gifts, endowment income, smart bargaining and partnerships across the campus and across the state to add a variety of new online resources in 2013-2014. At the end of the fiscal year, subject librarians reviewed our ongoing list of desiderata and selected the following tools that will provide the most impact for the most students on campus--and off.

With the rapid growth of distance education and online courses, the Libraries have been challenged to provide access to course materials for students across the state and even the globe. No longer must students come to the Performing Arts and Media department to view or listen to class assignments or to conduct research. The Libraries have previously provided tens of thousands of classical and popular music recordings and scores through our Classical Music Library, Naxos Music Library, Classical Scores Online and American Song Online collections. We have experimented with licensing individual films for class streaming rights and with Theatre in Video and Opera in Video collections for specific classes. This fall, we will offer several new online collections to support the University's instructional and research goals. Psychology with these new video collections:

VAST: Academic Video Online
Offering more than 22,500 videos from fields as disparate as Architecture, Anthropology, Science, and Psychology, VAST offers documentaries, interviews, performances, news programs and newsreels, field recordings, commercials, and raw footage, including Academy® and Emmy® winners. Faculty will be able to assign or link to specific clips from their Blackboard courses and students will be able to study the film transcripts – available in 65 languages.

Kanopy Streaming offers a different model, with a large library of instructional films and documentaries that are only leased by the Libraries if they are viewed a requisite number of times. Kanopy puts the purchase decisions into the hands of the users.
JoVE (the Journal of Visualized Experiments) is a more specialized tool. This peer-reviewed journal publishes articles with video components on a variety of topics. The Libraries have subscribed to the modules on Neuroscience and Applied Physics for the coming year. In addition, the Libraries are trying out a general science education series from JoVE on basic laboratory techniques for students.

Mango, the popular language learning software, introduced a new service, Mango Premiere, which allows students to learn a new language by watching a feature film. To date, the Mango service has almost 800 registered users from the University of Arkansas who have logged in to almost 2400 learning sessions. Many of the study abroad programs now require students to try Mango before traveling and the Walton College of Business awards certificates to those students who complete an entire Mango course.
All the News that's Fit to Search: historical and current newspapers online

The **Chicago Defender** archive, offering the fully-searchable text and images from 1910-1975, provides the newspaper of record for African American history in the 20th century, from the Great Migration, to Jim Crow and civil rights struggles, to the role of African Americans in the World Wars, to cultural and sporting news.

The **Times of London** archive is an online, full-text facsimile of more than 200 years of *The Times*, one of the most highly regarded resources for the 19th – 20th century history, detailing every complete page of every issue from 1785.

**NewsBank's America's News** offers feature stories and local reporting from more than 2,000 local, regional, and national U.S. news sources, including the *Arkansas Democrat-Gazette* (both Little Rock and Northwest Editions), the *Northwest Arkansas Times*, and 50 other Arkansas news sources. America's News includes both printed and online newspapers, blogs, journals, newswires, broadcast transcripts and videos.

Other additions in 2013-2014

**JSTOR**, an archive of more than 2500 scholarly journals from more than 50 academic disciplines, continues to be one of the most popular library offerings. UA students and faculty retrieve more articles each year from JSTOR than from almost any other library resource. In June, the Libraries added two new JSTOR segments, Arts and Sciences collections XI and XIII. Both segments offer expanded coverage of humanities and social sciences, with a combined total of 250 journals in the fields of Language & Literature, Classical Studies, Architecture, Music, History, and Art & Art History, Philosophy, and Religion.
The Libraries added a number of business tools from Mergent (formerly Moody's). These included archives of **Key Business Ratios** and Company **Annual Reports** as well as the current files for **Key Business Ratios** and **Private Company Reports**. These new tools are especially important for the developing program in entrepreneurship in the Walton College.

Adam Matthew Publishing’s **American Indian Histories and Cultures** presents a digital selection of the Edward E. Ayer collection of published works and manuscripts at Chicago’s Newberry Library. Covering the first European contact through the 20th century, this beautiful database offers manuscripts (treaties, speeches, petitions, diaries, travel journals, ledger books), artwork (illustrations, sketches, watercolors, oil paintings, American Indian art), American Indian newspapers covering the 1960s to 1990s, rare printed books, photographs, and maps. This new archive will be heavily used by students in the new Native American studies minor at the University.

Several archives of science journals and books helped the Libraries make the transition to digital. The **Royal Society of Chemistry Archive** provides 260,000 original PDF articles of research, published from 1841 – 2007: 166 years of essential research at your fingertips!

The **American Geophysical Union Archive** will secure access to a heavily-used collection of older journal issues covering earth sciences, environment, geology, and climate.

The Libraries also added ebooks on the IEEE Xplore and Morgan and Claypool platforms; these books will support engineering, physics, computer systems, and related fields.
New Faces for Old Friends

During 2013-2014 vendors and publisher kept us hopping with interface updates, new features, and, as always, some technical challenges. *LexisNexis Academic*, the popular business and news database, had a minor update but one that caused experienced users a bit of panic. *ProQuest Congressional* also was updated so that it is now cross-searchable with other ProQuest databases. *Web of Science*, the important index to who is citing whom, added new features that caused some remote users headaches. And the *Alexander Street* music and video resources were integrated into a new, unified platform that makes searching a delight and provides nifty features such as side-by-side transcripts, clip sharing, and embeddable videos.

As vendors enhance their offerings with more features and users connect to us with an ever-expanding array of devices, troubleshooting and user support take up an increasing proportion of our time and effort. What once might have been a simple request to assist a student with finding a volume on the shelf can morph into several email, chat, and phone exchanges with users and vendors, trying to identify where the hardware, software, Internet connection, or resource have gone wrong. The Web Services Librarian alone spent almost 150 hours on technical support for end-users in the last year. An important goal for the coming year will be to streamline error reporting and tracking to improve the overall user experience with our online resources.

B. Access to Resources

But, despite the technical challenges, users did manage to connect to our resources at an ever-increasing rate. The Libraries' proxy server, which allows UofA students, faculty, and staff to connect to licensed resources from off-campus, saw more than 14 million hits this year.

![Remote Access, 2003-04 - 2013-14](image)

It is noteworthy that the vast majority of remote users continue to be students, with undergraduate students representing a larger proportion of users each year:
The Find it! linking service, which allows users to locate subscribed full text articles and book chapters from a citation, also continues to grow in popularity. During 2013-14, users took advantage of Find it! linking more than 150,000 times.

A 98% increase over the last 5 years.
C. Electronic Resources Management (ERM)

Work continued on the implementation of this new tool to streamline the management of our ejournals and ebooks and to provide the most up-to-date information to our users. In Fall 2013, Serials, Cataloging, and Web Services worked together to load coverage for all Ebsco, ProQuest, LexisNexis, and Gale databases: more than 50,000 titles in all. But the true benefit of this project was to consolidate all the electronic holdings for most journals into one record, resulting in the removal of more than 21,000 duplicate records from the catalog. This has produced an easier-to-read, less cluttered catalog.

Other efficiencies put into place in 2013-2014 include the reduction of staff time spent on creating new electronic resources records (we no longer create item records for electronic titles) and the consolidation of information about passworded journals into the Sierra records.

Work continues to incorporate all of the ERM features into our technical services routines, to scan and code license information, to record streaming media rights in an easy-to-use format, and to prepare for a unified A-Z list of databases on the single ERM platform.
II. Integrated Library System
A. Sierra Updates and System Administration
The Libraries received several software upgrades to the new Sierra operating system from Innovative Interfaces. This "integrated library system" drives the acquisitions, cataloging, circulation, inventory, and many other aspects of library operations. As one might expect from an entirely new program code for these many complex functions, there have been some bugs to work through, particularly in the areas of authority control (cataloging), public display of large records with many volumes, and some accounting functions. In addition, the System Department was challenged by the need to update to both workstation operating systems and graphics cards to accommodate the new platform. New releases of the Java framework for web browsers also caused many problems. Finally, due to both inclement weather and other unusual shutdowns, the tape backup system caused some issues; a recommendation for the coming year is to switch back to a seven day backup routine.

The Web Services Librarian offered a series of Sierra workshops in October 2013 and again in June 2014; these enjoyed an attendance of 81 total (some employees attended multiple sessions)

B. Public Library Catalog
In addition to changes for ERM, as mentioned above, some tweaks were made to the public catalog in the last year, including refining field displays for the new RDA (Resource Description and Access) framework as well as forms for patron requests and holds and custom search forms for audio, video, and other specialized materials.

Because the number of mobile users of the catalog continues to rise (up 30% over the previous year) a goal for 2014-2015 will be to redesign the library catalog pages so that they rescale nicely for all screen sizes. Innovative Interfaces has not committed itself to releasing a new design set for this purpose so this will be an effort for the Web Services Department. Another project is to make conditions of use for individual ebook and streaming films more explicit in the catalog for both end users and library staff.

C. Circulation: Requests, Holds, and Recalls
The Libraries introduced a paging and hold service in 2013 and some time was spent this last year in making system settings adjustments for this new service and in troubleshooting odd behaviors. With the Access Services Librarian leaving that position to take on the role of Performing Arts Librarian, better documentation and a shared understanding of the circulation subsystem is needed.
III. Web Development Projects

A. The Move to Mobile
As with the library catalog, the number of mobile visitors to our web sites continues to grow each year, with the total percentage of mobile visitors now approaching 10%.

<table>
<thead>
<tr>
<th>Mobile Use, 2013 - 2014</th>
<th>Mobile Visits</th>
<th>Change +/- from Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Previous Year</td>
<td>Previous Year % Total</td>
</tr>
<tr>
<td>LibInfo (main site)</td>
<td>37,078</td>
<td>5.09%</td>
</tr>
<tr>
<td>Digital Collections (CONTENTdm)</td>
<td>2,021</td>
<td>13.38%</td>
</tr>
<tr>
<td>Index Arkansas</td>
<td>363</td>
<td>4.99%</td>
</tr>
<tr>
<td>LibAnswers (2014-)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LibGuides</td>
<td>3,803</td>
<td>4.37%</td>
</tr>
<tr>
<td>Eresources Portal</td>
<td>87</td>
<td>4.17%</td>
</tr>
<tr>
<td>Total for Libraries' Web Site</td>
<td>43,352</td>
<td>5.16%</td>
</tr>
</tbody>
</table>

With these users in mind, and following the campus migration to a new content management system (CMS), Arthur Morgan has spent much of the last year at work on new "responsive" designs for our web sites. These responsive designs incorporate the style guides of the main campus web administrators (http://styleguides.uark.edu/11880.php) as well as the "Bootstrap" responsive framework. Thus far, these design principles have been applied to the web sites for Physics, Fine Arts, and GIS / Maps, working with Kathleen Lehman, Stephanie Freedle, Phil Jones, Gale Golden, Terry Wynn, and Kate Dougherty. Work is currently underway on Performing Arts and Media and the main site.

In preparation for these changes, the Web Development Group spent some time in evaluating menu schemes and navigation elements from other web sites. The group also spent some time in reviewing LibGuides usability.

Due to the reassignment of some of the Web Service Librarian’s duties, Mr. Morgan also began representing the Libraries on the campus webmaster’s group, regularly attending and contributing to those meetings.
B. LibGuides and LibAnswers
During 2013-2014 the Libraries added the LibAnswers program from Springshare (the LibGuides company). This service has taken over the text reference function as well as the general reference email questions and will eventually provide a more robust FAQ and reference portal. The Web Services Librarian designed a preliminary portal for this service and is assisting in the design of the FAQ service. Intriguingly, these FAQs can be embedded individually anywhere on our web site and so eventually much of our web content could be maintained on LibAnswers, then repurposed on the main web site. It is a good step towards more up-to-date, friendly content.

In Spring 2014, a new version of LibGuides was made available for testing. LibGuides 2.0 features a completely different interface in a responsive layout. The Web Services Librarian worked with the Web Development Group on a design and then with the Global Campus graduate assistant, Kim Allen, on
updating the content to make it ready for migration. All 340 guides were migrated on July 8, 2014 and we plan to switch to this new interface after librarian authors have been trained on the new system.

C. Digitization Projects
During 2013-2014, Arthur Morgan worked with Janet Parsch, Martha Parker, Trent Garner, and others on the migration of the CONTENTdm digital collections server to a new platform. In this new version of the software, content curators have many more options to configure the look and feel of collections. However, Mr. Morgan is still the main designer of landing pages for each collection.

Some of the new digital collections released in 2013-14 include:

**Fine Lines and Late Nights: The Converging Histories of Vol Walker Hall and the Fay Jones School of Architecture** a collection created for the dedication of the redesigned and expanded Vol Walker.

**The University of Arkansas Campuses**, a collaborative project of the Council of University or Arkansas Research Libraries (CUARL).

**Colonial Arkansas Post Ancestry**, another collaborative project that represents a segment of the Core Family Papers (MC 1380) housed in Special Collections, focusing on genealogical work on early residents of the Arkansas Post.

**The Ozark Folksong Collection** a massive collection of more than 3000 folk song transcriptions and scores, drawn from the Mary Parler collection. This multiyear project will soon begin adding audio files to its records.

Martha Parker also spent considerable effort in re-scanning, text encoding, and cleaning up previously published collections, including the Fulbright Speeches and the Civil Rights project. The results will make those collections much more easy to use and search.
IV. Personnel Notes and Accomplishments

Abstracts and Book Reviews


Other

Juhl, Beth (Head, Web Services). Served as one of 48 Functional Experts for the Innovative User’s Group (IUG). This international organization for users of the Innovative Interfaces Integrated Library System (Sierra) puts forth a ballot of needed product enhancements each year. As a functional expert for the electronic resource management products, I reviewed more than 50 submissions for the IUG enhancement ballot, contacting both librarians and III staff for extra information, rewriting submissions for clarity, and finally suggesting those that I felt should be on the final ballot. I enjoyed this committee work very much and was pleased to be able to contribute to the wider user community.