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What is a library?

Is a library just a dead place with books, journals, computers, and furniture? Are churches, synagogues, or mosques just buildings? I think the answer to both is that they are all alive with the people who work there and the people who utilize them.

If the York Library's Faculty members didn't select appropriate books, no one would be able to use them for research projects. If the College Assistants didn't re-shelve the books properly, no one would be able to find the books to use for their research projects. If the books were not properly prepared with covers, property stamps, barcodes, etc., there would be little protection or control over the collection. Now add ordering and processing of journals; electronic databases; e-books; interlibrary loan requests; CLICS requests both to and from York; teaching of information literacy classes; teaching of library research skills one-on-one at the reference desk; and answering questions at the reference desk and by email – and you will see that the York Library is alive, both behind the scenes and in public view. And then add IT, Custodial, Public Safety, Campus Planning, the Budget Office, and Purchasing, and you see that a successful library also depends on the cooperation of many people that one might not ordinarily associate with library work.

A successful and inviting library also depends on the cooperation and consideration of the people who use it. Food in the library attracts bugs and mice. Spilled drinks ruin books, damage computers, and stain the furniture and carpet. The hogging of computers for hours prevents others

from using them for their school work. (Today you might be the one using the computer for hours to watch Hulu; tomorrow you might be the one waiting – so try to be considerate of others.) Loud talking and fooling around disturbs those who are trying to concentrate on their assignments. Treat others the way you want to be treated. And remember that there are numerous other places on campus to use computers where noise is less of an issue.

Department Chairs may come and go, but the Faculty and Staff are the ones who keep the Department moving forward, day in and day out – their hard work often goes unnoticed and is sometimes underappreciated.

And although the York Library is crowded, isn't it nice to see it alive and vibrant with students? It's certainly not a dead space.

*Prof. John A. Drobnicki
Chief Librarian*

After four years as Chair and Chief Librarian, John will be returning to his previous position as a Reference Librarian (after the Summer) and looks forward to working with the next Chief Librarian. Look for an official announcement soon.

All of the library's faculty and staff thank John for his wonderful leadership. We wish him the best and are glad he will remain on as our colleague.

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Library Departmental Liaisons

As of June 2011

Each academic department on campus has a liaison in the library. Consult your liaison to suggest the library purchase a book, journal, or database—or for help using the library’s resources and services.

Accounting & Finance

D. Su

Behavioral Sciences

J. Drobnicki, P. Lucas

Biology, Chemistry, Earth & Physical Sciences

D. Cleary

Business & Economics,

Aviation

D. Su

English, Journalism

R. Machalow, C. Miller

Foreign Languages, ESL, & Humanities

S. Sheidlower, S. Urban

Health Education, Physical Education, & Gerontological Studies & Services

H. Young, R. Machalow

Health Professions

D. Cleary, J. Drobnicki

History & Philosophy

S. Urban, J. Drobnicki

Mathematics & Computer Science

A. Dasgupta

Occupational Therapy

H. Young

Performing & Fine Arts

S. Sheidlower, D. Su

Queens High School for the Sciences

C. Miller, S. Urban

Social Sciences

N. Kinyatti, K. Krepp, H. Young

Teacher Education:

A. Dasgupta, N. Kinyatti

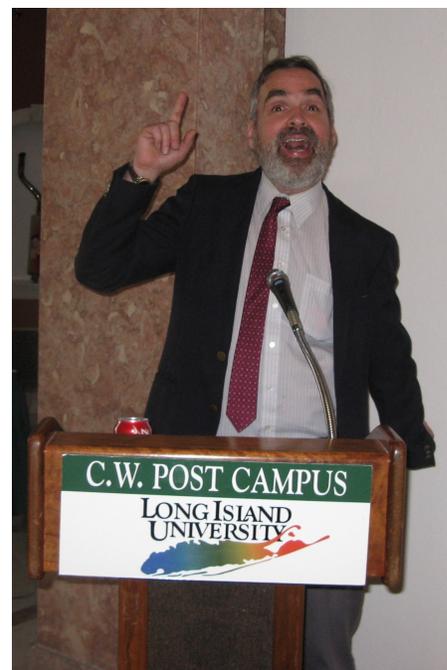
York Early College Academy

C. Miller, S. Urban

Please visit the library’s website for liaisons’ contact information and for any changes.

Librarian Invited to Give Keynote

Prof. Scott Sheidlower presented at the Academic and Special Libraries Division of the Nassau County Library Association’s Continuing Education Conference, "Instructional Connections: Techniques and Tools for Teaching Information Literacy," at C.W. Post on April 29, 2011. Scott's talk was entitled: "Communicate, communicate, communicate: the dyad of librarians and patrons."



Welcome Xiaoxia Liu, Our Guest from Shanghai!

This Spring, York College Library welcomed its first foreign Librarian-In-Residence, Ms. Xiaoxia Liu from Shanghai Normal University. As part of the CUNY- Shanghai Library Faculty Exchange Program, Ms. Liu visited York for six weeks.

Founded in 1954, Shanghai Normal University (SHNU) is one of the leading regional universities in the field of teacher education and liberal arts. The university has four libraries on two campuses with a total of 3.2 million volumes in its collections. As Lecturer Librarian, Ms. Liu's responsibilities include providing reference services, and teaching information literacy and reference database searching. After a competitive application process, Ms. Liu was selected as SHNU's representative for the exchange. Only five CUNY libraries were selected to host visiting librarians and York Library was honored to have Ms. Liu with us from May 2 to June 13.

Ms. Liu's main purpose was to identify differences between U.S. libraries and Chinese libraries in general, and in user services and return on investment (ROI) in particular. During her residency, Ms. Liu observed York College Library's daily operations, had discussions with the Chief Librarian and other librarians on various topics, and observed information literacy classes at York, Lehman, and Queens. She was invited to attend

CUNY's Council of Chief Librarians (CCL) meeting at Hunter to learn about issues at the university level. She had a discussion on ROI with Professor Lewis Liu of Baruch, and she enjoyed library tours at Baruch, Hunter, Lehman, Queens, Staten Island, as well as Queens Library (Flushing and Central) and New York Public Library. Under the arrangement of Chinese American

Librarians Association (CALA), Ms. Liu joined a group of librarians who visited three Columbia University libraries including the well-known C.V. Starr East Asian Library. Reference service to the public is handled much differently in the U.S. than it is in China. For example, York always has a reference librarian stationed at the reference desk during open hours, while SHNU utilizes an Information Commons to provide most of their reference service electronically or by appointment.

Ms. Liu also enjoyed her leisure time in New York City, a center of world culture. She attended a concert in Lincoln Center (Thanks to Prof. Songqian Lu of City Tech for arranging the tickets), was entertained (along with other Shanghai librarians) at a welcome dinner (hosted by the Exchange Program Committee), visited the Metropolitan Museum of Art, and took sightseeing trips to many of New York's landmarks. She also visited Harvard, Yale, and MIT.

We hope Ms. Liu's participation in the CUNY-Shanghai Library Faculty Exchange Program proved to be both memorable and rewarding. Thank you for visiting us, Xiaoxia, and good luck!



**Ms. Liu stayed with us from
May 2, 2011 to June 13, 2011.**

Prof. Di Su

Head of Reference Services

Library's new CLT



Mohammed Jahed Sarwar is the Library's new Systems Administrator. Jahed has a BS from York College and is pursuing a MS from Brooklyn College (both in Information Systems). He provides technical support for the library's computers and printing system, troubleshoots problems, and is the liaison between the library and the IT Service Desk.

Welcome, Jahed!

See Jahed's "tech tip" on page 5.

YConnect Service Desk in Library

In July, the YConnect Service Desk will be relocating from AC-2E03 into the library.

There is currently an IT professional stationed in the library for several hours during the week. He/she can help you with any problems associated with your York username and password, your printing balance, and more.

As always, the IT Service Desk can be reached at 718-262-5300.

Online Video Tutorials Coming Soon

"How do I...?"

Many students, faculty, and staff use the library's webpage to do their research. Oftentimes researchers use our electronic resources late at night when a reference librarian is unavailable to answer questions about our online tools and services.

This summer, library faculty members will be hard at work creating tutorials that answer many of the FAQs we receive in person, through email, and via telephone. These online tutorials will address how to use our databases, how to see if York subscribes to an electronic journal, and much more. Many thanks to Dr. Wenying Huang-Stolte for her assistance; we look forward to working with Educational Technology on this project.

A CUNY-wide group of librarians, the Library Information Literacy Advisory Committee (LILAC), will be developing more in-depth information literacy tutorials over the next year and we will link to them on the York Library's website once they are completed.

By using York Library's instructional tutorials and LILAC's information literacy tutorials, members of the York community will be able to make better use of the vast amounts of information available to them. And remember: if you get stuck at any point during the research process, ask for help at the Reference Desk!

*Prof. Sandra Gall Urban
Head of Cataloging*

Our website will soon have short instructional tutorials on:

- **Locating a resource when you have a citation/ bibliography**
- **Finding out if York owns a specific book or journal**
- **Using the "Find it!" button**
- **Requesting materials from other libraries (CLICS & ILL)**
- **Limiting your searches in EBSCO**
- **And more**

School Media Corner

In July, intern Ms. Laura Mina (see page 7) and I led library sessions for York Early College Academy students during their two-week summer immersion program. These soon-to-be 9th graders met with us in a computer lab, where they gathered information from the Internet and York Library databases for their presentations about quilts (the summer immersion theme).

Over the course of the year I taught 40 information literacy sessions for Queens High School for the Sciences (QHSS) students and several sessions for high school students enrolled in College Now classes at York College. In May, QHSS students' science posters were displayed in the library as usual, but the presentations were enhanced by use of easels borrowed from Dean Panayiotis Meleties. I demonstrated Visual Thesaurus, O.E.D., Wordle™, and Google Books Ngram Viewer at a QHSS staff meeting and created a bulletin board at the school to publicize the library and encourage teachers to schedule information literacy sessions for their students.



Thanks to Dean Panayiotis Meleties for providing easels for Queens High School for the Sciences' Annual Poster Presentations in the Library.

In April, Prof. Sandra Urban and I were pleased to show off the library to children of York's faculty and staff attending York's Take Our Daughters and Sons to Work Day.

Christina Miller
York High School Librarian

IT Tech Tip

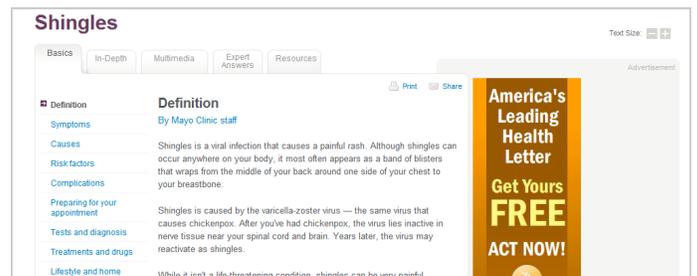
Want to minimize printing costs? Print What You Like is a tool for printing web text without ads or images when a printer-friendly option is not available.

The tool grabs screen content and allows you to manipulate font, background, and text type. There is nothing to download; everything runs in your browser. Give it a try:

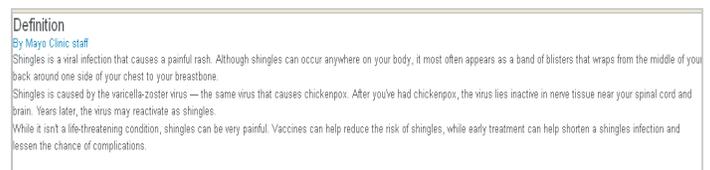
- Open an Internet browser and type in www.printwhatyoulike.com
- In the text box, type or paste the URL of a website (for example, <http://www.mayoclinic.com/health/shingles/DS00098>)
- Click "Start"

Jahed Sarwar
Systems Administrator

Turn this...



...Into this.



Are e-books ready for academic libraries?

E-books are becoming increasingly popular in academic libraries. All CUNY libraries subscribe to or purchase individual e-books and e-book collections. York College has various e-book collections from Springer, Ebrary, NetLibrary, and Gale among others. Most of these e-books are available through the links for *Electronic Books* and *Books and More* on the library's website. The practice of acquiring e-books by academic libraries is very new. Currently, publishers and aggregators of e-books are creating models that mimic the acquisition and use of printed books in a way that also generates revenues for authors, publishers, and aggregators.

Some of the challenges in using e-books are related to the issue of limited accessibility by multiple users at the same time, unavailability of e-books in a standard format, and unavailability of features to print and to download on all platforms. When librarians demonstrate how to access e-books through Netlibrary in information literacy classes, they cannot

“It is important that members of the York community embrace e-books as a new format for their research.”

provide a hands-on teaching session because NetLibrary only allows a certain number of simultaneous users. Students lose interest in using e-books when they find format inconsistencies among the various aggregators and publishers. (For instance, Springer displays its e-books in a format different from Ebrary

and NetLibrary.) Students become frustrated when they cannot download or print e-books from every platform. As a result, they are more inclined to borrow a physical book and photocopy required pages. Furthermore, many students are unsure of whether their professors consider e-books as books or online materials for assignments that require them to refrain from using online resources. E-books are not yet



Congratulations to the Library's
graduating College Assistant:

Tokunbo Adeshina, Jr.

Best of luck in the future!

conducive to inter-library loan; students at York College cannot borrow e-books from other CUNY colleges or from non-CUNY colleges.

So why do libraries bother to develop an e-book collection? E-books provide portability and remote accessibility. Some of the e-book platforms allow users to download books on their iPads, PCs, and e-readers. At York College, students can access e-books remotely using their York College ID number or VPN. For libraries, it is more cost-effective and a space saver to buy e-books that multiple people can access 24/7 than to purchase multiple copies of a printed book.

It is important that members of the York community embrace e-books as a new format for their research. It is expected that over time, as has happened with electronic journals, e-books will acquire some uniformity in terms of format and advanced features such as note-taking and highlighting. It is my hope that students will be able to borrow e-books through inter-library loan in the near future.

Anamika Dasgupta

Coordinator of Electronic Resources

My Field Work Experience

Observing and participating in instruction at York College was a highlight of my summer. I had an incredible opportunity to experience, first hand, college professors teaching middle school students enrolled in York Early College Academy (YECA). It was an extremely rich and uncommon experience.

As a Queens College Library Media Specialist Intern, I was able to observe and interact with the students as they visited the library for an overview of library services and the materials available to them. This was the ideal opportunity for Christina Miller, my supervisor, to show the students around the library and introduce them to the range of books that they could use for both research and recreational reading. Ms. Miller took this opportunity to explain to the students how she ordered books, the lists she consulted and how they could come to her anytime for “reader’s advisory.”

Through library instruction, students who attend YECA’s summer immersion program have access to York College’s full academic library. The York College Library is a sizeable collection with good old and new resources. Its collection of e-books, journals, databases, print, and other media, are all available for student use as well. As a result, YECA students have access to an extensive reference collection, both print and otherwise, right at their fingertips. This is an ideal location for conducting research.

In addition to showing students the extensive collection available to them, Ms. Miller prepares students to utilize these materials. Through instruction that incorporates 21st century information literacy skills, Ms. Miller’s lessons provide students with layers of new knowledge that support research skills essential to their long-term academic success. Observing her delivery of this instruction was essential to my own growth as an educator. In today’s rapidly expanding technological environment, it is essential that students learn how

to access and effectively search electronic resources. While this task may often seem large and daunting, the backdrop of the YECA summer immersion program was the perfect opportunity to integrate these skills into actual learning scenarios, in a setting dedicated to students’ academic success.

Last summer, Prof. Elizabeth Anderson focused on the history of quilting with her students. Ms. Miller collaborated with Prof. Anderson and crafted lessons through which students learned research skills and personalized their understanding of the history of quilts and their significance to American society. Ms. Miller taught students how to access databases and online resources, and find information on the Internet. Through the use of these electronic media, Prof. Anderson’s lesson became a multi-dimensional experience for her students.

During my exchanges with the YECA students, it became very clear that teaching students to search is not something that can be done in one lesson. It is through multiple exposures to ways in which information is organized on the Internet, in databases, and in other electronic resources that students become familiar and comfortable with looking for what they need. It was truly a pleasure to work alongside Ms. Miller and to play an active role in such an important learning opportunity for these students.

Laura K. Mina

Queens College Intern

Editors’ note: Ms. Mina spent July 2010 at York Library as part of the requirement for her Master’s degree in Library Science. She graduated from Queens College in February 2011; congratulations, Laura!

Interning at York Library

I am a current student in the Graduate School of Library and Information Studies at Queens College and spent 150 hours as an intern at York College Library during the Spring semester of 2011. I gained practical knowledge about the management and operations of an academic library.

The experience was more than I could have expected. With Head of Reference Services, Prof. Su, as my site supervisor, I had the chance to engage in a multitude of professional activities. I observed several academic librarians working at the library's Reference Desk and learned techniques and procedures in conducting reference interviews. I learned that effective communication is essential to identify a user's needs and improve the degree of user satisfaction. By the end of my internship I was familiar with the library's print and online sources as well as most library departments.



I observed operations at the library's Circulation and Reserve Desks including regular and reserve lending, and processing of CLICS requests.

I learned about technical services work from the Head of Cataloging, Prof. Urban, who taught me how to copy and maintain records in the local database. It was interesting to learn about ALEPH 500, CUNY Libraries' impressive integrated library system. I was assigned some basic tasks by the Head of Interlibrary Loan and Serials, Prof. Young, and given the opportunity to actually process ILL requests for books and journal articles by using OCLC FirstSearch.

Under the direction of Head of Collection Development, Prof. Kinyatti, I learned how to identify appropriate materials for the collection by consulting book reviews both in print and online, as well as how to order books through the Coutts Oasis system. I also observed several Information Literacy classes taught by knowledgeable librarians and learned about different instructional styles. Chief Librarian, Prof. Drobnicki, gave me a brief introduction to academic library management and provided experiential learning that couldn't be taught in a classroom.

Interning at York College Library helped reinforce what I am learning at graduate school and provided me the opportunity to acquire practical skills in many aspects of academic librarianship. My internship experience at York College Library will have an important impact on my future professional career. I want to thank the friendly library faculty and staff who were willing to spend time with me and share their expertise and knowledge about librarianship.

Yan Wang
Queens College Intern

Editors' note: It was a pleasure working with Yan this Spring and we wish her all the best in her career. She graduated this month.

Recent Library Faculty Scholarship & Creative Works

(page 1)

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(continued on next page)

Recent Library Faculty Scholarship & Creative Works

(page 2)

(continued from previous page)

- Sheidlower, S. (2011). Landis, Carole. In J. S. Pula (Ed.), *The Polish-American encyclopedia* (p. 263). Jefferson, NC: McFarland & Co.
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Please

Help Keep the Library:

Conducive To Studying

- Talk in a quiet voice so you don't disturb those around you.
- Put your cell phone on vibrate or silent mode.
- Step outside to answer or make a call.

Clean & Inviting

- Do not "reserve" computers or group study rooms with your personal belongings.
- Eat outside of the Library.
- Only bring in water that is in a spill-proof container. No other drinks are permitted.

Library rules are enforced at the request of York students.

Students, faculty, and staff thank you for your consideration!