Library and Library School Cooperate in a Digitization Grant

A associate Professor Claudia Perry, Graduate School of Library and Information Studies, and Chief Librarian Sharon Bonk wrote a successful grant proposal for a cooperative digitization project in which students in two sections of Spring 2005 GSLIS course “Introduction to Digital Imaging” will digitize materials from the QC archives as part of their course projects and assignments. The digitized documents will be worked into an on-line QC History exhibit by library staff and be made available via the Web. Library staff is acquiring new skills by participating in some class sessions and attending workshops on digital project management sponsored by the Metropolitan Library Resource Council (METRO), the granting agency.

The $8000 grant covers equipment and software for a GSLIS lab and the Library and part-time funds for a library assistant in the second phase of the grant. Library faculty, Sharon Bonk, Rolf Swensen, and archivist Steve Barto, will assist in the GSLIS classes as instructors on the context of the archives and the metadata that students will create to describe the objects, and as participants perfecting scanning techniques necessary to work with the variety of document formats in the archives, and creating and deriving image files in multiple formats.

For the GSLIS program it provides students with the opportunity to work with unique materials in an operations mode and have firsthand insight into project management issues. The grant also provides equipment, software, and use of CONTENTdm digital collection management system from OCLC.

For the library, it is an opportunity to create digital copies of brittle newspaper clippings, original letters and reports, historic photographs, and to begin to share the college history with its community. It also gives Library faculty and staff the opportunity to expand its digitization work, currently focused on electronic reserves and Interlibrary Loan.

Sharon Bonk, Chief Librarian

From the scrapbook of Judge Charles S. Colden

From the 1941 Queens College yearbook, The Silhouette
LISTENING TO OUR USERS

LibQUAL+®

Welcoming to LibQUAL+®

Welcome to LibQUAL+®

LibQUAL+® (TM) is a suite of services that libraries use to solicit, track, and aggregate users’ opinions of library services, change organizational culture, and improve the library. The goal of LibQUAL+® services is to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Cull and integrate library user feedback systematically over time
- Provide libraries with comprehensive assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members’ analytical skills for interpreting and acting on data.

Chief Librarian Sharon Bonk

In the Fall 2003 issue of PageDown, I wrote about the results of our User Satisfaction Survey. Now, I write to update our readers about our continuing efforts to receive and react to feedback from our student, faculty, and community users. In early November, Shoshana Kaufmann and I met with over 50 students as part of an open forum on library services. Students voiced their concerns about paying for printing in the library, about the need for acquiring specific new titles, and the inconsistency/reliability of proxy servers for access to electronic journals off campus. They were positive about the laptop loans, e-reserve, the large number of materials available in electronic form, and the recently dedicated student lounge area on Level 4. We urged all present to use our e-mail comment service or our suggestion boxes to inform us of problems or needed improvements.

In late November, we conducted several focus groups of undergraduates, graduate students, and faculty about the usability of the library’s homepage. Results were reported to the Chief Librarian and the Library’s Web Committee, which is responsible for the ongoing revision and updating of the Web site. (See accompanying article.)

This spring there are two other activities gathering user feedback. In March, department library liaisons and chairs and other interested faculty attended what has become a biennial forum to discuss library collections and instructional and research issues with faculty colleagues. The discussions focused on cooperative approaches to embedding information literacy competencies in the General Education curriculum and the new “Find It!” feature that links available electronic full text to index and abstract citations.

In April members of the QC faculty, staff, and student body will be sent e-mail surveys and asked to respond about their expectations for library services and how well they feel those expectations are being met. This is part of a university-wide administration of LibQUAL+®™, a service quality analysis instrument developed by the Association of Research Libraries that is now available for use by all academic libraries nationally. The CUNY Offices of Institutional Research and the University Librarian will direct the project and receive data sets for all the libraries. Each library will receive its own data analysis report and user comments to use in managing library services. We expect to report to you in the Fall on the results of this study.

All of these efforts assist us in serving you better and are collectively part of the Library’s outcomes assessment program.

Chief Librarian Sharon Bonk

Prof. Michael J. Miller will present “Technology Literacy of Support Staff: A Check-list Derived from Supporting Electronic Reserves” as a poster session at the Association of College and Research Libraries’ 12th National Conference.

The presentation is one facet of his investigations into a perceived “digital divide” within the library profession and services. The conference will take place in Minneapolis, MN on April 7-10.

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Lisa Flanzraich, Editor, with the Library Publications Committee: Sharon Bonk, Rolf Swensen, Richard Wall (Chair), Izabella Taler
Contributors: Sharon Bonk, Alexandra de Luise, Lisa Flanzraich, Shoshana Kaufmann, Jennifer Oates, Evelyn Silverman, Suzanna Simor, Rolf Swensen, Izabella Taler
Photos: Nancy Bareis

We’d like to hear from our readers. Please address your suggestions or comments about PageDown to Chief Librarian Sharon Bonk at her Rosenthal Library Office. And watch for our next issue.
FOCUS GROUPS’ REVELATIONS ON OUR HOMEPAGE

The Queens College Library’s homepage is a gateway to retrieving information on any topic, whether as a portal to the Internet or as the doorway to resources we provide to our users.

The Library’s commitment to periodic evaluation of its services resulted in a review of its homepage. To gain a qualitative assessment of our users’ perceptions of what they want and need, we decided to select a focus group as the evaluative tool.

Library faculty Evelyn Silverman and Isabella Taler, planned and administered the focus group project. In accordance with college protocol, the Institutional Research Board approved the proposal.

Student and faculty participants attended one of three sessions. The students ranged from freshman through graduate level, and the faculty represented all four college divisions. Participants were asked to respond to the study’s predetermined set of questions, many of which allowed for open-ended responses. These questions were aimed at soliciting reactions to the Library’s homepage including its layout, design, terminology, and general usability.

In addition to many positive comments, investigators were also able to solicit constructive criticisms. Additionally rewarding, was the appreciation expressed by the majority of the participants for being given the opportunity to offer their opinions and concerns about the homepage. Many of them said they look forward to receiving the Library’s response to their suggestions.

The Library remains grateful for the participants’ generosity in contributing their time and ideas to help us make a still better homepage.

E. Silverman and I. Taler

Find it! Is Here

Find it! citation linking service was implemented during the winter intersession. Find it! makes it easier to get on-line full text articles. Using Ex Libris’s open URL-linking software called SFX, this new service links citations retrieved in on-line database searches to the full text of articles or information on where the articles or books are located.

Databases participating in the SFX service display a Find it! button either on the search results list or the full citation page. By clicking on the button you will be taken to a menu of options. If full text is available, there will be one or more links to the article or possibly to the journal issue or to the search page of the database containing the full text. If there is no full-text link, the Find it! menu provides the option of checking the library’s E-Periodicals A-Z list to see if some non-SFX-enabled source has the full text, or of searching CUNY+, the university’s on-line catalog system, to determine if a print copy is available at Queens College or elsewhere in CUNY.

Nancy Macomber, Acquisitions Librarian and Government Documents Coordinator, will present her findings on subscription costs of full-text databases and publisher packages of electronic journals at the North American Serials Interest Group (NASIG) Annual Conference this May. NASIG is an independent organization that promotes communication, information, and continuing education about serials and the broader issues of scholarly communication.

Nancy Macomber
Acquisitions Librarian
The QC Art Center has a long tradition of exhibiting the visual art produced or curated by members of the College community, beginning with the art gallery in Paul Klapper Library more than half a century ago.

Since Rosenthal opened its doors in 1988, faculty, staff, and students have filled the walls and floors of the Library’s gallery with paintings, photographs, sculpture, ceramics, stained glass, drawings, prints, and mixed media. Here is both a selective and retrospective look at home-grown creativity, starting with our most current exhibitions.

2004–2005
Yiannes (Adjunct Professor of Art), *Ceramic Sculpture* (November 3–December 23, 2004)

2003–2004
Peter Carravetta (Professor of European Languages and Literatures), Curator, *Ciphers in Time: Recent Italian Mixed-Media Art – Angela Biancofiore, Luisella Carretta, Gian Carlo Pagliasso*

2002–2003
Jerald R. Green (Professor Emeritus of Hispanic Languages and Literatures), Curator, *Nineteenth- and Twentieth-Century Art of Spain and Latin America. Prints, Photographs and Drawings from the Collection of Jerald R. Green: 40 Years of Collecting*

Alice Zinnes (QC alumna), *The Color of Memory: 25 Years (Paintings & Drawings)*

1999–2000
Jenny Snider (Professor of Art), *College Rhythm. A Drawing Installation*

1998–1999
Rosemarie Beck (Professor Emerita of Art, deceased), *Paintings: A Retrospective*

1997–1998
Ellen Mandelbaum (Joel Mandelbaum, Professor Emeritus of Music), *Painting and Glass Art*

Jane Culp (Mrs. Louis Finkelstein), *Landscape Paintings and Drawings*

Continued on next page
MEDIA CENTER HOUSES COLLEGE’S
FILM STUDIES COLLECTION

The Film Studies Program has recently decided to donate its 400+ VHS, DVD, and laser disc titles to our media collection. These materials purchased over the years with student fees, were housed within various departmental offices and used by Film Studies faculty for classroom screenings and research.

Professor Stuart Liebman, Coordinator of the Film Studies Program, who initiated the project, believes that the Film Studies collection deserves a proper home under one roof so that all faculty and QC students can gain access to it. Rosenthal Library offers organization, maintenance, storage, reference and cataloging expertise, and support staff services for these essential Film Studies media materials.

All new purchases will continue to be donated to the Library. “All faculty and students will benefit immeasurably from the ability to search the collection for desired titles on-line, and the ease with which they will be able to place titles on reserve for courses,” noted Liebman.

The Film Studies Collection bolsters the Library’s media holdings in both dramatic and documentary forms. A wide range of genres including foreign cinema, Hollywood productions, dramas, comedies, musicals, documentaries, silent films, experimental cinema, and animation are well represented. Well-known classics can be found along with cutting-edge productions. Television sitcoms, reality shows, talk shows, and dramas will also become important components of this collection.

Since this special collection is for research and pedagogy, programs circulate to QC faculty for a maximum of 10 days, provided that items have not been put on reserve for a class. They are not available through Interlibrary loan. Students can view any title they wish on-site in the Media Center.

Go to www.reserve.qc.edu to reserve a particular title. Type in “MAT films” in CUNY+ for a quick search of offerings. A guide to more detailed searching of this collection will soon be available.

We are pleased that the Film Studies Program has donated this collection to the college community. We expect that its use will grow.

Lisa Flanzraich
Reference Librarian
Black History Month at Rosenthal

In celebration of Black History Month, the Library proudly featured exhibits on African-American women, voter registration history, and the college’s role in the civil rights movement.

Professor Richard Wall assembled an impressive exhibit and bibliography of Alice Walker’s writings. “Queens College Library Salutes Alice Walker” displays Ms. Walker’s novels, poetry, short stories, children’s literature, non-fiction, and edited work. Her best known novel, The Color Purple, won the Pulitzer Prize in 1983.

The college organized a communal reading and discussion of her second book, Meridian, which depicts the 1960’s voter registration drives and the larger struggle for civil rights through the eyes of a young black college woman. Ms. Walker has earned an international reputation for her leadership in human rights struggles, including women’s rights, civil rights, and peace.

In addition, Dorothy Walker, a QC student, assembled an exhibit honoring African-American women trailblazers. Rosa Parks, Barbara Jordan, Shirley Chisholm, Fannie Lou Hamer, Patricia Roberts Harris, and Marian Wright Edelman are some of the distinguished African-American women cited. In addition, Ms. Walker included a history of voter registration drives and sit-ins during the 1960s.

Syd Lefkoe, Associate Director, Office of Financial Aid Services, assem-

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MEET JAMES MELLONE: ITALIAN HISTORY SCHOLAR

James Mellone, Assistant Professor of Social Sciences, is a bibliographer who loves Italian history and has brought back exciting findings to the academic community on Giuseppe Garibaldi’s biographer, George Macaulay (G.M.) Trevelyan. Professor Mellone has written an extensive study, “An Edwardian’s Search for Meaning: A Reconsideration of G.M. Trevelyan and his Garibaldi Trilogies.” Two parts of the study, “Trevelyan’s Garibaldi” and “Trevelyan’s Reputation,” will be published in the Journal of the Historical Society in 2005.

Trevelyan (1876–1962) was a noted English historian, a lover of poetry and nature, and a consummate long-distance walker who had travelled around the world by the time he was 30. He gained recognition as a historian for his definitive 3-volume biography of Giuseppe Garibaldi (1807–1882), the popular soldier of Italian unification. Trevelyan’s Garibaldi Trilogy was published in English from 1907 through 1911.

Originally, Mellone gave a lecture about Garibaldi at a symposium at Hofstra University several years ago. Trevelyan’s biography and reputation as an historian intrigued Mellone and sparked him to delve further into the Englishman’s life.

“As an Italian-American, I feel I have a personal connection to Italian history, and my interest in the subject grew from that connection,” says Mellone.

In addition, Mellone has been compiling a bibliography on Italian Fascism, most recently with a special interest in the fate of the Jews under Mussolini. “A Bibliography of English and Italian Scholarly Writings on Primo Levi, 1985–2002” appears in The Legacy of Primo Levi, a collection of essays edited by Stanislaus G. Pugliese. Mellone’s interest in the great Jewish-Italian writer who survived Auschwitz springs from his conviction that the Holocaust was the seminal historical event of the 20th century and studying it is crucial to understanding Modern Italy and the rest of Europe. He plans to write and publish an annotated bibliography on Levi, as well.

Lisa Flanzraich
Reference Librarian

Black History Month at Rosenthal

Martin Luther King, Jr. speaking at the College

Generous Donors

We are delighted to report that the fall 2004 fund-raising activities have been most rewarding. Alumni, retirees, college faculty, staff, and administrators responded generously to our annual appeals. Among large and small donations received were:

- Nancy Thom and several friends made a generous contribution for library books in memory of Professor Ian Thom who passed away in 2004. Professor Thom served as Head of Technical Services and Deputy Chief Librarian in the Paul Klapper Library from 1973–1981.
- The late Marge Feinberg, College Office Assistant in the Queens College Data Processing Department and an avid reader and frequent visitor to the Library, requested in her will that donations to the Queens College Library be made in her memory. As a result, we have received donations from her family, former colleagues, and friends.
- Stuart Applebaum, QC alum and one of the Library’s loyal benefactors, made another generous donation to the endowment he established several years ago in memory of his late brother, Edward, also a QC alum. The endowment is for the purchase of books in medicine, computer science, mathematics, and general science.
- Ursula Springer donated funds to the Aaron Copland School of Music. Professor Raymond Erickson introduced Mrs. Springer to the Music Library at the Aaron Copland School of Music and was instrumental in the library receiving a portion of her gift in support of choral music. (See accompanying article.)

For the first time in the history of the college’s annual campaign, donors were given an option to contribute $260 for a “Bouquet” of books. We were truly touched by the response that enabled us to add over 100 books to the collection.

An increasing number of college faculty, administrators, and staff have donated to the Library through the Thanksgiving Drive, the Queens College annual campaign and our Donate-a-Book Program.

Books acquired from each of these much-appreciated gifts have a specially designed bookplate with the name of the donor and the friend or family member in whose honor/memory the donation was made. These contributions enable us to purchase books we could not have otherwise acquired. We are most grateful to our many friends for their support of the library they remember fondly as contributing to the fine education they received at Queens College.

Shoshana Kaufmann
Associate Librarian
Ursula Springer, President of Springer Publishing Company, donated $50,000 to the Aaron Copland School of Music to support Choral Programs and curricula at Queens College. Some of the funds will support scholarships and performances; $20,000 will support collection development and purchases of materials supporting choral music for the Music Library. The Springer Choral Music Fund will also benefit the broader community through the Queens College Choral Society, an organization that includes singers, students, and community members. Dr. James John, Assistant Professor, is its director.

Dr. Springer’s gift stems from her love of choral and vocal music. While she is not a musician herself, her activities with music organizations clearly show her enthusiasm and love of music. Supporting the choral programs allows her to support music students at Queens College. They earn degrees that will allow them to reach out to others in their musical careers as performers and educators.

Dr. Springer is an outstanding advocate of the musical arts community. She is a Trustee of the American Berlin Opera Foundation, Inc. An active member of the Wagner Society of New York, she serves as the society’s liaison to the International Wagner Association. In November 2004, Dr. Springer established a new endowment fund with the Wagner Society of New York, the “Ursula Springer Endowment Fund,” for an annual award for young singers with potential in the Wagner repertoire.

Jennifer Oates, Head Music Librarian, and music faculty James John and Dr. Cindy Bell, Assistant Professor, will collaborate on developing and selecting materials for the choral music collection in the Music Library. The Springer Choral Music Fund will bolster interest in choral music and support a thriving program by providing the necessary materials and financial backing.

We are honored to receive this generous gift and heartily thank Dr. Springer for it.

Jennifer Oates
Head Music Librarian

All contributions are Tax Deductible. Please make your check payable to Queens College Foundation/Rosenthal Library. Donations of $50 or more allow borrowing privileges.

☐ YES, I wish to become a Donor/Friend of the Library! Amount $ .................................  ☐ Check enclosed.

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At Queens College we are proud of our friends. You can help by becoming a friend of the Library today! If you are already a friend, please share this newsletter with a friend or colleague. We thank you for your donation.
Assessment Takes Place in the Library

This past fall semester was an unusually busy one for librarians in our department who teach library competencies to undergraduates. Besides the actual teaching of classes—16 percent more than last fall—our faculty were also involved in a vigorous review and assessment of all facets of our undergraduate instruction program, unseen in quite awhile.

The assessment came about because of two undertakings involving a large proportion of our faculty. They were: the assessment of the English 110/Library Initiative program, now in its third year; and the review of the Library component of the Gen Ed Task Force report, where the Library Curriculum Committee and faculty worked together on a response. In both arenas we were asking ourselves similar questions: Is our mode of instruction successful? Are our methods suitable? And how can we integrate library concepts at every stage of a student’s academic career at QC without redundancy?

Assessment is sometimes thought of disparagingly; considered the dreaded “A” word because of the planning and time it takes to do it. It is a process that involves both personal appraisal and stark truthfulness, to examine the core of what it is we spend so much time doing. But the rewards are often well worth it. In our case, we came out of these experiences with written reports, completed questionnaires, feedback, and minutes that give us a plan of action and cause for optimism.

We learned from feedback that the two sessions of the English 110/Library initiative, reduced from three (two classes and a lab) the year before, is the right balance for both students and faculty. English 110 faculty commented favorably on the program and the help their students are getting in making them more information literate. As one professor said of her students, the classes “enhanced their knowledge and prepared them to do further projects.”

While not everyone was in agreement regarding the standardization approach, we know that the program is valued and entrenched in the English 110 curricula. It will be fine-tuned for the next academic year under the skilled leadership of coordinators Prof. Rolf Swensen (Library) and Prof. Carrie Hintz (English Composition).

The other process that involved many meetings and much faculty input was the Library response to the Gen Ed Task Force report. Here too, in democratic fashion, everyone had a say in his or her vision of instructional goals and concepts and teaching modalities. We have come to see the timesaving value of adding online tutorials to our instruction. We hope to increase our faculty contacts with both English 110 instructors and at the department level, to emphasize our teaching approach and offer more in the way of subject-based Library instruction.

A thorough review of one’s livelihood: I would recommend it on a regular basis. Stay tuned for further developments.

Alexandra de Luise, Coordinator, Instructional Services

Black History Month

Continued from page 6

bled a tribute to the legacy of Andrew Goodman, Michael Schwerner, and James Chaney. In the summer of 1964, QC student Goodman joined the Mississippi Freedom Project. He was assigned to work on voter registration with Chaney and Schwerner. All three were kidnapped and murdered.

Lefkoe also culled historical clippings and ads from this revolutionary period. “Black History: Local Stories of Struggle, Accomplishments, and Contrasts” displays the actual poster for a benefit concert on June 9, 1963 at Carnegie Hall. C.O.R.E. (Congress of Racial Equality) enlisted Queens students for the Virginia Student Help Project to tutor students in Prince Edward County. Performers Dick Gregory and Herbie Mann performed that night.

“Sounds of the Civil Rights Movement during Black History Month” were heard in Rosenthal’s lobby during February. Lefkoe assembled audio equipment so that students could listen to songs and speeches of the Movement, including portions of a speech by Martin Luther King, Jr. at the college in May, 1965.

Lisa Flanzraich, Reference Librarian