

HUNTER'S CLARION

FISonline

by Dana Edge, Reference Librarian

NEW BUSINESS DATABASE

Hunter Library is pleased to announce FISonline, a new database for students and faculty in business. FISonline is the equivalent of Moody's Manuals, some of which we have in print since 1955. FISonline offers "one-stop shopping" for financial information on over 10,000 U.S. companies and somewhat less detailed information on nearly 15,000 international companies. It provides:

- Real-time news from *PR Newswire*, *Business Wire*, *Motley Fool Wire*, and *Small Stock News Network*
- Real-time EDGAR filings
- Income account, balance sheet, and operating statistics for at least 10 years

- 13 quarters of financial statements
- Fact Sheets (summary profiles on 1700 companies)
- Earnings estimates
- Annual reports (easy to read when you download the CPC Lite software provided by FISonline)
- Country profiles

To connect to FISonline, go to the Hunter Library homepage, click on "Online Resources," then "Listed by Subject," then "Business." You will easily find the link in this list.



This year's Paul Reid Distinguished Service Award was received by Hunter Library's very own Bill Kirwan.

UNIVERSITY LIBRARIANS 1923-2000

by George Frizzell, Archivist II-Special Collections

Our last issue covered Hunter's early years with the first three head librarians: Eleanor J. Gladstone (1923-1931), Lilian Barker Buchanan (1932-1967), and Peter W. Hart (1967-1969). We will resume our history with Robert L. Balliot (1970-1976) and finally, William J. Kirwan (1977-2000). Check out our Web site of archived issues (<http://www.wcu.edu/library/whatsnew/index.htm>) for a refresher of the information to this point.

The Balliot Years

Following Hart's departure, reference librarian Henry W. Wingate was named interim acting librarian. In June 1970 Robert L. Balliot, science librarian at Wesleyan University in

Middletown, Connecticut, arrived as the new University Librarian and took up the burden to build Hunter into a university library.

The 1971 annual report for the library stressed the steps being taken to ensure and improve quality, whether for the library facility, its collections, or its staff. A 1973 institutional self-study commented on the challenges facing the library. Library operations had been restructured to reflect technical and public services duties and improve workflow. The report praised the library staff, but also acknowledged the need for additional personnel as well as more space and improved collections. In general, the campus community rated the library's collections "reasonably" adequate for undergraduate programs and for instruction but in need of improvement for graduate programs and for research. School catalogs of the early 1970s noted that "graduate students will find that many of the library's resources for advanced research are on microcards and microfilm," even though "more and more

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UNIVERSITY LIBRARIANS

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scholarly books are being added to enlarge the scope of the library's holdings." However, in an August 1972 interview with the *Western Carolinian*, Balliot warned that inflation was already eating into the library's materials budget. Even so, the stacks had already exceeded their recommended capacity of 150,000 volumes by 20%. One source of the growing collection was government documents as the library became more active in its role as a selective depository. Eventually a separate documents section was planned to avoid having the items dispersed through the other collections.

Unfortunately, as the collections grew, the library had to contend with a floor plan that "fragmented" its holdings and hindered orderly arrangement. To alleviate some of the space and traffic flow problems, bridges connecting the mezzanines were constructed in 1973. Another improvement in the building was the installation of air conditioning, even though this meant a loss of some interior space as Hunter had not been planned with the need for ductwork in mind.

By late 1975, and without a library addition immediately forthcoming, it became necessary to provide more space for library staff. The building's fifth floor, previously used by the Library Science Department and also housing a children's book collection, was converted to offices and book stacks for 25,000 volumes. The children's books were moved to Killian Building. In the campus newspaper, Balliot commented that "the major problem is trying to maintain a balance between reader and stack space." It was just as vital to provide adequate study areas for students and faculty as it was to acquire new holdings. Despite a need for more physical space, Balliot stressed the quality of the collections, which were typically current and in support of the university's mission.



CRT-mid 70's

The application of computers to library work that is so familiar today became evident during Balliot's years. In the mid-1970s, acquisition of a CRT (cathode ray) terminal allowed Hunter's catalogers to connect by telephone line to the OCLC database (known then as Ohio College Library Center). On June 20, 1975, Hunter's staff cataloged their first book online.

After six years of service to Hunter, Balliot resigned as university librarian effective July 9, 1976. He retired after 35 years of library service in 1995 from the University of Pittsburgh—Bradford.



Robert L. Balliot

The Kirwan Years

The position of university librarian remained vacant for nearly a year. After August 1976 Joseph Creech served as interim administrative liaison. William J. Kirwan was appointed the new University Librarian beginning August 1, 1977. Previously, Kirwan had been director of library services at the West Virginia College of Graduate Studies Institute in Charleston, West Virginia.

A New Library Addition

One of Kirwan's first challenges was to keep the need for new library space in the forefront. A major physical expansion of the building became possible in 1978 when the state General Assembly allocated over five million dollars for an addition and renovation of the older structure. During the next months the architects, Six Associates of Asheville, produced working drawings, and bids on the project were awarded in early 1980. Work



New Addition Construction

began in April 1980, and the library proceeded to expand into an area that had once been part of Western's football stadium. Finally, on December 18, 1981, the heavy glass doors of Hunter's main entrance were locked one final time and the library was secluded like a moth in a cocoon for a month. Between mid-December 1981 and mid-January 1982 the staff relocated collections and offices from the older building to the new addition. Then, on January 20, 1982, the library emerged from its cocoon to reveal its new colors and a new entrance. Renovation began on the old building even as the addition was made operational. As renovation progressed over the next year, library units occupied the refurbished areas. A formal dedication of the entire building on April 21, 1983, unveiled a 149,000 square foot facility (a 92,000-sq. ft. addition and 57, 000-sq. ft. renovation).

Clarion May/June 2000

Continued from page 2*New Addition Completed*

The space provided by the new addition allowed for the orderly arrangement and consolidation of collections. Circulating books were placed on the ground floor and reference materials conveniently arranged on the main level. Other collections that had been dispersed across the campus returned to new quarters. The library assumed control of the Curriculum Materials Center, then housed in Killian, in 1981 and the collection was transferred in May 1982. Also retrieved were the Children's Literature Collection, previously housed in Killian, and a number of government documents in the Earth Sciences Department.



*Mary Youman
Richard Llewellyn-Movin' in*

Housed within were 330,000 volumes (including bound periodicals), 65,000 government documents, 565,000 microforms, and 80,000 maps.

The Digital Revolution

Automation and Computers, two of the great defining catchwords of the latter 20th century, were present throughout the 1970s, 80s, and 90s. During these years, as new technology developed, an array of names passed in and out of the vocabulary at Hunter: LS/2000, TopCat, and InfoTrac, et. al. In an interview, Kirwan commented that "the library, quite frankly, was one of the first organizations to experience the effects of the digital revolution." As mentioned above, the library used computer terminals for cataloging new materials by mid-1975. In 1978 Hunter announced a new computer-based bibliographic service, Dialog, that offered access and searching of such databases as Psychological Abstracts, Sociological Abstracts, and Chemical Abstracts.

Computer-based technology developed rapidly, and often it was necessary to assess trends to avoid a technological dead-end. In some cases new products would "leap-frog" planning. In the early 1980s the library planned to convert its card catalog to a COM (Computer Output Microform) catalog. However, during the conversion process to machine-readable form, options for an online public catalog became reality. To make automation more efficient and cost effective, Hunter joined with the libraries at UNCA and ASU during 1983-1984 to form the Western North Carolina Library Network (WNCLN). Among the initial goals reached by the network was planning and purchase of an integrated online catalog and circulation system for the three libraries.

In May 1989 Hunter's online public catalog, later dubbed TOP CAT (**T**he **O**nline **P**ublic **C**ATalog), became available. Two months earlier the library had "frozen" its traditional card catalog and thereafter only the online system was updated and corrected. The online circulation system premiered on August 28, 1990. Another notable benefit of WNCLN's efforts was obvious in *ABC Express*. This document delivery service, in operation since October 1988, allowed patrons at the three institutions to rapidly request and receive books and journals via a van routed through Asheville-Boone-Cullowhee.

Ultimately, technology denied Hunter's TopCat its nine lives. The first incarnation disappeared in 1994 and in 1999 a new, Web-based InfoHunter emerged to replace TopCat II. Among the reasons for these changes was a concern to improve computer response time for patrons and library staff alike. In addition, as the library's Clarion newsletter would note, the Web was developing "as the primary vehicle for delivery of information" for Hunter. In the late 1990s a new collaborative effort, NC Live, changed the nature of information access in North Carolina and brought Western and other state libraries access to online databases and full-text journals. The outward symbol of this transition to a Web-based catalog came when most of the old terminals were replaced with personal computers in order to access the databases provided by NC Live. At the same time, the staff began identifying and adding quality Web sites to the library Web pages.



1989



1994

Despite the impact of the digital revolution on the library, patrons often saw only the end result and not the "behind-the-scenes" work that delivered on the promises of automation. Every step along the information highway required decisions. What benefits would it bring the library's primary users? What was the cost? Would it be technologically obsolete even while being installed? At an increasing pace, new services were adopted that yielded the desired benefits. By mid-1979 the library's Serials unit had automated its holdings records for periodicals using HUSH (Hunter Serials Holdings) and printed computer-generated catalogs. In the late 1980s CD-ROM discs made databases such as InfoTrac, a periodical index, available to patrons at

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public workstations.

Other practical matters also had made automation possible. In 1987 cabling began in the library building. In August 1987 the library staff applied 223,000 barcodes to the book collection in eight working days. As before, the work was scheduled during an academic intercession to minimize disruption to the university community. Also, new technology meant training library staff to use it efficiently and to assist the user community.

Our Finest Hour

In the midst of all these activities, Hunter's staff also confronted their "best of times, worst of times." On February 26, 1989, fire destroyed the Media Center housed within the library and forced a temporary closure of the entire building. Soot covered the main level and smoke permeated the furnishings. Library staff, with support from Physical Plant, managed to install temporary Circulation and Reference desks and reopened the library's ground floor to patrons by mid-March. After extensive restoration by a professional company, the entire building reopened on April 24. In recognition for his role in coordinating restoration work, equipment replacement, and personnel resources, Hunter's staff presented Kirwan with an inscribed plaque of appreciation.



More Achievements

While the new library addition stood as a physical testimonial, the information revolution as the most radical, and the 1989 fire the most personally memorable, there have been a host of other accomplishments in the past quarter century. By 1990 the Friends of Hunter Library was accepting charter members and numbered over 200 Friends in 1999. In a decade of support, the Friends sponsored an annual *Sunday Afternoon in the Library* event, funded research projects, raised and donated funds for special purchases, and contributed to Hunter's efforts to preserve local newspapers through microfilming. Preservation of local newspapers by microfilming was an especially notable project to save the region's heritage. Espoused for many years by Serials librarian Mary Youmans, the project helped rescue decades of history from loss through slow, but inevitable, deterioration. Other projects supported Western's "Community of Scholarship." In the late 1980s the STAR Van provided researchers a means of travel to regional university libraries and

funds for photocopies. For years the Hunter Scholar program has helped a Western faculty member realize a research project.

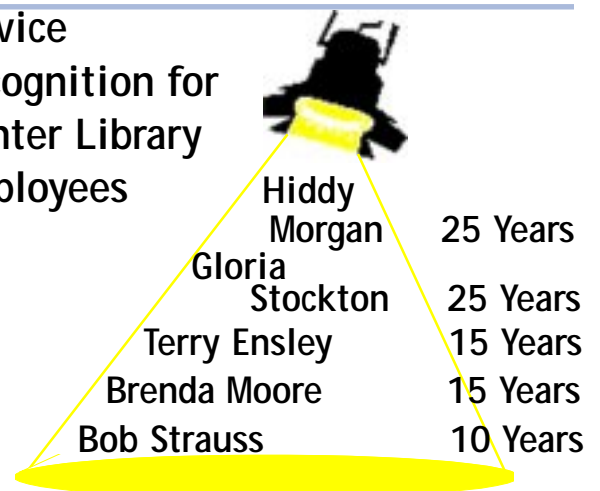
The library staff also celebrated achievements in improving service in-house. One project that started in Hart's administration, the reclassification of all holdings from Dewey Decimal classification to Library of Congress, was actually completed twice. The project was necessary to standardize all call numbers for the collections. Initially Hunter's Cataloging unit completed the project on April 14, 1982 when the book Up for Air was reclassified in LC. However, the return of the Children's Library collection to Hunter brought with it more Dewey classified books. In June 1989 the last Dewey call number holdout in the children's books was converted to an LC number.

*Bill
Kirwan,
University
Librarian
1977-2000*



A new century, a new millennium, a new University Librarian. Changes that spanned the decades: Joyner to Hunter, Dewey classification to Library of Congress, card catalogs to online catalogs, TopCat to InfoHunter. Does anything stay the same? Yes, . . . Service. Whether adapting to new technology or recovering from a fire, service to the WCU community and the region has remained the library's mainstay. And to the community that has allowed us to fulfill our role and provide this service, thank you.

**Service
Recognition for
Hunter Library
Employees**



FHL Hosts Successful Spring Events

by Linda Gillman, CAE
Friend of Hunter Library



Beginning with an all-time successful book sale in early April, followed by a very enjoyable Sunday Afternoon at the Library poetry reading, the Friends of Hunter Library were "on a roll" as they say!

To report that the book sale was successful is an understatement! With approximately 10,000 titles to select from, book buyers came from near and far. Members of Friends were treated to a member's only preview evening during which they could make their selections, enjoy refreshments, visit with old friends and chat with various Library staff. The next three days the book sale was open to the public and I am pleased to say, I have never seen such an enthusiastic group of book buyers — they were carrying boxes of books out the door, loading cars, vans and even trucks full of books.

Just a couple of weeks later, the Friends of Hunter Library held their annual meeting — known as "Sunday Afternoon at the Library." This year's event was co-sponsored by City Lights Bookstore and featured readings by two well-known area poets, Kathryn Stripling Byer and David B. Hopes. Byer treated the audience to readings from her soon-to-be published book. Her work, while dark, moving and sensitive, is the kind you feel inside and don't just hear or read. Hopes, with his somewhat sassy style and avant-garde topics, provided a nice balance and a humorous tone to the afternoon. Following the readings, each artist signed books for those eager book buyers who love to collect signed copies.

These two very successful events brought the Friends quite a few new members as well as a number of membership renewals. On behalf of the board, I extend a big welcome to our new Friends and thank each of you who renewed your membership. And to the Volunteers who donated both time and talents to these events, thank you for being there ... each of you is truly a Friend of Hunter Library.

Summer 2000 Library Exhibits

by Nan Watkins, Reference Librarian

A Book of Verses underneath the Bough, A Jug of Wine, A Loaf of Bread—and Thou!

Hunter Library's summer reading display will give you some "Food for Thought." Browse an array of literature, essays, poems, histories, and videos on how food nurtures all of our senses. Share a child's first bite of "real" food with the editor of *Gourmet Magazine*, Ruth Reichl...visit the Shrine of the Holy Tortilla with Denise Chavez...dunk a madeleine in your tea with Marcel Proust...cook a bear over a campfire with Horace Kephart...eat peaches in Russia with Wallace Stevens. But please remember: you may not bring food into the library! "Food for Thought" books will be available for you to check out and savor at your leisure at home.

Wildflowers, Gardening and Backyard Science Projects for Children

The Curriculum Materials Center on the upper mezzanine is featuring books for easy identification of wildflowers by children. There are also books on gardening for children as well as good backyard science projects for enlivening summer afternoons.

Special Collections Gives Glimpse of Women's Sports and Past Celebrations at WCU

Through the month of June the Women in Sports exhibit is on display in Special Collections found on the second floor of the library. The month of July highlights past campus celebrations of May Day with the Maypole and Sadie Hawkins Day when the women asked the men for a date. Freshman beanies and photos of Boodleville, the housing for WCU World War II veterans and their families, will also be on display.

Rivers of America

The Map Room exhibit features the *Wildlife in North Carolina* Special Issue on Rivers in North Carolina; Franklin Burroughs's *The River Home: A Return to the Carolina Low Country* and *The River Reader*, a Nature Conservancy Book. Maps showing the Wild and Scenic Rivers of the U.S., a regional Web site on Lawson's Fork Creek and a replica of a handmade Indian canoe add to the display.

by Nan Watkins, Reference Librarian

Announcing Summer Workshops for Faculty & Staff

The following online workshops will be taught by library faculty in the Hunter Library electronic classroom (HL 186). Instruction for all of these hands-on workshops lasts one hour with an extra hour available for further work. For descriptions of these courses, see:

<http://www.wcu.edu/library/whatsnew/exhibits/index.htm>

**To register for any workshop listed below,
please call 7274 and ask for Eva Cook.**

Good Web Searching

Wednesday, June 21, 10:00 - 12:00

CINAHL: For Nursing and Allied Health Professions

Thursday, June 22, 2:00 - 4:00

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Finding Company Information through Hunter Library

Wednesday, July 5, 1:00 - 3:00

Good Databases for Psychology Research

Thursday, July 6, 2:00 - 4:00

ERIC: The Database for Education

Tuesday, July 11, 1:00 - 3:00

Biological Abstracts and More

Thursday, July 13, 2:00 - 4:00

PubMed

Tuesday, July 18, 2:00 - 4:00

Good Web Searching

Wednesday, July 19, 2:00 - 4:00

Not Free on the Web: Great Databases from Hunter Library

Tuesday, July 25, 1:00 - 3:00

People, Places & Prices: Searching the Census

Wednesday, August 2, 10:00 - 12:00



HUNTER LIBRARY HOURS

Summer 2000

Monday, June 5 to Friday, August 11

Monday - Thursday	8:00 a.m. - Midnight
Friday	8:00 a.m. - 6:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	2:00 p.m. - 10 p.m.

Saturday, August 12 to Monday, August 21

Monday through Friday	8:00 a.m. - 5:00 p.m.
Weekends	Closed

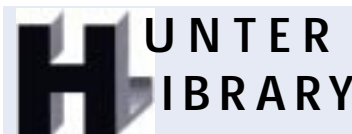
Hunter's Clarion

<http://www.wcu.edu/library/whatsnew/index.htm>

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