From the Chief Librarian —

Using Wikipedia

Students, and many of us who are no longer students, enjoy the convenience of finding information online. “Google” has actually become a verb, as in, “I will just google it”. When we use this popular search engine, one of the first items on our results list is usually an article from Wikipedia. Expert website designers can create tags that will cause a particular site to rank high in relevance for a google search, and we know that Google does not determine which results are most accurate. Therefore, Wikipedia should not be regarded as a good source of information simply because of its location among the first results on a google search.

Open to the public for contributions and editing, Wikipedia was somewhat disreputable in its early days. It was generally known that anyone could contribute anything to Wikipedia with no repercussions if the material was false, misleading or even libelous. Now when we examine Wikipedia entries, we are likely to find “Works Cited” lists and links that lend an impression that the content has credibility.

However, closer examination of the workings of Wikipedia is needed before we conclude that it is a reliable source. It is still true that anyone can contribute to or edit Wikipedia articles. Moreover, Wikipedia does not require that contributors have any expertise in their subjects. Wikipedia does now have a list of guidelines that require that contributions be verifiable, which means that users have to be able to check content against reliable sources. This does not mean that anyone routinely checks Wikipedia content or the sources its contributors claim to have used.

(continued on page 2)

New Tech Features

We are happy to announce several new technology features. First, all library users across CUNY have access to the University’s collection of online reference works via the Gale Virtual Reference Library. This wide-ranging collection includes hundreds of encyclopedias, directories, and other scholarly reference works. Users can:

- Access reference materials 24 hours a day
- Download PDF’s of articles and entries,
- Search within titles or across the collection to find exact needed information,
- Have text read aloud via text-to-speech technology which may be downloaded in MP3 format.

Titles may be found either through the CUNY+Plus catalog or directly from the Gale Virtual Reference Library databases in the “Databases A-Z” list under “Find Articles” on the Library’s homepage. Please contact the Reference Desk for help or more information.

Second, Ebrary has announced that content may now be downloaded to computers and other devices, including the iPad, Kindle Kobo, Nook, Sony reader, and many smartphones. All ebooks are available for download, either by chapter or page range of up to 60 pages. Most books may be downloaded in their entirety to the Adobe Digital Editions format, which can be used on most devices with the exception of the Linux operating system and Kindle, for 14 days only. For more information, please see http://support.ebrary.com/?cat=69.

Third, thanks to the hard work of CLT, Danny Li, and other faculty and staff, now when users find books in the CUNY+Plus catalog with a Queensborough location, they can click on the call number to find a map of the Library. This map, also available at http://tinyurl.com/qbccmap, will help to locate the material in the Library.

—Sara Rofofsky Marcus
Recently, a QCC faculty member edited two Wikipedia articles. The first was on a health related topic. Other contributors to that Wikipedia article cited well-regarded peer-reviewed journals. The faculty member cited a source that is comparable to a supermarket tabloid, and her contribution was edited and deleted within three hours. However, the editor was not a person with qualifications in a health related field. The second edit was a contribution to an article on a popular culture topic. The contribution was entirely spurious, and no source was cited. It remained as a part of the article for three weeks.

Wikipedia relies on its contributors to correct errors and update content. These contributors are all volunteers. There are some paid staff members who deal with technical issues, but not with content. A frequent contributor can apply for administrator designation. This status involves some dispute resolution privileges. However, no expertise is required, and the work is voluntary. The premise on which Wikipedia operates is that its contributors will eventually produce fairly good content and will voluntarily keep it up to date.

The chief difference between Wikipedia and open access scholarly materials has to do with peer review. Unlike Wikipedia, scholarly materials are reviewed by people with credentials and expertise. Sources are routinely checked and evaluated. While peer reviewers are ordinarily unpaid, other costs involved in the publication of such works are met by various means, including author charges.

In conclusion, your chances of finding accurate information on Wikipedia are better today than in the early days of this “encyclopedia.” However, Wikipedia is still not an authoritative source!

Advice: Come to the Library, either in person or online, to find better sources!

— Prof. Jeanne Galvin, Chief Librarian
Meet Your Librarian

Christine Kim

One of our newest adjunct librarians is Christine Kim, called Kim Mi-seon in Korean. She explains in her smiling, patient manner that names are reversed in Korea. She came to the United States alone eleven years ago, seeking a more egalitarian society to nurture her feminist soul. Here she married and embarked upon a new career as a librarian.

Christine grew up in the small town of Wonju, where she began studying English in middle school. She went on to earn baccalaureate and master’s degrees in Korea; writing her thesis on American novelists, Faulkner, Hemingway and Fitzgerald, focusing most on Hemingway and views of war from different perspectives. She became an English teacher for both high school and college students, deriving great satisfaction in the value that her work provided. Seeking similar work here, she hit upon academic librarianship, and has found it to be an ideal choice. She delights in the ambiance that being surrounded by books provides, the sense that in the world of knowledge everything is connected, and the teaching element that is part of her responsibilities.

Christine received her Master of Library Science degree from Queens College in May, 2010, after two and a half years of study, including an internship here at QCC. She lives in Flushing, a convenient fifteen minutes away. Although her adjunct position does not give her many hours here, she enjoys being a librarian so much that she works an extra day on a volunteer basis. She would love a full-time position.

Other activities that Christine enjoys are visiting art museums, reading nonfiction, visiting ethnic restaurants and travel. Her taste in art runs toward the abstract, in her enthusiasm for the MOMA, as well as Picasso and Dali. Favorite readings are in the field of sociology and gender studies, and her favorite foods run the gamut from Thai to Italian, including highly spiced dishes. Her enjoyment of travel is tempered by the fact that she hates flying. She and her husband have planned a trip to Korea to see her mother and brother next year, and the necessity of flying is its only negative feature. She greatly enjoyed the scenery and quaint atmosphere of this year’s trip to Quebec City despite the ten hour drive.

Christine’s strongest interest is in films. She describes herself as a true film “buff.” She enjoys all types of movies, mainly through HBO and Netflix, but especially foreign language productions with subtitles. A recent favorite was The Girl with the Dragon Tattoo from Sweden. She also appreciates Japanese animation, avant garde work from the Coen brothers, abstract work such as Brazil and Rashomon, classics, including Citizen Kane, and feminist work like Thelma and Louise.

Christine considers herself fortunate to have had an internship and subsequently to have an adjunct position here at QCC Library. The feeling is mutual.

— Sandra Marcus
ACRL/NY Collaborates with Local Libraries

The New York City metropolitan area branch of the Association of College and Research Libraries (ACRL/NY) has begun a program of collaboration on professional development programs and events with area library organizations and information science institutions. As Chair of the newly created Professional Development Committee I am assisting with the development of these programs in both live and online formats. Several library organizations have expressed interest in working collaboratively with ACRL/NY on this initiative. These include: the Archivists Round Table of Metropolitan New York; the Library Association of the City University of New York (LACUNY); Long Island University Palmer School of Library and Information Science; Metropolitan Library Council (METRO); Nassau County Library Association (NCLA); New York City Radical Reference Collective; New York Technical Services Librarians (NYTSL); Queens College Graduate School of Library and Information Science; Que(e)ry; Suffolk County Library Association; State University of New York Library Association (SUNYLA); Westchester Academic Library Directors Organization (WALDO), and the Westchester Library Association.

On October 4th, METRO and ACRL/NY presented the first of these collaborative efforts, beginning a Mini Lecture Series. Jim Neal, Vice President for Information Services and University Librarian at Columbia University, delivered the informative and interesting lecture: Fair Use is Not Civil Disobedience: Rethinking the Copyright Wars and the Role of the Academic Library.

The very successful and well-attended program was followed by the second in this Mini Series, Change in the Digital Age: Metadata Trends for Libraries on November 16th. The speaker, Rebecca Guenther of the Library of Congress, focused on the use and importance of metadata in the digital age, along with changes in cataloging rules (RDA) and the bibliographic format (MARC).

The 2011 ACRL/NY annual Symposium, The Global Librarian: Information without Borders, was held on December 2, 2011 at Baruch College, Vertical Campus Conference Center.

For more information on ACRL/NY see: http://www.acrlny.org

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Barbara Bonous-Smit

Friends of the Library Music Program

On Sunday afternoon, September 25th, Words and Music over the Rainbow attracted over 120 enthusiastic attendees. Presented by Friends of the Kurt R. Schmeller Library, the program featured the work of noted composer, Harold Arlen, and consisted of both a lecture and concert. The guest speaker was Dr. Walter Frisch, Columbia University Gumm/Von Tilzer professor and noted author and editor. Dr. Frisch both educated and entertained his rapt audience, illustrating his talk with slides, audio recordings and live performances. He demonstrated and explained little-known sides, and the largely unrecognized greatness of the composer, mainly remembered for his work in the movie, The Wizard of Oz.

The live performers were pianist Gerri Blum and soprano, Holly Skir. Holly is an adjunct librarian here at QCC. Both the sentiments and music of “Over the Rainbow” were exemplified by this excellent program.

Light refreshments were provided by Friends of the Library. For information on how to become a “Friend” please see http://qcc.libguides.com/friendsofthelibrary.

— Sandra Marcus
In April, 2011, I received a PSC Grant entitled, “American Benedictine Libraries: A Comparison at Three Monasteries”. The grant provided travel expenses to visit Holy Cross Monastery in West Park, New York; Mount Angel in St. Benedict, Oregon and Glastonbury Abbey in Hingham, Massachusetts. Two of the monasteries, Holy Cross and Glastonbury Abbey, are not attached to educational institutions. Mount Angel has an undergraduate and a graduate school. Holy Cross is an Anglican Benedictine monastery in contrast with Glastonbury and Mount Angel, both Roman Catholic. In the Benedictine tradition each monastery has a guest house and welcomes those on retreat, who may attend any of a number of prayer services held each day.

Each of the libraries has its own character. The Library of the Holy Cross Monastery is not open to the public, although guests may request and obtain access. It reflects the diverse interests of its monks, spanning the 125 years of the Order’s existence. The Library contains approximately 15,000 volumes. Cataloged using the Dewey Decimal system, the collection is strongest in spirituality, scripture, monastic studies, Anglican studies and religious biography. The Monastery’s collection is housed in four locations with the main Monastic Library containing the largest amount of material. There is also a Rare Book Room where materials printed before 1900 are maintained in a climate controlled environment, as well as the Guest House Library, a collection for the use of guests during their stay at the Monastery. And the Monastic Studies Library is a small collection of books that are critical for monastic studies. The librarian is one of the monks who, with the help of volunteers, maintains the Library.

The Library at Mount Angel’s Abbey serves both the Seminary and the monastic community and, as a result, the collection is large and varied. Subject strengths of the collection are theology, language and literature, philosophy and the arts, as well as social science and natural history. Library users include students, faculty and staff of Mount Angel Seminary, scholars, and religious professionals of many different denominations, and various individuals who request user and borrower privileges. Impressive holdings of the Library include the Patristics and Latin Christian Literature Collection which contains primary editions and scholarly tools needed to do advanced research in Patristics, the study of the writings of the Church Fathers, as well as medieval philosophy and theology. Mount Angel’s Library also has holdings of secondary works on early and medieval Christianity. In addition, there is a substantial American Civil War collection, as well as several collections of rare books, including ten Books Of Hours, which are medieval illustrated manuscripts. Several professional librarians and a number of monks maintain the Library’s collections.

In contrast, Glastonbury Abbey is a small monastery, with only nine monks. The monk in charge of the Library feels his job is to keep materials in order for the future in the hope that there will eventually be a true library instead of the several locations where items are currently kept. This Library also catalogs books according to the Dewey Decimal system and has a volunteer high school librarian who comes to the Monastery periodically to catalog new acquisitions. At Glastonbury like the other two monasteries, the collection strengths in are theology and scripture.

The librarians at all three libraries expressed the importance of the role of the library as part of the fabric of monastic life. At Holy Cross and Glastonbury Abbey, the library’s function is to maintain tradition and to preserve it for the future, as well as to serve the interests and studies of the monks. At Mount Angel, the Library provides materials to support the curriculum and the monastic community. I feel very privileged to have received the funding to visit these monasteries and their libraries.

— Devin McKay
Library Displays

In three glass cases near the entrance, the Library exhibits books, pictures, descriptive writings, artifacts and models. Views of a variety of topics are offered, and the removal of library books to be checked out is encouraged. Recent displays have been noteworthy.

This September marked ten years since the 9/11 attacks on the World Trade Center and the Pentagon. In recognition of one of the saddest days and most terrible events in the history of our beautiful country, the Library presented the exhibit, In Memory. It was offered with respect and deepest sympathy to those whose losses can never be healed, and in honor of those whose courage can never be matched. The display featured historical newspapers preserved in archival jackets in chronological order from the collection of Joseph Iorio of the QCC Chemistry Department. Mr. Iorio titled his collection, “America Must Never Forget,” and dedicated its showing to Hazmat Unit 1 and Engine Co. 288 from Maspeth, which lost 19 firefighters at the World Trade Center.

The Library is grateful to Mr. Iorio for this exhibit, as well as to Dr. Barbara Bonous-Smit who provided models of the World Trade Center and the Pentagon, as well as a commemorative medal. Many relevant library books, also included in the display, were checked out during this period.

On a lighter note, Architecture – Then and Now, the presentation during the summer months, enabled a glimpse of the wonderful world of architecture, experienced by all age groups here at QCC. Designed and executed by Prof. Craig Weber, it included quotations by Lois Kahn, “Architecture Begins and Ends with the Unmeasurable,” and Henry Wadsworth Longfellow, “Ah, to build, to build! That is the noblest art of all the arts. Painting and sculpture are but images, are merely shadows cast by outward things on stone or canvas, having in themselves no separate existence.”

The College is very fortunate to have Prof. Weber, whose expertise, enthusiasm and caring make architecture come alive for his college level students, club members, and young summer program participants. We greatly appreciate his meaningful library display.

Our most recent exhibit is a celebration of Italian-American Heritage and Culture Month, featuring the land, people and contributions of beautiful Italy. From the renaissance to modern times, the art of Raphael to Fellini, the music of Vivaldi and Toscanini, Frank Sinatra and Caruso, the great literary giants such as Dante, and the regional food and wine of the country, the wide panorama of Italian culture is evoked in this display.

Our next presentation will be a recognition of the one hundred fiftieth anniversary of the Civil War, in conjunction with the planned grant-funded discussion series, “Making Sense of the Civil War.”

We hope everyone finds our displays both enjoyable and educational.

— Sandra Marcus
Library Evolution

The 21st century academic library continues to evolve every day. It is redefining itself less as a place to store knowledge and more as a way to access information. To stay relevant it constantly must scan the trends not only of academia, but also of social media, consumer services, and marketing. This ever present pressure to keep up with technology results in a perceived need for continual change. Fortunately, librarians are not afraid to boldly go where libraries have not gone before and seek new and better access points for library users. Research suggests that librarians see themselves as expert tour guides through the intricate labyrinth of information resources. It is acknowledged that most seekers know where to go to get information, but are confused by the decisions of what they really need or want, once there. What is valuable? What is real?

Currently, the focus is mobile applications, internet applications that run on smartphones and other mobile devices, usually through internet services more commonly accessed on desktop or notebook computers. A mobile app may be a mobile website, bookmarking utility, or a mobile based messaging client. Libraries around the country are developing mobile presences for themselves and mobile access for their users.

The Apple Corporation bears the chief responsibility for opening the mobile app frontier to the world with its growing selection of i-products, such as the iPad, iPhone, and iTouch. According to recent Gallup polls, over 300,000 mobile applications were downloaded in 2010 via Apple devices. With the increase of consumer interest came the development of university mobile apps and the addition of mobile application development courses to both degree and non-degree program offerings. Quite naturally, libraries have also begun to investigate the impact of mobile applications, and some have developed their own mobile applications as well.

Last spring, Queensborough Community College Library joined the mobile applications procession with quite a few accomplishments. When library users access the library homepage via mobile devices, they are automatically redirected to the Library’s mobile site. This mobile site is exactly the same as the web version; however, it is formatted for easier navigation using mobile devices, including Apple, Android and Blackberry operating systems. The Library also has provided a list of databases with mobile apps, as well as a list of open source resources that can help students write papers and do scholarly research via their mobile devices.

In addition, the Library has enabled simple mobile printing. Emailing an attached word document of 300 kb or less to mobileprint@qcc.cuny.edu, with the word “print” in the subject line allows users to print papers on the second floor wireless printer. The implementation of mobile devices as a part of library instruction is also being considered.

As technology continues to define the expectations of information consumers, libraries must continue to “think” about and “try out” new ways to assist and inform those expectations.

— Kimberley Bugg

Using Library Resources

David Jaffee said, “Just because you can get into an archive does not mean you know what to do when you get there.” This is true of all the resources available in any library, as well as QCC. Thomas Surprenant observed that there are many resources out there, but the first and most significant are the librarians.

The QCC librarians help both faculty and students by identifying, sharing and evaluating paid and free resources. The paid resources here at QCC are varied and no longer are made up only of articles. We now have ebooks, electronic reference book collections, and image and music databases with audio and video content, as well as sheet music. For a full listing, see: http://tinyurl.com/qbccdatabases.

Many of these paid resources can be added to course contents, either by the instructor or by the students, in the form of hyperlinks, such as at http://tinyurl.com/qbccshortener. These hyperlinks work on campus, and will work off-campus with an activated CUNY ID card. ID cards must be activated at the Check Out Desk in the Library every year by faculty and
every semester by students.

One way that faculty may enhance the effectiveness of these resources is to provide additional readings and related sites in the syllabus or elsewhere in the class’s online presence. Another method is to locate and share “gifts” in classes linked through ePortfolio. Students locate these “gifts” via the Library’s databases and share these annotated links with each other, rather than simply searching the Web.

Each academic department has a liaison in the Library, a subject specialist, who will work with faculty or students to locate potential sources. For example, Professor Jean Darcy worked with a librarian to locate resources for her EN411 course, and put the links directly into her syllabus. SoftChalk was used to create the syllabus and the ACC uploaded this to be shared. Here students have traditional readings as well as links to other types of resources, such as videos, artwork, and audio. Such syllabi can be updated throughout the term as new sources are found.

Students may also add such nontraditional resources to their portfolios or other course web sites. They may be effectively assisted in the location of library resources through scheduled information literacy sessions, requested for specific classes by faculty. During such sessions a librarian instructs students in the most efficient ways to locate and evaluate information, as well as how to use it ethically. These sessions are designed to meet the needs of individual courses.

To schedule a session, contact Prof. Suzy Sciammarella at ssciammarella@qcc.cuny.edu; (718)631-6601, or view the Information Literacy website at http://tinyurl.com/qbccinfoliteracy.

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First-Person Feature

Book Club

I was quite surprised by the unexpected phone call I received shortly after retiring from a long career as a high school librarian. A retired social studies teacher from my old high school invited me to join her Wednesday afternoon book club. There was room for another participant, and she felt that a librarian would offer “interesting insights” into the books they selected and discussed once a month. A bit apprehensive, I accepted, and found myself in an impressive group of women: several retired teachers, a nurse, a nutritionist and a lawyer.

Initially, a week before each meeting, I would come close to a panic attack; I was intimidated by the need to provide “interesting insights!” I would put my librarian research skills to use and diligently search for critical reviews of the books we would be discussing. For book suggestions, I would search library review journals, newspapers and other print resources for titles everyone would enjoy. Over time, I calmed down and got to love being part of a group that shared my passion for reading.

The process of book selection often reflects each person’s interests. One member enjoys reading nonfiction, particularly history and politics. An English teacher likes to reread the classics we read as students. At her behest, we read Jane Eyre by Charlotte Bronte (Call Number PR4167.J3 2000) and To Kill A Mockingbird by Harper Lee (Call Number PS3562.E353.T6 1982). We tried to compare our memories of what we thought about these books as young students with our current life experiences. Our lawyer wanted to read European, Asian and African novelists. We found her choice of Nobel Prize winner, J.M. Coetzee’s Disgrace (Call Number PR9369.3.c58.D5 1999) moving and powerful. It generated a long discussion about apartheid and morality. Husband and Wife by Israeli novelist, Zeruya Shalev, we agreed was gloomy and ponderous.

There is always some good-natured ribbing of anyone who recommends a title that a majority of our members do not care for. I will never live down suggesting White Teeth by Zadie Smith (Call Number PR6069.M39.W47 2001). I loved it. “Lighten up guys! It was a satire! It was a Masterpiece Theatre presentation!” I did not change any opinions.
I got my revenge after we read *Three Cups of Tea* by Greg Mortensen (Call Number: LC2330.M67 2007). How could I not like it? It was inspiring and heartwarming. Months later, when most of this memoir turned out to be a fraud, I gleefully handed out copies of the investigative newspaper articles that exposed his dishonesty to my crushed fellow book clubbers.

I am wary of books touted by publishers as terrific book club selections—complete with a list of questions to discuss. Some of these questions have value, others are insulting. Some of these books turn out to be light reading; soon-to-be major motion pictures suitable for a group of ladies. I do find that some of Oprah’s Selections offer good choices. Jonathan Franzen’s *Freedom* (Call Number: PS3556.R352.F74 2010) was an Oprah recommendation that we discussed as a paradigm of the modern American novel. What I refer to as “creeping Kindleism” has affected our discussions. People sometimes struggle to find quotes on specific pages. Has this device altered the quality of our discussion?

When the literary portion of our meeting is finished, we share coffee, tea, fruit, cake and personal talk about travel, caregiving, politics, health and our former school. We have become a caring, cohesive group of friends. We are there for each other—much like the characters in *The Friday Night Knitting Club*.

**Personal Book Recommendations**

**Transcendent—The Best of the Best**

Moehringer, J.R. *The Tender Bar: A Memoir*. (Call Number: CT275.M5719.A3 2005). This is Moehringer’s story of growing up on Long Island in a dysfunctional family with his bartender uncle and various patrons as surrogate fathers. We took such pleasure in his writing style, that we each read aloud some of our favorite passages. Some of the comic incidents were hard to swallow, such as the hijacking of an Entenmann’s truck, but the commanding use of the English language made up for it. We read *Open* by Andre Agassi because Moehringer was the ghost writer. I am not a fan of professional tennis, but even the prolonged descriptions of championship matches held my rapt attention.

Murakami, Haruki. *Kafka on the Shore*. (Call Number: PL856.U673.U4813 2006). I am generally not a fan of fantasy. It rains fish; cats talk; and Johnny Walker is a character. Murakami weaves strands of realism, pop culture, Japanese folklore and fantasy into a mesmerizing plot. I don’t use the word “brilliant” very often.


**Solid Plot-Driven Novels**


Larsson, Steig. *The Girl With the Dragon Tattoo*. (Call Number: PT9876.22.A6933.M3613.2008). You need a genealogical chart to sort out the numerous characters in this whopping good Swedish mystery. It was followed by two sequels. One of us went to see the movie complete with English subtitles.

Strout, Elizabeth. *Olive Kitteridge*. (Call Number: PS3569.O566.O5 2008c). All but two of the short stories in this work include the title character, a curmudgeonly middle-aged woman from rural Maine wreaking havoc on family and friends.

— Ruth Abraham

What is your book club reading? Do you have any recommendations? Share your suggestions at the Reference Desk.
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.

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.

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For further information, contact Prof. Sandra Marcus 718-281-5072

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### Library Liaison Program

#### Frequently Used Library Services

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### 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) 281-5407 or (718) 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 B. 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 B. Williams (718) 631-6567 or 6227
- **For Emerging Technologies and Elearning**: Prof. Sheila Beck (718) 281-5711 or Ms. Neera Mohess (718) 281-5067