FROM THE DIRECTOR . . .

So Many Questions, So Little Time

As a newcomer to the Department, I realize that a lot of questions demand answers. There are additional questions hanging out there regarding the profession and its divisions between library studies and information science, the future of librarianship, and other issues. I will address these from time to time and particularly in this column. For this “first edition” I focus on the Department—the Queens College Graduate School of Library and Information Studies.

There are several substantial concerns; first and foremost is the decision of the Committee on Accreditation (COA) to grant conditional accreditation. What is the significance of that and what will happen? Here are my answers:

› GSLIS is accredited; our certificate hangs outside my office.
› The COA concern had nothing to do with the overall quality of the program; they simply want the department to do better, continuous, and more routine planning, and to utilize Learning Outcomes to prove the quality of our work and our graduates. Finally, we need to use this information to adapt the program in the days ahead given the accelerating changes in the LIS environment.
› We have more work to do to satisfy this concern; we expect to get the essentials completed by later this calendar year. The Retreat on March 30 let us gather much of the needed information and input from our stakeholders.
› Such follow-up requirements by COA after a review are not unusual. Similar things have occurred in several of the School’s accreditation reviews in the past.
› GSLIS has constantly maintained accreditation; anyone graduating while we are accredited will always be an alum of an ALA-accredited master’s program. That reality will not change.

There are other issues. Three senior faculty have retired over the past two years. Only one replacement has been completed, namely myself, and one lecturer, Walter Valero, has been added. We are facing another retirement imminently. Queens is not hiring right now. This is a concern. The outcome is in good measure outside our control. It is essential that the department recruit more effectively, produce excellent graduates, and promote the accomplishments of the faculty and the department to the attentive public.

Our facility is inadequate. It was designed for a faculty and a program half our size. There are serious discussions about our moving to the former law school building on Main Street, about 100 yards away from our present site. The move, if realized, would provide more space, more and better offices and classrooms, adjacent parking, and space for labs and workspaces to support collaboration, experimentation, and hands-on practice. This decision and outcome are also outside our control.

Enrollment is down a bit this year. It spiked with the recession in 2008 and 2009, and then fell back to the more traditional levels of recent years. Is this trend normal, an anomaly, or a warning sign of an emerging problem? When I interviewed for the position, I observed that QC’s GSLIS has not needed to recruit very much because of its location in the city, the low tuition, the convenient schedule (for working people), and the quality of the program. That day may have passed; I believe we’ll have to work harder to attract and retain the number and quality of students we have come to expect.

There is a lot of skepticism in the popular media about the future of the book and, consequently, the future of librarianship. We will need to pay more attention to the success of our graduates in gaining appropriate employment. My view of the situation is that while entry-
level positions offering an extensive career path are scarcer right now, there are plenty of opportunities for people of experience, accomplishment, and a focused expertise. Given the high proportion of our students with other graduate degrees and/or substantial experience, it is not difficult for students to forge a specialty and hone an edge that sets them apart and makes them attractive to the many organizations (public, private, and non-governmental) trying to figure out how to cope with the information and knowledge needs of the day. Our internships are an important factor here, as is the fact that many of our courses are taught by working professional librarians and information specialists. These adjuncts are in the field, realize what’s going on, and are familiar with the people in the disciplines who make these hiring and appointment decisions. It is important for us to reach out to our stakeholders and elicit your help in seeing that the valuable skills and knowledge gained at GSLIS are not wasted.

As noted, many of these issues are outside the control of the department; they become more realizable with your help. Please let us hear from you; contact me directly or reach out to a faculty member you know.

James W. (Jim) Marcum
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FROM THE GRADUATE ADVISORS

Some of the most fascinating people at Queens College are students in the Graduate School of Library and Information Studies! They range in age and experience, including recent college graduates in their early twenties, workers in their later twenties and thirties who are seeking their first professional career, and men and women with extensive professional experience in many fields who are changing their careers. Lawyers, teachers, nursing home directors, animators, editors, labor organizers, pastry chefs, musicians, market researchers, costume designers, pilots, and stewards are among them. What draws this diverse group of people together are the interests, hopes, and dreams they share.

For many of our students, the decision to come to the GSLIS is preceded by extensive background research, which is hardly surprising, considering the information professions they are planning. Commonly, they follow up with email and phone exchanges with me and visits to the GSLIS—much of this before they file an application.

As of this writing, applications for the coming Summer semester and the next Fall semester are arriving and inquiries continue. Group meetings and interviews of potential candidates for these semesters will begin shortly. There were 129 new matriculated students last fall. Spring semesters typically have a smaller entering cohort and this semester was no different from previous ones, with 67 new matriculated students. In both semesters there were approximately 25 nonmatriculated students as well. We anticipate the arrival of a new group of diverse and fascinating women and men next semester.

Roberta Brody
Graduate Advisor—Admissions

As we quickly approach the end of the Spring semester, let me offer hearty congratulations to all of the upcoming GSLIS graduates. I look forward to seeing many of you—including those who completed the program in September 2011 or February 2012—at the graduation ceremonies sponsored by the college and also by the GSLIS. Looking back on this academic year, I note the continued strength of your participation in our two certificate programs: Children & Young Adult Services, and Archives, Records Management & Preservation. Brochures describing these programs are available outside the GSLIS office. This past year we have increased the number of offerings during our curriculum space series in order to better address your varied interests. Please remember that I am available to you Tuesdays through Thursdays by appointment for program planning assistance and to speak with you regarding any concerns you may have. Do not hesitate to call the office for an in-person consultation or a phone appointment. I look forward to meeting with you and discussing your academic interests and career plans.

Colleen Cool
Graduate Advisor—Continuing Students

Department News

Susan Hess has accepted the appointment as Coordinator of Alumni Affairs. She has been an advocate of finding and engaging GSLIS alumni with current events at the School. She is retired and lives in Queens and has ideas about how the Alumni Association can be revived. Susan’s career was primarily as a school-media specialist librarian. She was recently recognized as a GSLIS Outstanding Alumnus. She may be reached at shess220@gmail.com.

The Queens College Center for Teaching and Learning sponsored a portfolio showcase on February 8, 2012. Students, faculty, and administration from Queens College and other institutions attended to learn about portfolios, talk with students who have constructed portfolios, and view many wonderful models from a number of disciplines.

GSLIS was well represented by alum William Blick and LMS student Jacqueline Bullard, who were invited to share their outstanding ePortfolios with students and faculty attending the showcase. In addition, GSLIS LMS student Taylor Kinley and LMS alum Lisa McGowan contributed their ePortfolios to a number of models on display.

Colleen Cool
DR. BENJAMIN ALEXANDER notes that GSLIS students who have been selected to the Special Collections Fellows program continue to earn national and international distinctions. For instance, Natalie Milbrodt (GSLIS Alumna, Fellow, and Director of the Queens Memory Project) was awarded the Outstanding Collaboration Citation for 2012 by the American Library Association for her continued direction of the Queens Memory Project. Natalie will accept her award at this summer’s annual conference in Anaheim, California. Comments on Natalie’s winning application include:

“The project meets all three of the OCC award’s criteria by developing a project that is likely to become an industry standard; breaking barriers to enable budget conscientious actions (Jason Kucsma of the Metropolitan New York Library Council notes the project’s ability to do more with less); the project itself is an innovative product/service that meets an industry need to digitize and preserve local history.”

“The project showcases collaboration between the Queens Library, Queens College and, what impressed me the most—the community. The opportunity to draw the public into the project and help them gain ownership of the project is wonderful. It is a nice model that could be emulated by other institutions. The blog is quite nice that they maintain with the guidelines for interviews, standards, etc.”

In February Special Collections Fellows Corinne Klee and Christine Parker accompanied Ben Alexander and Natalie Milbrodt to the University of Glasgow and University College London. Both Klee and Parker provided presentations on their current work to faculty and students that were well received and point to future collaborations.

Building on relationships formed during his visit to Sichuan University during Queens College’s Year of China initiative, Dr. Alexander accepted an invitation to return to Sichuan University and Renmin University (Beijing) with GSLIS alum and graduates of the Special Collections Fellows Program Annie Tummino and Natalie Milbrodt. They spoke with library students about the department’s innovative digital initiatives.

In addition to these activities Dr. Alexander has accepted a teaching appointment in the School of Information Studies at Renmin University. In June he will be teaching Archives, Texts, Manuscripts and the Shapes of History: An American Perspective. Alexander also appeared with QC alum civil rights activist Phyllis Peadow-Sederbaum on WNBC’s Positively Black to discuss the College’s growing Civil Rights Archive, http://www.qc.cuny.edu/about/Glance/QCVideos/Archives/Pages/Welcome.aspx?ItemID=64. This follows a feature article in the national edition of the New York Times that described the commitments of GSLIS and the college to the Civil Rights Archive, http://cityroom.blogs.nytimes.com/2011/09/27/far-north-of-selma-an-allotment-of-civil-rights-history/?scp=4&sq=queens%20college%20archive&st=cse.

In collaboration with GSLIS students Phil Brunetti, Matt Smith, Daniel Reynolds, Upma Sharma, and Alexandra Dolan-Mescal, Alexander is developing a project to document the Occupy movement. They are researching a breadth of documentary strategies that allow for a dynamic and inclusive capture of the movement while remaining sensitive to the unique social, political, and technological interests that have given the movement its shape. For additional information on the project, visit the NPR Marketplace’s interview with faculty advisor Ben Alexander, http://www.marketplace.org/topics/life/mid-day-update/mid-day-extra-occupy-wall-street-history.

DR. MARY K. CHETTON was invited to present the first YALSA Past President’s Lecture at ALA’s annual conference last year, but was unable to go because of her partner’s illness. The talk, “Roots and Branches: YA Services Past, Present and Future,” was instead posted to the YALSA blog. She also wrote a guest editorial for Voice of Youth Advocates called “Musings on Intellectual Freedom and Young Adults,” which appeared in the June issue. She was a
panel member for a program on reviewing at the Audio Publishers Association organized by AudioFile Magazine.

DR. COLLEEN COOL has been invited to serve on the program committee for the IIiX 2012, the Fourth Information Interaction in Context Symposium (http://iiix2012.cs.ru.nl/wordpress/) to be held in Nijmegen, the Netherlands, August 21–24, 2012. The Information Interaction in Context Symposium (IIiX) explores the relationships between and within the contexts that affect information retrieval (IR) and information seeking, how these contexts impact information behavior, and how knowledge of information contexts and behaviors improves the design of interactive information systems.

This semester Dr. Cool presented an overview of her research in help-seeking behavior at the March GSLIS curriculum space. She and Dr. Kwong Bor Ng have received a research grant from the Queens College Division of Social Sciences for their project “Using Behavioral Correlates of Frustration in Interactive Information Retrieval for the Design of Intelligent Interactive Help System Functionalities.” Dr. Cool will present early results of this project at the biennial conference, Libraries in the Digital Age (LIDA), to be held in Zadar, Croatia, June 18–22, 2012 (http://ozk.unizd.hr/lida/). LIDA is a biennial international conference that focuses on the challenging and rapidly transforming nature of libraries and information systems and services.

Drs. Cool and Ng are also the editors of the forthcoming book, Recent Developments in the Design, Construction and Evaluation of Digital Libraries, to be published by IGI Global. Dr. Cool is also a serious collector of vintage information appliances.

ANDREW JACKSON’S book, The 21st-Century Black Librarian in America: Issues and Challenges, was published by Scarecrow Press in February. Fellow editors include Julius C. Jefferson, Jr. and Akilah S. Nosakhere. The book—a collection of 50 essays by library educators, library graduate students, retired librarians, public library trustees, veteran librarians, library directors, and new librarians—covers such topics as poorly equipped school libraries and the need to preserve the school library, a call to action to all librarians to make the shift to new and innovative models in public education, the advancement in information technology and library operations, special libraries, recruitment and the Indiana State Library program, racism in the history of library and information science, the need for continued activism by black librarians, and challenges that have plagued librarianship for decades. The book is a tribute to activist librarian and founder of the Black Caucus of the ALA and Past-President of ALA (1984) Dr. E. J. Josey (1924–2009).


Dr. Li has received a grant from the Queens College Division of Social Sciences for her research project “Science Graduate Students’ Information Behavior and Their Need for Information Literacy Instruction.” She was also invited to be on the program committee of the Canadian Association for Information Science/L’Association Canadienne des Sciences de l’Information (CAIS/ACSI) 2012 Conference (http://www.cais-acsi.ca/). Her proposal has been accepted for presentation at the conference as a poster as well.


Drs. Ng and Colleen Cool received the Queens College Division of Social Sciences Research Enhancement Grant (December 2011–12, $4100) for their research project “Using Behavioral Correlates of Frustration in Interactive Information Retrieval for the Design of Intelligent Interactive Help System Functionalities.” They also are co-editing a book, Recent Developments in the Design, Construction and Evaluation of Digital Libraries, to be published by IGI Global.

LISSA NEWS

New officers for 2012 are Jonathan Heifetz, President; Cher Armstrong, Vice President; Lauren Paroulek, Treasurer; and Jaci Maranell, Secretary. Heifetz reports that LISSA has adopted the NYPL Corrections program. In December LISSA held a fundraiser at the Lolita Bar in Manhattan that raised $400 for them. On May 2 they will bring Nick Higgins, Supervising Librarian, to speak during curriculum space for the second time.
**STUDENT NEWS**

**KELLY AMABILE** was awarded a travel grant from SLA-NY to attend the June 2011 SLA Conference in Philadelphia. Just several weeks prior to attending the conference, she started a new full-time job as reference assistant in the legal library of the law firm Skadden, Arps, Slate, Meagher and Flom. Attending the conference just a month after starting the job provided Kelly with valuable networking and training opportunities. Kelly is focusing on a topic related to law librarianship for her 709 project and is in her final semester. She will graduate in May 2012.

**DEVEN BLACK** has won a Library Reach grant for a video studio within the school library in Castle Hill Middle School 127 in the Parkchester section of the Bronx for the production of book trailers, podcasts, etc. “I owe a lot of the credit to Professor Robinson, who taught the 761 course in the Fall 2011 semester.”

**KAREN BRISSETTE** reports that her 709 paper, “Readers’ Advisory for All? Redefining RA Services in the Age of Social Networks,” was one of three in the country chosen by a panel of judges to be presented during the Readers’ Advisory Research and Trends Forum on June 23. This paper explores the opportunity for RA professionals to reach out to their communities using social cataloging sites like Goodreads, and examines what she learned from creating a readers’ advisory group on that site.

**JENNIFER DADDIO**, besides being one of the recipients of the NYLA Dewey scholarship award this past November, was hired as the YA/Reference librarian at the Field Library in Peekskill, New York. She is pictured here showing her new job to her daughter, Norah.

**SHELLEY DIAZ** reports that she started as Assistant Editor–Book Reviews/Managing Editor of Extra Helping at *School Library Journal* and also recently got engaged to Misael Vale, Jr. with a wedding planned for October 2012.

**MICHELLE DRAMEROS** won a $9,000 Library Reach grant to upgrade the computers in her Library Media Center. “I am in the process of purchasing iMacs and iPads to help the students with research and projects they are working on for their classes. I work in a K–5 school in Corona, Queens. It is a high-need, low-income community. We have approximately 2,100 students. The LMC is open until 4:30 Monday through Wednesday and opens at 7:15 Monday through Thursday. Having these updated computers will help the students become more independent with their schoolwork. I am excited to have been awarded this grant for my school!”

**LEE-ANN FINN** was the Suffolk County Library Association’s 2011 Academic Scholarship winner, which is given to library school students. She was presented with the award at their annual fall dinner last November.

**CHRISTINE FITZGERALD** writes, “While doing an internship in the Young Adult Department at Patchogue-Medford Public Library last fall, I was permitted and encouraged to create window displays for the department. Here is one of the pictures I took of the six-window display I designed for Banned Books Week. I was so happy to be able to create this display as I am a strong intellectual freedom advocate. In addition to the display, I also wrote a *Banned Books Week Annotated Bibliography for Teens* that was printed in the library’s Graphics Department and included on the shelves below the windows where some of the books were showcased on stands. The idea for this display stemmed from my belief that teen patrons can be encouraged to “Be a Rebel, Read a Book” using the lure of the forbidden, the banned, or challenged book.

“After Banned Books Week, I put together a display for Teen Read Week, which focused on the slogan “Grab a Graphic.” This display included a ballot box and ballots so teens could vote for their favorite Teen Read Week pick. Suzanne Collins’ *Mockingjay* won the vote at Patchogue-Medford for 2011.”

**SHELLEY DIAZ** and Misael Vale, Jr.

My Times in the Morgue
andy.mccarthy857@gmail.com

Last semester I interned at the News Research Desk of the New York Times, whose resources involve digital databases and a library of 40,000 books. The research desk is on the 5th floor but the library is in the cellar, past loading docks and engine rooms.

Research is one of the paper’s smallest departments, with three full-time staff. I trained with Jack Begg, a twenty-five-year research veteran. The office is shared with other departments and very quiet, not like the fast-talking and nihilistic newsrooms of 1930s movies. The Times prints an estimated 100,000 words daily, what the executive editor compares to making “a Hollywood movie everyday.” Jack Begg places great emphasis on print sources like the World Almanac. “I’d bring it to a desert island.” Jack Begg shows how to track information by patience and instinct. “If there’s a question, there’s an answer, even if it’s no. But it’s rarely no.”

But I was receiving course credit for Archives, where it seemed news research might not fit the field. So I also logged hours in the Times “morgue,” a photo and news clippings collection between 1870–1990, arranged in 700 file cabinets in the echoing cellar of the building next door, down in the bedrock where an underground stream once ran.

Jeff Roth, the lone keeper of the morgue, is an iconoclastic and charming personality, and rejects that the morgue is an archive, but “a company.” Decisions are not made by archive management but the newspaper business. Jeff harbors an endless cross-index of the morgue in his head. In past decades a staff of thirty orchestrated a card catalog system of millions of names, subjects, and file numbers. A great repository of the living history of New York City, the morgue is classified as “dead news.”

The strength of the morgue is its opportunity for cross-reference. Clip files include defunct newspapers and memoranda. The file on Stetson Kennedy, a 1940s infiltrator of the KKK, contains a series of articles from an obscure left-wing paper. When Stetson died at 94, these clips proved invaluable to the obituary desk, a habitual user of the morgue. The sensitive manual texture of the old clippings can be rejuvenated by a light spritz of water, an old morgue trick.

If an archivist may not be required to know how to find fast facts on former neighbors of an escaped criminal, an archivist would still benefit by the adept behavior at work in facing a wealth of immediate options for information and trusting where it hides. News researchers and archivists both deal in history. The data is born and put to use, then made a searchable record, whether public website or morgue “concept” folder. If the news research desk gives first life to the use of information, then the morgue is where dead news comes alive.

HEIDI RAIA’S resource list of money books for teens that she did in the Planning Young Adult Services class (777) last fall is being published in the June issue of Voice of Youth Advocates (VOYA).

One of DINA SCHULDNER’S papers from 777, “Afraid of Being Fat: Eating Disorders and Young Adults,” was published last year in Voice of Youth Advocates, 34, 231–33.
BILL BLICK (2001) sent via Dr. Perry: “I was just hired at the rank of Assistant Professor at QCC as an Emerging Technologies Librarian. QCC is implementing the use of the ePortfolio. I have maintained my ePortfolio from when I first used it in your New Technologies class. I have used it to showcase publications, a blog, and libguides that I designed. I think the ePortfolio was a really effective tool, and one that I continue to use, thanks to you!”

He has also published one article, “Pulled into Nazareth: The American Landscape, the Road Mythology, and the Modern Troubadour,” 34th Parallel Magazine, Issue 7, Jan. 2012 http://34thparallel.net/ and has another forthcoming, “Annotation for The Docks of New York by Josef Von Sternberg, 1928,” in Senses of Cinema, Issue 58, which is part of the Cinematique in Melbourne, Australia.


EVAN FRANKL (2011) now Bronx Campus Librarian for Boricua College http://222.boricuacollege.edu, would be glad to speak to any students wanting to be academic librarians who might like to be in touch with an alumnus in the field. His email is mr_frankel@hotmail.com.

CLAYTON FUNK (2002) writes, “I moved to Columbus originally to work in libraries or something related to them, but all hiring was shut down. Then OSU’s art education department and I found each other and they shepherded me into a job. “A manuscript of mine was just accepted for publication in the Journal of Social Theory in Art Education. It’s drawn from an MLS project that I did under Dr. Chelton’s supervision about libraries, museums, and department store building types. The article discusses Chicago’s Marshall Field’s, which was organized in 1910 as an ‘education’ institution for women with a library. How much of that was education or miseducation is up for discussion, but patrons learned about art, music and literature there. It is being published around the end of June.

“Though I have gone back to Art Education, on the job, I do many of the things I learned from my MLS classes. After 4th year review is over, I’m going to be working on more distance education and online activism. I set up a site for our Caucus for Social Theory and Art Education http://www.facebook.com/l/QCQG0Y_2zAqEk9s2L4ciBao4vhmvZkzduhzyhY9j4-4qmMA/cstae.org. I hope to get involved at Columbus Metropolitan Libraries, too . . . something with homework help . . . depends on what they need and what help I could provide.

“I also have a website at http://www.facebook.com/l/LAQFRtMDiAQHvyH0FN0aj6GybAgU9xxyq-Rfm8bQRmLVw/bluedoublewide. com and I’ll be developing that resource when I finish with much of this writing on paper.”

ANDY HEIZ (2007) via Linda Cooper: “Please share the good news around the department that my tenure as librarian was approved by the president at Orange County Community College in Middletown, NY! I give a great deal of credit to the program at Queens College for this success. I also want to thank you for all that I learned in your classes. Your enthusiastic attitude and encouragement did wonders for me in school and my career.

“We recently hired a new instruction librarian and we are working on an assessment of the library program here. We are working hard to articulate learning objectives and develop tools to assess our teaching.

“Also, if there are students interested in going into library instruction in a public or academic setting, Simmons is hosting an online library instruction boot camp. Link here: http://alanis.simmons.edu/ceweb/workshop?id=93.

“The attached picture was taken during the recent snowstorm (or what passes for a snowstorm this winter) up at Mohonk Preserve.

“Please pass my hellos to the QC GSLIS faculty.”

KATY HEPNER (2010) via Dr. Cool: “I saw that some QC alums were sending updates about their fantastic career moves. I wanted to let you know I landed a full-time job in Louisiana. They wrote an article about me in the newspaper. Here is a link: http://www.nola.com/community/st-tammany/index.ssf/2012/01/mandeville_branch_library_welc.html.”
SYNTYCHIA KENDRICK (2004) who has an article in the new issue of Young Adult Library Services, is the incoming president of the Nassau Co. Children’s and YA Librarians group.

YESHA NAIK’S (2011) 709 study, “Finding Good Reads on Goodreads,” will be featured in the Reader’s Advisory column of Reference and User Services Quarterly, where she was invited to be a guest author.

OLGA NESI (2001) has a book called Getting Beyond “Interesting”: Teaching Students the Vocabulary of Appeal to Discuss Their Reading being published by Libraries Unlimited this summer.

RAYMOND PUN (2010) is a reference librarian in the NYPL. He was selected as a Library Journal Mover and Shaker for 2012. Each year LJ nominates 50 librarians from across the country to highlight their accomplishments and projects in their libraries. Raymond was nominated this year and his cultural programs and scholarly workshops have received critical attention. Raymond also recently co-published an article entitled “Doing History: A Teaching Collaboration between St. John’s University and the New York Public Library” in College and Research Libraries News, March 2012. In April he delivered a webinar for the ACRL Virtual Spring Institute to discuss the collaborative project he has been working on with St. John’s. This year he has also given conference presentations in Natures Conference 2012 at La Sierra University, discussing the role of the NYPL in promoting critical thinking and research skills for history students (February), and the role of the NYPL’s digital gallery in providing research in Asian history at Princeton University (May).


MICHICELLE LYNN TEICHERN (2006) writes, “Just an update of my life here in Phoenix. I am serving on the board of a nonprofit women’s chorus called Arizona Women in Tune. This summer we are singing in an international festival in Denver called Gala. We are on Facebook, Twitter, and YouTube.” The website is www.azwit.com.

ETTA THORNTON-VERMA (2000), an associate editor at School Library Journal, recently contacted the School to offer her services as an editor (at no cost!) for students who are trying to have their work published. She said that publishing while she was in the library school at Queens College was instrumental in her being hired at School Library Journal. She expressed the desire to help a school that enabled her, a recent immigrant, to quickly climb the professional ladder, and particularly wished to assist library school students who are emerging into a very tough job market. Her offer is not limited to those writing about Library Media Centers, but is open to any aspect of librarianship. Ms. Thornton-Verma emphasizes, however, that she has no sway in getting material published in the School Library Journal or anywhere else.