New Digital Signage Informs Students, Faculty, and Staff of Library Services

_Faces of BMCC Library_, a new series of digital signage, designed and photographed by Professor Lane Glisson, was unveiled this month at BMCC Library. The series of twelve digital posters features some of our most popular services as well as lesser-known but just as important services that we want to promote. The library wishes to thank the gracious faculty, staff, and students who posed for the photographs that were used in the signage. The initial series of twelve posters will grow over the coming months. Look for more posters about our new consultation service, embedded librarianship, and other useful information.

Research Consultation Service

The Research Consultation Program that was created last Spring has been very popular with students. Whether they connect via our Research Consultation link on the library website or via contact with a librarian that they already know, more students are taking the opportunity to spend 30 minutes to 1 hour with a librarian for one-on-one research help. The advantage to a consultation is that the librarian can spend more time helping the student define their topic and organize their research. Professors Robin Brown, Dorothea Coiffe, Lane Glisson and Dr. Kanu Nagra have organized this program. Students can sign up for a research consultation with a reference librarian by using the form on this BMCC Library webpage:

http://lib1.bmcc.cuny.edu/services/research_consultations_reservation_form.html
The Ultimate Question

Professor Sidney Eng, Chief Librarian

The Ultimate Question by Fred Reichheld was a runaway best seller in 2006 but recently updated to The Ultimate Question 2.0. The focus remains the same by asking the so-called ultimate question in the customer survey. “On a zero-to-ten scale, how likely is it that you would recommend us to a family member, friend, or colleague?” If we ask BMCC students the same question, what would their answer be? Would they recommend us to their fellow students? Are we considered a reliable partner in their quest for information? Is our service timely and useful? For those who visit the library virtually through our website, would they come back again for other purposes and let their friends know of our considerable electronic resources and services? Are we a trusty provider of on-demand services? Most of us can relate to a simple question like this. It’s much more practical than taking mind-numbing surveys about every aspect of our student’s experience. A writer I like once suggested that we should “do more, plan more and assess less.” That approach to innovation makes a lot of sense to me. Both the lifestyles and research habits of students have changed radically. The impact on the operational model of library services requires a similar tectonic shift. Researchers are predicting different scenarios of what a future library will be like. Regardless of the outcome, it is practical to bring services to where students are. Students are congregating in modern learning spaces including the cyber community, the Blackboard environment, and the virtual library. The mission of the library is in academic support. We must focus on the students who are results oriented. There is enough credible research to lead us to believe that students go where it is convenient to get information, be it an instructor, a search in Google Scholar, a friend or a library database. Innovation can often mean small iterative changes, even low tech ones. Think for a moment of the immense impact on information discovery and student usage when libraries introduced open shelves in the 1940’s. Or, how vacuum cleaners and even typewriters were added to the library set of tools at the turn of the last century and made headlines in Library Journal. Will the students consider our service so vital that they always return? We have launched an embedded librarianship program within online courses. With help from e-Learning and the online learning faculty, I am hopeful that it will bear fruit shortly. Another library initiative to accommodate new lifestyle changes is to enable our website to be responsive. A responsive website provides an optimal viewing experience across a wide range of devices. We have noticed how students are becoming more dependent on their mobile phones and less on their desktop computers. When this redesign is completed in February, the library website will be able to sense whether the traffic is coming from a smart phone, an iPad or a PC and re-size the webpage accordingly. This will allow a better research environment even if a student is using a phone. The bigger issue, in my opinion, is whether the service culture will encourage staff to improve service performance at the service point. Are they able to recognize how current practices could be improved and share their insights with the library administration? I know we have excellent front line staff who will accept the challenge to prevent our brand from becoming irrelevant or obsolete. I also know working together to extend the library’s services is a recipe for success and good will. Our students will remember us.
Embedded Librarianship in Blackboard at BMCC Library

Professor Lane Glisson, Evening and Weekend Librarian and
Professor Robin Brown, Information Literacy Librarian

The Library is piloting a service that offers dedicated support for Blackboard-based online or hybrid classes. Students can utilize the resources and services of subject specialists through embedded librarianship. Under this program, a web page will be created within your course that will include links to specific resources, tailored to be of maximum benefit to the students in your class.

Since Fall 2012, Professor Lane Glisson has collaborated with Professor Kelly Secovnie on an ongoing Embedded Librarianship project using Blackboard as a way to deliver library instruction to online English 201 courses. Professors Glisson and Secovnie are working on a model of delivering library and research instruction to online students in the Blackboard environment and beyond. This semester, they have begun work on a study of library instruction delivered via Blackboard, compared to a traditional in-person library instruction class taught by the same librarian. Having completed a review of the literature, Professor Glisson believes that that both types of library instruction are useful ways to connect with students, and each have different advantages.

Whether your course is face-to-face, hybrid, or entirely online, the presence of a librarian in the Blackboard interface reaches students where they are already likely to go to access course content, check grades, and contribute to the discussion board. An embedded librarian is able to offer specific research advice to students at their points of need in the form of database assistance, online video tutorials, links to and suggestions for library resources, citation help, and more. Setting up a collaboration with a librarian is easy. Because embedded librarians have course-builder access in Blackboard, they can create content and blog posts in the Weekly Folders, respond to students via email and chat, and facilitate research-related questions on the discussion board.

Professor Secovnie and Glisson met once before each course began, to discuss the syllabus, the course calendar, the literature that will be taught, and essay assignments and set up a basic plan of action. In this case the course was being taught in Blackboard, but a course being taught in person can also make use of embedded librarians as research partners. Professor Secovnie and Glisson made videos that spoke directly to students, to encourage the online students to contact them if they needed advice. This personal touch helps keep online students feeling connected. Professor Glisson posted guest blogs within the weekly folders that the students were required to read. The Class Librarian blogs included research advice, links to tutorial videos, and links to library web pages where students could access books, e-books, and articles.

The collaboration included a Library Day assignment. Professor Glisson created a short 8 minute library instruction video that showed students how to use the library catalog to find books and e-books, access articles in the BMCC Library databases, and cite sources in MLA style. On Library Day, students watched this video and took an online test in Blackboard to assess what they learned. Professor Glisson used her Blackboard presence to set up consultation appointments in-person or over the telephone and recommend our Ask A Librarian 24/7 chat service, and inform students of library services and materials. She answered questions that were posted by students in Discussion Boards that Professor Secovnie set up for specific assignments. If you are interested in setting up an Embedded Librarian for your course, contact Professor Lane Glisson, lglisson@bmcc.cuny.edu or Professor Robin Brown, rbrown@bmcc.cuny.edu.
TENURE and PROMOTION NEWS

Professor Dorothea Coiffe is Granted Tenure

Assistant Professor Dorothea Coiffe, BMCC Library’s Media / Interlibrary Loan Librarian, has been reappointed with tenure, effective September 1, 2014.

Professor Linda Wadas is Promoted to Assistant Professor

BMCC Library’s Collection Management / Acquisitions Librarian Professor Linda Wadas has been promoted to the rank of Assistant Professor. Professor Wadas has recently earned an MS in Urban Affairs with a Concentration in Nonprofits from the Department of Urban Affairs and Planning at Hunter College, CUNY.

Congratulations, Professor Coiffe and Professor Wadas!

Welcome to Our New Library Systems Technician Jod Barretto

Jod Barretto, our new Library Systems Technician, recently joined the BMCC Library. Mr. Barretto has 7 years of experience in systems administration and other programming and hardware expertise. He earned a BS in Computer Science in 2004 from AMA Computer University in Makati City, Republic of the Philippines, and moved to the United States in 2008. Jod will provide IT support in the Library for its active directories, desktops, printers, and assist our Web Manager Derek Stadler on Web Services projects.

PRESENTATIONS

Web Services Coordinator Derek Stadler Presents Programs at Two Public Libraries

Library Web Services Coordinator and E-Reserve Manager Derek Stadler and Academic Librarian Danielle Apfelbaum presented the workshop JobSeekers & Students: Learn How to Create an ePortfolio on October 21, 2013 at the Oyster Bay – East Norwich Public Library. They discussed the benefits of creating an electronic portfolio for employed professionals, jobseekers, students, artists, and anyone interested in creating a well-crafted online identity.

Derek also presented the program Greater New York and Its Silver Jubilee: A Political History at the Hicksville Public Library on November 26, 2013 at the Hicksville Public Library. The presentation exposed the political quandary of the city, at the time of its inception and at the jubilation of its silver anniversary. In particular, it focuses on William Randolph Hearst’s preoccupation with the latter and how his political aspirations shaped the history of the City of New York.

He will be co-presenting again with Danielle Apfelbaum at the 2014 Connecticut Library Association’s Annual Conference for the College and Universities division on April 28 and 29. The topic will be ePortfolios and it will be held at the Crowne Plaza Hartford.
Recent Presentations

Presentations

Workshop on Academic Honesty

On October 2, 2013, Professors Dorothea Coiffe, Kanu Nagra, Phyllis Niles, and Lane Glisson from the BMCC Library partnered with Instructional Designer Ruru Rusmin from the E-Learning Center and Student Conduct Advisor Rocco Capello from the Department of Student Affairs to conduct the workshop Academic Honesty. The program’s presentations were: Types of Plagiarism, Tips to Avoid Plagiarism, Turnitin Software for Checking Originality in Papers, E-Learning Center Resources to Promote Academic Honesty, and Student Advisement.

Publications

Professors Robin Brown and Professor Phyllis Niles have published a critical annotated bibliography, “Assessment of Information Literacy: A Critical Bibliography” on the assessment of information literacy among undergraduates. The authors have highlighted the articles that they felt are most important, or most interesting. The authors hope that readers will get an overview of the field of assessment of information literacy, and perhaps have their curiosity sparked or rekindled.


Dr. Kanu Nagra, Prof. Sidney Eng and Dr. Margaret Karrass (Department of Mathematics) published a research paper on “The Use of Ubiquitous Learning Methods for Mathematics Courses in Borough of Manhattan Community College: A Case Study” in Ubiquitous Learning: An International Journal. Vol. 5 issue 4, pp. 41-54.


Library Web Services Coordinator and E-Reserve Manager Derek Stadler has completed three original research and photography projects that can be viewed on his website:


E-Resources
Dr. Kanu A. Nagra, E-Resources Librarian

E-Books:
How can I checkout and return e-books? How can I download e-books? Can I get e-book on my e-reader? And I have more questions about them... If so, then please check our new frequently asked questions page on the library website at http://lib1.bmcc.cuny.edu/finding/databases/ebookFAQs.html

What's New in the Library Database Collection?
The following databases were added to Library database collection during Summer and Fall 2013.

Art Source
A collection of over 600 full-text journals, more than 220 full-text books and over 630,000 images.

Black Short Fiction and Folklore
Covers over eleven thousand works of short fiction produced by authors from Africa, and the African Diaspora, from the earliest times to the present.

Black Studies in Video
A comprehensive collection of documentaries, newsreels, interviews and archival footage surveying the evolution of black culture in the United States.

Caribbean Literature
A comprehensive collection of poetry and fiction produced in the Caribbean region during nineteenth and twentieth centuries.

Caribbean Search
A comprehensive collection of hundreds of Caribbean-focused scholarly journals, magazines, newspapers, reports, and reference books.

CINHAL Complete
A comprehensive collection of scholarly and professional journals in nursing & allied health.

Education in Video
Covers streaming videos of teaching demonstrations, lectures, documentaries, and primary-source footage of students and teachers in actual classrooms.

eLibrary Elementary
A collection of over 130 magazines, newspapers, books, transcripts, maps, images, web links, and audio/video titles, for elementary school studies.

Ethnographic Video Online : Volume I and II
Covers a wide range of streaming video, written ethnographies, field notes, seminal texts, memoirs, and contemporary studies, covering cultures and human behavior around the world.

Gale World History in Context
A comprehensive collection of periodicals, reference books, primary source microfilms, maps, media material, and more, in World history.
More E-Resources

Dr. Kanu A. Nagra, E-Resources Librarian

What’s New in the Library Database Collection, continued:

Gannett Newsstand Complete

History Reference Center
Covers full-text articles from more than 200 history periodicals, over 1,990 reference books, encyclopedias, and non-fiction books, from leading history publishers.

Kids InfoBits
A collection of reference sources and magazines for elementary school studies.

LGBT Life with Full text
A collection of LGBT monographs, journals, magazines and regional newspapers.

Nineteenth Century Collections Online (NCCO)
Primary source collection in a variety of western and non-western languages from a wide variety of distinct archives from the 19th century.

Oxford Islamic Studies Online
Encompassing over 5,000 reference entries, chapters from scholarly and introductory works, Qur’anic materials, primary sources, images, maps and timelines.

Powerspeak Languages
An interactive tool which covers online learning lessons for ESL, Italian, Spanish, French, German and Mandarin language learners.

Shakesperean Literature Criticism Online (LCO)
Online version of Shakespearean Literature Criticism.

Slavery and Anti-Slavery: A Transnational Archives
Primary source collection includes the transatlantic slave trade, the global movement for the abolition of slavery, and the legal, personal, and economic aspects of the slavery system from the sixteenth through the nineteenth centuries.

Testing & Educational Reference Center with Career Module
Includes test preparation and practice tests (such as TOEFL, TOEIC, and more) as well as career assessment tools for job search and workplace skills preparation. Also includes career preparation test tools for law enforcement, firefighters, medical/nursing, postal, air traffic control, teaching, military services, and more. Must create an account to use.

Women and Social Movements International
Includes 150,000 pages of conference proceedings, photographs, videos, reports of international women’s organizations, publications and primary documents such as letters, diaries, and memoirs of women active internationally since the mid-nineteenth century.

World History in Video
An online collection of streaming videos covering world history that provides access to critically-acclaimed documentaries from filmmakers worldwide.

Continued on page 9.
Films and Media @ the BMCC Library

**Professor Dorothea J. Coiffe,** Media & Interlibrary Loan Librarian

The BMCC Library has three main ways to support your video needs. First, the BMCC Library has a great collection of DVDs for use in your classes. Currently we have over 850 DVD titles that you may show in your class or ask us to upload to E-Reserves. Each year, we add new titles so if you have any suggestions please forward them to me at dcoiffe@bmcc.cuny.edu.

**Uploading to Electronic Reserves**
Did you also know that if you personally own a DVD title that you want to share with your students, you may have that title uploaded to E-Reserves? For more information on this, please contact the BMCC Library’s Web Manager, Derek Stadler at dstadler@bmcc.cuny.edu. When uploaded, you may assign the viewing of the video either before or after class. When your students watch an uploaded title off campus, they do not need to sign-in for off-campus access. All they need from you are instructions on where to locate it on the library’s homepage plus the password you and Mr. Stadler agreed upon. Unfortunately due to copyright laws, only DVD titles personally owned by you or your college (not by our sister colleges within our university) may be uploaded to E-Res.

**How to Find a BMCC-Owned DVD**
To look up a DVD title in our collection, go to the advanced search of the CUNY catalog and type in DVD as one of the search parameters and either a title or a keyword in another search field. If you find something you like, you may request it from the Media Coordinator, Guerda Baucicaut, at http://lib1.bmcc.cuny.edu/services/mediarequest.html. If we don’t have the title, you may do that same advanced search but looking at all CUNY colleges. If another CUNY library owns a DVD title you would like your students to see, let me know about 2 weeks ahead of time by emailing me. Other CUNY colleges’ DVDs are not available through the intraCUNY request system (CLICS). Please don’t despair! If no CUNY owns a particular title you want, give me that same 2 weeks, I may be able to get it from another library in the USA through interlibrary loan.

**BMCC Video Databases**
Secondly, besides our DVD collection, we have an outstanding collection of video databases too. We currently subscribe to seven video databases:

**American History in Video:** Videos of historical events from commercial and governmental newsreels, archival footage, public affairs footage, and documentaries.

**Black Short Fiction & Folklore:** Covers over eleven thousand works of short fiction produced by authors from Africa, and the African Diaspora, from the earliest times to the present.

**Education in Video:** Covers streaming videos of teaching demonstrations, lectures, documentaries, and primary-source footage of students and teachers in actual classrooms.

**Ethnographic Video Online, Volume I and II:** Covers a wide range of streaming video, written ethnographies, field notes, seminal texts, memoirs, and contemporary studies, covering cultures and human behavior around the world.

**Films on Demand:** Covers more than 5,500 educational titles. Users can organize and bookmark clips, share playlists, personalize folders and manage their entire collection.

Continued on page 9.
Films and Media @ the BMCC Library, continued:

**Theatre in Video:** A collection of the world’s most important plays and video documentaries.

**World History in Video:** An online collection of streaming videos covering world history that provides access to critically acclaimed documentaries from filmmakers worldwide.

Keep an eye on this video information page; it will soon include handy tips on how to get the most of the BMCC video databases. http://lib1.bmcc.cuny.edu/finding/databases/video.html

**The BMCC Moving Image Guide**

Third, the BMCC Library offers yet one more source for your moving image needs! The BMCC Media Librarian created a centralized hub of online moving image and media websites where you may find appropriate clips/films to support your teaching & learning. You may watch these moving images before, during, or after class; you may upload them (or their link, at least) into Blackboard; or you may remix or mashup clips as you see fit. Please, if you have any (free) online moving image recommendations, email me the link so I may include it. Here is the link to the BMCC Moving Image / HyperMedia Hub:

http://bmcc.libguides.com/media

The BMCC Library Media Department is here to support your pedagogical goals. Let us know what moving images you want and we will make every effort to accommodate your teaching needs.

**Mobile Databases**

**Dr. Kanu A. Nagra**, E-Resources Librarian

Library database indexes are now supplemented with mobile icons and a separate mobile database index on the library website.

Mobile icons are placed against the title of database on the library website if the database is supporting mobile app or special mobile website. For the complete list of mobile databases available in the BMCC library. Please visit our mobile database index page at:

http://lib1.bmcc.cuny.edu/mobilesite/databaseappstore.html

**And Now, a Note about: Fines!**

Increase in library materials fines were approved by the Board of Trustees of CUNY. Commencing in Fall 2013, fines have been increased for library materials that were returned late. The new fees at BMCC Library are:

<table>
<thead>
<tr>
<th>Category</th>
<th>Rate</th>
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</thead>
<tbody>
<tr>
<td>General fines</td>
<td>$0.25 / day</td>
</tr>
<tr>
<td>Reserved Items</td>
<td>$6.00 - $15.00 / hour</td>
</tr>
<tr>
<td>Equipment</td>
<td>$15.00 / hour</td>
</tr>
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Therefore, it is worth knowing how to renew your circulating books online. Go to our CUNY Library Catalog, and click the My Account / Renew link at the top of the page. Log in with your barcode number on the back of your BMCC ID card. The password is the same barcode number. It’s that easy not to owe fines!