Statistics, Assessment and the Twenty First Century Library

Throughout the higher education environment assessment has become a topic of great concern. The key questions for any assessment are “What are we trying to do, and how will we know how well we are doing it?”

Some faculty members and administrators believe that assessment in a library means counting things, such as books, journals, and seats in a building. Until a few years ago even Middle States considered such data to be very important. Things have changed!

Today our library does not aspire simply to collect books, journals, and computers and to hope that people will come to our building to use them. We believe that it is important for students to learn how to find, evaluate and use information in the various disciplines. What has changed are the tools available for information users and our users' expectations and perceptions of their ability to use these tools.

Two events this year were critical in emphasizing the need to see ourselves the way our users see us. First, Prof. Devin McKay did a faculty survey about library use. It was startling to learn that some faculty members were unaware of the importance we place on assessment in our information literacy program. It is not enough to count the number of classes taught; by pre and post testing we gather data on what students have learned about finding, evaluating and using finding information. A number of faculty members named specific materials that they incorrectly (cont'd on p. 2)

Two QCC Librarians Presenters at 2010 Gen Ed Conference

The Kurt R. Schmeller Library was ably represented at the 6th Annual City University of New York General Education Conference held at Kingsborough Community College on Friday, May 7, 2010. Prof. Devin McKay and Prof. Sheila Beck along with Prof. Barbara Blake Campbell from QCC's Nursing Department gave the presentation, Intersections: General Education and Information Literacy Across the Curriculum, in a session on Curriculum and Competency. The goal of the conference, entitled “Different Disciplines, Common Goals,” was to further the University's efforts to improve general education for all students at CUNY.

Professors McKay and Beck reported on their grant funded project and what they had learned so far. There were subject-specific pre-tests for each subject area to be studied -- Nursing, Criminal Justice, English and Music. Based upon scenarios relevant to each discipline, students answered critical thinking questions such as: “What type of information do you need to know?” and “How would you use this information?”

The results were quite interesting. Students who had participated in Information Literacy classes referred to the library resources more often than those who did not. Music and English classes used more online resources than Nursing and Criminal Justice classes. All students tended to bypass the process of finding, evaluating and applying information. They answered the questions directly, apparently believing that they already knew the answers.

Other interesting sessions at the Conference addressed the topics of Quantitative Literacy and Defining and Practicing Integrative Learning.

-- Prof. Devin McKay
information. The other surprise from the faculty survey involved faculty who, like students, erroneously assumed that they were adept at believing were not available in the library. What this survey tells me is that the library needs to do a better job of telling its story.

The second critical event occurred when Prof. Sheila Beck and I attended a workshop for CUNY librarians on the use of library statistics. We learned that the value of statistics use goes well beyond the traditional appeal to administrators for larger library budgets. Statistics can help us to understand how our library functions, tell its story and improve the way things are done.

The questions that were raised were startling. Do we know who are users are? How many of them are in our building and how many are using the library from off campus? How do students in hybrid or distance courses use library resources? Do off campus users access the library by home computer or smart phone? What are people looking for when they come to the library, either in person or online? How can we make our online services more user friendly? If two campuses with similar student populations have very different usage of online databases, what information would help the library with less usage? Should we view the homepage not as a vehicle for describing the library, but rather as a means for using library resources? Available technology can give us data to answer these questions. So, assessment is very important to libraries. We assess our work in information literacy instruction, an important component in general education. We can also use data to assess our collections and services. Assessment is much more interesting than counting chairs and books!

-- Prof. Jeanne Galvin, Chief Librarian

Two Library Faculty Members Receive PSC-CUNY Research Grants

The Library is proud to announce that Dr. Sara Rofofsky Marcus and Dr. Barbara Bonous-Smit each received a PSC-CUNY research grant under cycle 41. Dr. Marcus’ project is Ubergeek Wil Wheaton: A Bibliographic Essay. She will produce a bibliographic essay discussing blogger, actor, and techno-guru Wil Wheaton in relation to “geek culture” and Web 2.0. Her research will include literary criticism of selected writings and works in other media by Wheaton. This project should prove very important to those involved with “geek culture.” Wheaton is a self-proclaimed geek, who runs Linux, and enjoys programming and playing lots of computer games. Wheaton is proud of his geekdom, and in his writings and podcasts shares his experiences from a decidedly geeky point of view.

Dr. Barbara Bonous-Smit will focus on a study of numismatic libraries and publish a Directory of Numismatic Libraries in the United States and around the world. Numismatics involves the study of coins, paper money, tokens, and related objects. Coin collecting dates back to fourth century BC, Greece. Scholarly numismatic studies began in the European Renaissance with awakening interest in the classical world. Numismatic libraries have been in existence for centuries. Yet, very little has been written about them, and no comprehensive directory is currently available. The directory will include the names, locations, history, research holdings, policies, organization of the holdings, and other relevant information about these libraries. Information will be gathered via online and e-mail surveys created by the author and sent to each library.

A directory of numismatic libraries will be an invaluable resource for users such as numismatists, numismatic scholars, historians, archaeologists, coin collectors and dealers, librarians, and other researchers. Findings from this study will be summarized in an article, as well as published as a book.

-- Dr. Barbara Bonous-Smit

THE KURT R. SCHMELLER LIBRARY NEWSLETTER
Chief Librarian: Jeanne Galvin
Editor: Sandra Marcus
Layout/Design: Sara Rofofsky Marcus

The QCC Library publishes this newsletter periodically for the information of all members of the College community.
Contributions welcome.
QUEENSBOROUGH COMMUNITY COLLEGE / CUNY
Bayside, NY 11364
718 631 6241
The ACRL/NY New York City Section and the Friends of the Kurt R. Schmeller Library held a very successful seminar on Teaching the Holocaust, Genocide and War: Resources and Services. The event was held on May 21, 2010 at The Harriet & Kenneth Kupferberg Holocaust Resource Center and Archives of Queensborough Community College.

The seminar was well attended by library and teaching faculty from Queensborough Community College and other CUNY colleges and educational institutions in the metropolitan New York area, as well as representatives of the United Nations, and the Associated Press. The seminar generated much interest in both the literature and numismatics of the Holocaust and genocide. Due to numerous requests from out-of-staters who were unable to attend, the seminar was videotaped and will be available online shortly.

Dr. Barbara Bonous-Smit, Chair of the ACRL/NY New York City Section and Prof. Sandra Marcus of the Friends of the Kurt R. Schmeller Library opened the seminar, followed by welcoming greetings by Chief Librarian, Prof. Jeannine Galvin. In her dynamic presentation, QCC Associate Professor, Dr. Susan Jacobowitz focused on Teaching the Holocaust, Genocide and War: Graphic Primary Texts and Resources. She introduced the attendees to the wide range of graphic primary texts and resources on the subject.

The Curatorial Assistant from the American Numismatic Society, Ms. Sylvia Karges, followed with a very informative presentation on Holocaust Numismatics: an Overview. Included were facts about the Nazis’ monetary system for some labor camps, prisoners being paid with specially created paper currency, and Nazi counterfeiting operations.

Executive Director of Queensborough Community College’s Harriet and Kenneth Kupferberg Holocaust Resource Center and Archives, Dr. Arthur Flug, not only introduced the many resources available at the Center, including free totebags and literature, but also provided a tour of the Center and the exhibits. His help in organizing the program was invaluable.

The seminar closed with Dr. Ann Kirschner’s moving presentation, Whose Story is it? Public and Private Holocaust History. Dean of Macaulay Honors College of the City University of New York and author of Sala’s Gift: My Mother’s Holocaust Story, Dr. Kirschner held her audience captive with her touching story about her mother’s experiences during the Holocaust and the letters she saved from Nazi labor camps. (These letters are currently housed in the permanent collection of the New York Public Library.) Sala’s Gift: My Mother’s Holocaust Story has been published in German, Polish, Italian, French, and Chinese. In progress, are a theatrical play by Arlene Hutton and a documentary film by Murray Nossel.

In addition to the excellent presentations, the success of the seminar was due to the able assistance of many individuals. These include Neera Mohess, Stefka Tzanova, Lawrence Chan, Thomas Shemanski, Ramon Perez, Carmita Semanate, Ayala Tamir, and Phillip Roncoroni. Dr. Barbara Bonous-Smit, Prof. Sandra Marcus and Prof. Constance Williams co-moderated the seminar.

Dr. Barbara Bonous-Smit

“Ala Gertner and Sala Garncarz in Sosnowiec, September 1941. This photograph was taken while Sala was home during a three-day ‘vacation’ to visit her family”—Sala’s Gift website, http://www.salasgift.com

“First page of Sala’s diary, October 28, 1940, ‘From the time of departure from Sosnowiec [Poland].’”—Sala’s Gift website, http://www.salasgift.com
The Big Read at QCC

They carried guns and bullets and tents and helmets, photographs and letters and pills. They carried fears and scars and anger and grief and memories. But most of all they carried their stories, their humanity, their youth and their pain through the ugliness, drudgery, death, and friendship and camaraderie of war.

On April 29, 2010 the Kurt R. Schmeller Library held a Big Read event in partnership with the Queens Public Library. A discussion of The Things They Carried by Tim O'Brien engaged a group of 33 enthusiastic participants, including a sizable contingent of QCC students. Prof. Sandra Marcus of QCC led the discussion, which was held at the Fresh Meadows branch of Queens Public Library at 2:30 p.m. The Things They Carried is a collection of related short stories, reflecting the author's experiences during the Viet Nam war. The sensitive, almost poetic, style authentically portrays character and conflict, often blurring the lines between fact and fiction, and explicitly expressing the need to find truth. Other themes include love and hate; friendship and self-esteem, presenting very young men carrying their ideals through the horrors of killing and fear in a jungle terrain. The author says that there is nothing uplifting or ennobling about a "true war story." Discussion participants related to all of these ideas, with older speakers remembering their own experiences during this war. One student expressed her appreciation of O'Brien by contrasting her dislike of the topic of the book with her enjoyment in the way it is written.

This program was in support of the Big Read grant won by QCC for the discussion of The Things They Carried. Prof. Jeanne Galvin, Chief Librarian, arranged the partnered event. She was a member of the Big Read Committee, chaired by Dean Michelle Cuomo. Big Read programs, sponsored by the National Endowment for the Arts in order to promote reading and books, have been held across the country for several years.

The Big Read is a program of the National Endowment for the Arts, designed to restore reading to the center of American culture. The NEA presents The Big Read in partnership with the Institute of Museum and Library Services and in cooperation with Arts Midwest. The Big Read brings together partners across the country to encourage reading for pleasure and enlightenment... Reading at Risk: A Survey of Literary Reading in America, a 2004 report by the National Endowment for the Arts, found that not only is literary reading in America declining rapidly among all groups, but that the rate of decline has accelerated, especially among the young... The Big Read aims to address this crisis squarely and effectively. It provides citizens with the opportunity to read and discuss a single book within their communities. The initiative includes innovative reading programs in selected cities and towns, comprehensive resources for discussing classic literature and an extensive Web site providing comprehensive information on authors and their works. (http://www.neabigread.org/about.php)

Other books that may be used for this program include The Death of Ivan Ilyich by Leo Tolstoy, The Joy Luck Club by Amy Tan, The Grapes of Wrath by John Steinbeck, To Kill a Mockingbird by Harper Lee, and The Great Gatsby by F. Scott Fitzgerald.

-- Prof. Sandra Marcus
Meet Your Library Staff

Since electronics and computers have become central to today’s library, the efficient provision of services have become more and more dependent upon technical expertise. We are fortunate to have two highly skilled staff members who maintain the temperamental equipment and solve the constantly occurring technical problems.

Lawrence (Lukka) Chan

For over seven years Lawrence Chan, Senior College Laboratory Technician (SCLT), has answered our cries for help with an easy-going, pleasant demeanor, a “no problem” approach to the most frustrating computer difficulties. He takes care of all of the technology in the Library, including computer software and hardware, printers and copiers. He enjoys his position as it affords the opportunity to keep up with new technology and deal with the challenges inherent in locating and finding solutions to the knottiest computer problems. What he finds most difficult is dealing with situations when several different problems occur at the same time, and there is competition for his time.

Lawrence moved from Hong Kong with his older brother and parents when he was fifteen; he speaks Mandarin and Cantonese, as well as English. His hobbies include fishing, fixing everything around the house, and of course computers and all kinds of electronic gadgets. He also enjoys spicy cuisine, eating out in Indian and Thai restaurants. He finds Chinese food to be too bland. He also likes long driving trips. In the past he has driven from New York all the way to Key West; and he has flown to California and driven on the west coast. He recounts an adventure when he and two colleagues were to attend a technology conference in Atlantic City; it turned out not to be the City in New Jersey, but Canada.

Married with two children, Lawrence finds that most of his hobbies now take a back seat to spending time with four-year-old Wesley, and two year-old Aidan. Bike riding and every kind of ball-playing are the activities of choice for his very athletic young family. And he loves children’s songs.

--- Prof. Sandra Marcus

Danny (Xiao Rong) Li

Danny is our newest staff member. He began his part-time position in February as an Adjunct College Laboratory Technician, and has already proven his worth in addressing the growing need for technological assistance, supplementing Lawrence’s role. What Danny enjoys most here at QCC is the opportunity to help people in an environment he finds pleasant and friendly; what he finds most challenging is dealing with the dust and dirt of old computer replacement.

Danny moved from Canton, China with his family when he was ten. He is still fluent in Mandarin and Cantonese, and enjoys Cantonese music. His favorite movies are “Avatar” and the “Star Wars” trilogies. Although he enjoys fishing for striped bass and fluke at locations such as Captree State Park, his life is now centered on his wife and eight-month-old daughter, Kira, as well as his first love, computers. He reads the news, watches television, and keeps up with the latest technology, all via computer. His favorite computer game is “Call of Duty” a shooting war game.

Danny’s soft-spoken, smiling manner, combined with his excellent technical skills have made him a welcome addition to the QCC Library family.

--- Prof. Sandra Marcus
Learning to Lead

Effective leadership and managerial skills in library administrators are important to the success of today's libraries, and leaders in our libraries are faced with many challenges. CUNY’s Council of Chief Librarians addressed this issue when they initiated the L.E.A.D. (Learn to Envision Alternative/Alternate Directions) Program Workshop, a project focusing on the development of leadership skills for CUNY librarians. In collaboration with the CUNY Council of Chief Librarians Committee on Leadership and Management, chaired by Dr. Consuella Askew, METRO (Metropolitan New York Library Council) under Dottie Hebing, and with funding from CUNY University Librarian, Curtis Kendrick, the first L.E.A.D. Program Workshop was inaugurated on May 6-7, 2010 at the CUNY Graduate School of Journalism. Other members of the Committee on Leadership and Management included Prof. Arthur Downing, Prof. Julie Lim; and Dr. Larry Sullivan.

Prof. Constance Williams and I were nominated by Chief Librarian, Prof. Jeanne Galvin, and selected by the CUNY Council of Chief Librarians Committee on Leadership and Management to attend the two-day L.E.A.D. Program Workshop. All of the CUNY libraries sent one or two library faculty, with a total of thirty CUNY librarians at the workshop.

The workshop opened with introductory remarks by Dottie Hebing of METRO, CUNY University Librarian Curtis Kendrick and Dr. Consuella Askew, Chief Librarian of the CUNY School of Journalism. With organization development consultant Maureen Sullivan, the participants actively explored the many leadership challenges faced in academic libraries, along with effective strategies and practices. This dynamic facilitator of the Workshop is the past President of ACRL and the Library Administration and Management Association. She is co-founder of the ACRL/Harvard Leadership Institute and a faculty member of this annual program. She has been the recipient of the Elizabeth Futas Catalyst for Change Award from the American Library Association and was recently recognized as the ACRL 2010 Academic / Research Librarian of the Year. Ms. Sullivan led the group and individual discussion sessions in a very engaging manner. The program was very beneficial, well-thought out, and all together excellent.

The first day focused on Leadership in Libraries Today: Challenges and Opportunities; Principles and Practices of Effective Leadership; Management and Leadership: Differences and Commonalities; Improving Your Effectiveness: Self Assessment; and Your Commitment to Leadership Development: a Personal Plan. On the second day, the sessions consisted of Emotional Intelligence: Key Competencies; Resonant Leadership: Emotional Intelligence Applied to Leadership Practice and Strategies and Steps to Improve Effectiveness.

With guidance from Maureen Sullivan, the librarians worked in large and small groups, as well as by themselves in contemplative or reflective sessions. Overall, there was much discussion of ideas. Three of my favorite quotations from the literature presented by Ms. Sullivan were:

―The most important personal traits a leader can bring to any kind of change effort are imagination, conviction, passion, and confidence in others‖ —Rosabeth Moss Kanter;

―Truly successful leadership today requires teams, collaboration, diversity, innovation, and cooperation.‖ —Bennis and Goldsmith in Learning to Lead; and

―Management is about coping with complexity. . . Leadership, by contrast, is about coping with change. . . What leaders really do is prepare organizations for change and help them (people) cope as they struggle through it.‖—John Kotter.

This was truly a wonderful gathering and was also an excellent way to meet and network with other CUNY librarians, many of whom experience similar problems and challenges. It was a great opportunity to develop effective leadership skills! A private blog via WordPress was created to facilitate communication among participants, and plans were made to keep in touch and continue to share ideas. A lunch was also planned in July for members of the group and University Librarian, Curtis Kendrick.

After the workshop ended, Dr. Askew provided a tour of the CUNY Graduate School of Journalism; and what an impressive place it is with its high tech state of the art facility!

-- Dr. Barbara Bonous-Smit
The Book Thief by Markus Zusak

A story set in the run-down household of an accordion-playing housepainter and his “wardrobe-shaped,” foul-mouthed wife on a working-class street of WWII Germany, and narrated by Death, does not appear to hold much promise of value or enjoyment. Yet, The Book Thief by Markus Zusak has an abundance of both. It is funny and heartbreaking, part fantasy, part realism, portraying deep loss, joyous recovery and the human condition, with characters and relationships that remain with the reader long after the book is finished. Nobility and courage are not limited to the upper echelons of society, and a grieving little girl who cannot read and refuses to bathe can be a storybook princess. It is about the redemptive power of books, reading them, writing them, and stealing them. The narrator, Death, is a poet, both in his language and his feelings, with a strong sense of both humor and irony.

The title character is Liesel, a nine-year-old girl who in 1939 comes to live with Hans and Rosa Hubermann in Molching, Germany, near Munich and Dachau. The fate of her Communist parents is unknown, and the narrator’s first contact with Liesel is when he has to take her little brother en route to their new home. Although she has not yet learned to read, it is here that she steals her first book, a gravedigger’s handbook she finds in the snow of the cemetery. She needs to take something to deal with her inconsolable grief. The trauma of adapting to her new home on Himmel Street (ironically meaning heaven) is eased by the kindness and patience of Hans, her new “Papa,” and the friendship of Rudy, the boy next door, who never gets the kiss he continually asks for.

During the following years Liesel joins the Hitler youth and gets to know the people around her, cruel and kind, adult and child, Nazi and secret rebel. Rudy paints his face and hands black to race around the local track, pretending to be Jesse Owens. Max, the Jew hidden in the basement, rescued by Hans because of a WWI debt to Max’s father, gives Liesel a gift. He writes and illustrates a beautiful book on the pages of Mein Kampf that he has painted white, a vivid symbol. Loving, tenderhearted Hans is whipped and later conscripted for giving a crust of bread to an old man on a forced march to Dachau. Rosa swears at her family, feuds with a neighbor and is a terrible cook, but proves to be loyal, loving and kind. The Mayor’s wife, lonely and bereaved, first opens her vast library to Liesel, and later leaves books for her to steal. Books remain the central image of the story; Liesel’s reading provides comfort during air raids, and she eventually writes her own book.

Markus Zusak is one of a new crop of young writers making an impact on today’s literature. He is first generation Australian. His father is a housepainter, and his mother emigrated from Germany, where, as a child, she witnessed a boy being whipped for offering a piece of bread to a concentration camp prisoner.

--Prof. Sandra Marcus

Graphic Novels by Will Eisner and Art Spiegelman

For most of us comic books are something remembered from childhood, not to be taken seriously in our mature years. Yet for the past forty years the graphic novel, serious literature that takes the outward form of the comic book, has been developing. Many of these works are very worthwhile reading. The term, “graphic novel” was coined by Will Eisner for the book, A Contract with God and other Stories in 1978. He had created The Spirit comic book in the late thirties. With the growth of fascism the Jewish people “needed a hero who could protect us against an almost invincible force.” In the fifties he left comics for a lucrative career in advertising and graphic arts. However, he proved his belief that graphic literature could deal with serious and complex themes in this and other later work. It is highly biographical, not in terms of actual fact, but in the setting of the immigrant Bronx and in culture, values and conflicts. Exaggerated portrayals of changing communities and individuals are conveyed with ironic humor through a vivid combination of language with black and white imagery. Questions of undeserved suffering, and problematic behavior are starkly presented. A single panel covering an entire page that (cont’d on p. 8)
depicts a stooped man climbing the stairs of a brownstone, vividly evokes the grief of the protagonist.

Another important graphic novel is Art Spiegelman's Pulitzer Prize-winning, two-volume "Maus." Here we have mice very unlike the happy-go-lucky Mickey, portrayed as the Jewish component of a universe of animals, with Germans as cats and Poles as pigs. It is a painfully personal and unflinching look at his parents' story, from their courtship, through their changing status, persecution, flight, concentration camp experience, loss of family including his brother, and survival in this country. As the story, told in the present, moves to the past, he uses animal masks to reflect surface and hidden identities. The complex characterization includes his mother's suicide, his own mental breakdown and sense of guilt, and his difficult relationship with his father.

Serious literature presented in graphic form can provide a meaningful reading experience.

--Prof. Sandra Marcus

All About Books

The Library is happy to present a new display, All About Books, featuring different aspects of the world of books. Exhibited here are "Banned Books," that have been suppressed and censored in various places, the "Big Read," the grant- sponsored program that QCC provided this year with Tim O'Brien's work, The Things They Carried, and "Books Created by Students for Students," highlighting work from the classes of Dr. Vilma Daley and Dr. Joel Kuszai. Exhibits are located in the glass cases near the Library entrance.

The banned books are in the left horizontal case. Here are samples of many suppressed books, including I Know Why the Caged Bird Sings, Huckleberry Finn, and Catcher in the Rye; and works by Isabel Allende, Margaret Atwood and D. H. Lawrence, along with descriptions of how and why they were banned. Library patrons are invited to sample these books. We will be happy to remove any book from the exhibit case, to be checked out and enjoyed.

The "Big Read" is highlighted in the right horizontal case. Here are books, discussion notes, biographical information and literary criticism on Tim O'Brien and The Things They Carried, as well as information about the grant- sponsored program and other Big Read books, many of which have also been banned.

The large vertical case in the center is dedicated to the books created by students. The education students of Dr. Vilma Daley have illustrated their creativity and imagination by producing books by hand from various materials. These books have been designed for elementary school students. Also on display are poetry, essays and stories, written and published in traditional book form by the students of English Professor, Dr. Joel Kuszai.

Everyone is invited to visit the Library, enjoy our new display, and take out a book to read.

-- Prof. Sandra Marcus
In honor of the fiftieth anniversary of Queensborough Community College, we are happy to offer graduating students, alumni and other members of the QCC and Bayside communities the opportunity to join Friends of the Kurt R. Schmeller Library at a special promotional rate.

We invite you to demonstrate your support of our school with your name in a book as a 50th anniversary remembrance. An attractively designed anniversary bookplate will be placed in a brand new book, chosen in accordance with your area of interest.

In recognition of this significant year, the regular $25.00 membership fee has been reduced to $15.00. And for this amount you will receive book checkout privileges for one year, as well as invitations to Friends of the Library sponsored programs. You will also have the satisfaction of knowing that you are fostering the education of future generations.

Please print out this page, fill in the information below the dotted line and mail or bring it to the Library along with your tax – deductible contribution of $15.00.

------------------------------------------------------------------

NAME( as you want the inscription to read)

___________________________________________________________

INTERESTS and/or achievements ______________________________

________________________________________________________________________________

____________________________________________

Mail to: Friends of the Kurt Schmeller Library
222-05 56th Ave.,
Bayside, New York 11364
( attn.: Prof. Sandra Marcus)

Name ___________________________________________________

Address __________________________________________________

City ______________________ State_____ Zip ______

Phone ___________________ Fax__________________________

E-mail_________________________________________________

For further information, contact Prof. Sandra Marcus 718-281-5072
smarcus@qcc.cuny.edu
Introducing Databases

The QCC Library provides many databases containing valuable resources to assist students, faculty, and staff with their research needs. All databases can be accessed via the Library homepage by clicking on “Ejournals, Databases, and Electronic Resources,” or by going directly to http://www.qcc.cuny.edu/Library/qcc_ejournals_new.asp. Activated CUNY ID cards are required for off-campus access.

Descriptions of nine very useful databases follow---

Name: CountryReports.org
Location: Social Science
Useful Information:

- CountryReports.org provides the means to develop a graph or map comparing and contrasting various nations in terms of a single variable such as birth rate, telecommunications, and more.
- This product also includes a complete catalog of national flags with an explanation and history of each flag, as well as a list of the national anthems of the world that can be listened to and read in the native language and English.
- Topics covered include customs and cultures, recipes, fashion, family, religion, history, and geography.

Name: ArtStor
Location: Humanities
Useful Information:

- It is strongly recommended that you set up an account and log in each time you use ArtStor. This enables you to save the images you find. Any e-mail and password combination can be used.
- When you download an image, two files download - the image itself, and an HTML file that has the information about the image. If you change the name of the image file, you need to include .jpg at the end.
- To export images directly to PowerPoint administrator privileges are required. These are obtained by sending your username and e-mail to the Electronic Resources / Web Librarian, Dr. Sara Rofofsky Marcus, at srofofskymarcus@qcc.cuny.edu
- ArtStor provides not only art images, but also maps, architecture, fashion and costume, and much more.

Name: Gale PowerSearch
Location: General / Reference
Useful Information:

- Gale PowerSearch enables searching seven databases simultaneously. Although the homepage of the resource states twenty-seven, this counts all of the individual Gale Virtual Reference Library resources individually. The databases that are included are Nursing & Allied Health Collection, Gale Virtual Reference Library, Health Reference Center Academic, Business and Company ASAP, Opposing Viewpoints, New York State Newspapers, and Custom Newspapers.
- Gale PowerSearch enables quick or simple searching. Using the navigational bar at the top, one can “Browse Subjects,” “Browse Publications,” perform an “Advanced Search,” or use “One Search.”

Name: LexisNexis
Location: General / Reference
Useful Information:

- Searching for a company name provides a business description from Hoovers, yearly financials, parent companies and subsidiaries, legal information, intellectual property information, executives, board of directors, bond ratings, and more. This database also enables the creation of a custom report with selected sections for viewing or printing.
- The company name should be entered under “Get Company Info” followed by clicking on the name of the company. Click on “Custom Report” to create a report containing only specified information. This will provide all the requested information on a single webpage to print, download or e-mail.

(cont’d on p. 11)
Name: *Nursing Resource Center with Allied Health*

**Location:** Health

**Useful Information:**

- Features include the ability to search “Common Drugs AtoZ” and “Common Diseases & Conditions AtoZ.”
- Another resource on this page is the *Nursing Resource Center Toolbox*, which has links to resources of use to users of this database and other nursing students. It provides a list of "Nursing Diagnoses: Definitions and Classification 2007-2008," labeled NANDA. Located above the "Search Types" box, under the *Nursing Resource Center* box, it may be difficult to find.
- To search specifically for a test; a regional, state or local organization overview; an occupation overview; nursing care plan; medical procedure overview; medical condition overview; medical assessment; legislation; law overview; geographic overview; form; drug overview; disease or disorder overview; definition; culture overview; clinical skill overview; or case study; the use of "Advanced Search“ is necessary to limit results by document type.

Name: *NetLibrary*

**Location:** eBooks

**Useful Information:**

- Your account for *NetLibrary* is linked to the institution where you created the account. If you have a *NetLibrary* account with another library, you cannot reuse that username and password to access the collection specific to QCC. A new username and password are required for saving your QCC books.
- In *NetLibrary* you can print up to 15 pages at a time, or save up to 15 pages at a time, in PDF format. For each title you can save or print 15 pages per hour. When you click to print, the pages open in Adobe Acrobat Reader. Blocked pop-ups will prevent printing, and you will need to click on the bar near the top of the screen, generally under the address bar, to change options. Then, you will need to click "print" again. Clicking "print" is also required to save the pages.
- Once you have looked at a book and decide to add it to your "favorites," you need to go back to the results in order to find the link to save the title to your "favorites."

Name: *The New Palgrave Dictionary of Economics*

**Location:** Business

**Useful Information:**

- This dictionary can be browsed AtoZ or by topic; it also may be searched using "Advanced Search." Topics are organized according to JEL (the Journal of Economic Literature Classification System [http://www.aeaweb.org/journal/jel_class_system.html]), which is spelled out both in "Advanced Search" near the bottom, and in "Browse by Topic," on the left side -- as a navigational menu.
- This product provides the means of creating your own dictionary, "MyDictionary," where you can save searches, bookmarks, articles, and your notes. Click first on "MyDictionary" and then on "Register Here."
- The "Logout" on the upper right of the screen is for QCC's subscription, not for your personal dictionary.

Name: *Business & Company Resource Center*

**Location:** Business

**Useful Information:**

- This product provides a company profile, news, history, investment reports, financials, products, suits and claims (if any), and products.

(cont’d on p. 12)
Name: CQ Researcher  
Location: Social Science  
Useful Information:  
- This product is searchable by an “Advanced Search” option, can be browsed by “Topic,” “Date,” “Pro/Con;” or “Issue Tracker” or “the Index” may be utilized.  
- “Advanced Search” enables limiting by date, topic, and report section.  
- “Browse by Topic” narrows topics to help focus searches.  
- “Pro/Con” brings up sections by topic.  
- “Issue Tracker” shows all related reports on the topic.  
- “The Index” is a cumulative index to all included reports, presented alphabetically with hyperlinks to the areas of reports that are of potential use. It is labeled by topic, date, and page of the report.  
- Each of the reports contains the following sections, as of the date of publication: “Introduction,” “Overview,” “Background,” “Current Situation,” “Outlook,” “Pro/Con,” “Chronology,” “Short Features,” “Bibliography,” “The Next Step,” “Contacts,” and “Footnotes.”  
- These reports can be printed in total, or by single section, and may be viewed and printed in HTML or PDF format.  
- QCC has access to CQ Researcher reports dating back to 1991, with PDF files available for reports from January 1996 and color PDFs available for reports after January 2001.

If you have any questions about these, or any database, please come to the Library Reference Desk during Library hours, or contact the Electronic Resources / Web Librarian, Dr. Sara Rofofsky Marcus, at srofofskymarcus@qcc.cuny.edu  
--- Dr. Sara Rofofsky Marcus

**Frequently Used Library Services**

**The people to call:**

- **Chief Librarian**  
  Prof. Jeanne Galvin (718)631-6220

- **For Library Instruction classes, tours and workshops**  
  Prof. Suzy Sciammarella (718)631-6601

- **To recommend book purchases or offer book donations**  
  Prof. Sheila Beck (718) 281 5711

- **For Interlibrary Loan requests**  
  Ms. Neera Mohess (718)281-5067

- **For Media Services and media room reservations**  
  Mr. Ramon Perez (718) 281-4307 or 631-6271

- **For Periodical information and requests**  
  Dr. Barbara Bonous-Smit (718)281-5010

- **For Electronic Resources**  
  Dr. Sara Rofofsky Marcus (718)281-5795

- **For Circulation, including overdues, fines and lost books**  
  Prof. Constance Williams (718)631-6567 or 6227

- **For Reserves and E-reserves requests and information**  
  Prof. Jeffrey Jia (718)281 5594

- **For Friends of the Library and Library Exhibits**  
  Prof. Sandra Marcus (718)281-5072

- **For Archives access and information**  
  Prof. Constance Williams (718)631-6567 or 6227