I walked through the library today and found the activity remarkable. Students are busy working on assignments, some in groups in the designated group spaces and others in the SILENT spaces. The silent spaces are truly silent and we are working on creating an appropriate academic atmosphere in our group spaces. Other students may be in classes requested by the faculty members who recognize that finding the best information and using it ethically are not innate skills. We are enjoying our new classroom. Students and faculty members have been at the reference desk since 7:30 this morning and will be there until almost 10 tonight. Some students and faculty will continue to reach us via online chat until 11 pm.

The year has been very busy. Our faculty members have been very productive in their scholarship. It is with best wishes and profound regret that we bid farewell to Profs. Sheila Beck and Sandra Marcus. Sheila is known for her work in copyright, OERs and predatory journals, as well as her seemingly effortless management of collection development. Sandra’s career has been marked with many accomplishments. Her excellent exhibits have always been valued by the campus community. Her last exhibit, focusing on women, African Americans, and music, is dedicated to our beloved Dr. Barbara Bonous-Smit. If you have not yet seen it, please stop in. You can also take the opportunity to wish our retirees all the best.

-Prof. Jeanne Galvin, Chief Librarian
Meet Your New Librarian!
Susan T. Wengler

Please welcome Professor Susan Wengler, the new Coordinator of Information Literacy, to QCC Library. Susan brings a wide range of experience and skill sets to this position, and we are excited to have her join our team. As Coordinator of Information Literacy, she facilitates the library faculty’s information sessions and classes, and ensures library instructional coverage of the College’s academic offerings. “I facilitate planning, marketing and schedule for the department’s teaching activities. I love to teach and organize, so this position is a good fit for me,” she explains.

When asked about her relationship to librarianship Susan explained, “I have always been interested in information and in finding things. The hunt is very appealing and continuously fresh to me, regardless of the research question or topic.” She agrees, like many, that the library is the heart of every college or university campus. To support her hypothesis, she called to mind the fact that there is a good plenty of social science and data out there, which indicates that the role of the academic library leads to higher grades and improves retention.

Susan has a second Master’s degree in Business Administration. Previously, she had worked on Wall Street, and then as a stay-at-home Mom to four children. She then returned for her degree in Library Science when she had the opportunity.

When asked about specific research interests Susan replied, “My research interests include IL instruction, online instruction, and information seeking behaviors.” Susan already has two research studies currently in development: one will explore the information seeking of community college students using Dervin’s Sense-Making Theory of Information Behavior; the other will investigate the impact of a pedagogically-designed research guide on IL student learning outcomes.

In addition to her IL responsibilities, research, and reference work, Susan has been the moderator of Books, Bytes & Beyond’s “Conversations with Authors” since 2002, interviewing some of the biggest superstars in children’s and young adult literature at community, school and store events. Her list of interviewees includes: Julie Andrews, Laura Bush and Jenna Bush Hager, Kelly Clarkson, Suzanne Collins, Kate DiCamillo, E.L. Konigsburg, and Lois Lowry, among others. Susan is a very welcome addition to the QCC Library faculty and we expect great things from her. Her diligence, diverse research interests, and skills make for a great asset to our faculty and students.

-Bill Blick
Forward Thinking: The Digital Initiatives Symposium
The University of San Diego

The forward thinking and vital concept of the OER is growing rapidly. On April 23, 2018, The University of San Diego hosted a the Digital Initiatives Symposium. The abstracts ranged from collaborative learning technologies, technology strategies and Open Education Resources.

There were a series of 15 minute TED-Style talks on technology in the library I was fortunate to present a demonstration titled, “TED-style Talk: Open Roads: The Relevance of OERs at Community Colleges”. My presentation focused on the essential need for Open Educational Resources at Community College. I discussed the impact of OERs on first generation, diverse, and underserved populations and how OERs can make the difference between students completing a degree or not.

Other presentations included: TED-style Talk: Human Wisdom and Digital Conversion, and TED-style Talk: Flying Blind: Creating a Library ORCID Integration Pilot. The day was chock full of innovative strategies, developing technology styles in Information Literacy, and new ideas about how we look at reference and the styles which have evolved.

I was very fortunate that I had the opportunity to see what other campuses were up to, not only with OERs but with new technologies in general. The audience for the 15-minute Ted-style talks numbered in the 150s. It was a valuable experience and one that I will utilize for our campus’ benefit.

-Bill Blick
Queensborough Community College has been awarded a grant from the Institute of Museum and Library Services (IMLS) totaling $35,021 to fund the research project, “Community College Librarians and the ACRL Framework.” Susan Wengler, Assistant Professor in the Library Department at Queensborough, submitted the proposal and will act as principal investigator.

The purpose of the project is to understand community college librarians’ engagement with the Association of College & Research Libraries (ACRL) Framework for Information Literacy for Higher Education (Framework), in order to identify the continuing education needs of community college librarians as related to their information literacy teaching practices.

“The Framework document is intended for use by all academic librarians. But the design and delivery of information literacy curriculum can vary greatly by institution type,” Wengler said. “Academic librarians who teach at two-year schools face unique challenges relative to those at four-year colleges and universities. By focusing on the community college librarian experience, this study may identify gaps in the Framework’s current deployment which could then be addressed through targeted continuing education.”

Four research questions will be addressed: 1) How do community college librarians describe their familiarity with the ACRL Framework? 2) How do community college librarians describe their attitude with regard to the ACRL Framework? 3) How do community college librarians describe their use of the ACRL Framework? 4) How do community college librarians describe their feelings about using the ACRL Framework?

This mixed-method study will gather data from a national survey of community college librarians as well as from in-depth interviews. Findings from this needs assessment will inform the development and implementation of training programs and online learning modules.

The grant was distributed through the FY2018 first cycle of IMLS’s Laura Bush 21st Century Librarian Program, which supports the recruitment and education of the next generation of librarians, faculty and library leaders. IMLS awarded $4,660,928 of the $17.2 million requested to fund 16 projects, including “Community College Librarians and the ACRL Framework.”
IMLS is the primary source of federal support for the nation’s libraries and museums. IMLS advances, supports, and empowers America’s museums, libraries, and related organizations through grant making, research, and policy development. The IMLS vision is a nation where museums and libraries work together to transform the lives of individuals and communities. To learn more, visit www.imls.gov and follow IMLS on Facebook (link is external) and Twitter (link is external).

-Susan T. Wengler
So, I Was At The Desk...

(This is a recurring column with a guest writer. It explores some of the more notable and/or unusual transactions at the Circulation, Reference, and Reserves Desks.)

So, I was at the Circulation Desk when a patron asked me, “Where is the rest room? I showed her and with such disappointment she said “Oh no, but I don’t have a wheelchair. Its wheelchair access only?” I looked at her and asked her, “Why did you say that?” She said that the sign on the door said wheelchair access only. I told her “Ma’am the sign means its wheelchair accessible too!” With that she said thank you and ran to the restroom.

So, I was at the Circulation Desk when a patron approached and asked, “Where is the exit?” I said, “The doors right behind you dear.” She then said, “It says do not enter.” I then said, “Well sweetie then go through the other doors.” She looked at me with amazement, thanked me and still did not go through the doors. She went and got a seat.

I was at the Circulation Desk when a patron came up to me and asked, “Can I borrow books from the Library?” I asked him, “Seriously?” He then looked at me and said, “Oh I’m sorry -my bad.” We both laughed.

I am often at the Circulation Desk answering questions on the telephone. I answer, “Good Morning, Library how may I help you?” Here are my favorite responses.

“Is this the library?”

“Can you connect me to the meat department?” No Ma’am. This is the QCC Library.

“Isn’t this Waldbaums?”

“Do you have books that I can read?”

This my all-time FAVORITE.

I was at the Circulation Desk when I was asked, “Where is the classroom? I said, “Turn around and behind you are the stairs to take you up to the 3rd floor.” The patron looked at the stairs and then asked, “Do those stairs go up?”

I love my Job!

-Natasha Ayanah Thomas
Important Project Completed

A brand new project started in the Library in the Summer of 2017. It was one of the most exciting projects to happen in the library. It is the *Weeding and Relocation Project*. We partnered with QCC’s Buildings and Grounds Department to enlarge the current Group Study Room located on the Library’s 2nd floor and create a brand new IL classroom on the Library’s 3rd floor. Our primary responsibility was to make room for the new work. The problem was there were thousands of books that had to be moved and many feet of shelving that had to be torn down and relocated. At the same time, we took advantage of the opportunity to weed these areas of the collection which involved thousands of books. The first part of the project was *enlarging the Group Study space* and then secondly, *creating the new IL classroom*.

**Enlarged Group Study Room**

The enlarged Group Study Room has enabled larger groups to collaborate as well as allow more groups in the room. B & G provided trapezoid tables enabling all but infinite configurations. We continue to be excited to see this enlargement of our ability to serve students and faculty with a larger and more comfortable space. The space also has two walls of glass enabling outside light and more outlets for laptops and other electronic devices. The room was ready for students at the beginning of the Fall Semester, 2017. To enable construction, the Library gave up 1.5 rows in the Art section. These books were placed at the end of the remaining art and music stacks lengthening each row by a single stack. The art books, formerly on the 1.5 rows, were placed in the remaining stacks. This also required shifting the books in this entire area.

*Photo By Rick Mako*
Buildings and Grounds begins Construction To Enlarge the Group Study Room.

Photos by Rick Mako

This is the completed Group Study Room.
To make room for the enlarged Group Study space librarians weeded the affected areas.

Photos by Rick Mako
New Library Classroom

The new IL classroom on the 3rd floor was built exclusively for the library and primarily for Information Literacy classes. This is a great development and one that many in the Library have worked diligently to bring about. Imagine the impact on Information Literacy, and particularly scheduling Information Literacy classes, with this classroom! Not only was this a significant construction project for B & G, the library was responsible for a lot of work required to facilitate this construction. B & G dismantled and removed all shelves beginning in the Z Section and extending back towards the Public Safety Department. 2 rows of shelving will remain in front of the Public Safety Department. Librarians and staff will remove the books from the shelves and place them in other shelving on the same floor. Of course, we are weeding all of the 3rd floor to make room for the thousands of displaced books.

Many thanks to B & G, our Chief Librarian and all of the librarians and staff that contributed to making this project happen!

-Rick Mako

Photo by Rick Mako

This is the before photo of the area that the new classroom will occupy.
These are the *after* photos of the new IL classroom. All of the books have been weeded and many relocated. B & G removed shelves and built the classroom. We have already made improvements to the classroom including asking B&G to install shades and purchasing a mobile white board!
Ward and Kim Take ALA Award!

On June 25th, 2017 at the American Library Association (ALA) Annual Conference in Chicago, IL librarians Leslie Ward and Christine Kim were awarded the Reference and User Services Award for Excellence in Reference and Adult Services for their LibGuide titled “The Jacket from Dachau: One Survivor’s Search for Justice, Identity, and Home”. The LibGuide acts as a teaching and learning accompaniment for the Kupferberg Holocaust Center at Queensborough Community College exhibit of the same name. The exhibit follows the life of Benzion Peresecki, a Lithuanian Holocaust survivor, his immigration to the United States and, “the power of a single artifact to connect narratives of justice, identity, and a search for home.”

Nominated by Chief Librarian Jeanne Galvin, the guide was chosen for its well-organized presentation of Holocaust information resources, its collaborative connection between the library and the exhibit’s curator Dr. Cary Lane, and for its connection between the exhibit and course content. The LibGuide highlights the themes of the exhibit, which include justice, identity, home, and perseverance, while simultaneously connecting users with tools for research and writing such as maps, infographics, videos, writing prompts, and library databases. The Reference and User Services Association notes the significance of the LibGuide because it provides users with, “...a unique, immersive and interactive perspective of Holocaust history.”

The Libguide can be found here: http://gcc.libguides.com/thejacket To view the Kupferberg Center online exhibit, visit here: http://khc.qcc.cuny.edu/jacket/ More on the award can be found here: http://www.ala.org/news/member-news/2017/03/jacket-dachau-libguide
It’s Reference Time!

We are beginning our approach to the Fall Semester and leaving behind the Summer’s slightly slower pace. Vacations, barbeques and the warm air are almost behind us. We are about to enter the brand new fall semester and busily answering student and faculty research and reference questions. Let’s do our best to let students and faculty know that we have a wonderful reference program in place to support their academic research efforts.

Reference Desk

We have the Reference Desk which is our main launching pad for reference services to QCC students and faculty. It’s a quick pace and a hub of activity! We answer all sorts of questions from, “Where is the restroom?” to exotic and challenging questions on just about any topic you can imagine. Depending on the traffic, there are 1 or 2 librarians or adjuncts providing service from the time the library opens until the library closes. We all try our best to represent the library with outstanding service to students and faculty.

CHAT

Reference Services are also provided through CHAT. In CHAT, Librarians handle reference questions though our online provider, Compendium Library Services. Students and faculty are encouraged to ask us questions around their research and academic projects.
We also provide Reference Services through e-Mail at Askref@qcc.cuny.edu and telephone at 718-631-6241.

**Extended Reference**

This Reference Service provides assistance to those students and faculty seeking Reference Services that require more time. Students and Faculty complete a request and we respond. Generally, inquiries are forwarded to librarian subject experts who respond by setting up a meeting that begins at 1 hour. You can find the request on the Library’s home page https://qcc.libguides.com/libraryhome or simply call 718-631-6241.

**Reference Policy and Procedure Manual**

The Manual has been revised and contains useful information about Reference Services and other parts of the QCC library. In fact, the Manual is being finalized and should be published on-line by September, 2018.

-Rick Mako
Website Update

You may have noticed that we’ve now placed OneSearch front-and-center on the website. OneSearch replaces the classic book and ebook catalog, which is being phased out in CUNY.

OneSearch is your search engine for all books and ebooks at QCC (and CUNY), newspapers, and most of the scholarly databases. We continue to improve the library website’s faculty portal with information on predatory publishing and Cabell's Scholarly Analytics for faculty research. Lastly, librarian Quintis Pinder added a leisure reading guide with new summer reading in our collection. As your web services librarian, I always welcome any feedback about the website and any web-based services—please feel free to write anytime!

-John Schriner
Meet Your New Librarian!
Shara Weisser

The Kurt R. Schmeller Library is now open seven days; providing accessibility for those who need the Library during the weekend. Taking advantage of Sunday openings provides some added benefits; the relative quiet and peaceful ambience of fewer patrons, and the charm and generous assistance of Shara Weisser, one of our newest librarians. Although, as an adjunct, she is here on two other days, Shara enjoys Sundays very much. She appreciates the time and subdued atmosphere, to be able to be of real help to students with research projects.

With a degree in anthropology and a background managing archives in a social service agency, library research is what she most enjoys professionally. Shara is a true product of Queens, growing up here, and where she now maintains a home. She earned both her undergraduate and library degrees at Queens College. Her positive experience as an intern at QCC led to accepting an adjunct librarian position here, despite the need to juggle marriage and the care of two young children. Her warm and pleasant demeanor reflects her skill at managing her busy schedule.

Two other loves in her life are photography and the sea, both of which are reflected in her travels. She owns a number of professional quality cameras and enjoys taking every sort of picture in a variety of places. Her love of oceanography is expressed in her skill as a scuba diver, and travels to places like Florida, Bermuda, Key West, Belize and Honduras. She takes her children to the beach, a favorite place, as often as she can. A highlight of her travels was diving with stingrays off Grand Cayman Island.

Given her enjoyment of the beach, her attraction to shows at Jones Beach Theatre is not unexpected. She also enjoys concerts of popular music, and a recent special event was being surprised by her husband with tickets to a Barbra Streisand concert. Other activities that she enjoys are reading popular fiction and baking. She is quick to emphasize that she does not like cooking and rarely eats meat. She likes pizza. But baking is another story. She bakes with her children and often uses her grandmother’s recipes for holiday goodies.

Shara’s pleasure in baking, swimming, taking pictures, and taking care of her family is accompanied by her delight in being a librarian and helping students. She feels fortunate to be here. And given her skill and charm, we are fortunate to have her.

-Sandra Marcus
Library Junior Faculty Achievements - 2016/2017

Rick Mako

Completed article “Marginalia: Its All in The Details.” Sending out to journals for publication.

Completed article “Marginalia, Values and Meaning: a Study.” Sending out to journals for publication.

Completed article “Writing a Library History and Creating a Library Archive.” Sending out to journals for publication.

Completed CUNY “Grants Bootcamp.”

Leslie Ward

Along with Christine Kim, received the American Library Association/Reference and User Services Association Award for Excellence in Reference and Adult Library Services for her work on the LibGuide for the Kupferberg Holocaust Center exhibit “The Jacket”.

Received a QCC Academic Promise Grant to fund travel to Albany for her research on the State Asylum for Insane Criminals at Auburn.

Spoke on copyright and accessibility at the Annual Conference for the State University of New York Library Association at Stony Brook University as part of a QCC panel on open educational resources (OERs).

Received the Larry J. Hackman Research Residency. It is awarded by the New York State Archives. More information can be found here:
http://www.archives.nysed.gov/research/hackman-research-residency

Susan Wengler

Grants

“Community College Librarians and the ACRL Framework” - Principal Investigator.
$35,021 in funding received from the Institute of Museum and Library Services (IMLS) and the Laura Bush 21st Century Librarian Program to investigate community college librarians use of and engagement with Association of College & Research Libraries (ACRL Framework for Information Literacy for Higher Education (Framework); July 1, 2018—June 30, 2019.
“Sense-Making and the Community College Student” - Principal Investigator $3,450 in funding received from PSC-CUNY Cycle 48 Traditional A Program to explore the information seeking behaviors of community college students; July 1, 2017—June 30, 2018.

“The Impact of Pedagogically-Designed Research Guides on Information Literacy Student Learning Outcomes: A Pilot Study” - Principal Investigator $5,450 in funding received from The Center for Excellence in Teaching and Learning at Queensborough Community College to explore the role of research guide design on information literacy instruction and outcomes; July 1, 2017—June 30, 2018.

Conference Presentations


Wengler, S. (20128, March). Next level learning: Using pedagogically-designed research guides in information literacy instruction. Poster presented at Personal Librarian & First Year Experience Library Conference 2018, Cleveland, OH.


Publication

Bill Blick

Conferences

“Community Colleges and OER’s.” University of San Diego, April 23, 2017. San Diego, California.

“Open Roads: OERs and the Community College.” State University of New York Library Association Annual Conference (SUNYLA) June 2017. Stony Brook University.


Publications:

“OERs and The Community College” College Student Journal, March 2016.


Below are listed books available for browsing or check-out in our Library. Most of the items are located on 3rd floor of the Library and designated “stacks” in the catalog. Librarians will assist you in locating these items. These books may be taken out at the “Check-Out” desk on the second floor of the Library with your activated CUNY ID card.

### Selected New Books Received in Nursing and Allied Health
Queensborough Community College

<table>
<thead>
<tr>
<th>Author</th>
<th>Title</th>
<th>Call Number</th>
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<tbody>
<tr>
<td>Alexander, Ivy</td>
<td>Women’s health care in advanced practice nursing</td>
<td>RT 42 .W66 2017</td>
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<tr>
<td>Alfaro-LeFevre, R.</td>
<td>Critical thinking, clinical reasoning and clinical Judgment...</td>
<td>RT 86. A34 017 2017</td>
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<td>Anderson, Barbara</td>
<td>Best practices in midwifery: using the evidence implement change</td>
<td>RG 960 .B47 2017</td>
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<td>Arcangelo, Virginia</td>
<td>Pharmacotherapeutics for advanced practice: a practical...</td>
<td>RM 262 .P4685 2017</td>
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<td>Barton-Burke, M.</td>
<td>Advances in oncology nursing</td>
<td>RT 1 N77 v.52 no.1 2017</td>
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<td>Belini, Sandra</td>
<td>Neonatal advanced practice nursing</td>
<td>RJ 253 .N43 2017</td>
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<td>Boswell, Carol</td>
<td>Introduction to nursing research</td>
<td>RT 81.5 .B68 2017</td>
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<td>Bradshaw, Martha</td>
<td>Innovative teaching strategies in nursing and related health...</td>
<td>RT 71 .F84 2017</td>
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<td>Brucker, Mary C.</td>
<td>Pharmacology for women's health</td>
<td>RG 131 .P537 2017</td>
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<td>Carpenito, Lynda</td>
<td>Nursing care plans: transitional patient &amp; family centered care</td>
<td>RT 49 .C37 2017</td>
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<td>Chaney, Amanda</td>
<td>Fast facts about GI and liver diseases for nurses what APRNs need to...</td>
<td>RC 801 .C43 2017</td>
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<td>Cherry, Barbara</td>
<td>Contemporary nursing: issues, trends, and management</td>
<td>RT 41 .C564 2017</td>
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<td>Collins-Bride, M.</td>
<td>Clinical guidelines for advanced practice nursing an interprofessional...</td>
<td>RT 82.8 .C5553 2017</td>
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<td>Couglin, Mary</td>
<td>Trauma-informed care in the NICU: evidenced-based practice guidelines</td>
<td>RJ 253.5 .C68 2017</td>
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<td>Author</td>
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<td>Craven, Ruth</td>
<td>Fundamentals of nursing: human health and function</td>
<td>RT 41 . C86 2017</td>
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<td>Dewitt, Susan</td>
<td>Medical-surgical nursing: concepts and practice and practice</td>
<td>RT 41 .D44 2017</td>
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<td>Gahart, Betty</td>
<td>Intravenous medications: a handbook for nurses and health professionals</td>
<td>RM 170 G33 2017</td>
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<td>Giger, Joyce</td>
<td>Transcultural nursing: assessment &amp; intervention</td>
<td>RT 86.54 .T73 2017</td>
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<td>Grove, Susan</td>
<td>Statistics for nursing research: a workbook For evidence-based practice</td>
<td>RA 409 .G76 2017</td>
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<td>Gulanick, Meg</td>
<td>Nursing care plans: diagnosis, interventions &amp; outcome</td>
<td>RT 49 .N87 2017</td>
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<td>Hall, Heather</td>
<td>Evidence-based practice: an integrative approach</td>
<td>R723.7e95 2017</td>
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<td>Hessler, Karen</td>
<td>Flipping the nursing classroom: where active learning meets technology</td>
<td>RT 90 .H44 2017</td>
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<td>Ladwig, Gail</td>
<td>Mosby’s guide to nursing diagnosis</td>
<td>RT 48.6 .L33 2017</td>
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<td>Lewis, Sharon</td>
<td>Medical-surgical nursing: assessment and management of clinical problems</td>
<td>RT 41 .M488 2017</td>
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<td>Mahan, L. Kathleen</td>
<td>Krause’s food &amp; the nutrition care process</td>
<td>RM 216 .M285 2017</td>
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<td>Miller, Carol</td>
<td>Elder abuse and nursing: what nurses need to know and can do about it</td>
<td>HV 6626.3 M55 2017</td>
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<td>Mosby, Inc.</td>
<td>Mosby’s dictionary of medicine, nursing &amp; health professions</td>
<td>Ref. R121 .M89 2017</td>
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<td>Nair, M.</td>
<td>Fundamentals of anatomy and physiology for nursing and healthcare students</td>
<td>QP 34.5 .F86 2017</td>
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<td>Nix, Staci</td>
<td>Williams' basic nutrition and diet therapy</td>
<td>RM 216 .W6865 2017</td>
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<td>Power, G.</td>
<td>Dementia beyond drugs: changing the culture of care</td>
<td>RC 521 .P693 2017</td>
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<td>Richardson, Beth</td>
<td>Pediatric primary care: practice guidelines for nurses</td>
<td>RJ 245 .P434 2017</td>
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Author         Title                                                      Call Number
Sienkiewicz, S. Clinical nursing calculations       RS 57.S49 2017
Stanley, David Clinical leadership in nursing and healthcare: values into action RA 971.35 C56 2017
Weston, Debbie Infection prevention and control at a Glance RC 112 .W478 2017
Wilson, Susan Health assessment for nursing practice RT 48 .W55 2017

-Constance B. Williams
Liaison to Nursing and Allied Health Departments
Research Parties Offer End-Of-Semester Help

Over 40 students attended the library’s first-ever series of Research Parties, held May 9-15. Hosted by members of the library faculty, each of the five parties provided drop-in research assistance to students in a social, stress-free atmosphere.

Both the academic support and the snack table appear to have contributed to the parties’ success. “This really helped me focus on my paper topic,” said Tamata Dabo, a first-year student. “And the food kept me going!”

Professor Irwin Weathersby Jr. of the English Department encouraged his EN101 students to drop by the parties. “These events have allowed my students to reimagine the library as a welcoming space of learning,” he observed. “The inclusion of research parties, wherein students receive one-on-one dedicated assistance towards completing their final papers has greatly affected their writing. Without the guided instruction provided by the librarians, I fear that my students’ writing would fail to meet the fundamental requirements of academic essays.”

Many of the questions asked at the drop-in sessions related to finding, evaluating and citing information sources for research assignments and papers. The library plans to con-
continue the end-of-semester Research Parties program in December 2017. However, students can get help throughout the semester at the library’s Reference Desk, via e-mail or via CHAT; for details, please see the library website for details - http://qcc.libguides.com/libraryhome.

-Susan T. Wengler