

HUNTER'S CLARION

The newsletter of Hunter Library at Western Carolina University



First Impressions

Enriching the Library Experience for First-Year Students

BY ELIZABETH MARCUS | EMARCUS@WCU.EDU
Undergraduate Experience Librarian

My first serious encounter with academic research took place in the fall of 2002, when I was a senior in high school. After much consideration, I chose interior design as my senior project theme. The media center had very few books on the subject and most of those books were outdated. Joyce Perkins, my calculus teacher and a WCU alumna, suggested that I visit Hunter Library to obtain a community borrower's card and check out books related to my research. I dismissed the suggestion nonchalantly, assuring her that I could find sufficient information online. In reality, as a future first-generation college student, I was terrified at the thought of using a university library. How would I find what I needed? Would anyone be available to help? If so,

would I look stupid asking for help? Where could I park without getting a ticket? The concerns were endless.

After becoming acquainted with Hunter Library as a freshman and practically living there as a history major years later, I realized that the research process was not scary at all. In fact, my love for research led me to pursue a master of library science degree as well as a career in academic librarianship. As the new undergraduate experience librarian, I have the privilege of introducing first-year students to the library's services and vast collections, both physical and virtual, in an attempt to calm the anxiety that I vividly remember struggling with many years ago.

Library or information anxiety is real. Many studies have found the fear to be debilitating for undergraduate students during the course of their academic career. Pioneer research conducted in 1986 by Constance A. Mellon, professor of library and information studies at East Carolina University, and published in her article, "Library Anxiety: A Grounded Theory and Its Development," suggests that library anxiety stems from four primary causes—the size of the library, lack of knowledge about where things are located, how to begin and what to do.

Although Mellon's article was written almost 30 years ago, librarians continue to encounter

To become familiar with Hunter Library's collections and services, a group of first-year students were given a list of items to find and sent on a self-tour. They documented the tour through Instagram. What are some of the things they found? "something unexpected for a library," Java City coffee shop; "Giant children's book," in the Curriculum Materials Center; "best study spot," diner-style booth on the main floor; "unusual book," a volume about vampires. More photos at instagram.com/hunterlibrary

these anxiety causes on a daily basis. Of course, library holdings in 1986 were overwhelmingly physical, producing a very different research experience for first-year students than is experienced today. Library anxiety in 2015 is complicated by the fact that many information sources are electronic and students are faced with the task of navigating and evaluating all online resources to find credible information.

Over the past year, Hunter Library has intensified its efforts to alleviate anxiety for first-year students in several ways. An Instagram self-tour activity was launched in the summer of 2014. For this activity, students were divided into groups and given assignments to discover and photograph various objects in the library building. For example, they were asked to find the best study spot, or something that they didn't expect to see in a library. When assignments were completed, each group shared their findings in the electronic classroom via the library's Instagram account. Students in WCU's Academic Success Program, Summer Learning Communities and transition courses participated in the Instagram activity. The

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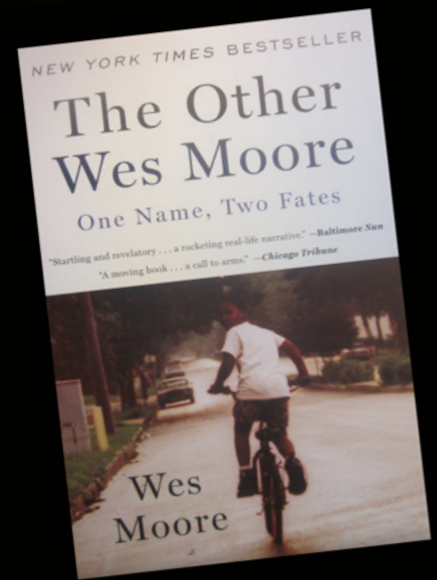
First Impressions, cont.

exercise allows students to become familiar and comfortable with the library's resources and services before being required to launch into a large research assignment.

In addition to working with first-year summer and transition courses, the library's Research and Instruction Services department is heavily involved in the research component of the Writing, Rhetoric and Critical Studies program (English 101 and 202 courses). Librarians work closely with English instructors to ensure that students are confident in their ability to find and evaluate information for research assignments. Library instruction for the program also emphasizes the importance of lifelong information literacy and relates research skills obtained in class to everyday information needs.

Research instruction is not the only way Hunter's librarians connect with first-year students. Recently, the library was given a permanent seat on the First-Year Experience cabinet, a campus-wide committee that creates and manages initiatives that foster student success. Several librarians are involved in WCU's first-generation student mentoring program, which pairs interested students with faculty and staff who were also first-generation students. These mentors provide advice and support to individuals who have not otherwise been exposed to the college experience. Hunter's work study and non-work study programs provide many students with their first employment opportunities to gain valuable customer service and soft skills considered essential by future employers. Lastly, the library participates in the selection of the One Book, a common freshman reading experience that encourages discussion and a sense of community among students as well as the university as a whole.

Hunter Library's mission to enhance the first-year experience and relieve library anxiety is imperative as WCU continues to focus on improving student retention. A positive academic research experience for all first-year students may not ensure 100% student retention rates, but it is certainly a step in the right direction.



One Book

Each year, the WCU librarians help with the university's selection of One Book, the book that all freshmen will read during their first year of college. For 2015-16, the selection is *The Other Wes Moore: One Name, Two Fates*. Written by Wes Moore, the book is the story of two boys from Baltimore with similar backgrounds and the same name who grew up to have profoundly different lives. Faculty members can find ideas on how to include the book in their courses at researchguides.wcu.edu/wesmoore.



Mountain Heritage Center Makes Temporary Move to the Library

The offices and some exhibits of the Mountain Heritage Center are moving to the library temporarily. The move is part of a plan in which the museum will eventually be housed in a new welcome center on campus. While planning and construction of the welcome center are underway, the Mountain Heritage Center staff members will work in offices on the second floor of the library in Room 240, formerly Interlibrary Loan offices. Interlibrary Loan has moved to Room 184 on the first floor.

The Mountain Heritage Center, a regional resource for education and research, has been housed in the H.F. Robinson Administration Building since 1979. Pam Meister, curator of the MHC, and Becky Kornegay, acting dean of library services, concurred that the MHC's move to the library is a positive one for both units. Having the MHC in the library will enable both units to strengthen their partnerships and collaborative work related to documenting the history of the Appalachian region, Kornegay said. Meister said the move to the library could spark greater student awareness of the center and an increase in student participation in the center's programming.

Finding Answers

Queries to reference desk range from chemistry experiments to superheroes

BY SARAH STEINER | SKSTEINER@WCU.EDU

Head of Research and Instruction Services

You already know that you can get research assistance from the friendly librarians at Hunter Library, but the breadth of questions that we're asked through our reference desk and online chat service may surprise you. Here are just a few of the interesting and difficult questions we've answered in recent years; in some cases, they required a lot of exploration!

- Would you be able to help me find information on how to determine an individual's age only using their joints?
- What is a hadicaw?
- Can you help me find information on the literacy rates in Cuba in the 1950s, particularly 1957?
- What is the cost of starting my own hydroponic blueberry farm?
- I need a map of East Laporte from between the 1920s and 1940s showing the company town of the Blackwood Lumber Company that was there during that time. I need to see the buildings and the rails that they used to haul felled trees.
- I need to know the construction costs for the original Atlanta airport.
- When I search for books and articles about the South [region] I get South Carolina, South Dakota, and South Chicago. How can I get rid of these?
- I am looking for recent books on the effects of robots in the workplace—how they are displacing human workers, for example.
- I need a list of famous mentally ill people.
- Is there a shelf where I can find lots of books with chemistry experiments in them?
- Do we have a video on jumping rope?
- Where would I look to find last December's unemployment rate?
- I need a general description of the state of the economy in Latin America.
- Can you help me find a list of all the nuclear power plants in the United States this year and in 1980?
- How can I find a peer-reviewed article on the myth that it's always better to hold in rather than express anger? It's for my psychology class.
- I need to see the text of the speech President Bush gave right after 9/11.
- I am searching for some business books written in Chinese.
- Can you help me find sources for a report on the history of vertical line function?
- I need a book about "something that worked"—a social program, a restaurant... anything!
- I need a list of superheroes from before the Superman comics came out.
- I am looking for some peer-reviewed articles on gender roles in Saudi Arabia.
- I need a book on moonshine in Appalachia. Do we have any?

Got a Question?

You can reach a librarian at the reference desk, online via live chat, or by phone or email. For in-depth questions and research consultations, you may want to contact the subject specialist for your discipline. For more information on all of your contact options, visit <http://wcu.beta.libguides.com/help>.



Faculty Studies: A Quiet Place for Research

Several private study rooms located on the ground floor of the library are available for WCU faculty members seeking a space close to library resources for writing, study and research projects. The rooms are furnished with a built-in desktop, shelving for books and other materials and also have wi-fi and a large window. Applications for faculty studies are available at the circulation desk. They are assigned at the beginning of each semester.

Activities and Accomplishments

Content Organization and Management department head **Kristin Calvert** published on her research into the connection between use of the library's research materials and the use of *Find It!*, the library's discovery tool. The article, "Maximize academic library collections: Measuring changes in use patterns owing to EBSCO Discovery Service," appeared in the January issue of *College & Research Libraries*.

A book review by **Peter Johnson**, head of Access Services, was published in the October 2014 issue of the *Journal of Access Services*. Johnson reviewed *Better Library and Learning Space: Projects, Trends and Ideas*. He also attended the Access Services Conference held in Atlanta in November 2014. In late 2014 and early 2015, Johnson and **Katy Ginanni**, collection development librarian, administered a Library Services and Technology Act grant from the State Library of N.C. that engaged consultants to develop a plan for future library services and initiatives at WCU's Biltmore Park instructional site.

Research and Instruction Services librarian **Ann Hallyburton**, liaison to Health and Human Sciences, has two publications in press. The first, "Collecting to the core: Allied health online resources for the classroom

and the clinic" will appear in *Against the Grain*. The second publication is an invited chapter of the forthcoming edition of the *Encyclopedia of Nursing Education*, on library partnerships.

JoAnn Marvel accepted a circulation position in Access Services in August 2014. She had been the interlibrary loan lending coordinator since 2012. She is now busy greeting and assisting patrons in the Circulation department and working on special projects. She also assists the Research and Instruction Services department at the library's reference desk.

Research and Instruction Services librarian **Beth McDonough**, liaison to the College of Education and Allied Professions, authored a book chapter, "Beyond Tools and Skills: Putting Information Back into Information Literacy," in the forthcoming American Colleges and Research Libraries book, *Teaching Students How to Think About Information*. She will also present a paper on the subject of her dissertation, *Critical information literacy in practice: An interpretive review*, at the Canadian Association of Professional Academic Librarians conference, Academic Librarianship and Critical Practice to be held in Ottawa, Ontario, May 31-June 2.

New Librarians Join Research and Instruction Services



Two new librarians are assisting students and faculty members in consultations at the reference desk and through the library's online chat reference service. The new research and instruction librarians are Raymond Maxwell and Cara Barker. Maxwell is the liaison librarian for the College of Business. Barker serves as the liaison for the Communication, Psychology, Fine and Performing Arts and Modern Foreign Languages departments.

Maxwell recently earned his master's degree in library and information science at the Catholic University of America in Washington, D.C. He returned to graduate school after retiring from a career with the U.S. Department of State that spanned more than 20 years. His most recent position was deputy assistant secretary of state for the Bureau of Near East Affairs, specializing in North African policy. Prior to that position, he was director of the bureau's Office of Regional and Multilateral Affairs. He has served in management positions at United States embassies in Angola, Egypt, Iraq, Syria, Ghana, Guinea-Bissau and London.

He earned his bachelor's degree at Florida A&M University and his master's in international studies at the School of Oriental and African Studies of the University of London.

Maxwell is a member of the board of directors of the North Carolina Governor's School Foundation and a former board member of the Foggy Bottom Association and the American Foreign Service Association.

Barker is a 2000 graduate of Boston University, where she earned her bachelor's degree in film and television. She received her master's in library and information science degree from the University of Washington in 2014.

Prior to coming to WCU, Barker was a librarian assistant at universities in Washington and California for 14 years. She was a student reference specialist at the University of Washington Libraries and also held positions in the libraries of Claremont (California) Colleges and Santa Monica Community College.

A Southern California native, she is a member of the American Library Association, the Association of College and Research Libraries and the Reference and User Services Association.





Kornegay Returns as Acting Dean

Becky Kornegay is back at Hunter Library to serve as acting dean of library services while a national search for a new dean is underway. Dana Sally, the library's dean for the past six years, retired December 31 and moved to Portland, Oregon. WCU Provost Alison Morrison-Shetlar named Kornegay to the acting position in January. She was the reference librarian with the longest history at Hunter when she retired, in December 2013, after a career of 30 years. "I loved my year of retirement. But Hunter Library and WCU mean a lot to me," said Kornegay. "I hope my coming back can make this gap between Dr. Sally and the new dean a smooth transition."



New ILL Coordinator

Julia Winfrey, a Winston-Salem native, is the new lending coordinator for the Interlibrary Loan department. Winfrey, who joined the library staff in February, has a library career that spans 17 years in North Carolina university libraries. She has held positions at the Z.S. Reynolds Library at Wake Forest University, Atkins Library at the University of North Carolina at Charlotte, Belk Library at Appalachian State University, Elon Law Library and the North Carolina Central University Law Library. She is a graduate of Appalachian State University. As lending coordinator, Winfrey works with institutions seeking to borrow materials from WCU's library collections, including a variety of books, microfilm, videos, CDs, dissertations and articles or chapters from books or magazines.



Calvert Named COM Department Head

Congratulations to Kristin Calvert, the new head of Hunter Library's Content, Organization and Management department. Calvert formerly served as electronic resources librarian, a position she has held since joining the library in 2011. She began her new role February 1, succeeding Tim Carstens, who is now associate dean of library services.

Previously the head of periodicals at Saint Anslem College in Manchester, New Hampshire, Calvert has also held positions at Yankee Book Peddler, a major academic book vendor, and the University of California's Northern Regional Library Facility.

She earned her bachelor's degree in political science at the University of California at Berkeley and her master's degree in library and information science at the University of Rhode Island.

The COM department's 16 employees are responsible for cataloging and metadata, collection development, acquisitions, electronic resource management and serials.



Run/Walk Challenge Benefits Veterans

Braving a thermometer reading that had plummeted to 15 degrees, (left to right): **Becky Kornegay, Hiddy Morgan, Ruby Banerjee** and **Katy Ginanni** of Hunter Library completed a 5K run/walk on Saturday, Nov. 15, for a good cause. The event, held in Sylva, raised funds to support programs for local veterans suffering from post-traumatic stress syndrome and substance abuse. Sponsors included the sports marketing class at Smoky Mountain High School and Jackson County's veterans office. Kornegay is the acting dean of library services, Ginanni is collection development librarian and Banerjee is a library specialist in research and instruction services. Morgan, who retired from the library in 2010, has returned part time in cataloging.



Student workers and their supervisors work together to make a variety of fun events happen. Here (left to right) Shirley Finegan, Caroline Wood, Shirley Beck, Michelle McDuffie and Bethany Kidd fill plastic eggs with candy in preparation for an April egg hunt. Students who came to the library were surprised to find treats alongside books among the stacks and shelves throughout the building. Staff members Finnegan, Beck and Kidd are student supervisors. Wood and McDuffie are among the 37 students working at the library this spring.

Supervisors of Students Take Their Job to Heart

BY BETHANY KETTING | BKETTING@WCU.EDU
Interlibrary Borrowing Coordinator
and Student Worker Supervisor

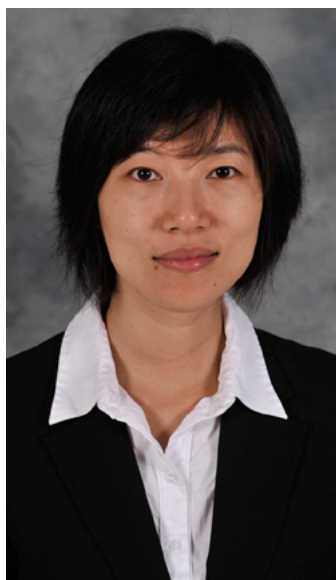
There is more to being a supervisor of the 37 students who are working at the library this year than meets the eye. Of course, we fill out paperwork, prepare work schedules for students, and approve their timesheets. But, for many of us, the best part of the job as supervisor is being able to get to know our students and help them navigate their time here at WCU.

Many of our student workers are on their own for the first time and sometimes need advice. We try to make sure they know what resources are available within the library and the community as a whole. They know that they can come to us for help. Some of our student workers think of us as their work moms or older siblings.

We also get to have fun with our students. Every fall our new student workers go on a library tour to meet each other and the other supervisors. A favorite fall event is an activity known as the “Lock-In”. On a Friday night after the library has closed, our student workers stay in the building for four hours of specialized training sessions. Afterwards, they’re free to go or stay to play games, watch movies and spend the night.

Before Christmas break the supervisors get together and make goodie bags full of homemade deliciousness to help the students get through their exams. Student Appreciation Day held each spring is our big “thank you” to students for all the hard work they do. During this all-day event, students play games and eat yummy homemade food that the gracious employees of the library have fixed for them. Student workers who are graduating receive gifts each year. We also organize National Library Week activities involving our student workers.

We are proud of our students; they work many hours and learn many different job tasks. We are grateful to them for helping to make the library run smoothly.



Yan Named Hunter Scholar for 2015-16

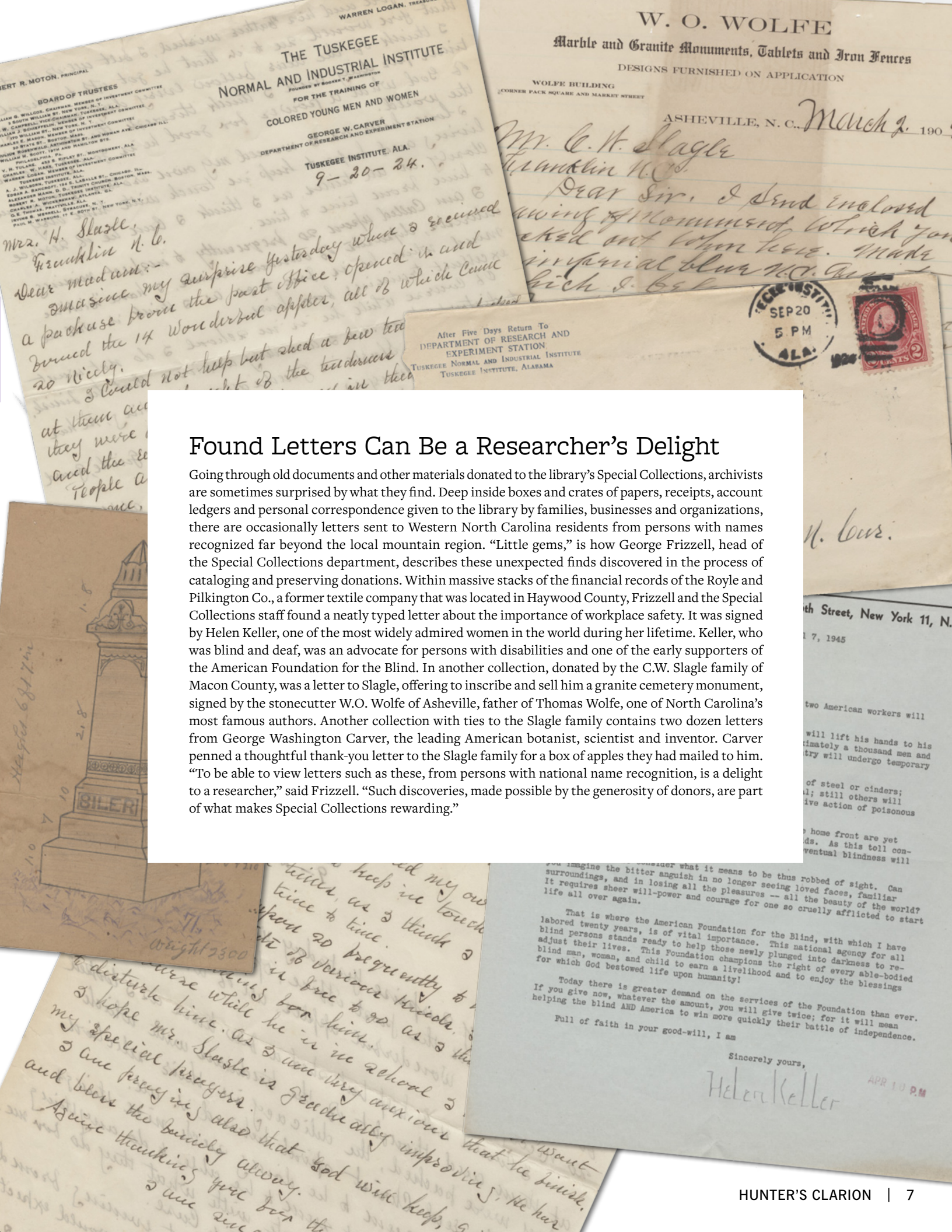
The 2015-16 Hunter Scholar is Yanjun Yan, assistant professor of engineering and technology, whose recent research focuses on micro-robotics.

A member of the WCU faculty since 2013, Yan was announced as the honoree during the reception for the annual Faculty Scholarship Celebration held March 4 at Hunter Library. During her year as Hunter Scholar, Yan will have the assistance of a graduate research assistant and additional support from the library for focused micro-robotics research.

Yan’s project goal is to design an optimal distributed control algorithm that will enable a swarm of micro-robots to accomplish tasks. Despite their simple structure, micro-robots, which can be as small as a penny, can accomplish complex tasks together, such as moving objects larger than themselves.

Yan earned her bachelor’s and master’s degrees at Harbin Institute of Technology in China and master’s and doctoral degrees at Syracuse University, where she won the outstanding graduate award in electrical engineering. She received the 2014 Faculty Scholarship and Creative Activities Award and the RAPID Centre and Kimmel School 2015 Research Award at WCU.

In addition to swarm intelligence and micro-robotics, her research interests include statistical signal processing, applied in detection and estimation, tracking, fusion, wireless communications and pattern recognition; prognostics and diagnostics applied in wind energy systems; and biometrics, especially on face recognition.



Found Letters Can Be a Researcher's Delight

Going through old documents and other materials donated to the library's Special Collections, archivists are sometimes surprised by what they find. Deep inside boxes and crates of papers, receipts, account ledgers and personal correspondence given to the library by families, businesses and organizations, there are occasionally letters sent to Western North Carolina residents from persons with names recognized far beyond the local mountain region. "Little gems," is how George Frizzell, head of the Special Collections department, describes these unexpected finds discovered in the process of cataloging and preserving donations. Within massive stacks of the financial records of the Royle and Pilkington Co., a former textile company that was located in Haywood County, Frizzell and the Special Collections staff found a neatly typed letter about the importance of workplace safety. It was signed by Helen Keller, one of the most widely admired women in the world during her lifetime. Keller, who was blind and deaf, was an advocate for persons with disabilities and one of the early supporters of the American Foundation for the Blind. In another collection, donated by the C.W. Slagle family of Macon County, was a letter to Slagle, offering to inscribe and sell him a granite cemetery monument, signed by the stonecutter W.O. Wolfe of Asheville, father of Thomas Wolfe, one of North Carolina's most famous authors. Another collection with ties to the Slagle family contains two dozen letters from George Washington Carver, the leading American botanist, scientist and inventor. Carver penned a thoughtful thank-you letter to the Slagle family for a box of apples they had mailed to him. "To be able to view letters such as these, from persons with national name recognition, is a delight to a researcher," said Frizzell. "Such discoveries, made possible by the generosity of donors, are part of what makes Special Collections rewarding."



Two Seniors Honored as Outstanding Student Workers

Katie Marshall of Roanoke Rapids and Zach Behm of Asheville are Hunter Library's outstanding student workers for the 2014-15 year. The students, who are graduating from WCU in May, were among 37 students who worked in part-time positions at the library this year, assisting in many facets of library operations, from shelving books to creating displays.

A social work major who wants to go to graduate school and become a therapist, Behm has worked at the library for almost two years. He transferred to WCU from Asheville-Buncombe Technical Community College.

"In a short time, he has done much to impress us with his capabilities, and his suggestions helped us better serve our patrons," said his supervisor, Shirley Finegan. "Zach's attention to detail is impeccable and organization runs in his blood."

Behm has worked in several departments and gained an excellent overview of the inner workings of libraries. His duties ranged from straightening book shelves to keeping the DVD and CD collections in order. He learned to repair damaged books and improved the organization of the library's collection of newspapers. He also took on tasks in serials, collection development and the Curriculum Materials Center.

Marshall is an English major who plans a career in writing and editing. She has worked at the library for three years, including semester breaks and summers. "Katie is one of our most dependable students, who has performed above and beyond by taking on additional duties," said Finegan.

Marshall often volunteered for extra assignments, including assisting staff members in the Curriculum Materials Center, creating book displays, repairing books, and writing for the library newsletter. She also helped to organize the library's vast assortment of maps and helped to design signage that enables patrons to navigate the collection more easily.

Marshall and Behm were selected as the year's honorees by a committee of library staff members who supervise student workers. "Katie and Zach are ideal student workers, and we'll miss them greatly when they graduate," said Finegan.



Give to the Library

Your gifts help strengthen and sustain our library's activities and programs. To make a donation, [visit us online](#) and click on "Give to the Library" or call the Library Administration office at 828.227.7307.

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On the Go and Need to Know?

Check out the mobile website for library users on the go. Renew a book, start your research or contact a librarian from your mobile device. You will find links for library hours, the library catalog and more: <http://www.wcu.edu/library/m/>

LIBRARY HOURS (effective Jan. 12, 2015)

Monday–Thursday	7 a.m.–2 a.m.
Friday	7 a.m.–7 p.m.
Saturday	9 a.m.–7 p.m.
Sunday	10 a.m.–2 a.m.

Hours vary during holidays and semester breaks.

JAVA CITY @ HUNTER LIBRARY

Monday–Thursday	7:30 a.m.–11 p.m.
Friday	7:30 a.m.–2 p.m.
Saturday	Closed
Sunday	6 p.m.–11 p.m.

FOR INFORMATION, GO TO: library.wcu.edu