Message from the Chief Librarian

As QCC moves to offer more hybrid courses, the concerns surface that the library and information literacy might “fall between the cracks” for students and faculty involved in these classes. To avoid such situations, librarians were asked to become “embedded” in hybrid classes.

The Library was somewhat prepared to become involved in serving students who do not come to the campus every day. Students and faculty have been using the databases to find periodicals for years. Now books, audio, video and images online are becoming more familiar. Resources such as Ebrary, NetLibrary and Gale Virtual Reference, American History in Video, Naxos, Artstor and Cinema Image Gallery are included in our online multimedia collections.

While our collections were ready to support online learners, we needed to develop services to support this constituency. Librarians served as facilitators in the June Institute and will continue to work with students and faculty in hybrid courses as “embedded librarians”. These library faculty members will become involved with specific courses in order to assist teaching faculty and students in identifying and using library resources, websites and open source multimedia collections that are reliable, authoritative and available for ethical use in an academic environment. Librarian information will be provided on course Blackboard sites.

Our new Emerging Technologies Librarian, Prof. Kimberley Bugg, will be leading the effort to offer more services, such as Ask-a-Librarian (virtual reference) and online multimedia tutorials to our off-campus users. Our website is being upgraded under the leadership of Prof. Sara Kofofsky Marcus. Hybrid learning is exciting new territory for the Library.

The Odyssey of CUNY’s ILLiad

In September 2010, the Kurt R. Schmeller Library went live with Queensborough Community College’s new interlibrary loan system. Facilitated by new computer software, the system is called ILLiad. We are now one of fifteen CUNY schools who have implemented ILLiad. Some schools, including the College of Staten Island and the Graduate Center, have been using ILLiad for years.

This marks a big change in the processing and use of interlibrary loan. A significant advantage of the new methodology is that it enables students to access the service directly and request items that are unavailable via CLICS because they are not owned within the City University library system. The Interlibrary Loan page may be accessed via either the “Faculty” or the “Students” tab on the left of the homepage of the Library. The “ILL” link will also appear automatically during an e-journal search of our databases when the full-text of a sought item is not available. This link may be clicked on and the item easily ordered.

Both books and articles may be requested once a patron has registered as a new user. Most articles will be sent to the ILLiad account as a PDF (Portable Data File). When requested books are delivered to the Library, automatically generated email messages will notify patrons via the registered QCC email accounts. Books may also be renewed directly provided that requests are made before the due date.

Any questions should be directed to Neera Mohess, nmohess@qcc.cuny.edu, 718-281-5067. We hope everyone will take full advantage of this exciting new service.

Stop in to see our new exhibit!

— Neera Mohess
Meet Your Librarians

The Kurt R. Schmeller Library introduces two full-time librarians, both highly qualified.

Jung Cho

Most library patrons don’t appreciate the value of cataloging in a library; indeed, most patrons don’t understand its purpose. Catalogers determine the location of books, so that books dealing with similar subjects are shelved together to facilitate both research and finding desired reading.

Jung Cho has served as cataloger for the Kurt R. Schmeller Library for a number of years, quietly providing this vital service with little fanfare. She didn't expect this kind of role when she moved here with her husband and two children from Seoul, Korea in 1978. She had graduated from Seoul's Ehwa Women's University, majoring in French language and literature. She was happy to discover that the arts were more highly valued in this country than in Korea, where only the most scholarly pursuits were prized. She studied drawing, oil painting, pastels and watercolor at the Art Student's League in New York City; and studied voice and the viola with a private teacher, who also fostered her daughter's proficiency with the cello. And she resumed her lifelong connection with her church.

A support staff position at the City College Library and the encouragement of a supervisor led to a MLS Degree after four years of part-time study at Queens College, and a new career. She enjoys working with figures and computer applications, finding cataloging work peaceful and relaxing, and the CUNY wide cataloguing meetings stimulating.

(continued on page 3)

Kimberley Bugg

New Librarian for Emerging Technologies

The Kurt R. Schmeller Library family is happy to welcome Kimberley Bugg, who will be responsible for “emerging technologies.” A young and enthusiastic transplant from Atlanta, Georgia, Prof. Bugg hopes to infuse our Library with the excitement and innovations of growing electronic means of providing services.

Academically well equipped for her new position, she received her BA degree in Communications from Georgia State in Atlanta and a Master of Library Science degree from North Carolina Central University in Durham, with a Master of Information Science Certificate from the University of North Carolina at Chapel Hill. She also earned an MA degree in Liberal Studies at Clayton State University in Morrow, Georgia. She has been employed at the Environmental Protection Agency Library in Research Triangle Park as well as Atlanta University Center, where one library serves four colleges.

Kimberley describes herself as a “city girl,” and really loves New York City with all its vitality. She plans to visit every museum in the City, no small ambition. Besides the computer-based social networking that her areas of expertise indicate, other hobbies and outside activities include Hatha Yoga, reading, cooking, doll collecting, numismatics, travel, and concerts. She studies Yoga at a New York Sports Clubs studio, where her favorite stance is the “Death Pose.” She reads mostly nonfiction, New York Times best sellers, and Essence magazine. Recent “great reads” that she recommends are Superfreakonomics and Terry MacMillan's Getting to Happy. She eats neither red meat nor dairy, and her cooking specialty is fish, such as Teriyaki Salmon Slaw. Having taken baking classes, she has additional expertise in the preparation of crème brûlée and cupcake decoration.

Kimberley also confesses to being a “reality TV” junkie, and a special favorite is the Kardashians. She also enjoys every kind of music, and her travel plans are always planned around attending live shows, including sports, concerts and theatre. A musical festival in Turks and Caicos Islands holds the record for distance traveled to a special event. She loved Fela on Broadway, and for her next birthday she plans to attend an upcoming Sade concert.

—Sandra Marcus
Today she divides her time into three parts – home, church and job. She treasures the time she gets to spend with her five grandchildren, her son’s three little ones and her daughter’s teenagers. Following in their mother’s footsteps, her daughter’s son and daughter are both talented cellists, and have been selected for the very competitive and highly prestigious Julliard Preparatory School.

Her church work has also assumed a very large role in her life. She studied to become a minister at the New York Theological Seminary, focusing on the education aspects of religion, and now holds the position of Elder at the New Creation Presbyterian Church. Here she wears many hats as Director of the Korean School, financial manager, and provider of refreshments and programs for children and families. And for the past thirty years she has had the joy of singing soprano in the church choir.

Jung reminisces about the two mentors whose generosity and kindness gave her so much: the gifted Philharmonic musician, whose freely offered time and teaching enriched the lives of her family; and the supervisor at City College Library, whose support enabled her library studies. She turns to the never-ending stack of books to tackle. She smiles.

—Sandra Marcus

The Library Subscribes to New Music Databases

The Library recently obtained access to several excellent music databases from the Alexander Street Press to support the music curriculum: American Song, the Classical Music Library, Contemporary World Music, Jazz Music Library, and the Smithsonian Global Sound. Playlists can be created easily with all of these databases, enabling the annotation of individual items, as well as their links to other items, both within the database and anywhere else on the Web.

The American Song database is one of the largest online music-listening databases with over 175,000 tracks. Both eclectic and comprehensive, the collection features American music from pre-colonial times to the present. Representative of American diversity, it includes bluegrass, blues, country, doo-wop, folk, funk, gospel, Motown, R&B, rock, shape note singing, and more.

Another large listening database is the Classical Music Library with a growing collection of 60,000-plus tracks. It contains recordings from the world’s greatest labels, such as EMI, Decca, Deutsche Grammophon, Hyperion, Artemis-Vanguard, Sanctuary Classics, Vox, and many more. It covers music written from the earliest times, such as the Gregorian Chant to the present, including many contemporary composers. Repertoires range from vocal and choral music, to chamber, orchestral, solo instrumental, and opera.

The comprehensive collection, Contemporary World Music, contains sounds of all regions and every continent of the world, encompassing a blend of contemporary and traditional recordings from many labels. These include Arhoolie Records, Blue Flame Records, Celestial harmonies, Fantasy, Lyrichord, Rounder Records, and others. The ever-expanding collection provides important genres such as African film, Arab swing and jazz, Balkanic jazz, Bollywood, neo-traditional, reggae, worldbeat, and world fusion. It also covers traditional music such as fado, flamenco, gagaku, gospel, Indian classical, klezmer, and zydeco. Liner notes in PDF format are supplied for all of the albums.

For one of the largest and most comprehensive collections of Jazz recordings, one need look no further than The Jazz Music Library. This growing collection contains music by thousands of jazz artists, ensembles, and albums, with varying genres and around 5,040 albums and 60,322 tracks, with works licensed from legendary record labels such as Verve, GRP Records, Fantasy, Concord Jazz, Impulse, and Jazzology. It features Marian McPartland’s Piano Jazz.

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Radio Broadcasts and performances from the Monterey Jazz Festival, as well as other great jazz venues. The list of artists is enormous, ranging from past greats to musicians performing and recording today, with liner notes to all of the albums in PDF format.

Produced in partnership with Smithsonian Folkways Recordings, the Smithsonian Global Sound provides traditional songs from around the world with over 35,000 tracks of music and sounds. With labels such as Folkways Records, Cook, Dyer-Bennet, Fast Folk, Monitor, Paredon, the International Library of African Music (ILAM), and the Archive Research Centre for Ethnomusicology (ARCE), it includes folk recordings by Woody Guthrie, Lead Belly, and Pete Seeger, ballads from the American Civil and Revolutionary Wars, songs of freedom and protest from the Civil Rights era, songs from the Slave Coast and calypso; as well as animal sounds, and sounds from the deep ocean.

The Music Online Cross-Search allows users to simultaneously search all of the music databases published by Alexander Street Press to which the Library subscribes. These are American Song, Classical Music Library, Contemporary World Music, Jazz Music Library, Classical Scores Library, Smithsonian Global Sound, and the Garland Encyclopedia of World Music Online. Here are hundreds of thousands of audio recordings, growing monthly, plus 400,000 pages of scores, and 100,000 pages of music reference sources. Every object in the collection is indexed by subject, historical event, genre, person, cultural group, place, time period, and ensemble.

Students and faculty are invited to take full advantage of the enrichment that our music library offers. For additional information about these resources, please contact Dr. Barbara Bonous-Smit at bbonoussmit@qcc.cuny.edu or 718-281-5010, or Dr. Sara Rofosky Marcus at smmarcus@qcc.cuny.edu or 718-281-5795.

**Archives**

New and Modernized—QCC’s College Archives

Stop by! History is now being preserved in style in the College Archives at Queensborough Community College. New wooden shelving, new carpet, and a much needed paint job have improved the ambience and access to archival documents.

The Office of Campus Planning along with Building and Grounds assisted in removing and dismantling older shelving and preparing the room for new furniture. The College Archives, which is located on the second floor of the Library, Room 2-20, received support from the College, so that materials collected for the past 50 years can be maintained and protected with proper shelving and file containers.

The Library homepage added a College Archives website in 2009, enabling patrons to view the major categories of documents housed in this area. Important documents include the Board of Higher Education/Board of Trustees reports, Chancellor reports, academic department reports, copies of student journalism newspapers, College catalogs, College yearbooks and historical documents tracing the growth of Queensborough as a community college. Information about the opening of City University of New York colleges and specifically Queensborough are documented in these files.

Materials held in the Archives are for in-house use only, and some documents are too fragile to be reproduced. In addition, copyright restrictions must be followed. Permission for scanning or photocopying will be given for items appropriate for reproduction.

Last year, resources from the Archives provided substantial background material for presentations and publications celebrating the fiftieth anniversary of the College. Various departments visited the Archives in search of information concerning the history of departmental development.

(continued on page 5)
Two history professors used the Archives to research information for the writing of the book, *Queensborough at 50: Celebrate the Memories 2010*. Library faculty posted email and blogs containing historical data. "On this Day," "Did You Know?" and "50 Questions" were instituted by the 50th Anniversary Publications Committee with knowledge gleaned from the Archives. Such information, communicated via the QCC Community Dialogue, gave faculty, staff and alumni the opportunity to revisit and discover more details about Queensborough's five decades.

Students of history, journalism and English also have utilized the Archives to obtain information for research and required course assignments.

The College Archives are accessible Monday through Fridays from 9 a.m. to 5 p.m. Everyone is welcome to come in, visit our newly renovated space and explore our past. For additional information about this resource, please contact Prof. Connie B. Williams at cwilliams@qcc.cuny.edu or call 718-631-6227. We look forward to sharing QCC history in a beautiful location.

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**Keeping Track of the Reference Desk**

After a month's trial, the faculty of the Kurt R. Schmeller Library decided that *Desk Tracker* by Compendium Library Services, was worth an annual subscription.

Providing full support, Compendium Library Services hosts the new program on their server. *Desk Tracker* greatly streamlines management of reference desk statistics and assessment of reference desk activities. Easy to use, it eliminates the need for manually penciling little tick marks on paper to track activities at the reference desk, as well as the need to spend hours manually tallying, compiling and distributing monthly reference desk statistics. With just a click, all members of the library faculty now have instant access to reference desk statistical reports. The *Desk Tracker* also enables the creation of customized forms, standardizing the data and information collected, such as "Contact Type (Walk-in, Phone, or Other)" and "Purpose of Visit."

The *Desk Tracker* is quite simple to use. Each library faculty member signs in with his user name and password when he arrives at the reference desk, selecting the data entry tab, "Activity."

There are several ways to submit the information via the customized web form: one-click transactions, multiple entries batch mode, and tick sheet entries. In one-click transactions the type of contact and activity are checked off on the web form and submitted for each transaction. In multiple entries, numerous identical entries are submitted. In batch mode large numbers of simple transaction are submitted simultaneously. The tick sheet mode provides a traditional tick sheet based on the customized web form, and can be used to enter the data in the Desk Tracker or printed for offline tracking. For example, if the reference desk is very busy, transactions can be tracked manually; then entered in the Desk Tracker at a later time. With the Desk Tracker, each transaction presents the real time that the activity occurred, but library faculty has the option of specifying custom timestamps other than real time.

Producing all types of statistics in seconds, the Desk Tracker presents a clear picture of reference desk activities. Moreover, we no longer have to wait until the end of the month, semester or fiscal year to collect statistics. Reports can also be easily customized. The library faculty simple clicks on the "Reports" tab and selects graph report, crosstab report or text report. Within each report, there are also many options, including specific time periods such as months, weeks, dates, or specific librarians.

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First Person Feature: Emerging Technologies

Emerging Technologies is a vague, catch-all phrase, associated with “whatever is new” in a particular field as it relates to technology. Depending upon the setting, emerging technologies can run the gamut from high definition television to smart cars, encompassing contemporary trends and thinking. In academic libraries it is directly focused on those innovations that enhance learner and user experience in scholarship, teaching, and research.

As the new Emerging Technologies Librarian for the Kurt R. Schmeller Library, I hope to investigate relevant technologies, consider the implications for their employment at QCC, and make recommendations. I will also be responsible for implementing and maintaining such applications.

These include social technologies such as Facebook and Twitter, and web based applications such as Google collaboration tools and Scriblink. In order to stay cutting edge, I also will have to speculate about where these technologies might lead and go there first! This may entail finding new ways to use and apply such applications and enabling their emergence, facilitating the process of embedding them into library services and resources. This is where I hope to be useful. I am concerned not only with the technologies per se, but how they can be used, when they should be used, and who should use them. I have to consider ease of use, student interest, and ACRL information literacy standards as well as the dynamics of the College.

A common misconception about emerging technologists is their identification with computer scientists, programmers, and information technologists. While computer languages and software are common to all of these roles, the focuses differ.

I envision QCC leading the way in implementing many new technologies. Some of the innovations I hope to facilitate are:

- virtual reference services;
- mini websites for subjects, disciplines, frequently taught courses, and hot topics; and
- downloadable podcasts to disseminate library information such as library tours.

I look forward to an exciting year ahead.

— Kimberley Bugg

(continued from page 5)

Examples of statistical information derived from these reports follow:

Since the fall 2010 semester began through October 9th, there were 5,711 walk-in and 64 phone queries at the reference desk, with a total 5,775 research/reference and directional transactions. These include help with locating reserve material (2890), assignment-related books (248), assignment-related databases (182), other research assistance (91), specific resource such as a particular book or story (190), handouts (91), print periodicals (42), the Library tour (388), help with computer use (282), the copier (241), printing (367), other technical assistance (91), location of the Academic Computer Center (89), Financial Aid (12), Writing Center / Tutoring (18), other directional (300), questions about registration / advisement (15), and other types of queries (218).

Comments from the library faculty have been very positive. Most librarians found the Desk Tracker to be easy to use, faster and more accurate than the traditional paper tick sheet method, “an excellent tool for maintaining the desk statistics” and “worth purchasing.”

— Barbara Bonous-Smit
About Books - Happiness

In the concise, entertaining little book, *Happiness: The Science Behind Your Smile*, Daniel Nettle, a British psychologist, tries to understand and explain happiness from a scientific perspective. He also tries to provide practical advice for building personal stockpiles of positive feeling.

Nettle begins by defining different levels of happiness. The first level involves ephemeral feelings of joy or pleasure, exemplified by the company of persons we like, or movies and concerts we enjoy. Happiness at the second level involves deeper emotions like a general sense of well-being and satisfaction in accomplishment. This includes an expanded view of the pluses and minuses of life. The third level of happiness is attained when we are flourishing in the achievement of our full potential.

Most of us would like to be functioning at the third level of happiness, but this is often very difficult to achieve. Nettle provides some reasons for obstacles and struggle in our attempts to maximize our potential. He cites one study where rats were compelled to eat food without pleasure or desire. In another study, the rats starved to death in the presence of food that they had eaten with apparent pleasure in the past. The neural mechanisms that control what we “want” are not identical with those that control what we “like.” It appears that evolution has not wired the human species to be happy; rather, it has fostered our ability to spread our genes. We may burn the midnight oil to get that promotion, but making partner may not increase our happiness.

Nettle offers three suggestions for behaviors that can increase happiness. The first is to confront and challenge the negative thoughts that erode good feelings. Cognitive-behavioral therapy has proven very beneficial in this regard. He also suggests “pleasant activity training” to increase positive emotions. Basically, this consists of figuring out what makes us happy and increasing the frequency of such activities. It’s not exactly rocket science, but he says it works.

Nettle also talks about a hedonic paradox — “the notion that by pursuing happiness itself, one makes it more distant, whereas by pursuing something else, one can inadvertently bring it closer.” His third suggestion, therefore, is detaching ourselves from the idea of attaining happiness as an end in itself. He recommends focusing instead on improving the quality of our lives by engaging more in those activities that enhance life’s gratifications. This might include volunteering more, working less, and spending more time with friends and family.

Throughout the book, while providing some realistic tools for increasing personal happiness, Nettle remains grounded in scientific evidence. He also encourages the reader to think beyond happiness as a measure of a successful life, since total happiness is not attainable. This book is an important contribution to the literature on happiness.

Other books about happiness in our collection include:

- *The Art of Happiness in a Troubled World* by Bstan-dzin-rgya-mtsho, Dalai Lama XIV
- *Nudge: Improving Decisions about Health, Wealth and Happiness* by Mark Anielski
- *Stumbling on Happiness* by Daniel Todd Gilbert
- *Happiness: Unlocking the Mysteries of Psychological Wealth* by Ed Diener
- *The Pursuit of Happiness* by Chris Gardner
- *Happiness: A History* by Darrin M. McMahon
- *Happiness: A Guide to Developing Life’s Most Important Skill* by Ricard Matthieu
- *There’s More to Life than the Corner Office: The Secret to a Total Life Prosperity* by Lamar Smith and Tammy Kling
- *The Economics of Happiness: Building Genuine Wealth* by Mark Anielski
- *Dancing in the Streets: A History of Collective Joy* by Barbara Ehrenreich
- *A Brief History of Happiness* by Nicholas P. White

—Neera Mohess
Faculty Outreach

Faculty outreach is an important part of the library’s role in academia. It involves all library faculty. At QCC, we approach outreach to the teaching faculty in a number of ways. First, librarians are assigned to work with faculty in the academic departments, usually according to subject expertise. We contact faculty to determine what their library needs are, whether it be books, materials purchases, or specialized workshops. We also offer to make course syllabi available in the Library so that the librarians can more easily assist students with their assignments. In addition, we send out an annual survey to teaching faculty, seeking feedback on how well personal library needs were met. We ask questions such as, “Do you use the Library? If not, what would encourage you to use it more often?”

We make every attempt to keep open communication with the teaching faculty, engaging them in dialogues about their teaching. We try to find out what they feel is most important to convey to their students in the classroom; to discover their hopes and challenges and what their classes will enable their students to achieve. The increase in electronic resources has expanded what the Library has to offer for both students and faculty and is helping to foster the promise of the Library as a full partner of the other College departments.

In the past the Library was often seen as an isolated entity, separate from the rest of the College. Today library buildings no longer exist just to house books, but also to provide a nurturing environment, supportive of all the goals of the College community through interaction and collaboration.

Below is a list of departments and academies with liaisons from the Library.

—Devin McKay

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<tr>
<th>Department</th>
<th>Librarian Liaison</th>
<th>Academy</th>
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<td>Art &amp; Design</td>
<td>Prof. Kimberley Bugg</td>
<td>Business</td>
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<td>Education</td>
<td>Prof. Susan Sciammarella</td>
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<td>Health Related</td>
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Friends of the Library

Friends of the Library, an important supportive arm of the Library and of the College, invites everyone to join our circle. We are planning an exciting program on the development of the Graphic Novel presented by Dr. Susan Jacobowitz of QCC’s English Department. Watch for further information in the next few weeks.

Friends of the Library member names are placed in commemorative bookplates. Tax-deductible dues are only $5.00 for students and $25.00 for faculty, staff and community members.

Please send dues, together with a completed membership form (below), to the Kurt R. Schmeller Library. Checks should be made payable to the Friends of the Kurt R. Schmeller Library.

☐ I would be happy to participate in Friends of the Library Programming.

   My name is __________________________________________________________
   My phone number is _________________________________________________
   I am interested in
   __________________________________________________________________
   __________________________________________________________________
   __________________________________________________________________

☐ Please keep me on your mailing list.

   My name and address are ______________________________________________
   __________________________________________________________________
   __________________________________________________________________

☐ I am pleased to support Friends of the Library with a tax-deductible contribution.

All Memberships include use of the Library and Adopt a Book bookplate with donor name

☐ $25……..Regular Membership

☐ $50……..Sustaining Membership – includes two free gift books

☐ $100……..Patron;

☐ $500……..Benefactor

Mail to: Friends of the Kurt R. Schmeller Library; 222-05 56th Ave., Bayside, New York 11364

Name __________________________________________
Address __________________________________________
City________________________________State _____ Zip ________
Phone ___________________ Fax___________________
E-mail __________________________

☐ I am enclosing my check payable to
   Friends of the Kurt R. Schmeller Library.

☐ American Express □ MasterCard □ Visa □ Discover Card

   Name (as on card):
   __________________________________________
   Card Number_________________________ Exp: __/____/____
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   Signature:
   __________________________________________
Electronic Resources at QCC—Not Just Articles Anymore

A careful perusal of the Library’s homepage will reveal a link marked “Ejournals, Databases, and Electronic Resources.” What exactly is an Electronic Resource? The answer is complicated. It can be an ejournal, a database of print sources, or something new—such as an electronic book or a database of media such as music, art images, or videos. Some less standard electronic resources can often be the most useful, and interesting.

American History in Video brings the past to life, enabling film clip searching from 1898 to the present, and the immediate viewing of U.S. history.

For those in the allied health or nursing field, several useful electronic books are now available online. These include AAFP Conditions A to Z (2010), DSM-IV-TR 4th edition, Magill’s Medical Guide, and Stedman’s Medical Dictionary and over 25 titles in OVID Nursing Books.

New subscriptions to IOP Science and the ScienceDirect Freedom Collection should please students of science.

Art students may want to view images and photographs of artwork and other types of visual displays in ArtStor, Art Museum Gallery, and Cinema Image Gallery.

In addition, everyone may enjoy the many electronic books available for reading online through eBrary, NetLibrary, and Gale Virtual Reference Library.

The more familiar databases, such as Academic Search Complete, LexisNexis, and Opposing Viewpoints are still here, but they have gotten makeovers; check out the new looks.

—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
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