Library Notes

LaGuardia Hosts LACUNY Institute

By Louise Fluk

The LaGuardia Library was host to the 2003 LACUNY Institute, which is organized annually by the Library Association of the City University of New York. Held on Friday, May 16, 2003, at various venues around the College, the Institute explored the theme of "The New Library: Challenges and Opportunities."

The day began with welcoming remarks by Institute Co-Chairs Maria Kiriakova and Kenneth Schlesinger, President of LaGuardia Gail Mellow, LaGuardia Vice President for Academic Affairs John Bihn, LACUNY President Madeline Ford, and LaGuardia Chief Librarian Ngozi Agbim. Then moderator Lucinda Zoe (Chief Librarian, Hostos) introduced keynote speaker Stephen Abram, a futurist who tracks trends for Micromedia Proquest, in Toronto, Canada, whose talk was entitled "Shift Happens: 10 Major Shifts in the Library World and How Information Pros Should Respond."

Abram's task, he announced, was to provoke his audience. He argued that the last ten years has seen the least change in the last century and that the next ten years would dwarf the previous ten. A generational digital divide has developed with the young eagerly using virtual collaboration for learning and working, managing multiple

New Editor for Library Notes

The library would like to thank Scott White for all his hard work and many contributions to Library Notes. Scott, a co-editor since 2000, is stepping down in order to make more room in his schedule for other activities.

Charles Keyes, who joined the Library in Fall I, 2003 will now join the Library Notes staff, joining Jane Devine in the editorial duties.

LACUNY Institute 2003: A Personal View
By Kenneth Schlesinger, Institute Co-Chair

Each year the *Library Association of the City University of New York (LACUNY)* holds an annual conference. Institute 2003 was hosted by LaGuardia Community College, one of the few times this conference has been held in Queens, as well as under the auspices of a community college.

A Personal View

There was no LACUNY Institute 2002. What happened? Whether we realize it or not , most of our activities these day s may be implicitly informed by September 11th. We held our first 2002 planning meeting at Hunter College in October, 2001. Shell-shocked, most of us at CUNY lost that entire semester. We knew that we wanted to address issues of libraries and technology, and in the wake of the loss and destruction in our City it seemed critical to make something– to build something positive. As a Planning Committee we were determined to make this happen! And our plans were realized in LACUNY Institute 2003.

How does one become a Co-Chair of a conference? As I learned the hard way, you show up at meetings and have ideas. There is something tremendously compelling about being in a room with ten people who develop a shared vision and realize its implementation. The founders of LaGuardia Community College must have felt this way.

 I was fortunate in the selection of the other Co-Chair, Maria Kiriakova of John Jay College, who had organized the last Institute. She reminded me of a mysterious, glamorous Soviet double agent from a 1963 James Bond cold war film. I realized that we would have the peculiar synergy to make this work.

Initially, I conceived the morning session of the Institute as a Point-Counterpoint between a futurist and library traditionalist. I desperately wanted novelist and essayist Nicholson Baker for the latter, but he passed, claiming he needed a break from library issues. As the futurist, we invited Stephen Abram of Micromedia ProQuest, whose writings about software innovation and trends I had encountered through the Special Libraries Association. He was joined by Siva Vaidhyanathan, a cultural historian from New York University, a leading authority on copyright and digital libraries, who could frame the larger issues of information access and intellectual property from a theoretical perspective.

We solicited proposals for afternoon breakout sessions, which would amplify and expand on themes developed by the morning keynotes. Through my work with Designed for Learning, I wanted to emphasize library faculty collaborations with discipline instructors. Fortunately, we received promising proposals from Adelphi and Rutgers Universities, as well as library colleagues at CUNY on such cutting-edge topics as bioinformatics and remote reference. I'm also particularly proud that LaGuardia library faculty Marie Spina and Scott White offered a workshop on preventing plagiarism, and Jane Devine and Francine Egger-Sider demonstrated the Invisible Web.
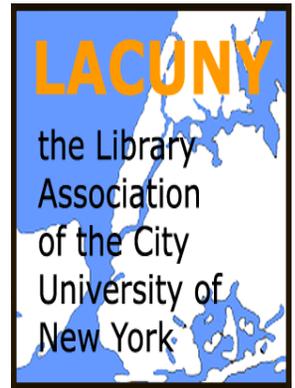
Library celebrates the season with a bash and a Ho … Ho … Ho …

Santa exchanged gifts for smiles at the Library's year-end party.

December ushers in a season of meaning and giving. It's a month symbolized by decorative lights and snowmen. A time punctuated by parties that reflect on a year about to pass, welcome a new one, and celebrate the holidays. This festive season was marked in the Library by the annual Holiday Party on Thursday, December 18. And with a team of helpers to put up decorations, organize the food and drink, and arrange the entertainment, it was not only festive but busy. Giving was definitely in the air as people brought in holiday goodies to share. Big hits were Terry Parker's ham and Marie Spina's desserts and pilaf. A round of *Pass the Parcel*, a game that involves playing a tune while passing around a gift wrapped in several layers that are removed one by one each time the music stops, provided laughs and a sense of "drama" until won by Betty Schlissel, one of our adjunct faculty members. Even Santa showed up to the delight of the children both young and old. We'd all like to thank everyone who contributed both with the preparation and the clean up. A special thanks goes to the organizing committee members – Eileen Goldberg, Charles Keyes, Mary Mielko, Terry Parker, Nasrin Rahman, Tracey Ruff, Betty Schlissel, Nancy Schoppner, and Marie Spina.

A Personal view

The Institute sold out— we had to close registration at 150. Response was overwhelmingly positive. The real star of the day was LaGuardia Community College. Attendees who had never been to Queens (!) remarked on how welcome they felt by LaGuardia staff and how comfortable the campus atmosphere was. From the warm greetings of President Mellow and Dr. John Bihn to the extraordinary contributions of the Information Technology division (seven laptops set up before 8:30 AM!), to the dedicated support of the Events Office and Theatre staff, this undertaking involved the hard work of campus personnel too numerous to name. Lastly, it was always reassuring to know that Library Chair Ngozi Agbim and my library colleagues were right behind this event as hosts.

As I discovered, organizing a one-day conference is about more than designing a program, building a website [http://lacuny.cuny.edu/institute/2003], and publicizing registration. In our reckless ambition, we conceived eight breakout sessions, three poster presentations, seven library vendor demonstrations, lunchtime tours of Museum of Modern Art's Library and Archives, and post-Institute visits to Matisse/Picasso. Dream big!, my grandmother used to say. Suddenly, my life became about such fascinating minutiae as directional signage, meal tickets and clothes hangers giving startling new dimensions to my proffered skill of being detailed-oriented. Remind me in my next life not to become a wedding planner.

Fortuitously, LACUNY Institute 2003 was a win-win. It brought out the best of LaGuardia Community College, and gave my library colleagues an opportunity to make creative contributions. Overall, CUNY librarians experienced a sense of unified commitment and empowerment to this dynamic, frustrating—yet ultimately rewarding—profession.

«The real star of the day was LaGuardia Community College."

LACUNY Institute Presents the Invisible Web
By Francine Egger-Sider

Are you interested in taking a peek at the Invisible Web? You can do so at: http://www.lagcc.cuny.edu/library/invisibleweb/default.htm. Professors Jane Devine and Francine Egger-Sider presented a workshop on the Invisible Web for the LACUNY Institute which was held on May 16, 2003. The presentation started with a definition of what is meant by the "Invisible Web," - the sum of information that cannot be found on the Web using general purpose search engines - followed by some fast facts and characteristics of the Invisible Web. A Google search can bring you to the front door of many databases but cannot enter into them nor fill out the interactive forms required making that information "invisible." The Library's collection of electronic resources, EBSCOhost Web and LexisNexis Academic to name the most used ones, are doubly invisible to the researcher using Google because of their subscription requirements. Other forms of invisibility occur due to a web site using a format other than HTML such as pdf, audio, video files and any new format.

MEDIA

Media Services: *Off-Air Tapings*
By Kenneth Schlesinger

Are you aware that *Media Services* can videotape programs off the air for use in your course or to support your research activities? Media has access to both commercial and cable broadcasts.

The best way to arrange this is to stop by the *Media Desk* in E-101, and fill out a *Videotape and Editing Services* form, which has a portion for *off-air tapings* (or go online, http://www.lagcc.cuny.edu/library/media/forms/taping.htm). It's helpful to provide the following information:

- *Program title*
- *Broadcast channel*
- *Date, time and duration of program*

To expedite matters, please supply blank VHS tape stock to cover the program length. If possible, please give Media staff a one week advance notice to make certain that we can add your request to our booking schedule. For more information, please contact:

Terry Parker, x5433, Daytime

Juan Hurtado, x5439, Extended Day

Collection Development
By Dawn Amsberry

Because of a welcome influx of new funding for library materials this fiscal year, we're doubling our efforts to work with faculty to select new books, journals, media and electronic resources that will support our students as well as the research needs of faculty.

To start the year off right, we invited our faculty liaisons from all the academic departments to a meeting on January 7th to discuss how best to spend our new funds. Ten faculty liaisons joined us and shared their ideas and enthusiasm. All faculty are encouraged to submit their suggestions for purchases to their library liaisons by March 31, 2004, in order to spend their allocations by the end of the fiscal year. A list of faculty liaisons is located on the Library home Page at: http://www.lagcc.cuny.edu/library/collectiondev.htm.

We've also added a new way for faculty, students and staff to participate in the book selection process. With the help of the Web Services Librarian, Ken Distler, we now have an online form for book purchase suggestions. Members of the college community are encouraged to use this form to submit a book purchase request to the Collection Development Librarian. The new form is located on our website at:

http://www.lagcc.cuny.edu/library/forms/bookpurchase.htm.

News from the Units

Library Eyes Virtual Reference Pilot
By Kenneth Distler

The Library is making plans to pilot a virtual reference service in spring '04 to better serve LaGuardia users ever more accustomed to doing their academic research electronically. As of now, we envision a test period likely running March through early June, with "live chat" reference available perhaps two or three hours on weekday afternoons.

Virtual reference, or digital reference, as it is often called, allows users to "click to connect" to a librarian via either email or live chat. In our pilot, the email will require a user to submit an inquiry by filling out a question-shaping online form, while the virtual reference will see a user interact with a librarian in real time in a manner that closely resembles instant messaging, though of a markedly enhanced, far more robust variety.

The Library will pilot both forms of digital reference simultaneously. Our trial offering will strive to be a seamless, dual-format cyber-service whose most important ingredient is likely to be personalized info-mediation (information navigation) provided by librarians. Librarians will guide users to help them select, assess, and effectively use the myriad electronic resources available to them by way of links residing on the Library Web site. Additionally, librarians will assist users in choosing and using Web search engines, including, but going well beyond, the remarkably popular Google.

Info-mediation provided by LaGuardia librarians will strive to improve ease of use of the Library's electronic research resources. By employing technology that supports real-time (live) chat, co-browsing, application sharing, and Web page pushing, LaGuardia librarians will be able to walk remote and on-campus users through varying electronic research processes aimed toward research success.

Our chosen live chat solution, 24/7 Reference, was developed by MCLS (Metropolitan Cooperative Library System). It is simple, fast, effective and provides real-time interaction between user and librarian. With the option to participate in a reference cooperative there is the potential for the LaGuardia community to have access to a librarian 24 hours a day to meet their research needs. Other colleges working with 24/7 Reference include Baruch—CUNY, Boston College, UCLA,, Cornell, Syracuse and several other major American colleges and universities.

The Library looks forward to piloting virtual reference, via both live chat and email and invites everyone to make use of these new services. Keep an eye out for our spring pilot service offering.

For more information contact: Kenneth Distler   x5435

Virtual reference "allows users to 'click to connect' to a librarian via email or live chat."

Library Notes is a publication of the Library Media Resources Center of the LaGuardia Community College.

Ngozi Agbim, Chair
Jane Devine, Editor
Charles Keyes, Editor

Faculty Activities

Collaborations

Professor Louise Fluk collaborated with Professor Gary Richmond of the Humanities Department to present a workshop on *The Critical Evaluation of Websites,* at the CUNY IT Conference, which was held at John Jay College of Criminal Justice on November 14, 2003.

Professors Francine Egger-Sider and **Jane Devine** have worked together on several projects. On May 16, 2003 the two made a joint presentation, of *Beyond Google: The Invisible Web* for the LACUNY Institute. In November they made a similar presentation for the CUNY IT Conference. To compliment their presentations, they have developed a web site on the subject which can be accessed at http://www.lagcc.cuny.edu/library/Invisibleweb/default.htm. To cap off their success, their article "Beyond Google: the Invisible Web and Academic Libraries" will be published in the July 2004 issue of the <u>Journal of Academic Librarianship.</u>

Professors Marie C. Spina and **Scott White** presented a workshop entitled *Beating the Cheating: Proactive Prevention of Plagiarism* at the May LACUNY Conference. In October, they were invited to present a version of it, *Proactive*

Prevention of Plagiarism at a faculty colloquium at Lehman College.

Solos

Professor Kenneth Schlesinger was elected Vice President /President elect of the *Library Association of the City University of New York (LACUNY).* He was re-elected to the executive board of the *Theatre Library Association (TLA)* for a three-year term. He co-chaired TLA's first Symposium, *Performance Documentation and Preservation in an Online Environment*, at Lincoln Center, and organized and moderated its afternoon panel, *Digital Preservation: Paradigms and Partnerships.*

For the Association of Moving Image Archivists' (AMIA) annual conference in Vancouver, he collaborated in structuring and co-chairing its special one-day session and film screening, *Producing, Collecting, and Presenting Moving Images of Indigenous Peoples: a Dialogue.* He was promoted to Associate Professor at LaGuardia.

Louise Fluk published "Seeking a Definition of Urban Librarianship in Library Literature: a Selected Bibliography, Part III, 1971-1975" in <u>Urban Library Journal</u> 12(2003): 31-42. Louise will be on sabbatical leave from the Library starting in January, 2004.

Francine Egger-Sider was elected co-chair of the LACUNY Cataloging Roundtable for this academic year. She attended the New York Technical Services Librarians' (NYTL) Fall presentation on *Metadata* in November, 2003. She gave an "Invisible Web Workshop" with a side piece about periodical databases to the Academic ESL Lab Tutors in December.

Jane Devine gave a presentation *The Mystery of the Invisible Web* for the Long Island University's 11th Annual Librarians' Retreat on June 13, 2003. Jane's pathfinder on government resources relating to "Teaching" was published on the Federal GPO Browse Topics web site and can be viewed at: http://www.library.okstate.edu/govdocs/browsetopics.

Marie C. Spina conducted a workshop on *Information Bias* under the auspices of the African American Staff, Faculty Council and Task on Pluralism at the Fall Opening Sessions. She attended the American College and Research Libraries November Conference on the PATRIOT Act.. She participated in the Fall Common Reading for Students Opening Sessions program.

Professor Charles Keyes was appointed September 1 as the

Invisible Web Continued from page 3

The presenters displayed a few examples of searches performed using Google and then also on a specialized database. The database results, while less numerous, were more focused and authoritative.

The presenters also offered a list of tools to help with Invisible Web searching. They were divided into categories which included directories which present information in hierarchical format, search engines that specialize in retrieving information from the Invisible Web, pathfinders which offer an overview of the whole phenomenon of the Invisible Web and information on how to keep up-to-date with new search tools.

All of these tools can be located at the web address mentioned above. The site will be maintained and updated by Professors Devine and Egger-Sider. A recent addition has been a weblog devoted to the Invisible Web. Feel free to log-on and see how, as a faculty member, you might be able to guide your students to some Invisible Web search tools for their research assignments rather than letting them loose on the Internet.

Beyond Google: The Invisible Web

"Short Takes" Takes Off
By Marie C. Spina

The Library launched the "Short Takes on Literature" reading group and discussion program in the Spring of 2003 as a monthly opportunity for students to react to literature on a personal basis outside of the classroom. Since then the ranks of readers at the monthly gathering have grown and new friendships have been formed over exhilarating, incisive and analytical discussions.

When I was asked to organize the program and lead the discussions, the Library hoped for a response from students and faulty. It has been a real pleasure for me to share the emotions, insights and the eagerness students have shown in communicating their reactions to the short stories read over the subsequent months. A real measure of support for the program also occurred when I received a 2004 EDIT Grant to help cover book and copyright costs for reading selections.

Interest in the program has also been expressed by the Adult and Continuing Education Division which has asked me to help kick off a similar group for seniors on February 24th. I am also participating in the "Talking About Death Won't Kill You" lecture series' discussion of selections from Studs Turkel. But "Short Takes" is my real baby and we will continue to hold our monthly sessions for students.

All faculty and staff, as well as students, are welcome to join the discussions. We can even welcome classes with the understanding that no pedagogical hierarchy is allowed. The "Short Takes on Literature" group usually meets on the third or last Tuesday of every month from 3:30 to 4:30. The reading selections are posted in advance and copies are made available in the Library. For more information, please call me at x5434.

"Short Takes "
Summer gathering.

LaGuardia Hosts LACUNY Institute

simultaneous conversations, preferring to get information from the internet and/or telephone rather than television and radio, insisting on 24/7 single-point Web access and online reference assistance from wherever they happen to be, learning visually and contextually. In the meantime, librarians, chiefly "boomers," the "whiniest generation in history," are not listening to their prospective clientele: they erect firewalls to protect their computer systems and bandwidth, effectively shutting out eager patrons, communicate by e-mail but not IM (instant messaging), insist on providing access to information in differentiated databases, with availability often limited to library hours of operation, concentrate on searching rather than finding, are barely aware of the newest tools for the visualization and contextualization of research on the Web (e.g., Kart00, Grokker, Vivisimo) and for peer-to-peer (P2P) file-sharing (e.g., Gnutella, KaZaA) and open content creation of information in real time (e.g., Wikipedia, blogs).

On the other hand, Abram argued, while the next generation is computer literate, it is not information literate. Just as lawyers are not made obsolete by civics education, librarians retain their professional role of helping people use information wisely and ethically in all fields of learning, even if their clientele has mastered the tools for finding that information. The 'Net is an information ocean, not a superhighway; it is an "immersion environment" and libraries should become exploration space rather than collection space. Librarians need to become knowledgeable about new hardware and software for communication of text, voice, and images: Wi-Fi (wireless networking), voice searching, flat screens, tablet computers with streaming video, image navigation, smart phones, disposable phones, etc. They need to adapt to multiple intelligences and learning styles—visual/spatial., verbal, musical, logical, mathematical, kinesthetic, interpersonal, and intrapersonal. They need to do market research and adapt their information retrieval tools to know user information-seeking behaviors: Amazon.com has something to teach the library profession. Thus equipped, librarians need to focus their attentions on making **information literacy** a college-wide, indeed a nation-wide priority.

The second keynote speaker was Siva Vaidhyanathan, professor of Culture and Communication at New York University and author of *Copyrights and Copywrongs: The Rise of Intellectual Property and How It Threatens Creativity* and *The Anarchist in the Library: How Peer-to-Peer Networks are Transforming Politics, Culture, and Information.* His presentation was entitled "The 21st Century Moral Panics Over Libraries." Vaidhyanathan began by positing that it is the ideology of libraries and American society in general that relatively easy access to relatively reliable information is good because it makes for better decision making by citizenry. Hence, "Fair use" has long protected educational endeavors from copyright limitations. However, Congressional action and Supreme Court decisions since 1998 have tightened copyright restrictions because of the impact of digital information. Technology is transforming the ways in which we deal with information, decentralizing information systems, creating information anarchy. Digital information is dispersed, unhierarchical, and available for instant communication and decision-making.

Texting , for example, which is much more common abroad because phone service outside the U.S. is often expensive and state controlled, empowers rapid-fire spread of information, accurate or not, and immediate mobilization of large numbers of people ("smart mobs"). It is, therefore, dangerous and threatening to power, especially authoritarian power.

This same democratizing technology can, however, be used to opposite effect: witness increased surveillance, regulation of information, filtering, digital rights management, the PATRIOT Act. Information can be seen as contraband and its "inappropriate" dissemination as an emergency: hence, the "moral panics" of the title of Vaidhyanathan's presentation. We should not exaggerate the pernicious effects of the spread of information, Vaidhyanathan argued. The "perfect library" would provide free, easy, and convenient 24/7 access from anywhere to any information without denying others similar access. It would make available thorough indexing, privacy protection, information sharing, a truly diverse and free market of ideas. That library would, at the same time, provide a haven for those who would use the access and the information to harm others, e.g., pornographers, terrorists. The perfect library, however, is not imminent and we should not overreact to the dangers.

Institute participants, stimulated by the ideas sown by the keynote speakers, attended a variety of concurrent workshops in the afternoon. Topics included VOILA!, an information literacy tutorial developed at Hunter College, library/classroom faculty collaboration at Adelphi and at Queens College, the impact of the electronic age on the work of librarians, the Invisible Web, bioinformatics, prevention of plagiarism, and library outreach to students at Rutgers University. Also available were vendor demonstrations, poster sessions, and visits to the Museum of Modern Art. For more information on the program of LACUNY Institute 2003, biographies of the speakers, and relevant links, see the Institute's home page, http://lacuny.cuny.edu/institute/2003.

Faculty Activities   continued from page 6

Extension Services Librarian   Since joining the staff he has worked to develop instructional materials and activities. He has attended workshops on ALEPH, a colloquium entitled *Copyright and Fair Use* at Queensborough Community College, and a seminar entitled *Information Literacy and Assessment* at the Metropolitan New York Library Council. He recently became co-editor of *Library Notes* and has assumed the additional responsibilities as acting Coordinator of Instruction.

He has also been invited to return as a guest lecturer for LIS584 *Academic Research Libraries*, an on-line course at the School of Informatics, SUNY at Buffalo.

Professor Ken Distler , who also joined the Department in September has been a participant on the Writing in the Disciplines program. He represents the Library on the CUNY Office of Library Services Public Services Committee whose members work to increase the usability of the CUNY+ Online Catalog. Ken has attended several workshop presentations of virtual reference products and services in order to

help launch the LaGuardia Library's virtual reference service this year.

Professor Ken Peeples is the editor of the journal Community Review, which has just published its latest issue, volume XVIII.

Library Chair Ngozi Agbim was recently interviewed by Sarah McElwain on behalf of the New York Metropolitan Library Council (METRO.) The interview will be published by METRO and dealt with the recruitment of library faculty.

Notes From the Units

New Databases Added to Library Collections
By Jane Devine

<div style="float:right; border:1px solid blue; background:#f5e0d5;">xreferplus</div>

The Library has added several databases of note to its electronic collection. Here's some brief information on these new resources.   All of these databases are listed on the Library Home Page under **Online Research**, at: **http://www.lgacc.cuny.edu/library/onlineresearch.htm** . Please direct any questions or comments to me at x5415.

<div style="float:right; border:1px solid blue; background:#cccccc;">*Columbia Granger's World of Poetry*</div>

American Humanities Index
This database covers journals and magazines that are not indexed elsewhere. As an EBSCOhost database it shares a familiar interface and offers some full text content.

<div style="float:right; border:2px solid black;">**American Humanities Index**</div>

Communication and Mass Media Complete
This is a full text EBSCOhost database focusing on the communications and media industries.

Columbia Granger's World of Poetry
This guide to poetry offers searching by author, title, lines and keywords in poems by major writers. There are biographical sketches of poets and, in many cases the actual poem to read.

<div style="float:right; border:2px solid black;">**Communication And Mass Media Complete**</div>

xreferplus
This online reference collection offers specialized dictionaries, handbooks and encyclopedias in all major subject areas.

LearningExpress
This test preparation collection offers study guides for CUNY, college and civil service tests. There are also sections on basic skills improvement and career information.

<div style="float:right; border:2px solid darkred;">*LearningExpress Library*</div>

LACUNY Institute Introduces Bioinformatics
By Jane Devine

Dr. Stuart Brown of New York University's School of Medicine gave a workshop for the LACUNY Institute on Bioinformatics, a field in which computers, information technology and biology all converge. His presentation demonstrated how various free Web resources are currently being used to analyze, interpret and visualize data sets from the Human Genome Project.

Dr. Brown is the director of Research Computing Resource, a bioinformatics facility at NYU as well as an Associate Professor in the Department of Cell Biology. He is the author of two books on the subject , the first a layman's guide, <u>Bioinformatics: A Biologist's Guide to Biocomputing and the Internet</u> and a more specialized title, <u>Essentials of Medical Genomics.</u>

The free-access online tools referred to by Dr. Brown included Entrez, BLAST, FASTA as well as others. Many of these sites can be accessed through the National Human Genome Research Institute site (www.genome.gov) or "Bioinformatics Tools" (www.ornl.gov/TechResources/Human_Genome/posters/chromosome/tools.shtml.