Western Carolina University

Hunter Library

Annual Report

2015-2016

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Introduction

I am proud to present Hunter Library's annual report for the fiscal year 2015-2016, a year in which we emphasized planning and preparing action plans with definitive goals and directions for the years to come. In 2015-16, our library strengthened much-needed outreach services to support students who are not on the Cullowhee campus, including those enrolled in distance education programs and in programs at the Biltmore Park instructional site in Asheville. We also focused our efforts to increase awareness among students, faculty and staff members of library services and resources available to them. We made great efforts to improve our technology by adding new equipment to better enhance our services. We surveyed our students for their feedbacks on the library services and facility and received very positive and constructive responses. Our librarians assisted, coached and trained our users in how to evaluate resources and use library materials to advance their research and academic endeavors.

We look forward to 2016-17 year as we seek more opportunities to strengthen the essential partnerships between Hunter Library and the university's colleges and departments. We have already started to implement some of the requests made by our students, and next year we plan to construct some of our goals and objectives based on their responses. Academic libraries, are no longer simply repositories where information is collected and stored. We have an inherent responsibility to be fully engaged not only in the dissemination of the vast amount of knowledge available in today's complex world, but to be a place which facilitates the creation of knowledge by our students and faculty.

-Dr. Farzaneh Razzaghi, Dean of Library Services

Mission Statement

In support of Western Carolina University's educational mission, Hunter Library provides intellectual content, and services related to its discovery and use, for the learning, teaching, and research activities of the University's students, faculty, and staff. By supporting the acquisition of learning and the production of knowledge and scholarship, Hunter Library intends to inspire the individual and the intellect, fostering professional, personal and social growth.

Statistics at a Glance

» Western Carolina University is the westernmost campus in the 17-campus University of North Carolina system.

» Hunter Library employs 19 librarians and 28 ½ staff members.

» Library gate count for 2015-16 was 677,545

» 334 library instruction classes taught to 7,431 students.

» Librarians responded to 6,354 research inquiries.

» 4,501 new print books and 78,419 e-books added to collections.

» The library currently subscribes to 273 electronic databases.

» The library currently subscribes to 124,854 serial titles.

» Use of e-books was up by 13% in 2015-16 compared to 2014-15.

» Use of packaged electronic journals was up by 36% in 2015-16 compare to 2014-15.
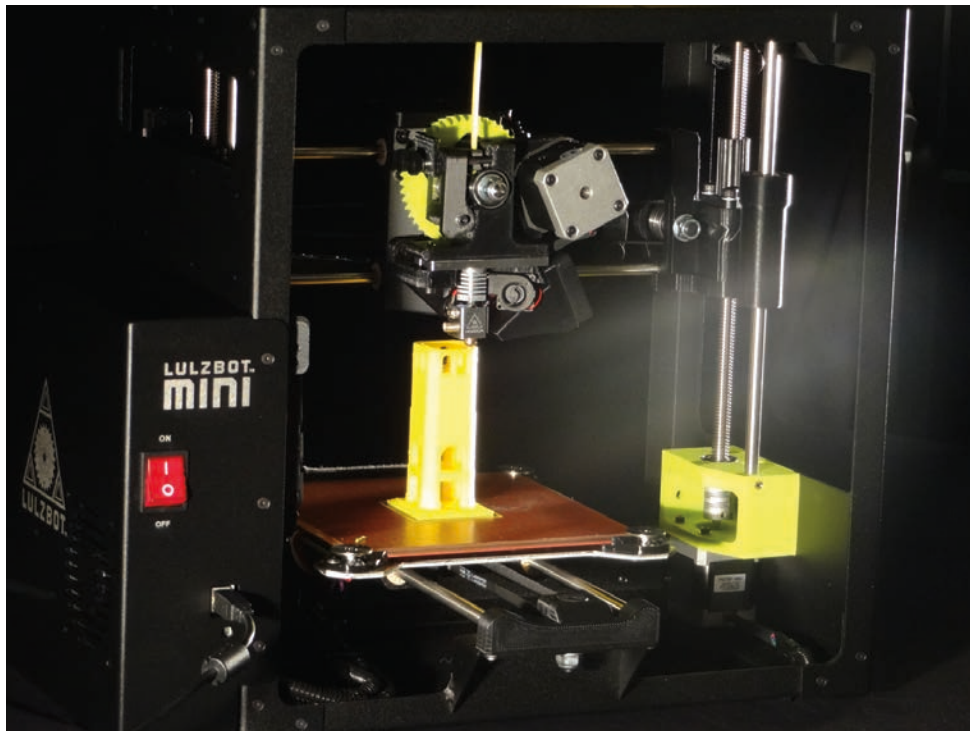
New Leadership

A new dean of library services began her leadership at Hunter Library in 2015-16. Dr. Farzaneh Razzaghi, dean of the library at the University of Texas-Pan American, was named to the position after a national search. She joined WCU community Aug. 1, 2015. She had served the University of Texas-Pan American for 25 years, beginning her career there as the nursing librarian. Dr. Razzaghi received her doctoral degree in Library and Information Studies from Texas Woman's University in Denton, Texas. Dr. Razzaghi succeeded Dr. Dana M. Sally, who retired Dec. 31, 2014.

Facility Updates

New Digital Scholarship Lab

Hunter Library and the Division of Information Technology established a digital scholarship lab, known as "3DU: Discover, Design, Develop," on the ground floor of the library building. The lab includes five computer workstations for creating and editing video, audio and image files; three-dimensional printing to create objects from digital files; and scanning services. The grand opening was held Nov. 5, 2015. The lab was funded with a $48,524 grant provided through the Library Services Technology Act.

3D Printer.

Reference station Biltmore Park

In the fall of 2015, students attending classes at the Biltmore Park instructional site in Asheville began receiving virtual and in-person reference support from Hunter Library via a new service station. Students using the station may work with a librarian in person during high traffic times, and may initiate video or text-based chats with librarians in Cullowhee when a librarian isn't present.

Computer Software for Patrons with Disabilities

The library began the process during 2015-16 of establishing computer stations recommended by the Americans with Disabilities Act. Two stations on the main floor were equipped with Dragon Naturally Speaking software, giving users with disabilities the ability to have their speech transcribed as written text, create audio streams and issue computer commands.

OTHER IMPROVEMENTS

Quiet Zones- In the fall of 2015, three areas on the ground floor were designated specifically for quiet study. The "Silent Corner," offers absolute quiet for students seeking as few distractions as possible. All of the zones were created by reorganizing existing furnishings and study tables.

Security- New key systems on the doors or the main floor and emergency exits and card-swipe readers at the main entrance and loading dock doors improved the building's security. Doors were installed on the ground floor, separating the library area from the Technology Commons to accommodate occasional variance in their operating hours.

Quiet areas.

Storage Space- A shifting of manuscript collections, combined with the consolidation of some
materials and discarding of duplicate materials, resulted in much needed storage space in the Special Collections, Reference and Government Documents.

New equipment- An additional KIC scanner and white boards for group study rooms were purchased. Outdoor message boards and signage provided more visibility for the library.

Overhead Scanner.

New Signage.

Resources

The 2015-16 year was characterized by growth of the collections, especially digital resources and research databases. The library's holdings of print and media materials also increased with the arrival of new books and films. A multiyear collection refinement project that began in 2013 with the intention of evaluating the books in the general collection continued in 2015-16. The purpose of the project is to ensure that the collection remains relevant and current.
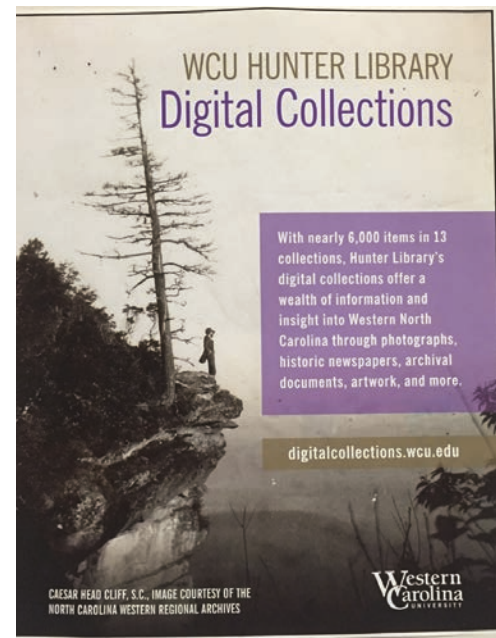
New online resources added to collection

Many new resources purchased in 2015-16 are in the disciplines of science, technology, engineer- ing and mathematics. These resources, which support STEM programs and their role in the future of today's students, include more than 30,000 electronic books in the areas of computer science, business and technology. Other new resources:

1. SAGE Research Methods
2. Science News, now in Flipster, a next-generation digital magazine format
3. PsycTESTS
4. Mango Languages, an electronic language-learning source
5. Teachingbooks.net, a K-12 classroom resource
6. Safari Books Online, highly regarded computing and technology books
7. Ancestry Library Edition, genealogy research resource

16 digital collections by year's end.

Digitization makes rare and historic materials more accessible

Road maps, topographic maps, plat maps of the mountain region, as well as some historic maps of the WCU campus and historic letters were digitized and described during the year, forming a digital collection titled Western North Carolina Regional Maps.

The website digitalhumanities.wcu.edu was launched to provide a platform to highlight projects on campus and to showcase library-supported digital humanities tools. Also in 2015-16, descriptions of many of the library's Special Collections materials were migrated into a web-based format to make finding aids more accessible to online viewers. By the end of the year 2015-16, more than 160 finding aids had already been moved online.

The North Carolina Preservation Consortium recognized the Hunter Library's digital collections with the 2015 Award for Preservation Excellence. This award recognizes institutions in North Carolina with a commitment to the preservation of heritage of enduring value.

Donations of new materials strengthen Special Collections resources

During the 2015-16 year, Special Collections received several new donations that will be useful for regional researchers. The collection included photographs, manuscripts, and materials related to Buncombe, Haywood and Jackson counties.

The family of Horace Kephart donated additional materials for inclusion in the Kephart collection, which contains the library's most requested Special Collections materials. Kephart was instrumental in the establishment of the Great Smoky Mountains National Park.

The WCU Office of Communications and Public Relations gave more than 3,600 WCU photographs of a variety of campus activities that took place from the 1930s to the 1970s. A finding guide has been created for these photographs. Special Collections also received more than 40 large, framed photographs of the graduating classes of the School of Nursing, which awarded its first nursing degrees in 1973.

Services and Outreach

Research Assistance

Hunter Library's research and instruction librarians provided assistance in person, by telephone, email, and through the online chat service. An after-hours chat support service was provided by NC Knows, a consortium of research librarians throughout the state. Librarians also offered support to students at the Biltmore Park instructional site via on-side office hours and a new Skype-based video assistance service.

Online Research Guides and Tutorials

All of the research guides housed on the library's webpages were upgraded, and are available for every discipline. The interdisciplinary guides on "Career Information" and "Finding Newspapers" were upgraded, in addition to close to 30 new online tutorials that focus on frequently-asked questions (such as how to access course reserves and how to manage citations)

Information Literacy Instruction

Librarians worked closely with university teaching faculty to provide instruction to help students to better understand information literacy. They taught information literacy classes to groups of students in the library, across campus, and at the Biltmore Park instructional site.

Other Support for Students

1. *Long Night Against Procrastination*

   On Nov. 9, 2015, "Long Night Against Procrastination," offered an evening of concentrated help at the library for students seeking assistance with specific academic goals. Tutors from the Writing and Learning Commons joined Hunter librarians for the event.

Reference chat service.

2. *Lectures for History and Genealogy Students*
>>Introduction to Digitization, July 17, 2015
>>Digital Tools for Genealogy, Sept. 9, 2015
>>Creating Digital Exhibits with Omeka, Feb. 22, 2016

3. *Scholarly Opportunities*
Students who were enrolled in a graduate-level English course, annotated letters in the library's Special Collections holdings, added contextual information, and transcribed materials to be added to the digital collection. This project provided an opportunity for the emerging scholars in the area of open access publishing and new forms of scholarly communication.

Support for Faculty

1. *Boosting Scholarly Profile Program*
In the summer of 2015, several librarians hosted an online self-paced guide for faculty entitled "Boost Your Scholarly Profile." Each week librarians published a new task intended to help faculty members strengthen their pro- fessional presence online. They were guided through several relevant activities, including the creation of Google Scholar profiles and then submitting their scholarship to NC Docks, the WCU institutional repository.

2. *Hunter Scholar Award*
The library was a sponsor of the 2015-16 Hunter Scholar Award, which recognizes and supports outstanding faculty research. Dr. Yanjun Yan, assistant professor of engineering and technology, received the award for a year-long project involving micro-robotics research. Her goal was to design an optimal distributed control algo-rithm to enable a swarm of micro-robots to accomplish a task.Dr. Mimi Fenton, professor of English, was named on Feb. 16, 2016, to receive the Hunter Scholar award for 2016-17. Her project will focus on the development of digital resources for global humanities studies.

Left to right: Dr. Farzaneh Razzaghi, dean of Library Services, Dr. Mimi Fenton, and Yanjun Yan.

Library Workshops for the WCU Community

Hunter Library hosted the following workshops during the 2015-16 year:

1. "Author Rights in a Digital Environment," March 2, 2016, for faculty and other authors making publi-cation agreements with publishers.
2. "Introduction to Zotero," held March 15, 2016, instruction in the creation of bibliographies in MLA, Chicago and APA styles.
3. "Basics of Digitization," April 4, 2016, covering basic equipment, best practices for scanning, file-nam-ing conventions and digital preservation practices.
4. "Introduction to GIS (Geographic Information Systems)," April 6, 2016, held in partnership with the Department of Geosciences and Natural Resources.
5. "Introduction to Copyright," April 18, 2016, for persons who use reproductions of print or digital

works, films, photographs and other media.
6. "Data Management and Archiving," April 21, 2016, for university researchers.

Library Exhibits
1. Outdoor Resources in Western North Carolina (July 2015)
2. 2015 One Book Finalists (July-August 2015)
3. Hispanic Heritage Month (September 2015)
4. Banned Books Week (September-October 2015)
5. Africa: More than a Continent (September 2015-March 2016)
6. Halloween Display (October 2015)
7. Native American Heritage Month (November 2015)
8. Ways to De-Stress (December 2015)
9. Martin Luther King, Jr. Day (January 2016)
10. African American History Month (February 2016)
11. Blind Date with a Book (February 2016)
12. Faculty Scholarship Celebration (February-March 2016)
13. Women's History Month (March 2016)
14. Freedom of Information Act (March 2016)
15. Development Trends in Africa (March-May 2016)
16. National Library Week (April 10-16, 2016)
17. How to Survive Final Exams (April – May 2016)
18. 2016 National Conference on Undergraduate Research (June – August 2016)
19. 2016 One Book Finalists (June – August 2016)

Special Events
1. Annual book sale, Oct. 2015
2. "Re-calibrate Your Compass," library booth at mid-semester event, Oct. 2015.
3. 3DU Grand Opening Celebration (co-hosted with Technology Commons), Nov. 2015.
4. Maps Talk-and-Tour, Nov. 2015, overview of maps digital collection
5. NaNoWriMo (National Novel Writing Month), a collaboration with Jackson County Public Library, Nov. 2015
6. Library Volunteer Day, Jackson County School of Alternatives.
7. Tech Talks, co-sponsored with the Technology Commons Feb, 2016
8. Egg hunt in the library, March 2016
9. Month-long food drive for local families in need (April 2016)
10. Card-making workshop, April 2016
11. Coloring at the library, April 2016
12. Edible books contest, April 2016
13. WCU Orientations for first-year and transfer students

Library Faculty and Staff Activities

Grants

Elizabeth Marcus and Ann Hallyburton, State Library of North Carolina Library Services and Technology Act EZ Literacy and Lifelong Learning grant for 2016-17, awarded in May 2016 from the Institute of Museum and Library Services of Washington, D.C., to be used for equipment to strengthen information literacy classes for students, $37,000.

Liz Skene, "Implementing a Sustainable Library: A WCU and School of Alternatives Collaboration," funded by the WCU College of Education and Allied Professions, $350, August 2015.

Liz Skene, "Preservation Needs Assessment," August 2015, Conservation Center for Art and Historic Facts.

Mark Stoffan, "A Digital Preservation Consultation for Hunter Library," December 2015, National Endowment for the Humanities, $6,000, December 2015.

Publications

Tina Adams wrote four book chapters on support for distance education that will be published in the reference resource, The Sage Encyclopedia of Online Education, in October 2016.

Paromita Biswas and Elizabeth Skene co-authored a paper, "From Silos to (Archives) Space: Moving Legacy Finding Aids Online as a Multi-Department Library Collaboration," published in The Reading Room: A Journal of Special Collections, Spring 2016, Volume 1, Issue 2, pages 65-84.

Heidi Buchanan, Liz Skene, Ann Hallyburton, and Sarah Steiner wrote an article, "Reaching Faculty During the Summer: Taking Inspiration from the Blogosphere," published in College and Research Libraries News, Volume 77, No. 3, March 2016, pages 140-143.

Heidi Buchanan and Beth McDonough, co-authored a chapter, "Right on Time: Best Practice in One-Shot Instruction," in The New Information Literacy Instruction: Best Practices, a book published by Rowman and Littlefield, Nov. 12, 2015, pages 85-102.

Gillian Ellern, Robin Hitch, and Mark A. Stoffan, authors, "User Authentication in the Public Areas of Academic Libraries in North Carolina." Information Technology and Libraries, Volume 34, No. 2, June 2015.

Katy Ginanni's review of Rightsizing the Academic Library Collection by Suzanne M. Ward was published in Technical Services Quarterly, Volume 33, Issue 1, pages 106-108, 2016. Ann Hallyburton contributed the section, "Library Partnerships," in the 2015 Encyclopedia of Nursing Education. Hallyburton's article, "Collecting to the Core---Online Allied Health Resources for the Classroom and the Clinic," was published in the professional journal Against the Grain, Volume 27, issue 4.

Hallyburton's article, "A Conceptual Approach to Practitioners' Health Information Literacy" was accepted for Reference Services Review, Volume 44, to be published in 2016.

Beth McDonough wrote a chapter, "Beyond tools and skills: Putting information back into information literacy," in the book, Not just where to click: Teaching students how to think about information, published in April 2015 by the Association of College and Research Libraries, pages 37-51.

Liz Skene's article "Digitizing to Help Finding," was published in Museums in Partnership (Western North Carolina) News and Note, 1st ed., Volume 3, February 9, 2016, page 9. A chapter by Mark A. Stoffan titled "An overview of research data management in regional libraries in North Carolina.," was published in Envisioning Our Preferred Future New Services, Jobs, and Directions (Creating the 21st Century Academic Library, Vol. 8), Lanham, Maryland, June 2016.

Presentations

Paromita Biswas and Joel Marchesoni, CONTENTdm User Group meeting, October 2015, Nashville, Tennessee, and at the biennial conference of the North Carolina Library Association, Greensboro, N.C., November 2015.

Kristin Calvert, "The weighted allocation formula and the association between academic discipline and research cited by faculty," Seventh Annual Collection Management and Development Research Forum, annual conference, American Library Association, Orlando, Florida, June 2016.

Gillian Ellern, "Behind the scenes of image storage and retrieval in contentDM," group meeting of the Southern contentDM user Group, Nashville, Tennessee, August 2015.

George Frizzell, dedication of the Historic Webster Walking Tour, Sept. 3, 2015; "The Flood of 1940 in Jackson County, Jackson County Historical Association; Sept. 3, 2015, "The Jackson County Election of 1920," Jackson County Genealogical Society, October 8, 2015; North Carolina Folklore Society's 102nd annual conference, Oct. 9, 2015; "The Alexander Zachary Store Ledge of 1843-49 and Cashiers History," Cashiers Historical Society, Oct. 20, 2015; Cherokee High School class, Dec. 2, 2015; Cashiers Historical Society, April 1, April 3, and June 9, 2016.

Katy Ginanni and Peter Johnson, "Issues in Book and Series Acquisitions," the Charleston Conference, and "A Primer on Planning Grants: The Cliffs Note Version," at the Charleston Conference, Charleston, South Carolina, November 2015.

Ann Hallyburton, Mid-Atlantic Chapter, Medical Library Association, Asheville, North Carolina, October 2015.

Beth McDonough, virtual conference, Student Coalition for Action in Literacy Education, November 2015.

Elizabeth Marcus and Heidi Buchanan, conference of the North Carolina Library Association conference, Greensboro, North Carolina. Marcus also made a poster presentation at the conference, October 2015.

Liz Skene, "Basics in Digitization, "Museums in Partnership, Western North Carolina, April 2016, Asheville, North Carolina, April 2016.

Sarah Steiner, webinar presentations: "Why Should I Care About This?' Improving Student Motivation in the One-Shot Classroom," April 14, 2016, Northeast Florida Library

Information Network; "Take Your Virtual Reference Services from Good to Great: Establishing Patron-Centered VR Standards," November 12, 2015, Northeast Florida Library Information Network; "Get Hired: Best Practices for the Library Job Seeker," Oct. 15, 2015, Simmons College Graduate School of Library and Information Science continuing education program; "How to Improve Your Library Instruction: Assessment in Five Minutes," Oct. 7, 2015, for the American Library Association.

Professional Participation

    Kristin Calvert is the inaugural library faculty member selected to participate in the WCU's Women's Leadership in Action program. During the 2015-16 year, she also was chosen as to participate in the HERS Bryn Mawr Summer Institute to be held in July 2016. The institute prepares women faculty and administrators for leadership roles in higher education. Calvert serves as an instructor for the online course, Fundamentals of Collection, offered through the Association for Library Collections and Technical Services.

Katy Ginanni was elected to a three-year term in 2015-16 as member-at-large for the acquisitions section of the Association for Library Collections and Technical Services of the American Library Association. Ginanni also serves on the editorial board for Serials Review. Ann Hallyburton and Beth McDonough served as subject editors for Resources for College Libraries. McDonough also served as a peer reviewer for The Canadian Journal of Academic Librarianship.

Sarah Steiner serves on the editorial board of College & Research Libraries. Steiner is an invited web instructor for the American Library Association, Northeast Florida Library Information Network, and the continuing education program of Simmons College Graduate School of Library and Information Science.

Community Engagement

1. Paromita Biswas served as a judge for North Carolina History Day competition.

2. Jill Ellern was a member of the computer degree advisory committee at Southwestern Community College.

3. Katy Ginanni served as a volunteer at the Community Table in Sylva and at the Mountain Farm Museum of Cherokee, part of the Great Smoky Mountains National Park's Oconaluftee Visitor Center.

4. Beth McDonough conducted workshops for teachers attending professional development seminars at the North Carolina Center for the Advancement of Teaching in Cullowhee. She also was one of the organizers for a film-viewing and diversity dialogue held at Mad Batter Food and Film in Sylva.

5. Liz Skene, in collaboration with the WCU Leadership Academy, led a library reorganization at the Jackson County School of Alternatives (the Hub). Dana Wood and Tina Adams also participated in this effort. Skene also provided instruction, guidance and support for a digital exhibits project of the Haywood County Library documenting African American history.

6. Sarah Steiner, head of research and instruction services, partnered with the Jackson County Public Library to host a series of events to support writers during National Novel Writing Month (November 2015).

7. Historic Webster Walking Tour, remarks by George Frizzell, Sept. 3, 2015

8. "The Flood of 1940 in Jackson County," program by George Frizzell for Jackson County Historical Association, Sept. 26, 2015

9. Alexander Zachary Store Ledger of 1843-49 and Cashiers History, talk by George Frizzell, Oct. 20, 2015.

10. Special Collections tour for the annual conference of the North Carolina Folklore Society, Oct. 9, 2015

11. Tour and presentation on Cherokee Indian resources in Special Collections, Cherokee High School, Dec. 2, 2015.

12. Cashiers Historical Society, assistance from Special Collections in preparation for Horace Kephart Symposium, June 9, 2016, Cashiers.

13. Partnership with the Jackson County Public Library for a series of events designed to encourage and support local authors.

14. Workshop instruction for teachers attending seminars at the North Carolina Center for the Advancement of Teaching.

15. Library staff members served on a variety of, local community committees, such as judging students competitions, volunteering in the Great Smoky Mountains National Park, and helped organizing the library at a local alternative high school.

New Hires (full-time)
Hunter Library welcomed new personnel in several departments during the 2015-16 year:
1. Tina Adams, electronic resources librarian, Sept. 1, 2015.
2. Matthew Brower, research and instruction librarian, March 15, 2016.
3. Kellen Carpenter, university library technician, May 1, 2016.
4. Jenny McPherson, university library technician, May 23, 2016.
5. Dr. Farzaneh Razzaghi, dean of library services, Aug. 1, 2015.
6. Antionette Vanterpool, cataloguer, Feb. 1, 2016.
7. Jessica Zellers, collection development librarian, Jan. 14, 2016.

Retirements
Four employees, long-time members of the staff who will be greatly missed, announced their retirements in 2015-16:

1. Tim Carstens, associate dean of library services, retired June 1, 2016, after 26 years at the library. He first served as head of cataloging and was promoted to head of cataloging and acquisitions. He was named head of the Content Organization and Management department in 2010 and served as associate dean since 2014.

2. Anna Fariello, associate professor, Digital Initiatives, retired on July 1, 2016. Fariello came to the library in 2004 as visiting associate professor and was the project leader for the grant-funded Craft Revival.

3. George Frizzell, head of Special Collections, devoted his entire professional career to Hunter Library. He joined the staff in 1982 as a research assistant and was named head of the department in 1989. He retired July 1, 2016.

4. Reatha Wilkey, electronic resources access coordinator, retired June 30, 2016. Her career at Hunter Library spanned 30 years, serving as a serials check-in clerk and bindery assistant.