

Welcome to the New LaGuardia Library

By **Scott White**, Chief Librarian



The library renovation was completed in the Spring I, 2017 semester and was opened in April. The main goal of the renovation was to provide students with additional seating space and study areas, resources sorely lacking on campus. The renovation included plans to provide group study spaces for LaGuardia students. The result is eleven Group Study Rooms of varying sizes outfitted with collaborative technologies; each room has a large, flat-screen monitor, wireless keyboard, internet access, and a table and seating. Students are making excellent use of the study rooms and Library staff designed an

online reservation system for students to book the rooms. The furniture that was installed on the second floor was tested for several months for comfort and durability. Wallaby seating areas were

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New Library Group Study Rooms: A Big Hit!



By **Terry Parker**, Coordinator, Media Services

KALSANG CHODON, Nursing Major:
"I found out about the rooms while randomly exploring the new library study space....we used the room for our group discussions before the exams"

One of the new exciting services being provided to students since the kickoff of the Library's expansion, is the very popular Group Study Rooms. The Group Study Rooms are designed to provide our students with a quiet environment to work or study. The spacious rooms are located

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Library Notes
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Editors
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Ian McDermott

This newsletter is published once each semester by LaGuardia Community College's Library Media Resources Center. Opinions expressed do not necessarily represent those of the Library Media Resources Center or of LaGuardia Community College.

Comments may be sent by email to:
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Welcome to New Library Faculty



Thomas Cleary
College Archivist

Thomas Cleary started in March as our new College Archivist, previously spent over a year here at LaGuardia as the Adjunct Archivist as well as four years working at Queens College Special Collections & Archives. Having gotten a BA in History and Art History from Saint Peter's University, Jersey City, NJ, and an MLS from Queens College, he will soon start working on a second Master's at CUNY Graduate Center, focusing on Digital Humanities and Data Visualization and its applications in libraries and archives. On weekends, Thomas can be found wandering in the woods hunting mushrooms and being surprised by bears, reading space operas with his two cats, or at various punk shows on Long Island. ■

Activist Zine Making in the Library

by **Ian McDermott**, *Instruction Librarian*

On Wednesday, April 5th the library hosted an activist zine-making workshop, "Something Solid: Activist Zine-Making at the LaGuardia Library." For the uninitiated, zines are handmade, "do it yourself" publications: handwritten, photocopied, stapled, and glued. Students, faculty, and staff gathered to learn about zines and other independent publications at the Library, and, in the do-it-yourself spirit, make their own zines. For inspiration, attendees were able to browse and read zines on topics ranging from the African-American experience to a study of an artist's hands. Student publications from LaGuardia were also available, namely *The Humanist*, a student magazine published in the 1970s, and *The Spectrum*, the veterans' magazine published in the 1980s and early 1990s. When it came to making zines, attendees were given materials necessary to make a simple "foldy" zine, which does not require any binding or stapling. Duplicate magazines, photocopies of *The Humanist* and *The Spectrum*, and other visual inspiration was provided for students to collage in their own zines. The results were remarkable and everyone who attended enjoyed a creative respite from their busy schedules. Stay tuned for another zine-making workshop in the fall; we also hope to feature our peers' outstanding work in future Library exhibitions. ■



New Library Databases

By **Anne O'Reilly**, *Electronic Resources Librarian*

We're always trying to help our students find the latest and greatest information, so we're always looking for databases to fill that need. Please see below for some recent databases we've acquired:

- [Kanopy Streaming Videos](#) allow you to stream videos on-and off-campus. Content ranges from award-winning films to teaching/subject-matter videos.
- [AtoZ World Travel](#) and [Global Road Warrior](#) are city (AtoZ) and country (Global) travel databases. You can find information on a city's/country's culture, languages, and security measures – to name a few. There's even a section on the local cuisine – with recipes!
- [ForeignPolicy](#) contains originally-reported articles focusing on leading global issues in national security, technology, markets, and energy & resources.
- [Art&Architecture Complete](#) is our latest addition from EBSCO with coverage for hundreds of periodicals (dating back to 1937), hundreds of books, as well as a substantial collection of images.
- We've added new newspapers! We've added access to [The Wall Journal](#), the [Chicago Tribune](#), and the [Los Angeles Times](#). ■

Technically True: News & Research in the Digital Age

By **Ian McDermott**, *Instruction Librarian*

On May 30th the Library and English Departments at LaGuardia co-presented a conference for students on news literacy and the media's current fascination with fake news: "Technically True: News and Research in the Digital Age." Held at LaGuardia's Little Theater, the half-day conference had nearly 180 students attend the morning panel discussion, lunchtime breakout sessions, and afternoon keynote address. The panel discussion included LaGuardia journalism student Serafin Santiago, LaGuardia philosophy professor Dr. Cheri Carr, *Newsday* journalist Matthew Chayes, and CUNY Graduate School of Journalism Chief Librarian Barbara Gray; the panel was moderated by LaGuardia's First Year



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Website Usability Study

By **Derek Stadler**, *Web Services Librarian*

Maintaining library websites, or any other online presence in the twenty-first century, can be an ever-changing endeavor. In the past, websites were simple, a list of hyperlinks to resources some text, instruction, and images. With the advent of books such as *Don't Make Me Think, design techniques have changed. It's been surmised that people spend very little time reading pages but rather scan them instead. Keep things simple and minimize the noise is the standard method. But, how can this be done? Librarians, or academics in general, can be very verbose.*

One way to help improve your website is by means of a usability study. In this procedure, recruited participants at a time are shown a website or prototype and asked to either figure out what it is, or try to use it to do a typical task. In the dynamic online environment, it is good practice to conduct periodic studies to see if users are finding services and resources, and if so, how quickly. In March, I conducted a usability study of our library website. Its purpose was to see if any changes were required and to determine needs for a new library website.

A notification of the study was posted on the library website and social media outlets. In the end, ten students were selected on a first come, first serve basis. During each session, ten individual questions were read aloud to students and they were given a printout of the questions in the event they wanted to read it themselves. All answers could be found navigating the library website. Students could pass on questions if they either couldn't locate the answer or found the question too difficult. Questions were constructed as a realistic scenario and presented in a way that avoided cueing the student and undermining the test. Students were also encouraged to think out loud. Having conducted two studies during employment at the Borough of Manhattan Community College Library, I sought to introduce a new paradigm to perform studies of academic library websites. As a new approach, some questions focused on inquiries at the library's reference desk or topics introduced in library instruction classes. It was a departure from the suggested standard usability questions. Data was recorded to illustrate how the student accessed information and if any problems arose.

There were five categories of data:

- A rating determined as to how the student performed on each question; the scale will be from one to five (one is "with little difficulty" and five is "with much difficulty")
- The number of mouse clicks needed to reach an answer
- The level of ease/frustration students felt after each question; the scale will be from one to ten (one is "no frustration" and ten is "total frustration")
- Ask students to provide verbal suggestions at the end of the study
- Final written observation

While I am still in the process of developing a paradigm for usability studies, I did note some ways in which students used our website. Of the ten questions asked, students experienced issues in three areas: finding help, contacting a librarian, and finding an article. The first two were troubling to me since our website has a terrific, excellently designed FAQs page. Rather than a list of questions, a user navigates to a page of topics to select, definitely a better way to group information: simple and without noise. But, surprisingly not one student used this page or navigated to its link. At the close of each study I showed each student the page and they were amazed they didn't select it and were impressed with its ease of use and clarity.

To improve our current website, I decided one of the changes should be to change this page's name,

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Who's the Money Boss

By **Elizabeth Jardine**, *Metadata Librarian*

Suppose you have \$100 in a savings account earning 2 percent interest a year. After five years, how much would you have?

- A. More than \$102
- B. Exactly \$102
- C. Less than \$102
- D. Don't know

This isn't practice for a math exam. It's a question from the National Financial Capability Study conducted in the United States every three years. The most recent study, from 2015, included the question above as part of a five-question financial literacy quiz. Only 37% of respondents could answer four or all five questions correctly. The compound interest question above was one of the easier ones with 75% of respondents giving the correct answer - A. (You got that right? Nice work!)



Questions like this attempt to measure a person's "ability to use knowledge and skills to manage financial resources effectively for a lifetime of financial well-being," more commonly referred to as financial literacy (definition from the President's Advisory Council on Financial Literacy). To help build the financial literacy of LaGuardia students, and help them be the boss of their money, the Library applied for and received a grant from Santander Bank to organize workshops around money topics of importance to our students. The Library partnered with Student Financial Services (SFS) and the Business & Technology

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Institutional Archives: We've Moved!

By **Thomas Cleary**, *College Archivist*

Thanks to the library renovation, the Institutional Archives have a brand new unified space located on the second floor of the library. This new space gives us better and faster access to our collections allowing us to serve researchers much more efficiently than before. As part of this we will be creating new finding aids and providing increased access to digitized newsletters, photographs and student publications on our website www.archives.laguardia.edu. Our collections primarily consist of administrative papers of faculty members in relation to progressive educational trends such as Cooperative Education, Adult Continuing Education, and remedial education programs as well as newsletters and college publications giving insight to LaGuardia Community College's history.

If you would like to visit the archives for research, have materials that might fit our collections, or have any general questions, please get in touch with Thomas Cleary (Archivist, Tcleary@lagcc.cuny.edu) or Valerie Mazzella-Lazides (Assistant Archivist, Valerie@lagcc.cuny.edu), or give us a call at (718) 482-5434. Our hours are 9:30am-4:30pm Monday through Friday, walk-ins are welcome too! ■

We Say Goodbye to our Friends & Colleagues!

By **Clementine Lewis**, *Coordinator of Extended Day & Interlibrary Loan Services*



Marie C. Spina Retires After 16 Years of Dedicated Service to the College

Marie C. Spina joined the Library as the Institutional Archivist in the Fall Semester of 2000. Before coming to LaGuardia, she worked in the private industry, as well as academia at New York University. However, after 16 years of service in the Library, Marie retired in 2016.

Institutional Archives collects, preserves and makes available primary source materials that document the history and development of the College. As the Institutional Archivist, Ms. Spina was very involved in the college community. On a daily basis, she received and responded to archives-related reference requests from students, faculty, staff, as well as

from the general public and outside organizations. She also worked closely with the Records Management Office and the LaGuardia and Wagner Archives in an ongoing effort to review materials housed and donated for archival significance to the College.

During her 16 years of service in the Library, Ms. Spina also had great success and accomplished much. Her accomplishments have been recognized in the Library, LaGuardia and CUNY. She taught library orientation classes, provided instruction in library citation workshops, served as chair of several library departmental committees and conducted workshops for Opening Sessions and other departments at the college. Ms. Spina's had other accomplishments, which are reflected in the following programs and services:

Short Takes on Literature:

Ms. Spina launched the "Short Takes on Literature" reading group and discussion program in the Spring of 2003. This program provided an opportunity for students to react to literature on a personal level outside of the classroom. In the Fall 2011 issue of Library Notes, Ms. Spina wrote the following in an article that reflected on the success of the program:

"My childhood was filled with stories. My earliest memories are of my mother reading to me and telling stories and histories of India, folktales from Japan and Europe, anything in English to make sure that I was fluent! Since she was often too busy to read to me, I soon realized I could have more stories if I could read on my own. I was about five when I began reading back at mom. As a so-called grown-up, I still love stories. A dream came true when I was asked to begin a literature reading and discussion group at LaGuardia in 2003."

We want to thank Ms. Spina for fulfilling her dream to share her love of stories with our students and local residents who participated in at least eight sessions during the Fall and Spring semesters.

LRC 103 and LRC 102 Credit Courses:

In 2004, Ms. Spina and another library colleague collaborated on the development of the Library's one credit course, LRC 103: Internet Research Strategies. This course helps students develop effective Web searching strategies and skills that enable them to achieve greater academic success at the College. LRC 103 has been available since the Fall of 2005 and has become one of the most successful courses offered by the Library.

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Library Renovation by the Numbers

- With more than 650,000 visitors each year, the library is the most heavily utilized space on the LaGuardia Community College campus
- Collection includes 100,000 print books and nearly half a million e-books
- 60 percent size increase—from 37,000 sq. ft. to nearly 60,000 sq. ft.
- 75 percent increase in library seating—from 420 to 732 seats
- Project began in 2007 with need to upgrade library included in college's master plan
- Phase 1—Construction on the expansion of the library's second floor began in December 2014; completed May 2017.
- Phase 2—Renovation of the library's first floor to mirror upgrades made to the second floor is currently underway—architectural/engineering consultants being selected.

designed to include easy access to power and network connections. The college IT department also provides wireless access to the college network throughout the library. The design of the second floor was intended to provide natural light to students as they study.

Often when I am on the second floor, I am stopped by students who indicate how much they like using the rooms. One student said to me that she appreciated the new rooms and that she was glad she didn't have to go to Hunter or Baruch to study in groups any longer. In addition to the group study rooms a brand-new media lab was opened on the second floor. The media lab is outfitted with various technologies including Macs, PCs, and a scanner. Additionally, much of the library's book and periodical collections that were stored off-site for two years are back in Library. Library staff worked hard over the summer to make sure that the book and periodicals collections were in good order for the Fall semester. Students and faculty now have the chance to browse library collections when searching for research materials to complete assignments. Library staff have also diligently updated library collections so that they reflect the most current research in multidisciplinary areas. In the next stage of the project Library staff and facilities personnel will plan the renovation of the first floor to complement the newly renovated second floor. Renovation work continues and at times may disrupt access to library services, but we will do our best to ensure unfettered student access Library spaces and services. ■

on the newly constructed and beautifully designed second floor of the Library Media Resources Center.

ERIC AVILA, Liberal Arts: Social Science & Humanities:

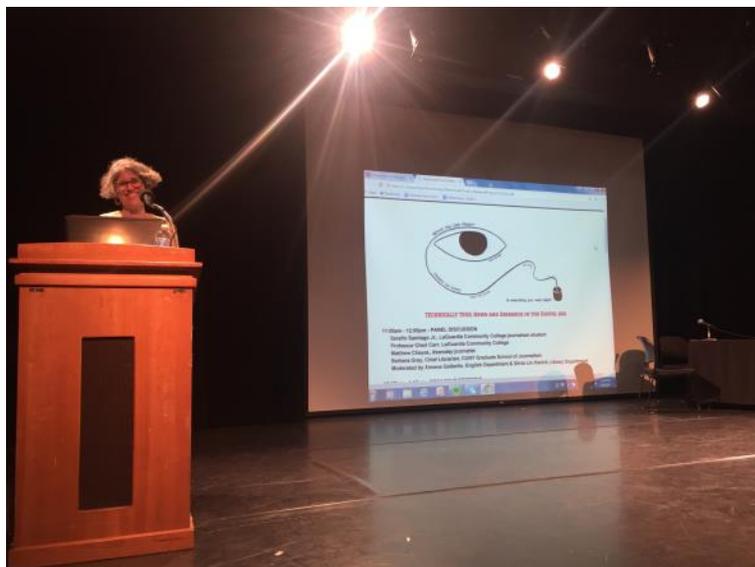
"We worked on a video presentation, the tech was very helpful, I really enjoyed the experience"

Each room is equipped with a state of the art HDMI digital collaboration system of large screen 1080p displays and user friendly control panels. The collaboration systems allow multiple, smaller work groups to be created in a single work-space. Students are able to plug in and interface with their mobile devices, i.e. iPads, laptops, or phones. Groups are defined as two or more students with a maximum of six students. Scheduling the rooms is as simple as going online and filling out the reservation request form, or stopping by the Media Services Help Desk. Reservations can be booked up to two weeks in advance. For a more comprehensive overview of policies and procedures for the Group Study Rooms, see links below.

What do we consider a Big Hit? Well in the first four weeks of operation, we calculated that over 3500 students used the 11 Group Study Rooms. ■



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Experience Librarian Silvia Lin Hanick and English Professor Dr. Ximena Gallardo. Dr. Carr began by distinguishing between fake news that purposefully misinforms readers with legitimate forms of journalism that may contain errors, satire or parody, and biased journalism. The benefits of a panel featuring active and aspiring journalists was immediately clear as Matthew Chayes and Serafin Santiago discussed how the term “fake news” has been co-opted and used to defame dissenting points of view. Barbara Gray drew on her past experience as Director of Research for the *New York Times* to highlight tools journalists can use to fact check and do background research in order to verify their sources.

The panel discussion was followed by breakout sessions led by LaGuardia faculty on varied topics including social media’s impact on news sharing, clickbait, the 21st century news cycle, and what makes a topic newsworthy. These interactive sessions found students constructing a newspaper, questioning their social media activity, and tracing the origins of fake news and yellow journalism. Lastly, Dr. Alexandra Juhasz, Chair of the Film Department at Brooklyn College, delivered a keynote address organized around her online project in response to the 2016 election, [#100hardtruths-#fakenews](#). Dr. Juhasz’s work, equal parts activism, personal reflection, and criticism, deals with the gyre of issues swirling in the cauldron of our current, and sometimes indistinguishable, media, corporate, and political spheres. After a morning panel focused on the practicalities of journalism in the 21st century and experiential learning during the breakout sessions, Dr. Juhasz’s more theoretical approach to the conference theme was a fitting close for reflection. Indeed, there is no simple solution, for librarians, students, and classroom faculty alike, but, to quote Robert Frost’s 1915 poem A Servant to Servants, “the best way out is always through.” ■

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perhaps guiding students to it and to an answer to a question they may have. After discussing at a departmental meeting, ‘How Do I...?’ was chosen. Since the changes were just implemented in mid-June, it is too early to tell if it is getting better utilized. An examination of its use in the coming months will determine if it helped get students to what they needed. The page itself also needs to be scheduled for migration, somewhat intact, to any new website we develop. ■

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Dept., and the Money Boss series of personal finance workshops was born for Spring I 2017.

Money Boss consisted of three workshops: Budgeting & Saving, Building Credit, and Entrepreneurship. Each was presented twice, once during the day and again in the early evening for a total of six workshops. They featured guest presenters from Santander Bank--Teresa Bates, Omar Baptiste, Solomon Ponniah, and Dijon Tamaya--along with our own Antonio Olivero from Student Financial Services, and Santo Trapani and Hector Fernandez from the Business & Technology Department. These lively and interactive events had questions and comments flying back and forth between presenters and audience. Having Santander Bank employees speak gave students the rare opportunity to learn and ask questions of a banking professional on the student's home turf rather than a bank office. Each workshop culminated in a book raffle of personal finance books. A copy of each title was also bought for the Library making it available for the entire LaGuardia community.

In total, 174 attendees came to the six workshops, and nine people attended two or more. One Liberal Arts First Year Seminar class attended a Budgeting & Saving workshop. While most of those who came were students, a few staff members attended as well, some because their children were in high school and needed to have a better understanding of money matters. Feedback from attendees was overwhelmingly positive. Some students wanted to have longer workshops to get into more detail with the topics. And almost everyone learned something they hadn't known before.

To accompany the Money Boss workshops, the Library created a web guide to personal finance resources which will continue beyond the life of the grant. The Money Boss site (guides.laguardia.edu/moneyboss) brings together links to some of the best information on the web and in the Library around the topics of Money & Saving, Credit & Debt, Entrepreneurship, Investing, and Identity Theft. The guide has turned out to be one of the most popular ones on the Library's website.

Presenting these personal finance workshops in collaboration with another academic department and SFS from the Division of Student Affairs underscores how important financial well-being is to our students' success. As the semester went along, the series attracted the attention of ASAP, ACE, and the Wellness Center. In fact our college Wellness Center defines wellness as a balance between eight aspects of a person's life including one's financial life. So given the

enthusiastic reception of the LaGuardia community to Money Boss, what is its future? The Library would like to keep it going even as the grant ends and has planned a workshop for Spring II. Beyond that, keep an eye on the Money Boss website for announcements as to when Money Boss will be returning with more financial literacy programming for LaGuardia. ■



Take charge of your finances!
guides.laguardia.edu/moneyboss

In 2007, Ms. Spina wrote an article in the Fall issue of Library Notes about the students enrolled in the 2007 Accelerated Study in Associate Programs (ASAP) and the LRC 103 course. Ms. Spina and three other library colleagues taught the LRC 103 course during a 2017 summer institute to students enrolled in ASAP, a CUNY program open to students who complete the degree in three years and who receive comprehensive support services and financial resources to assist them. According to the article, the students also took a standardized Information Literacy test (iSkills Assessment), which was developed by the Education Testing Service (ETS.) Ms. Spina wrote in the 2007 article that the students did very well and “some of us believe the success of the program was shown in the number of our students who have returned to study and have told us how much easier the new course work is after their summer course.” Ms. Spina also taught the LRC 102: Information Strategies course for several years. On many occasions, her students returned to thank her for assistance and to provide updates on their accomplishments.

Common Reading:

From 2001 to 2013, LaGuardia sponsored the “common reading” as part of the First Year Experience program. The common reading website content was designed by a different faculty member or faculty team each year. Ms. Spina was one of the first library faculty members to assist in activities such as research, selecting materials and helping to develop the website for the program.

LACUNY Archives and Special Collections Roundtable:

Ms. Spina helped to re-organize and served as a co-chair for two years for the LACUNY Archives and Special Collections Roundtable, which initially held its meetings at LaGuardia. Furthermore, Ms. Spina's enthusiasm for promoting archives as a field of study was reflected in her ongoing work for creating internships for graduate library school students from Queens College. On many occasions, the students attended meetings with her as observers to enhance their professional development.



Library Information Literacy Advisory Committee (LILAC):

In 2005, Ms. Spina served as a Chair and was one of the key members of the Library Information Literacy Advisory Committee (LILAC), which was established by the Council of Chief Librarians and the University Librarian. The main focus of the committee was to assist in promoting information literacy across CUNY. In 2009, Ms. Spina worked with LILAC to develop and make available the Information Competency Tutorial, which was one of the many projects developed by LILAC to bring the skills of evaluation, access and research to all CUNY students.

We thank Ms. Spina for all of her contributions to the College during her 16-year tenure. She is missed, but we wish her an amazing retirement with years of enjoyment to come!!!

Qianli Hu Retires After 23 Years of Dedicated Service to the College



On Saturday mornings at 9:00 a.m. for the past 23 years, Qianli Hu was the Librarian at the Reference Desk who greeted students, faculty and staff as they entered the Library. During his 23 year tenure as an Adjunct Librarian, he provided library assistance and instruction to patrons primarily during the extended day hours. This Spring, we said farewell to Qianli and thanked him for his many years of service to the College.

One of Qianli's passions was his love for photography. Over the years, he started sharing his love of photography with the College in many ways. For example, he created special photographic presentations for local and world events, LaGuardia graduation ceremonies, special retirement programs and the newly renovated library. Although Qianli Hu is missed, we wish him the best in the years to come!!! ■

Faculty and Staff Highlights

- **Ms. Yeofanah Jean Mary** celebrated her 20-year anniversary at the College on March 24, 2017. She has been the Assistant to the Coordinator of Extended Day & Interlibrary Loan Services for the last 20 years.
- **Ms. Elizabeth Arestyl** is the new secretary for the Library Association of the City University of New York (LACUNY). For the past 4 years, she has been the Assistant to the Deputy Chief Librarian at LaGuardia.
- Congratulations to **Professor Silvia Lin Hanick** for promotion to Associate Professor.
- Congratulations to **Professor Anne O'Reilly** for appointment from Substitute Electronic Resources Librarian to Assistant Professor.
- **Professor Silvia Lin Hanick** published the paper "Identifying Threshold Concepts for Information Literacy: A Delphi Study" in *Communications in Information Literacy*, with Lori Townsend, Amy R. Hofer, and Korey Brunetti. The article itself can be downloaded here: <http://www.comminfolit.org/index.php?journal=cil&page=article&op=view&path%5B%5D=v10i1p23>. It was honored as a top 20 pick by the ALA Library Instruction Roundtable (LIRT).
- **Professor Liz Jardine** had her paper "Open Access and Global Inclusion: A Look at Cuba," co-authored with Maureen Garvey, and J. Silvia Cho, listed in an ACRL newsletter article as one of only 5 ACRL conference papers that were authored by community college faculty: <http://www.ala.org/acrl/sites/ala.org.acrl/files/content/aboutacrl/directoryofleadership/sections/cjcls/cjclswebsite/print/cjcls-spring2017.pdf>
- **Professor Galina Letnikova** for successfully organized the annual Public Library Day in coordination with the Queens Public Library.
- **Professor Galina Letnikova & Na Xu** published "[Academic library innovation through 3D printing services.](#)" *Library Management*, Vol. 38 Issue: 4/5, doi: [10.1108/LM-12-2016-0094](https://doi.org/10.1108/LM-12-2016-0094).
- **Professors Chris McHale, Francine Egger-Sider, Louise Fluk & Steven Ovadia** published the peer-reviewed, scholarly journal article in *Collection Management*: "Weeding without walking: A mediated approach to list-based deselection," <http://dx.doi.org/10.1080/01462679.2017.1318729>
- **Mr. Terry Parker** organized the 15th annual Thomson Avenue Film Festival. Terry was honored by the planning team for his many years of work supporting and for starting this important college event.
- **Professor Ian McDermott** co-presented a facilitated dialogue with Megan Wacha, Scholarly Communications Librarians, CUNY Central, titled "The Library as Publisher: Open Educational Resources," at the LACUNY Institute on May 19, 2017.
- **Professor Ian McDermott** was elected to serve on the LaGuardia Faculty Council.
- **Professor Derek Stadler** presented "The Fast-Forward Fixation: A Critical Examination of Academic Librarians' Focus on the Future" with Danielle Apfelbaum at the LACUNY Institute on May 19, 2017.
- **Professors Chris McHale, Anne O'Reilly, Charles Keyes and Alexandra Rojas** presented "Fake news and the life skills development it fosters" at the Faculty of the Future Conference in Bucks County Community College, Pennsylvania, June 2, 2017.
- **Professors Dianne Gordon Conyers and Alexandra Rojas** presented, "Pot Luck: Creating and Designing Research Assignments for Open Educational Resources to Pass Along and Share," at the Assessment Network of New York's 5th Annual conference, co-hosted by the Culinary Institute of America in Hyde Park, New York on April 6, 2017. ■