I. Electronic Collections

A. New Collections & Services

Although the rate of new database acquisitions slowed somewhat this year, collections continued to expand in several areas, particularly in online media and in electronic book offerings. At the same time, the Libraries increased our collaborative collecting with other institutions in Arkansas to multiply our purchasing power. The Performing Arts and Media Librarian, Lora Lennertz-Jetton, added a one-year trial subscription to Naxos Music Library, an online collection of classical, jazz, and world music offerings. When added to the classical music library, students now have access to more than 20,000 music selections – available anywhere, any time. Both services have been popular with introductory music lecture classes as well as with more advanced researchers, as the statistics show almost 7000 tracks queued this year. The Performing Arts and Media department reports a corresponding upswing in use of music collections on compact disc – implying that online music services pique student's interest and pull them into the Libraries to use the physical collections to explore a composer or a genre in more depth. Another non-text database addition was Wilson's Art Museum Image Gallery, an online collection of almost 100,000 works of art from collections worldwide. This resource is tied to the Art Index database, allowing students to locate scholarship about and images of the same artwork in one quick search.

The new Engineering Librarian, Patricia Kirkwood, got right to work adding ebook collections for the fast-moving technology fields. The Departments of Chemical, Electrical, and Mechanical Engineering provided funds to secure the acquisition of the Knovel Library of scientific and technical information. Knovel is just that: a novel way to search for, browse, and use the technical data located more than 650 science reference sources. Through Knovel, users can locate data on particular materials or chemicals, including physical constants, strength, permeability, electrical characteristics, thermodynamics, and more. A unique set of "productivity tools" allows users to perform calculations using retrieved data, and to export the data in Excel or other formats. Other ebook collections added in the last year include more than 200 titles from Wiley and more than 150 from the Referex collection on electronics and electrical engineering. All three collections are already in high demand, with more than 10,000 chapters downloaded from them in the last year. Other science additions include GeoScienceWorld, a collaborative collection in geology, geography, and related fields that combines online journals with indexing from the GeoRef database, and the CAB (Commonwealth Agriculture Bureau) Backfiles, which extend coverage for world agriculture topics back to 1910.

In the social sciences, several important business sources were made available via the Web this year. The ValueLine Investment Survey, long a staple of investments and finance classes, provides in-depth analysis on the performance of some 1,600 stocks in 99 industries. The popular Morningstar service, which offers detailed reports on 3500 stocks and mutual funds, has been frequently requested in the past and is now offered for educational use to the campus. Business resources – even with an academic discount – can be prohibitively expensive. These two products are available to a limited number of simultaneous users,
meaning that students often receive a “busy” signal when they try to connect. Gifts and endowments would allow the Libraries to offer unlimited access to research products such as these.

In the humanities, ancient and medieval studies acquired important indexing tools that cover international scholarship in all languages. The International Medieval Bibliography lists books, articles, book chapters, and other publications on the European Middle Ages, covering Europe, the Middle East and North Africa in the period 400-1500. L’Année Philologique offers more than 400,000 citations to journal articles, books, book collections, book reviews, dissertations, conference proceedings, and other publications about the ancient Greek and Roman worlds. Funding from the Philosophy Department allowed the acquisition of the more specialized Patrologiae Graecae collection of early Christian texts from the Greek Fathers.

A number of new general reference tools contradict the claim that Google is the answer to any factual question. The American National Biography (ANB) joins the Dictionary of National Biography (DNB) to provide scholarly essays on worthies from the U.S. and Britain. The Oxford Reference Online collection delivers more than 150 trusted dictionaries and companions in one large search databases covering topics from Art to Zoology. University of Arkansas users consulted these reference sources, together with the classic Oxford English Dictionary Online, more than 10,000 times in 2005-2006, evidence that students and faculty will choose authoritative information sources when the Libraries can make them available.

In electronic journal collections, perhaps the most exciting development was the expansion of the University of Arkansas system cooperative collection of titles from Elsevier's Science Direct. Together with the Fayetteville campus, UAMS, UALR, UA Fort Smith and UA Monticello have been able to offer almost 650 titles in the sciences and social sciences. By canceling duplicate subscriptions, the cooperative was able to add more than 50 new journals in 2005-2006. Elsevier journals are highly ranked in their field, and priced accordingly. By cooperating to purchase these titles together, the campuses can afford to offer more comprehensive collections to all our users.

UA Librarians were also active in creating new online resources in 2005-2006. Lutishoor Salisbury served on a GWLA (Greater Western Library Alliance) team to create a new Biological Engineering Gateway. Closer to home, Ms. Salisbury also worked with Debra Miller and Arthur Morgan to build a portal for rice research. This portal is part of the USDA National Agriculture Library's AgNIC (Agriculture Network Information Center) network of linked sites created by universities around the country. The UA Rice portal features links to and information about rice databases, library collections, organizations, university departments, conferences, and businesses. Rice news, statistics, and even recipes are also available. The site will continue to grow as research reports and other publication links are added.

While the Libraries continue to select the best and most appropriate subscription resources for the academic needs of the University, the open access information landscape continues to evolve. The Google Scholar and Google Print programs are now both in their second year; both now offer a critical mass of indexing and texts to make them viable research options for our campus. Beyond the simple and familiar search interface and ample links to available full
text, Google Scholar offers a one-stop search function across many different academic disciplines. Users logged \textit{almost 9000 sessions} to our custom Google Scholar link in 2005-2006, putting it in the top quartile of databases accessed. No doubt users will find Google even more appealing in the coming year, when the Libraries will be able to configure OpenURL linking to provide better access to subscribed content (see section C3, below).

\section*{B. Trials and Assessments}

Librarians continue to scrutinize publisher offerings in order to provide our students and faculty with the best possible content and features. During the 2005-2006 year, several databases were moved to different interfaces that the subject librarians felt offered better functionality at a better price. These included \textit{Mental Measurements Yearbook} and \textit{International Political Science Abstracts}, which moved to Ebsco, \textit{RILM} and \textit{RIPM} music databases, which moved to FirstSearch, and \textit{GeoRef}, which moved to CSA to take advantage of better operability with the \textit{GeoScienceWorld} collection of online journals.

Librarians also continue to evaluate new products for our collections. During 2004-2005, the Libraries conducted trials of:

\begin{itemize}
  \item Encyclopaedia of the Qur'an
  \item ArchiveGrid
  \item Ebsco Literary Reference Center
  \item Ebsco SOCINDEX with Full Text
  \item Women and Social Movements 1600-2000
  \item Lexis Nexis Congressional Research Digital Collection (CRDC)
  \item African American Song
  \item ProQuest Historical Newspapers - New York Times
  \item Book Review Digest Retrospective: 1905-1982
  \item Wiley Current Protocols
\end{itemize}

\section*{C. Access to and Use of Collections}

\subsection*{1. Use Patterns}

Once again, use of online collections grew at a remarkable pace. \textbf{1.69 million searches were reported, up 23\% over last year.} In the last decade, database searches have grown by 470\%.

\begin{center}
\begin{tabular}{|l|lllllllllll|}
\hline
\hline
Searches & 297103 & 333354 & 350882 & 442673 & 609756 & 800038 & 812422 & 1042377 & 1193853 & 1379325 & 1694115 & 1397012 \\
Growth & 12\% & 5\% & 32\% & 32\% & 31\% & 2\% & 28\% & 15\% & 16\% & 23\% & 470\% \\
\hline
\end{tabular}
\end{center}

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{Database_Searches_1995_2006.png}
\end{figure}
More than 1.15 million documents (articles or chapters) were retrieved from library databases in 2005-2006, a 25% increase over the previous year. Since 2000-2001, the number of articles downloaded has grown by 178%.

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<tr>
<td>Articles</td>
<td>334105</td>
<td>585058</td>
<td>837917</td>
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<td>928414</td>
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<td>Change</td>
<td>75%</td>
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<td>3%</td>
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<td>178%</td>
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Not all our database and electronic journal vendors report use statistics, so these numbers represent only a percentage of the total database use.

2. Remote Access

Once again, the number of remote user sessions grew at an extraordinary clip. During 2005-2006, the Libraries experienced more than 5.8 million remote database requests, a 100% increase over the previous year. Undergraduate (47%) and graduate (40%) students continue to dominate the remote user population, demonstrating the importance of meeting our users "where they live" with new services such as 24/7 chat and online interactive tutorials.
The top databases used remotely are identical to the top databases used in the library: Ebsco, ProQuest, FirstSearch, Lexis Nexis, JSTOR, and electronic journal packages such as ScienceDirect, Blackwell, and Wiley. Interestingly, the busiest times of day for remote sessions (and for overall website traffic) correspond almost exactly to the busiest times in the library buildings, between 10 AM and 4 PM and again from 7 PM to 10 PM.

3. Cataloging and Intellectual Access

In order for our students and faculty to make the best possible use of online collections, they must know what resources are available to them. During 2005-2006, "Database News" pages were posted monthly and important items were sent to the University's Daily Headlines. Web Services also created a custom gateway to Engineering resources where the Engineering Librarian is able to post her own targeted database news. Another enhancement to database use is the addition of search alerts page (http://libinfo.uark.edu/eresources/alerts.asp) with detailed instructions on setting up email notification in more than 75 different databases.

The Libraries have made a commitment, unusual among large research libraries, to maintaining all current holdings information for electronic resources in the online catalog. This gives our users only one place to check for current holdings - no matter what the journal format. However, our users still ask for a browseable list of electronic journals. Many academic libraries purchase such a service from vendors such as Serials Solutions or TDNet. However, the UA Libraries have been able to create such an A-Z ejournals list in-house and to post it online at http://libinfo.uark.edu/eresources/ejournals/. The labor involved in creating this list each month appears to be justified by the more than 28,000 requests logged on the Web site this year.

The Cataloging Department continued to work creatively to get records for all online items into the library catalog. Records were added for the Knovel, Wiley, and Referex electronic book collections, as well as the Oxford Reference Online database. During much of January, Cataloging and Web Services worked together to update the ScienceDirect holdings for the UA system campuses. More than 20 new journal titles were added to the Project Muse collection and more than 10 to the JSTOR database. Work continues on updating the Springer, Wiley, and Blackwell package contents. Mary Walker also loaded record sets for the large archives, Making of America and Wright's American Fiction, adding access to almost 10,000 primary sources from the nineteenth century.

Content linking will be the next step in enhancing access to our online collections. The Libraries have now purchased an OpenURL link resolver, WebBridge, which will be implemented in the fall of 2006. WebBridge will allow our users to connect directly to available full text from more than 200 different databases, without returning to check the online catalog or the A-Z journals list for availability.

D. Electronic Collections Goals

1. WebBridge: implement the linking server for ease of access to electronic collections

2. With Serials, investigate Innovative Interfaces' Electronic Resources Management product and determine its appropriateness for our setting.

3. Assist subject selectors in journal assessment by providing use statistics and cost per use data.
II. Web Development

A. Overview

The Libraries’ web presence continued to grow in 2005-2006. Overall visits to the website were up 47% over last year, with more than 277,500 distinct visitors counted, up almost 50% over the previous year. These figures represent some undercounting of overall web traffic, as the Interlibrary Loan system, ILLiad, and digital collections site are not included in these statistics.

The Libraries continue to receive web site kudos both from on- and off-campus. For example, in a recent reference chat transcript, a library school student from another institution wrote "I would like to compliment your website and it's [sic] ease of use. The majority of the questions I was to research were easily located and clearly written." Several Center for Research Libraries member libraries have used our page as a template for CRL information. RefWorks, the popular bibliographic citation software, uses our RefWorks instructions page as an example in their training materials; several libraries, including UALR, link to our RefWorks instructions. But the most gratifying comments come from our own students, such as this recent note, "I’ve often believed that the library’s web site was the most put together and usable website on the u of a campus! More things are located there that students can use for their benefit, and we can actually get to them and find them! Even down to the time in the northeast corner of the main page! It's big and bold and easy to see; extremely handy. Anyway, that's my two bits! Back to studying for finals! Thanks!!!"

B. Site Redesign

The most noticeable Web effort this past year debuted in May 2006, when a redesigned Web site was launched for public use. The culmination of 18 months of study and planning, the new Web site design was intended to streamline navigation, eliminate library jargon, better organize elements for ease of use, and, perhaps most importantly, incorporate lots of Razorback red. More than 700 pages were converted to the new design and updated for new content during May and June; hundreds more outdated files and graphics were removed from the server altogether. The result is a better organized site that can be more easily updated and maintained in future.

In preparing for the new Web site, members of the Web Development Committee identified many new pages needed online. These included:

- Give to the Libraries: http://libinfo.uark.edu/development/giving.asp
- Alumni Services: http://libinfo.uark.edu/info/alumni.asp
New functionality was added in the form of a search box at the top of every page. Using this tool, a researcher can instantly search the library catalog, find a particular database or web resource, or search the entire library site, the entire UA site, or the Web.

Response to the spring preview of this site was largely positive, with user comments featuring terms such as "streamlined," "easier," "elegant," "efficient," and "snazzy!"

C. New Additions and Enhancements

Beyond the overall site redesign, several new modules were developed for the site during 2005-2006. Some of the most noteworthy were:

- **AgNIC Rice Research Portal**
  [http://libinfo.uark.edu/agnic/](http://libinfo.uark.edu/agnic/)
  Lutishoo Salisbury, librarian for agriculture, worked with Debra Miller and Arthur Morgan to build a portal for rice research, part of the USDA National Agriculture Library's AgNIC (Agriculture Network Information Center) network of linked sites created by universities around the country. The UA Rice portal features links to and information about rice databases, library collections, organizations, university departments, conferences, and businesses. Rice news, statistics, and even recipes are also available. The site will continue to grow as research reports and other publication links are added.

- **Course Reserves System**
  [http://libinfo.uark.edu/circulation/reserveform.asp](http://libinfo.uark.edu/circulation/reserveform.asp)
  Arthur Morgan worked with Tim Zou, April White, Debra Miller, and others to design this new submission system for faculty who wish to place items on reserve. Based on a similar project at Georgia State, this course reserves system allows faculty to compile a "shopping cart" of articles and books that can be sent to the Reserves administrator through email.

- **Hours, Exhibits, and Calendar Pages**
  [http://libinfo.uark.edu/hours/](http://libinfo.uark.edu/hours/) and [http://libinfo.uark.edu/calendar/calendar.asp](http://libinfo.uark.edu/calendar/calendar.asp)
  Both databases were enhanced to load more quickly and to display data in a more user-friendly fashion. The hours page in particular was reworked to show hours for all libraries in a "week at a glance" format. Upcoming exhibits information is now entered into an online database so that current events are displayed dynamically on the site.

- **Search Alerts Help**
  [http://libinfo.uark.edu/eresources/alerts.asp](http://libinfo.uark.edu/eresources/alerts.asp)
  This new page provides step-by-step instructions for creating email alerts in more than 75
databases.

- **Engineering Page**
  
  http://libinfo.uark.edu/engineering/

  This page offers a special portal to engineering databases and news that the engineering librarian can update at any time through a web administration interface.

- **Reference Chat Form**
  
  http://libinfo.uark.edu/reference/refchatform.asp

  This new page provided a link to Reference's cooperative chat service; it was updated often through the year as the service evolved to offer expanded coverage and functions.

- **New Books Database**
  
  http://libinfo.uark.edu/acquisitions/newacqmenu.asp

  This new database cuts the production time for monthly new acquisitions lists in half.

- **Fay Jones Project**
  
  http://libinfo.uark.edu/SpecialCollections/manuscripts/FayJones/

  Web Services and Special Collections continued to enhance these popular pages, adding more than 150 new images, as well as additional information about drawings and slides held in the collection. New introductory pages featuring a biographical sketch and collection description were also added.

- **EAD (Encoded Archive Description)**

  Manuscripts and Archives Librarian Tim Nutt, together with Diane Worrell and Arthur Morgan, began work on producing finding aids in EAD format. EAD is a structured format that allows finding aids to be searched and organized by a number of criteria, and "harvested" into international databases of manuscript collections. The group have produced their first test document with the goal of producing all new finding aids to EAD format in the coming year.

- **Other Special Collections Projects**

  Cheri Pearce continued to post transcripts of oral history interviews to the site and to update the ACOVH information to the new name of Pryor Center for Oral and Visual History. Cheri also worked on scanning and interleaving the second installment of the Fulbright Speech Index (http://libinfo.uark.edu/specialcollections//findingaids/jwfspeeches/speechindex.asp). New information pages were created for the Arkansas History Discussion Group (http://libinfo.uark.edu/specialcollections/arkhistlist/default.asp), for storage requests (http://libinfo.uark.edu/specialcollections/forms/storagerequest.asp), and to search the Special Collections pages (http://libinfo.uark.edu/specialcollections/search.asp). Eight new finding aids were placed online, including the guide to the Margaret Ross Papers (http://libinfo.uark.edu/specialcollections/findingaids/mc1587/).

- **StaffWeb Enhancements**

  Several new functions were added to StaffWeb in 2005-2006, including email capability from within the Facilities and Systems reports databases. This email function allows staff to send email follow-ups on current problem reports and to record the email text in the tracking database. The personnel database was reworked to allow staff to be assigned to up to three different departments or divisions - increasingly important as many more staff have multiple reporting roles. A number of documents and guidelines created by the Reference Services Committee were organized and posted online. The long-anticipated index of all forms and policies was updated with plans for general release in August 2007.
D. Campus, State, and National Cooperative Efforts

In addition to AgNIC, Web Services participated in several cooperative initiatives in 2005-2006. In August 2005, the Libraries launched a new version of the Provost's All Things Academic (http://libinfo.uark.edu/ata/) site. Complete with an RSS feed from the Chronicle of Higher Education, the ATA site has proven popular, with more than 65,000 visits in 2005-2006.

Arthur Morgan assisted the Silas Hunt Legacy Awards committee by devising an online submissions database and ratings system that allowed committee members to share their rankings on various nominees.

The cumulative Index to the Arkansas Historical Quarterly was posted in pdf format on the Arkansas Publications Index site; this valuable tool has received more than 40,000 hits in the past year.

Janet Dixon continued to work with Special Collections, CAST, and Geosciences on the MacDonald Imagery project. During 2005-2006, a draft web site was created, a database inventory was begun, and scanning technologies and techniques were investigated.

Beth Juhl worked with webmasters for the students.uark.edu and isis.uark.edu portals to add links to library content from both sites.

Web Services continues to maintain the web sites for the ARKLink academic library consortium and the ArkIUG Arkansas Innovative Users' Group.

F. CONTENTdm and Digitization Efforts

Debra Miller assumed a leadership role in this area; what progress has been made in digitization efforts can be attributed to her energy and perseverance. The Libraries' implementation of CONTENTdm continued to be hampered by the limited resources - in terms of both server equipment and staff time - available for digital projects. Working with Development Office and Special Collections staff, Ms. Miller has helped to identify storage and organizational needs. Some in-house asset management needs may be better met by photo databases products such as IMatch. Though the Shared History web site is still available from an aging server, an important goal for the coming fiscal year will be to determine what digitization projects have priority and how they can be accomplished.

G. Web Development Goals for 2005-2006

The committee has identified several long- and short-term goals for the coming year:
1. Redesign InfoLinks to blend with new web site look and functionality.
2. Assist Learning Collaborative group in placing interactive tutorials online.
3. Revise Library Tour and migrate it to the current web site.
4. Complete the new Supplies Ordering System.
5. Investigate delivery of media formats, including podcasts and streaming media.
6. Continue work on EAD.
7. Merge subscription and free web sites into one interface for the public.
8. Work with Special Collections on a site reorganization.
9. Work with the Library GIS Team, CAST, and Geosciences on imagery projects.
10. Work with the Development Office on a library newsletter.
11. Migrate and test one or two Access databases to SQL.
12. Provide a more secure computing environment by implementing secure server on InfoLinks and by improving authentication methods for administrative functions.
13. Complete microforms database.
III. Personnel Notes and Accomplishments

Although not reporting to the Web Services unit, Debra Millar assumed more "hands on" responsibilities in 2005-2006 for day-to-day maintenance on the web site. Her contributions—especially during the web site redesign in Spring 2006—cannot be overstated. Her good humor, clear thinking, and can-do attitude have been greatly appreciated on the Web Tunnel of Love.

Invited Publications / NonReferreed Publications

Beth Juhl (Web Services)

Reviews


Campus Committees / Activities / Positions Held

Beth Juhl (Web Services) served as a Marshal and the fall academic convocation, August 21, 2005.

Beth Juhl (Web Services) serves as the library representative on the Computing Activities Council (2004 - 2007).

Outside Professional Committees / Positions Held

Beth Juhl (Web Services) serves on the Editorial Board for the Journal of Academic Librarianship (2005-).

Beth Juhl (Web Services) served on the committee planning the 2006 President's Program for the RUSA (Reference and Adult Services Division) of ALA.

Beth Juhl (Web Services) serves as webmaster for the ARKLink and the ArkIUG sites. ARKLink is a consortium of 47 college and university libraries in Arkansas. ArkIUG, the Arkansas Innovative User's Group, is association of public, academic, and special libraries in Arkansas using the Innovative Interfaces library system.

Other Activities

Arthur Morgan designed an online course, English 2303, for the Continuing Education Division.
V. Attachments

A. Database Use Statistics

1. Yearly Comparisons
   Searches
   Documents

2. 2005-2006 Summaries
   Searches
   Documents
   Cost-Per-Use

3. Detailed Vendor Reports: A-Z

B. Proxy Use Statistics

C. Web Page Statistics

BJ 12/12/2006