I. Electronic Collections

A. New Collections & Services

Electronic collections continued to expand rapidly in 2003-2004, with the addition of many noteworthy resources for research and teaching. Librarians evaluated new additions carefully, targeting for purchase those products with multi-disciplinary appeal, those that offered unique coverage not available in other databases, and those that would support the developing programs of the new Honors College.

Two of the most important and expensive additions were ISI’s Web of Knowledge databases and a range of journals from Elsevier’s ScienceDirect collections. Web of Knowledge provides a unique collection of resources not available from any other publisher. Comprised of three citation indexes (Science Citation Index, Social Sciences Citation Index, and Arts and Humanities Citations Index), Web of Knowledge offers a sui generis tool for determining scholarly impact of research in a wide range of disciplines. In addition, because the Web of Knowledge covers more than 8,000 of the world’s top-ranked journals as far back as 1945, it is an excellent source for students conducting interdisciplinary research. The Current Contents component of Web of Knowledge allows researchers to scan new publications in their fields and is updated daily. Faculty and students can create “research alerts” to receive email notification when any new articles are published that match their specified keywords or topics. Previously, faculty and students only had access to Web of Knowledge databases by appointment with a librarian. The citation files were frequently requested by faculty and students who had used them at larger research universities. Our new subscription places more than 32 million citations at the fingertips of our students and faculty. University of Arkansas researchers have conducted more than 24,000 Web of Knowledge searches since the Libraries acquired the database in September 2003.

ScienceDirect offers more than 1800 research journals in science and social science. Previously University of Arkansas researchers had online limited access to the current twelve months of certain subscribed titles in the ScienceDirect. The University Libraries formed a partnership with the University of Arkansas for Medical Sciences Libraries to acquire online access to 470 journals on the ScienceDirect web site back to 2000. Researchers at both institutions now have instant access to top-ranked journals in fields such as biology, economics, medicine, psychology, sociology, mathematics, engineering, chemistry, and physics. This partnership benefits researchers on the Fayetteville campus who now enjoy access to several frequently-requested health and psychology titles, including Brain Research, Children and Youth Services Review, and Social Science and Medicine. The Medical Sciences campus will benefit from new titles in economics, public policy, and pure and applied sciences. Since acquiring ScienceDirect access in January 2004, researchers on the Fayetteville campus have downloaded more than 12,000 articles from these journals.
Several other new electronic journal collections were added, expanding the range of materials and subjects that students can access from anywhere at any time. The **JSTOR Arts and Sciences III** collection offers more than 100 core journals in art and architecture, music, theater, religion, and foreign languages and literatures, including the *Art Bulletin, Ethnomusicology, Hispania,* and *PMLA.* JSTOR users on the University of Arkansas campus downloaded more than 22,000 articles in the past year. The **Annual Reviews** backfiles offer yearly synopses of important research in thirty fields such as anthropology, entomology, microbiology, and sociology. In some cases, the Annual Reviews coverage dates back to the 1930s. An interesting new online publishing effort is the **Public Library of Science (PLoS).** The Public Library of Science is a non-profit organization of scientists and physicians committed to making the world’s scientific and medical literature a freely available public resource. PLoS launched their first journal, *PLoS Biology,* in January 2004. The Libraries are monitoring PLoS and other ventures offering alternatives to the current, increasingly expensive and unworkable, scholarly publishing model. Falling under the overall term of “Open Access,” such initiatives include BioMed Central as well as PLoS.

Several trusted reference sources migrated to online versions in 2003-2004, including the **Merck Index,** a reference handbook for pharmacy and chemistry, and the **Mental Measurements Yearbook,** a compilation of reviews and descriptions of intelligence, aptitude, attitude, psychological, or behavioral tests. The **Encyclopedia Americana** was underwritten by the State Library as part of a Library Services and Technology Act (LSTA) grant, and thus freely available to all libraries in Arkansas. **CLASE / PERIÓDICA,** a new online resource produced at the Universidad Nacional Autónoma de México (UNAM), offers a unique index to Spanish-language periodicals and journals.

New purchases extended online coverage back into the nineteenth and even eighteenth centuries. Students and faculty demonstrate a pronounced preference for online over print and so the Libraries have worked to add retrospective coverage online whenever possible. During 2003-2004, the Libraries added the backfile module to the **Compendex** index of engineering information, allowing students to locate articles published from 1884 to the present in one search. **Black Thought and Culture** is an online collection that will eventually contain 100,000 texts from the colonial period up through the 1990. The collection ranges far and wide from popular culture to political philosophy and beyond, with authors such as Du Bois, Carver, Baldwin, Ellington, Hamer, Height, Hughes, Marshall, Robeson, Washington, Wells, and Malcolm X already included. Students can search by criteria such as author, title, subject, year, topic, historical event, or by keyword in full text.

The familiar “green book” that generations of college students have used to locate magazine articles on certain topics, the **Readers’ Guide to Periodical Literature** is also now available through the web. In addition to history and political science researchers, the **Readers’ Guide Retrospective** serves communications students looking for original reviews of 1950s television shows, economics students researching first-hand accounts of the Great Depression, and literature students seeking contemporary reviews of Faulkner and Fitzgerald. The **U.S. Congressional Serial Set** is a 14,000 volume collection of reports and documents created by or submitted to House and Senate committees. When complete, the online Serial Set will offer page images and searchable full text for almost two hundred years of U.S. history and culture.
In addition to new databases, the Libraries’ online collections offered new functionality in 2003-2004. More than five dozen different library databases offer a direct link to the ILLiad Interlibrary Loan system. These links allow users to request items not owned by the Libraries with one simple click. Many citation databases now also offer a direct export to RefWorks, the bibliographic citation utility. Students can save pertinent references to their personal RefWorks account and then reformat those references in any one of hundreds of different citation styles. To aid students in managing their RefWorks accounts, a new module listing step-by-step instructions for managing data in dozens of different databases was added to the Libraries’ web site (http://libinfo.uark.edu/eresources/refworks.asp). More than 1800 students and faculty have created RefWorks accounts. Another online tutorial added in this past year offered detailed instructions for faculty wishing to link directly to articles in various full text databases (http://libinfo.uark.edu/eresources/durablelinks.asp).

B. Trials and Surveys

In addition to those new resources listed above, many additional products were tested this year. They include:

- Accunet / AP Photo Archive
- Black Thought and Culture
- Classical.com
- Communication Abstracts
- Evans Digital
- MLA on Ebsco
- Naxos Music Library
- Oral History Index
- Oxford Reference Online
- Oxford Scholarship Online
- ReferenceUSA
- Sports Research Bureau Net
- Women and Social Movements

Several extensive evaluations compared a database or similar databases on different platforms. Usha Gupta and other science librarians investigated INSPEC, the physics and electronic engineering index, on the Ebsco, Engineering Information, and ISI services. All subject selectors participated in a review of the U.S. Congressional Serial Set versions offered by Lexis Nexis and Reader publishers. Two online music services, Classical.com and Naxos Music Library, were enthusiastically assessed by music students and faculty for possible use in electronic course reserves. A six-month trial of ZMath (Zentralblatt MATH), arranged by Professor Boris Schein, allowed a comparison of that database to the MathSciNet product.

C. Access to and Use of Collections

1. Use Patterns

Once again, use of online collections grew at a remarkable pace. **More than 1.25 million database searches** were reported, up 22% over last year. **More than 900,000 articles** were viewed, downloaded, or printed, a 10% increase over the previous year. Not all our database and electronic journal vendors report use statistics, so these numbers represent only a percentage of the total database use this year.
A quick review of preliminary cost-per-use data shows that most popular databases cost between 50 cents and $2.00 per use. Thus, even extremely expensive resources can be quite cost efficient when overall use is considered.

2. Remote Access

Once again, the number of remote user sessions grew at an extraordinary clip. During 2003-2004, the Libraries experienced almost two million remote database sessions, a 250% increase over the previous year. The extent of online access by every segment of our user base (undergraduates, more than 50%, graduates, almost 40%, and faculty, almost 10%) underscores the importance of meeting our users "where they live" by delivering content to them online.

The top databases used remotely are identical to the top databases used in the library: Ebsco, ProQuest, Lexis Nexis, and JSTOR. Interestingly, the busiest times of day for remote sessions (and for overall web site 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 2003-2004, "Database News" pages were posted monthly and important items were sent to the University's Daily Headlines. Workshops were held for RefWorks, Ebsco, Web of Knowledge, EHRAF, and Lexis Nexis databases. The Cataloging Department continued to work creatively to get records for all online items into the library catalog. Vendor-supplied records were loaded for various Alexander Street Press databases, including American Film Scripts Online, Black Drama, and Early Encounters in North America, as well as for 2500+ author essays in Gale's Literature Resource Center. Records were purchased from OCLC for the IEEE / IEExplore and ACM databases. Brief records were made from vendor data for ENGnetBase (engineering handbooks) titles and brief records were "refreshed" for the Ebsco, ProQuest, and Lexis Nexis databases. Journal titles in the Blackwell Science, Wiley, and Kluwer packages were checked for drops and additions.

As the electronic environment evolves, resource management can be an increasingly labor-intensive and complex task. For example, of 750 Kluwer online journals, more than 250 changes were required this year in the cataloging records. Weekly, the Libraries receive between 1 and 5 needed URL or cataloging changes. The Libraries should investigate any means to facilitate the management of these expensive collections as they become available, such as Innovative Interfaces' Electronic Resources Management Module.
An encouraging development in the database industry is the rapid adoption of the Open URL standard and the implementation of that standard in products that provide linking at the article level. Database vendors such as ISI and CSA now offer free article-level linking. This allows our users to navigate seamlessly from an indexing and abstracting source to the article full text on another vendor's site. While some vendors are providing content linking as part of their service package, this piecemeal approach in unsatisfactory in many ways. First, the databases often link to many products that we do not subscribe to, causing patrons frustration and time lost. Second, each database linking system must be set up one by one on each database vendor's site, often a time-consuming process that must be monitored regularly as products change. In many cases, the Libraries need to determine which products should link to which and set those relationships up for the best interests of our patrons. To do so, we will need an Open URL resolver service. The industry leader for link resolvers has been Ex Libris' SFX, but Innovative Interfaces, Ebsco, Serials Solutions, and several other vendors now offer a linking product. A goal for 2004-2005 will be to evaluate these products and make a purchase recommendation.

D. Electronic Collections Goals

1. **Linking server:** Investigate, recommend, and implement a linking server for ease of access to electronic collections

2. **Create a URL management plan:** to allow student assistants to help check the catalog's 17,000 URLs on a regular basis.

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

II. Web Development

A. Overview

The Libraries' web presence continued to grow in 2003-2004. Overall visits to the web site were **up 39%** over last year, with **more than 3.33 million** successful page requests. The number of individuals visiting our site increased even more dramatically, with more than 170,000 **distinct visitors** counted, **up more than 60%** over the previous year. These figures represent some undercounting of overall web traffic, as the Interlibrary Loan system, ILLiad, and the digital collections site are not included in these statistics.

Many new and revised pages helped to draw this increased traffic to our site, notably, some 900 files for manuscript finding aids that were migrated from the campus web server as well as newly-created online finding aids and manuscript guides, enhanced exhibit and event pages, a "search this site" tool, and revised pages for GIS (Geographic Information Systems) and electronic resources, among others. On the library "StaffWeb," a new calendaring system, enhanced administrative tools for managing and updating web content, new digitization guidelines, and dozens of new forms and procedures helped library staff and faculty share information more efficiently throughout the organization.

B. Functionality and Usability

1. **Accessibility**

The Web Development Group (Don Batson, Molly Boyd, Anne Marie Candido, Todd Cantrell, Judy Dye, Beth Juhl, Arthur Morgan, Cheri Pearce, Sarah Santos, Ethel Simpson, and Mary Walker) worked to add many new functions to the site to make information
accessible, easier to find, and easier to manage. In order to implement the recommendations of the Libraries’ ADA Task Force and the Web Development Group’s own accessibility subcommittee, basic web templates were reviewed for compliance with accessibility recommendations from the W3C (World Wide Web Consortium) and Section 508 the Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998. After consulting with the campus Center for Students with Disabilities, some simple changes were made to the entire site to bring most pages to the first level of compliance with both sets of recommendations. As we redesign the site to take advantage of newer technologies, such as cascading style sheets and XML, we will work toward level two compliance throughout.

2. Usability Studies

In order to make the site easy to use and self-explanatory for our users, a subcommittee of the Web Development Group, chaired by Sarah Santos, conducted the first round of usability testing in July 2003. Student volunteers were asked to sort sets of cards with site link names into various categories of their own choosing. The results of this exercise revealed that library jargon should either be removed from pages or explained in greater detail, which creates the familiar tension between wordiness and good design on the entry pages. The group will try another round of usability testing this summer, when we launch an online user survey asking visitors about the ease of navigating the site. Library staff were also surveyed in Spring 2003 about the usefulness or recommended enhancements to the StaffWeb. The 33 responses were very favorable overall, with the main suggestion for improvement being to alter or enhance the arrangement of materials.

3. Functionality: Site Search

To assist both library staff and public users in site navigation, a site-wide search engine from Google was added in May 2003 (http://libinfo.uark.edu/searchengines.asp). The tool allows users to narrow their search to the Libraries’ site or all University sites, or to search the entire web. Since the tool was added, the search page has moved into the top ten of most visited pages on the web site, demonstrating its usefulness.

4. Functionality: Site Management

A major goal for Web Development is to put more power into the hands of content creators throughout the library. To this end, we continue to add features and modules to the passworded “admin” area of the site (http://libinfo.uark.edu/admin). Using the admin tools, authorized users can add and organize free web links and subscription databases to their subject categories, view online survey results and current database trials information, update personnel department and committee information, post employment opportunities, add news headlines for the entire library or specific departments, and report or track database problems. During 2003-2004, a facilities problems reporting and tracking system was added as well as a question file, “Ask Miss Clark,” for reference desk staff. Work is underway for a library-wide hours database and for an employee development course management system. Two of the most heavily-used admin functions added this year were for a library-wide calendar and a computer problem log, described below.

C. Public Web Projects

1. ILLiad Interlibrary Loan System

The new ILLiad Interlibrary Loan system was launched in August 2003 (http://ILLiad.uark.edu). Arthur Morgan worked closely with the Head of Interlibrary Loan and ILLiad implementation team members to design and revise more than 200 web
pages associated with the ILLiad system. After the service was launched the Electronic Collections Department worked with ILL and Systems staff to implement the OpenURL component of ILLiad, which allows users to place ILL requests directly from more than four dozen research databases.

2. Special Collections
Cheri Pearce and Ethel Simpson have been especially active in creating new web content for Special Collections. More than two dozen new manuscript finding aids were added to the site, including the Arkansas Council on Human Relations (http://libinfo.uark.edu/specialcollections/findingaids/achr/) and an online guide to Folklore and Manuscript Collections (http://libinfo.uark.edu/specialcollections/manuscripts/Folklore/default.asp). In addition, more than 900 finding aids files were migrated from the University web server to the Libraries' site, allowing for better integration with newer files and ensuring that searchers will find all relevant materials in one place. Mary Walker and other members of the Cataloging staff assisted in this project by changing almost 700 InfoLinks records to reflect the new URLs. Ms. Pearce continues to post interview transcripts from the Arkansas Center for Oral and Visual History (ACOVH, http://libinfo.uark.edu/specialcollections/ACOVH/). These interviews continue to be some of the most popular areas of our web site. The online interview of Governor Sid McMath, conducted by Senator David Pryor, was publicly "unveiled" at a lecture series sponsored by ACOVH this spring, where Ms. Pearce assisted by demonstrating the features of the web site.

Ms. Pearce assisted Andrea Cantrell in posting 17 interview transcriptions from the WPA Early Settler's project (http://libinfo.uark.edu/SpecialCollections/wpa/). The original manuscript questionnaires for these interviews are housed in Special Collections. Researchers can read the transcripts and sort them by name of interviewee, county or residence, and place of birth. For the grand opening of the renovated Carnall Hall, an online exhibit was created from scrapbook photos housed in Special Collections (http://libinfo.uark.edu/specialcollections/exhibits/carnall/default.asp). Other notable additions to the Special Collections web pages this year include a database of student folklore reports (http://libinfo.uark.edu/specialcollections/manuscripts/Folklore/studentreports.asp), the migration of Arkansas web links into a central database for ease of maintenance and searching (http://libinfo.uark.edu/specialcollections/arkansaslinks.asp) and sampling from the Still / Arvey and Grice collections for African-American History Month (http://libinfo.uark.edu/specialcollections/exhibits/AfricanAmerican/default.asp). Mary Walker and Beth Juhl gave a presentation at the Amigos member council meeting on the use of CONTENTdm software to develop the "Shared History" digital collection.

4. Exhibits and Events
Molly Boyd, who joined the Libraries this year as our Public Relations Officer, has worked closely with Arthur Morgan, Don Batson, and the Art Advisory Committee to enhance our online exhibits and events pages. New online exhibits are now posted quite quickly, usually only one or two days after the physical installation of the artworks. Eight different exhibits and numerous events pages were posted this year. A retrospective collection of all previous exhibits, the "Archive," will be launched by fall.

5. GIS and Government Documents
Stephan Pollard, the GIS graduate assistant, worked with Sarah Santos, Geosciences Librarian Jan Dixon, and members of the Web Group to revise the design and arrangement of the GIS pages (http://libinfo.uark.edu/gis/). Mr. Pollard updated his vast
collection of GIS data links, which won national recognition in *Science* magazine (June 3, 2003). Mr. Pollard continues to work with Santos and Dixon to input maps and other web links into the database of web resources.

6. Electronic Resources

The electronic resources area of the web site continues to attract the most visits (more than 1 million in 2003-2004). To aid users in selecting the best resource from our growing list of hundreds of databases and thousands of electronic journals, the electronic collections area was redesigned in August 2003 (http://libinfo.uark.edu/eresources/eresources.asp). Subject areas such as "Biology" or "History" were further subdivided into types of resources, such as "find articles" or "encyclopedia." New features were added throughout the year, including a "Web Site of the Week" feature maintained by Don Batson, database-specific directions for RefWorks exporting, and instructions for direct linking to articles in full-text databases. The Database News pages were redesigned to archive old news. A list of web links was created for the Honors Humanities Program (H2P) library class in Fall 2003.

6. InfoLinks Web OPAC / Electronic Reserves

Beth Juhl worked with Sharon Hu on two system upgrades and needed changes to the WWW options ("wwwoptions") settings for the system. "My Millennium" a personal login session based on patron ID, was implemented for library staff. This feature allows library staff to search and view technical InfoLinks records information through a web interface, leaving the limited number of staff ports available to other users. Arthur Morgan served on the E-Reserves Working Group, assisting Debra Miller and April White with scanning and OCR issues. Beth Juhl assisted in the E-Reserves project by helping to customize the E-Reserves login page and posting an FAQ page (http://library.uark.edu/screens/helpereserves.html).

7. Other Public Web Projects

New pages were added for the Audiovisual Department, Electronic Collections and Services, and Dean's Office, as well as for various services such as visitor information. Several departmental pages had major updates or expansions in 2003-2004. These included Circulation (expanded information for ID and borrowing privileges, information on the ARKlink card), Distance Education (information on available services, eligibility, and FAQs), Chemistry and Physics (merged services to accommodate the renovation of the Chemistry building), Periodicals (new copier and Razorbuck$ information), and Reference (help and policies).

D. StaffWeb Projects

1. Systems Problem Log

Arthur Morgan worked with Systems staff to design a problem reports database, which was launched in July 2003. The design was adapted from an earlier tool created by Sharon Hu. These pages allow staff to report computer hardware and software issues via a web page. The solutions are then posted by Systems staff. The database back-end of this system allows managers to compile reports such as time spent to resolve various issues, as well as documenting solutions to recurrent issues. During 2003-2004, more than 1700 problems were logged and resolved on the system (http://libinfo.uark.edu/admin/systemsproblemlogin.asp).
2. Library Calendar

During Fall 2003, an informal working group came together to discuss options for tracking events in various library meeting and class rooms and for scheduling those rooms in advance. The group, consisting of Alberta Bailey, Sharon Hu, Beth Juhl, Phillip J. Jones, Deborah Kulczak, Lora Lennertz, Martha Guirl, Arthur Morgan, Janet Parsch, Kathy Riggle, and Juana Young, investigated the functionality of the InfoLinks Booking Module, Meeting Maker, IPlanet Calendar, University Human Resources' Calendar of Courses, various commercial products, and an in-house solution. The group acknowledged that no one software package could perform all the desired functions, and decided to try to develop an in-house calendar as a six months' trial. During late December 2003, Arthur Morgan built the basic calendar system and it was launched on January 1, 2004. During the first six months of use, the calendar logged almost 1000 bookings. Enhancements made to calendar this spring include a repeat booking feature and calendar views for individual rooms. It has become a nearly indispensable tool for library staff (http://libinfo.uark.edu/calendar/calendar.asp).

3. Image / Digitization Guidelines

Mary Walker chaired a subcommittee of the Web Development Group investigating digitization techniques and guidelines for image and audio files. The committee developed forms to propose and review candidate projects for digitization. Their recommendations and forms are available on the StaffWeb at: http://libinfo.uark.edu/webdev/digitizationguidelines.asp.

4. Human Resources / Employee Development

The Library Human Resources Office (LHRO) has been very active in developing web content. More than three dozen new forms and procedure documents were added to the LHRO web pages in the last year. New administrative tools were implemented that allow the department to post new position announcements through a web interface and to update committee information and members. A new course system for Employee Development programs is currently being completed (http://libinfo.uark.edu/humanresources/hrcoursesviewall.asp). The system will allow LHRO to post course descriptions and to schedule sessions and will allow library staff to register for sessions online. Automatic email reminders and follow-up assessments can be sent through this system, which will also allow LHRO staff to maintain records of attendance and demand for popular sessions.

5. Facilities Database

The facilities request form (http://libinfo.uark.edu/facilities/facilitiesrequestnew.asp) was redesigned to input data into an Access database. Sheri Gallaher can now access all her projects and tasks through any web page and update the database from any computer. Email functionality was added to the database to allow Sheri to email job details to Physical Plant or to the original requestor. Todd Cantrell has worked with Sheri, Arthur Morgan, and Beth Juhl on a PDA-viewable version of this database. The Web Development Group may use these pages as a test for the modifications needed for wireless formats.

6. Reference StaffWeb, "Ask Miss Clark"

Debra Miller, Don Batson, Steve Chism, and Necia Parker-Gibson have worked on content for the Reference StaffWeb. One new utility resulting from their work is "Ask Miss Clark"
Named for a former head of the reference department, "Ask Miss Clark," is a question file for reference desk staff to log and answer tough or recurring queries. The questions and answers are searchable and will form an archive for new librarians to review. Some tweaking is still needed to find the optimal format for this file. The group is also gathering departmental policies and procedures for the Reference StaffWeb pages.

7. Other New Features and Tools

An hours database administrative function is being developed for fall implementation. This will allow department heads to enter hours for their own units and to update them on the fly. The library emblem was placed on the web site for download in several different versions and sizes. Electronic resources use statistics, surveys, and current trials information are all now available through the StaffWeb.

E. Outreach and Collaboration

1. Campus Collaboration

Beth Juhl and Janet Parsch assisted in the creation of the Economic Development Institute's capabilities database and web site (http://uaedi.cast.uark.edu/). This involved setting up the original database and web pages to administer capabilities information as well as assisting in the migration of the site to its new server.

Stephan Pollard, Sarah Santos, and Jan Dixon have collaborated with CAST (the Center for Advanced Spatial Technology) to mount geographical data on our web site and to promote events such as GIS day.

The Library calendar provides a mechanism for University staff to schedule the campus Access Grid (room 225).

2. State Collaboration

Beth Juhl assumed webmaster responsibilities for the ARKLink consortium in Fall 2003. ARKLink is an organization of 47 college and university libraries in Arkansas. The ARKLink site has been upgraded with an entirely new design and structure. Information on member libraries, ARKLink delegates, committee members and chairs, campus IP ranges and FTEs, reciprocal borrowing and courier participants, and similar topics can now be updated by authorized ARKLink officers from any computer.

F. Environment, Hardware and Software

1. Server Migration and Hardware

Dante, the server running the main web site as well as Digital Collections (Shared History) and ARKLink web sites, was originally set up in 1999 and was badly in need of reconfiguration and upgrading. During the winter break, the web site was migrated to a new server, Virgil, running the Windows 2004 server and IIS6. Prior to the move, all 1000+ pages were checked for any problems with the higher security levels posed by the new operating system. More than 40 web sites linking to the dante.uark.edu address were contacted and asked to change their links to the "official" address, libinfo.uark.edu. For the most part, the migration was very smooth. However, since the migration the ASP (Active Server Pages) processes have hung and caused the web site to require restarting. Systems continues to investigate this issue. The Digital Collections web site has not yet been migrated to Virgil.
2. Software

During 2003-2004, the Libraries upgraded the Adobe suite of software. Because Adobe Photoshop and Acrobat have many applications outside of Web Development, there is an increasing user base for these programs among the staff. Arthur Morgan has occasionally been called upon to assist other staff with the Adobe products.

For the Electronic Reserves project, the OCR software FineReader was used and an upgraded license has been ordered. Electronic Collections and Services acquired a full version of the Bobby accessibility software and Note Tab Pro XML editor.

G. Web Development Goals for 2004-2005

The committee has identified several long- and short-term goals for the coming year:

1. Short-term projects

   a. **User Survey** - mount a web-based user survey to determine patron perceptions of ease of navigation, content, etc.
   b. **Arkansas Periodical Index** - test project to make this resource available online by loading API records into the InfoLinks reference database file.
   c. **Digitization of Print Finding Aids** - Pilot project to determine equipment, staff time and skills and procedures needed to convert remaining paper finding aids.
   d. **News and Publicity** - several projects including an online newsletter, an online archive of previous exhibits, book reviews or other suggested readings.
   e. **Hours Database** to allow department heads to enter and maintain opening hours online. Will also allow various departmental and main pages to automatically display "The library is open today..." messages.
   f. **Government Documents Page** redesign with distinctive look and feel.
   g. **Electronic Reserves** - develop web and InfoLinks pages as needed for this project.
   h. **Continue revision of ILL pages.**
   i. **"My Millennium"** - develop InfoLinks pages and policies to initiate this search alerts service in the online catalog.
   j. **Remote Access Pages** - rewrite and make more concise.
   k. **Develop Exhibits Calendar** to schedule exhibits spaces as an extension of the general library calendar.
   l. **Create new Development, Preservation, and Access Services** web pages.
   m. **Migrate CONTENTdm site to Virgil.** Upgrade to CONTENT 3.5. Install statistics tracking software for the "Shared History" site.
   n. **Develop Passworded Area** of the web site for internal documents.
   o. **Continue StaffWeb Reorganization** and indexing.
   p. **Continue Eresources** enhancements.
   q. **Enhance Personnel Database** with dynamic committee content; regularize the database so that child records are expunged when parent records are deleted. Find a better way to represent functional areas, as opposed to strict departmental hierarchies.
   r. **Develop Digital Reference** pages, as that initiative proceeds.

2. Long-Term Initiatives

   a. **Revise Library Tour and migrate it to the current web site.** Develop a more user-friendly set of general "help" pages.
b. **Refine departmental liaison structure for Web Development** work as defined in the committee charge. Schedule regular meetings to provide updates on web content and initiatives.

c. **Implement CSS buttons in place of graphics, where possible.**

d. **Merge administrative functions and passwords to one system.** Investigate authentication methods other than session cookies.

e. **Continue to implement the recommendations** from ADA/Accessibility and Copyright working groups; complete compliance procedures for web developers and authors.

f. **Continue to research an overall site redesign,** using the recommendations derived from user surveys. Continue user surveys in various formats. Monitor campus RedDot implementation for possible participation.

g. **Merge administrative functions and passwords to one system.**
III. Personnel Accomplishments

Invited Publications / NonReferreed Publications

Beth Juhl (Electronic Collections & Services)

Reviews


Presentations

Beth Juhl and Mary Walker (Cataloging) were invited to give a presentation to the Amigos Member Conference, “CONTENTdm: The Razorback Experience,” Dallas, May 6, 2004.

Campus Committees / Activities / Positions Held


Janet Parsch (Assistant Director for Organizational Development) and Beth Juhl (Electronic Collections & Services) assisted with an expertise database for the UA Economic Development Institute.

Outside Professional Committees / Positions Held

Beth Juhl (Electronic Collections & Services) serves on the Advisory Board for the forthcoming edition of the Guide to Reference Books and is also a contributor for that volume.

Beth Juhl (Electronic Collections & Services) serves on the Advisory Board for ACRL’s *Publications in Librarianship*.

Beth Juhl (Electronic Collections & Services) assumed responsibilities as webmaster for the ARKLink library consortium. ARKLink is an association of 47 college and university libraries in Arkansas.
V. Attachments

A. Database Use Statistics

1. Yearly Comparisons
   Searches
   Documents

2. 2003-2004 Summaries
   Searches
   Documents
   Cost-Per-Use

3. Detailed Vendor Reports: A-Z

B. Proxy Use Statistics

C. Web Page Statistics

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