



## Chief Librarian's Annual Report, 2002/2003

Last Fall I outlined in *PageDown* a number of changes we made for 2002/03 in instructional services and service desk staffing and the avenues and opportunities for user feedback. Here is a brief update.



### Reference Service

Our reference desk information assistants did a good job in screening the basic "where is," printing, and photocopying types of questions, thus allowing the reference librarians to spend more time with research questions and instructional needs. Over the course of the year we received feedback from the information assistants, reference librarians, and users, which led to revisions in the scheduling and training of information assistants. This configuration of professional and paraprofessional staff will again allow us to schedule librarians more effectively into course-related instruction.

### Instructional Services Increase

During 2002/03 librarians met with 416 classes across all disciplines. This includes

the 10 sections of Library 100 that were offered during Fall, Spring, and Summer. There were also 61 workshops and tours given. The number of students involved reached an all-time high of 7,485. The number of classes taught in the Division of Education grew by 60%. These classes, taught primarily by Suzanne Li and Manny Sanudo, now constitute the largest block of our instruction program. The English 110 classes were the second largest group. Fourteen librarians teach English 110 sections and are liaisons to the FYI cohorts. Course-related instruction in the Divisions of the Arts and Humanities and the Social Sciences continued at the same level as the previous year but with a different distribution of courses and instructors.

### Feedback from Library Users

Our formal avenues for user feedback included two faculty forums held in March 2003, a student forum in November 2002, meetings with student leaders during the course of the year, our web-based comments address, suggestion boxes at service desks, and a formal user satisfaction survey during April and May 2003. (See article on p. 2.)

For the 2003/04 academic year, we are aware of many stresses. Our survey and other statistical data indicate that students and faculty are using our electronic resources with increasing intensity, and our physical facility continues to be heavily used. The extension of the wireless network into Rosenthal and the technology fee-funded Laptop Loan program enable students to access library resources and the Internet from throughout Rosenthal and across campus. More and more students are using the remote access proxy server to get to our resources when off-campus. This is a great advance, but it makes it difficult for reference librarians to oversee and be readily at hand for advice and instruction.

*The voices of faculty and graduate students continue to remind us that the need for print resources, especially monographs, continues, and that our book acquisitions are not sufficient. The demand for a hybrid print/electronic library collection continues well beyond what prognosticators predicted in the 1990s. We must continue to balance the requirements of our physical collections and facilities with our virtual services and content.*

In the past library users and librarians were focused on the adequacy and acceptability of electronic resources as substitutes for print counterparts, and on the ease of access and training required of users and librarians. Our greatest challenge now is how to sustain print and electronic collection needs and the related technical support with progressively fewer support staff and continuing budget pressures.

*Sharon Bonk  
Chief Librarian*



The Friends of the Library funded the refurbishment of furniture and accessories in the informal reading lounge on Level Four that overlooks the Rosenthal lobby.

## Named Spaces in Rosenthal Library

The award-winning Benjamin Rosenthal Library was dedicated in 1988. The building's architects, Gruzen Partnership, created many attractive spaces: a Grand Rotunda, a 300-seat auditorium, magnificent reading rooms, classrooms, and 59 individual carrels for faculty members who did not have private offices and needed a peaceful place to do their research.

For 10 years none of these spaces was named. In 1997 Dr. Alexander Pearlman, a frequent visitor to the Art Library and member of the Friends of the Library, was the first to make a contribution towards naming an alcove in the Art Library in memory of his late wife. A few years later, an endowment was created in several science areas by Queens College graduate Stuart Applebaum, and a classroom on the second floor was named after his late brother, Edward Applebaum, also an alumnus. The Library received a share of a very generous donation to the College by a member of the Queens College Foundation and his wife, which resulted in naming the Grand Rotunda and its six-story atrium the Norman and Carole A. Barham Rotunda.

On May 11, 2002 another library space was named. President's Conference Room #1 was renamed the Alexander Braginsky Conference Room for a graduate who perished at the World Trade Center on September 11. His mother has become a close friend of the Queens College Library.

In October we named a faculty carrel in memory of Lou Gordon, a Queens College student and member of the Board of the Friends of the Queens College Library, whose sons felt that a donation to the Library that he loved and that benefits from the book sales he coordinated annually, would be the most appropriate way to remember their father.

These generous friends and others realize that by helping the Library augment its budget they enable us to enhance our collections and expand our services. They also receive the satisfaction of having their loved ones remembered at a fine institution of higher learning by generations of students, faculty, and members of the community.

Shoshana Kaufmann  
Associate Director



Lou Gordon

## ARAB AMERICANS IN WARTIME: VIDEO PREMIERE AND DISCUSSION

The Friends of the Queens College Library invite the college community to its premiere screening and discussion of the PBS documentary *Caught in the Crossfire: Arab Americans in Wartime*, on Wednesday, December 10 at 12:30 pm in the President's Conference Room #2. This program, which is part of the New Immigrants Media Collection, focuses on three Arab Americans and their responses to the backlash against Middle Easterners and Arab Americans after the September 11, 2001 World Trade Center attack.

Ahmed Nasser is a New York City policeman who emigrated from Yemen. Raghida Dergham, a prominent journalist for CNN and *Al Hayat*, an Arabic newspaper, moved here from Lebanon and attended college in the United States. Reverend Khader El-Yateem, a Palestinian native, is a pastor for a Lutheran church in Brooklyn. All three reveal their conflicted feelings about being both Arab and American and being subjected to ethnic bias post 9/11/01.



Journalist Dergham (top) and police officer Nasser



Mr. Nasser was stationed at Ground Zero after the attack, and expresses his professional as well as moral duty to protect Arabic children, shopkeepers, and civilians from racial violence and hatred stemming from the attack. Ms. Dergham has had to endure charges of treason from the Lebanese government and had her passport revoked for balanced media coverage of both Arab and American sentiments about Middle Eastern affairs. Although the Arab Christian Reverend El-Yateem did not want to move to Brooklyn, but did so at the request of his bishop, he has cultivated a following in both the Christian and Muslim communities.

Ammiel Alcalay (CMAL) will lead the discussion. Join us for a lively exchange, and be sure to invite your students.

Lisa Flanzraich  
Media Services Librarian

## Library User Satisfaction Survey

During Spring 2003 the Library conducted a Library User Satisfaction Survey as part of its continuous dialogue with its many patrons. The survey, which the Library Assessment Performance Committee adapted from a national survey, was distributed widely in the Library, Dining Hall, and the Student Union. Faculty were mailed copies.

Fifteen hundred and twenty-two users completed the questionnaires, 1397 students and 93 faculty. We attribute the high response rate to the fact that the survey was distributed during day, evening, and weekend hours; that Library staff collected completed questionnaires; and that we conducted an effective publicity campaign prior to and during the survey.

People were asked 23 questions in several categories relating to the Library as a study space; hours; print and electronic resources; staff; computers and printers; services (Interlibrary Loan, Electronic Reserve, etc.). For each question people were asked to list their expectations and their ratings for the Library.

In addition, they were given an opportunity to provide comments on the "best" and "worst" aspects of the Queens College Library. Nine hundred and fifteen respondents (60% of those who completed the questionnaires) added comments.

The Office of Institutional Research scanned the questionnaires and provided us with statistical summaries and cross tabulations. We are analyzing the data and plan to follow up on those areas that received less than favorable ratings, and publicize services that Library users rated highly.

Among the key findings: students and faculty differ in their assessment of our resources. All users found the staff and facilities of high quality, inviting, and conducive to studying. Issues of building and collection maintenance and currency and adequacy of print collections were raised by both groups.

Shoshana Kaufmann, Chair  
Library Assessment Performance  
Measurements Committee

## McCarthyism Exhibit

*McCarthyism at Queens College*, an exhibit describing the effects and consequences of McCarthyism on campus in the 1940s and 1950s, was displayed in the Norman and Carole A. Barham Rotunda earlier in the semester. Curated by Dorothy Greene Pita, class of 1949, and Lawrence Kaplan, class of 1955, and designed and assisted by display designer Alice Sprintzen, class of 1969, and College Archivist Stephen Barto, the exhibit included photographs, news clippings, cartoons, and letters accompanied by informative captions and text to illustrate the impact of political and social repression on academic freedom and civil liberties at the College.

The national hysteria over communism and the witch hunts of Senator Joseph P. McCarthy and J. Edgar Hoover found their way to the College during the Cold War years. The liberal philosophy of the College's first President, Dr. Paul Klapper (1937–1948), which encouraged differences in opinion, was compromised by conservative and right-wing factions in Queens County when John T. Theobald was appointed president in 1949.

Liberal and socialist clubs could not be established on campus. Howard Fast, author of *Citizen Tom Paine*, *Freedom Road*, and *Spartacus*, was banned from speaking to students. Dr. Harold Lenz, a respected professor of German who had been appointed by Dr. Klapper, was fired in 1952. A champion of freedom of expression, he was a member of the American Civil Liberties Union and



congressional committee. All three were tenured faculty.

In 1967 the Supreme Court ruled that constitutional rights had been violated during the McCarthy era. All three professors received financial reparations from New York City in the 1980s. Professor Shaftel returned to teach as an adjunct in 1973 and donated his entire salary to the Merit Scholarship Fund for incoming freshmen. However, the College lost many first-rate scholars and teachers during the red scare.

In its final panel, the exhibit calls attention to the U.S. Patriot Act of 2002, which may be used to inhibit civil liberties and rights. A reminder that these rights may be threatened by our government, this excellent exhibit concludes that the suppression of freedom of expression may once again be on the ascent.

Lisa Flanzraich  
Media Services Librarian

Americans for Democratic Action. Faculty members Vera Shlakman (Economics), Oscar Shaftel (English), and Dudley Straus (English) were also dismissed when they refused to answer questions before a

## Exploring Eddy's Contributions to Science, Theology, Medicine, and Journalism

An exhibit commemorating the life and legacy of Mary Baker Eddy (1821-1910), founder of the American religion Christian Science, opened in the Norman and Carole A. Barham Rotunda of Rosenthal Library on October 22, 2003. Janice Over-



ton-Jung, former social worker and now a spiritual healer who has spoken on Eddy's accomplishments throughout the United States, Canada, and South Africa, was the keynote speaker at the Nov. 10 opening reception.

Cutting through the controversy that has surrounded Eddy's accomplishments, this exhibit concentrates on three main aspects of her life and work: healer, thinker, and reformer. Eddy was a 19th-century woman who rose above chronic ill health and society's restrictions on women to write the influential book *Science and Health with Key to the Scriptures* (1875) and found the *Christian Science Monitor*, a Pulitzer-Prize-winning international daily newspaper, in her 87th year.

According to the *New Mexican*, Eddy was "one of the few women of her time to question the traditional role of women as caregivers." For its sister publication, the *Albuquerque Journal*, she "often emphasized that men and women are equal in the sight of God." Considering that women had a decidedly secondary role in the 19th century, both of these positions advanced the cause of women's rights, as well as those of men.

First unveiled in Seneca Falls, New York, in conjunction with the 150th anniversary of the first Women's Rights Convention in 1848, the exhibit has been shown in every corner of the United States, including Stanford University, the Texas State Capitol, the National Press Club in Washington, DC, and, most recently, Adelphi University. The exhibit runs at Queens through January 5, 2004.

Rolf Swensen  
Social Sciences Bibliographer

## MUSIC LIBRARY NOTES

After a national search, which included a rich pool of applicants, Assistant Professor Jennifer Oates was appointed Music Librarian. Prof. Oates received her Ph.D. in Music and M.S. in Library and Information Studies from Florida State University.



She holds an M.M. in Musicology from the University of Kansas, and a B.M. in Vocal Performance from the University of Oklahoma. Her dissertation was on opera traditions and Scottish nationalism. Prof. Oates has published articles in *Opera Journal* and *Music Reference Quarterly* and has made presentations on her research at U.S. and international musicology conferences. She is an active member of the American Musicological Society, the College Music Society, and the Music Library Association.

*Special Thanks:* A reduced staff of three made extraordinary commitments in workload and personal flexibility to keep the Music Library functioning after Dr. Joseph Ponte's retirement and with a continuing College Office Assistant vacancy. I wish to recognize the work of Mr. Andrew Toulas, Ms. Connie Hurdle, and Prof. Suzanna Simor, whose teamwork made it possible to keep the services running, add new materials to the collections, and answer users' queries during the past Spring and Summer. Mr. Toulas will continue to work on a project involving the inventory and organization of the Copland School orchestra and choral parts collections housed in the Music Library. Ms. Hurdle continues as College Office Assistant in Music, and Prof. Simor continues as Coordinator of the Art and Music Libraries.

Sharon Bonk



## QC Art Center in 2003 – 2004

The new season brings to the College community a varied roster of exhibitions of contemporary art, created in diverse media by artists from near and far.

In the Fall, four European artists are being presented. *Traces on the Wall: Works on Paper* by Metka Krasovec offers watercolor and mixed media work by a widely exhibited artist who lives and works in Ljubljana, Slovenia. In a series of scrolls, seemingly sketchy, personal, fragile drawings and watercolors convey stories of astonishing universality and power.

*Ciphers in Time: Recent Italian Mixed-Media Art: Angela Biancofiore, Luisella Carretta, Gian Carlo Pagliasso*, guest curated by Professor Peter Carravetta (European Languages and Literatures), presents three different and original artists, each with a distinguished track record that includes previous solo shows in the Art Center.

Spring 2004 will open with *Discomfiture of Presence: A Multiple Piece* by Olga Alexander, a recent work by this New York artist, who is a conceptualist at heart. An ongoing multiple artwork installation consists of found photographs that Alexander has rephotographed and recontextualized, inviting our interpretation and forcing the viewer to look outside of the frame.

In the season's finale, the Art Center will present *Art Libraries Society of North America: Members' Exhibition*, showcasing the work by members of ARLIS/NA – architecture and art librarians, visual resources professionals, curators, educators, publishers, and others interested in visual arts information – who are also artists.

Each exhibition is accompanied by a gallery talk by the artist or artists, some also by additional events. For more information, please see the Calendar, visit the Art Center website at [www.qc.edu/Library/art/art-center.html](http://www.qc.edu/Library/art/art-center.html), or call 718-997-3770.

Suzanna Simor

Coordinator of Art and Music Library Services  
Director, Art Center

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### PAGEUP

We'd like to hear from our readers. Please address your suggestions or comments about **PAGEDOWN** to Chief Librarian Sharon Bonk at her Rosenthal Library Office. And watch for our next issue.

## Calendar of Events 2003 – 2004

### EXHIBITIONS

#### **Ciphers in Time: Recent Italian Mixed-Media Art: Angela Biancofiore, Luisella Carretta, Gian Carlo Pagliasso**

Through December 23, 2003

Guest Curated by Prof. Peter Carravetta, Queens College  
Sponsored, in part, by the Department of European  
Languages and Literature  
Art Center, 6th Floor

#### **Impressed: Hand Prints (works by QC MS students in Art Education)**

December 4–11, 2003

Rikki Asher, Curator

2nd Floor Exhibit Cases

Reception: Thursday, December 11, 2nd Floor Lobby

#### **This Is Woman's Hour: The Life of Mary Baker Eddy**

Through January 5, 2004

Ashleigh Coldiron, Exhibit Coordinator

Barham Rotunda, 3rd Floor

#### **Discomfiture of Presence: A Multiple Piece by Olga Alexander**

February 5–April 1, 2004

Gallery talk & reception: Thursday, Feb. 5, 2004

5–8 pm, Art Center, 6th Floor

#### **Art Libraries Society of North America: Members' Exhibition**

April 15–July 15, 2004

Sponsored, in part, by the Art Libraries Society of  
North America

Gallery talk and reception: Sun., April 18, 2004, 1–5 pm

Art Center, 6th Floor

### FRIENDS OF THE QC LIBRARY EVENTS

#### **Fall Book Sale**

November 17–20, 2003

Monday–Thursday, 9 am–5 pm

Rosenthal Library Lobby

#### **Caught in the Crossfire: Arab Americans in Wartime**

Wednesday, December 10, 2003 12:30 pm

Professor Ammiel Alcalay, Classical, Middle Eastern,  
and Asian Languages and Cultures

President's Conference Room #2, 5th floor

#### **Mismatch: The Growing Gulf Between Men and Women**

Wednesday, February 11, 2004, 12:30 pm

Professor Emeritus Andrew Hacker, Political Science

President's Conference Room #2, 5th floor