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Letter from the President

Dear ENY/ACRL Members,

As usual, our great summer in the Northeast seemed to zoom by, but I hope that you all had an opportunity to kick back a bit, balanced with the opportunity to have some adventures. No doubt the pace of things on all of our campuses is hectic, now that we're back into the thick of the fall semester.

In July, I had the opportunity to attend the ACRL Chapters Council meeting held at ALA annual in Chicago. Chapter officers reported on regional programming, and there seemed to be considerable interest in our fall regional brown bag lunch concept, which was initiated by our chapter several years ago. Among the goals of the national organization for the year are to increase student membership in chapters, increase ACRL's virtual offerings, and to consider ways that chapters can focus on sustainability.

The ENY/ACRL Board met on August 13th, and we welcomed new board members: Brenda Hazard, Vice President/President Elect and Program Chair; Jean McLaughlin, Secretary; and Glynis Asu, Communications Chair. Brenda Hazard has convened the Program Planning Committee to plan for this fall's brown bag lunches and to begin planning for the spring conference. This year, all three regional brown bag lunches will be held on Friday, October 23rd. Syracuse University, Clarkson University and NYLINK headquarters in Albany will host the events. Registration is now open through our ENY/ACRL Web site. The theme for discussion this year is "Responding Creatively to Your Library's Fiscal Reality". Come join ENY/ACRL colleagues in your region for an opportunity to network, consider some big picture issues, and share some creative solutions. Also, be sure to save the date for our spring conference. This year it will be held at Colgate University in Hamilton, New York on Monday, May 24th. Francesca Livermore of Colgate is hard at work as our Local Arrangements Chair. The theme of the spring 2010 conference will be "Creating Opportunity from Crisis: New Models, New Partners".

Susan Zappen, our Past President, will soon be seeking members to run for open positions on next year's ENY/ACRL Board. I encourage you to considering serving. It's extremely rewarding as an opportunity to network, to



Suzanne Turner, ENY/ACRL President

learn, and to get involved in giving back to our profession. Another option is to join one of the ENY/ACRL committees. The Communications, Membership, Government Relations, and Program Planning Committees all welcome new members.

Lastly, I want to express my gratitude one more time to the terrific members of the Program Planning committee for their many contributions to the success of our spring conference held on May 18th at Hudson Valley Community College. I'm already looking forward to the spring 2010 conference at Colgate. I hope to see you there.

Best, Suzanne Turner, ENY/ACRL President

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Call for Board Members

*Susan Zappen, Past President,
Skidmore College*

Dear ENY/ACRL Members,

Now that autumn has arrived it is time to think about spring, that is, spring ENY/ACRL Board elections! Whether you are new to the profession or new to ENY/ACRL, or if you are a “seasoned” ENY/ACRL member, please consider running for one of the three positions open for 2010. Vice President/Program Chair serves a three year term, first as Program Chair then as President and finally as Past President. Both the Treasurer and Membership Chair serve two-year terms.

Serving on the ENY/ACRL Board is a rewarding experience. It is an opportunity to become more involved with our profession as well as an opportunity to meet truly talented colleagues from other libraries in our region. The Board works as a team. You will always have assistance, encouragement...and chocolate. Well, usually chocolate, but always assistance and encouragement!

Do consider serving and encourage others as well. The position descriptions are found in the Officers' Handbook at: http://www.enyaerl.org/officers_handbook.php

Please don't hesitate to contact me or anyone on the Board for additional information.



*Susan Zappen
Past President
Associate College Librarian for Collections
Skidmore College*

ENY/ACRL Spring Conference, 2009

ENY/ACRL Spring 2009 Conference Report

*Suzanne Turner
Coordinator of Access Services
University at Albany SUNY*

The Eastern New York ACRL spring conference, “Exploring Access in 2009 and Beyond” was launched with an access and discovery theme, in recognition of Henry Hudson’s exploration of the Hudson River in 1609. The conference was held at Hudson Valley Community College in Troy, New York on Monday, May 18th, 2009. Our keynote address, “Getting our Bearings: Open Access and the Murky Waters of Scholarly Communication” was delivered by Charlotte Hess, Associate Librarian for Collections and Scholarly Communication at Syracuse University. Paul Rapp, Intellectual Property Lawyer and Adjunct Professor, Albany Law School, delivered a talk entitled “River of Tears: Copyright or Not in the Digital Age”. Cyril

Oberlander, Associate Library Director, SUNY Geneseo presented, “Future of Access: Rethinking Library Service to Provide Context, Convergence, and Disambiguation”. Holly Heller-Ross, Interim Associate Dean, Library and Information Services, SUNY Plattsburgh, moderated the panel, “Bridge to Somewhere: Connecting the Digital Spaces between Distance Learners and Library Services”. Holly’s panel members were: Jean Green, Head of Special Collections, Preservation and Archives, Binghamton University Libraries; Mila Su, Coordinator of Access Services, Feinberg Library, SUNY Plattsburgh; Dana Longley, Lead Information Resources Coordinator, Empire State College; and Holly Chambers, Distance Learning Library Services Coordinator, SUNY Potsdam Libraries. Brenda Hazard, our Local Arrangements Chair, the HVCC participants, and the members of the Program Planning Committee are to be commended for the many ways in which they contributed to

the successful arrangements for the conference. The conference was well attended. What follows are excerpts from notes on the four conference speaker sessions, contributed by Christine Rudecoff of Morrisville State and by Linda Hoffman of Skidmore College:

Keynote Presentation – Charlotte Hess

Getting Our Bearings: Open Access and the Murky Waters of Scholarly Communication
Using Henry Hudson’s exploration of the Hudson River as a leitmotif, Charlotte Hess’s keynote address explored the constantly changing waters of shared knowledge and information access and outlined the roles that librarians must play in navigating the shifting environment of scholarly communication. In her vision of scholarly communication taking place within a knowledge commons, there is no place for “path dependency” in the dynamic

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Legislative Advocacy

*Bill Walker, ENY/ACRL
Government Relations Chair
Contact Bill at wwalker@levy.org or
(845) 758-7729*

On a national level, the ACRL, through our Government Relations Committee, sets objectives for legislation on issues that either have a major impact upon academic and research libraries or potentially could have such an impact. This Committee tries to monitor these issues and send out information to us on our more local level, so that we can let our legislators know our feelings.

Currently the Government Relations Committee has identified eight (8) objectives for legislative action. Each of these issues has the potential to directly affect the welfare of academic and research libraries. In rough order of priority they are:

1. Government Information

The most recent revision to the law concerning the distribution of government documents took place

in 1962 (Title 44, United States Code). But, as we know, due to major changes in the distribution of federal government information via the Internet – plus the economic hardships being faced by many depository libraries --, the current FDLDP model is rapidly becoming less sustainable.

A full two thirds of the FDLDP Regional Libraries are academic libraries and many of the 1200-plus depository libraries are also academic libraries. Two regional depository libraries have already withdrawn from the program in the last six months, leaving fifty. If the burden of maintaining print and microform collections becomes too great, it is likely more depository libraries will seek to as well. While the issues are complex and there is a diversity of opinions among members of the library community about how best to proceed, ACRL supports the GPO guidelines for shared regional depository libraries (June 2007).

2. Public Access to Federally Funded Research

The National Institutes of Health (NIH) introduced their policy on “Enhancing Public Access to Archived Publications Resulting from NIH Funded Research” in early 2005. In late 2007 the NIH Policy became mandatory with passage of the Consolidated Appropriations Act of 2007 (H.R. 2764.). Open data policies outline requirements for the management of publicly funded original research data which would enable minimally restricted downstream use and reuse for the advancement of knowledge. Public access to this important health science research will improve access particularly for those users affiliated with libraries (small colleges, non-health science libraries, etc.) that could not afford access to a broad range of health science journal literature. The Chairman of the U.S. House Judiciary Committee Member (Rep. John Conyers, D-MI) re-introduced a bill into the 111th Congress that would reverse the NIH Public Access Policy and make it impossible

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Program Chair Ponderings

*Brenda Hazard, ENY/ACRL
Program Chair / Vice President*

The annual fall Brown Bag Lunch discussions will be held concurrently on Friday, October 23 at three venues: NYLINK offices in Albany, Bird Library at Syracuse University, and Burnap Library at Clarkson University. Please enjoy an informal lunch with colleagues under the theme of “Responding Creatively to Your Library's Fiscal Reality”. More details, including how to RSVP to the local host, are online at the chapter's website at www.enyacrl.org. Hope to see you there.

Apparently, we've identified a common theme. ACRL just announced a call for presenters for the Spring 2010 Virtual Conference, “Doing Well by Doing Good”: Entrepreneurial Leadership for Librarians. Quoting from the online conference announcement, the program “will explore different models and aspects of leadership and management and their impact on academic librarianship in today's challenged and flat economic environments”. I hope that ENY/ACRL members will consider presenting an idea at the brown bag luncheon that can be developed into

a conference proposal. Another tip: in the past, registration fees for virtual conference presenters were waived.

Speaking of ACRL, the September 2009 issue of *College and Research Library News* includes “Ten tips toward tenure”, an article of special interest to librarians with junior faculty status. Tips range from joining committees (one of my favorites!) to being creative. Grab your print copy to read the remaining suggestions or find the issue online. For librarians who

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Specialized Research Help for Graduate Students at SUNY Plattsburgh

*Elin O'Hara-Gonya, Instruction Librarian
Feinberg Library, SUNY Plattsburgh*

I traveled to Sweden last spring to study Swedish academic libraries. In the course of my travels, I became intrigued by the wide variety of services that these libraries offer to smaller segments of the overall patron population, including graduate students, alumni, international students, and even recent immigrants. It was particularly gratifying to observe that Swedish academic libraries do not necessarily focus services on the largest number of students in its population, but instead may serve smaller population groups in greatest need of services.

One library service, in particular, stood out among the many I observed. The University of Jönköping implemented weekly research help sessions specifically for graduate students. The reference librarians took turns staffing one of the library computer classrooms from 10am to 3pm on Wednesdays. Graduate students came to the classroom if they needed in-depth research help that might be too long for a reference desk transaction. The librarians also reported that students often wanted a quiet place to work where the presence of a librarian would motivate them to finish an assignment or where they would not have to stray more than ten feet to have a question answered. The librarians reported that the service had been very successful; they estimated that 12-20 graduate students used the service each week.

I thought a similar service would likely be popular at SUNY Plattsburgh, since I am working on a second Master's degree in Mental Health Counseling and am frequently approached by classmates for research help. Thus, at the start of the fall 2008 semester, the Dean green-lighted a trial of specialized research help hours for graduate students. This research help was given every Thursday from 7:30-9:30pm when graduate students would likely be on campus. I reserved a library computer classroom and the library's Assistant to the Dean for Communications graciously agreed to print some snazzy advertising posters. I distributed these posters in all the buildings on campus where graduate classes were held. I also sent out emails to some of the Professors in the graduate programs,

**RESEARCH
HELP FOR
GRADUATE
STUDENTS**

A special opportunity for all graduate students to receive in-depth research assistance.

Feinberg Librarian, **Elin O'Hara**, will be your guide through the challenging territory of graduate-level research.

**Thursdays
7:30 PM-9:30 PM
Feinberg Library, Rm. 129**

No appointment needed—just stop by!

Plattsburgh
A COMMITMENT TO EXCELLENCE

FEINBERG LIBRARY
Access the World

Advertising poster for research service.

asking them to put a notice in their syllabi or to alert their students to the service. Moreover, the library's Information Outreach Unit agreed to provide back-up if I were unable to staff the service on a given week.

Use of the service during the first trial semester was dismal; a total of 12 grad students sought research help using the service. After some speculation about the lack of attendance, I decided to extend the trial service through the spring 2009 semester, but to change the time to 4:30-6:30pm when many graduate students would be between classes. By the end of the spring 2009 semester, the time change had indeed boosted attendance; a total of 33 grad students used the service that semester. However, all but one of those 33 students were fellow Counselor Education graduate students, who were likely reminded about the service simply by seeing me in the hallway.

I evaluated the grad students' perception of the service using a simple three-question, yes/no survey with room at the end for comments. The survey asked the students to report whether the service was helpful, whether they would recommend the service to others, and whether the facilities and hours were adequate to their needs. In one-hundred percent of the surveys, the students reported

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Social Networking@Binghamton University Libraries

Jean Green, Head of Special Collections, Preservation and Archives, and Alesia McManus, Head of Research and Instructional Services Binghamton University

Over the past year, Binghamton University (BU) Libraries and Special Collections have been experimenting with social networking tools such as Facebook, Twitter and Flickr as a way to extend the library into online communities. The Libraries started blogging back in 2005 to share library news and, more recently, we created a library tour using Flickr. To further increase our interaction with library users, the Libraries created a Facebook page and Twitter account. When the Flickr and Facebook accounts were created, we concurrently developed social software policies to provide guidelines for our library community. Links to our social networking sites and the social software policies are listed at the end of this article.

When Facebook pages become available, it seemed a natural extension of our outreach services since many college students use Facebook. Facebook allows us to send updates to fans including information about library services and collections. We share events such as the library book sale and posted photos and videos of the fall scholarly resources fair for new graduate students. We have a tab for our Ask a Librarian Meebo widget and added the WorldCat search box and CiteMe application from OCLC. CiteMe allows library users to look for formatted citations in various style formats such as APA via WorldCat. Increasingly, we see interaction with users via Facebook such as comments or a “thumbs up” for content they like. This helps us to know what kind of information our library users find useful via Facebook.

As Twitter started to increase in popularity, we decided to share content with our users via this channel as well. Twitter is easily updated and also allows for user interaction via replies (@) and direct messages. We can selectively follow users and get a more personal view of some of our university community members. Our followers are students, staff, faculty, student associations, the student newspaper, the school of engineering, the university, local members of the community & community organizations, other libraries & librarians, authors, and publishers.

Alesia uses Seismic Desktop to post content to our Facebook page and Twitter accounts, to track replies from our Twitter followers, and to see what is being posted about Binghamton University and the Libraries

in general. When shortening links, she uses a bit.ly bookmarklet to post content to Twitter and to see how many followers click on these links.

BU Libraries Special Collections has also worked to establish a social networking presence. The Society of American Archivists' (SAA) Code of Ethics for Archivists [see link below] states that “Archivists strive to promote open and equitable access to their services and the records in their care....” Our Special Collections recognizes its responsibility to promote the use of its materials as one of the fundamental reasons for keeping and maintaining collections. We also understand that Web 2.0 is changing the way archives and special collections around the world are interacting with their users and changing the way we promote our collections and serve our users. We need to adapt our services and try to be at the user's point of need when they need us. To this end, Binghamton University Libraries' Special Collections is also employing Web 2.0 and social networking tools to reach out to its users, providing access to and information about collections and services.

As featured in a previous ENY/ACRL Newsletter (Fall 2008), BU Special Collections is using the content management software, CONTENTdm to house digital collections such as the Edwin A. Link, Jr., Digital Archives. Binghamton University Libraries is also working as a development partner for Innovative Interfaces Inc.'s new digital repository software, Content Pro. Currently, Content Pro holds our Binghamton Local History Postcard Collection and we are working to digitize the [Binghamton Community Poets' "Big Horror Reading Series."](#) Images and other digital content from Content Pro are displayed in Encore, a discovery tool at BU Libraries, thus allowing alternate points of access for patrons.

BU Libraries Special Collections also has a blog, which is used to highlight news from our collections and beyond. Each month has a “Featured Book” from our collections as well as a “Cool Site” highlighting an interesting collection or site from outside of BU. Blog readers can also find information about events and exhibits, new acquisitions, and other special collections news.

BU Libraries Special Collections also knows that its users are also using social networking tools such as Facebook and Twitter. A Facebook Page for

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Mini-Golf at Hamilton College Library

*Glynis Asu, Information Literacy Coordinator
With thanks to:*

*Kristin Strohmeyer, Library Marketing & Outreach
Coordinator, (315) 859-4481
Hamilton College*

First Year Registration in Burke Library



*From the Hamilton College Library Newsletter, September 2009:
Burke Library once again hosted First Year Registration, during Orientation, to great success. The number of computers and space for laptops on the first floor lets the Registrar and staff easily keep track of what's going on. Orientation Leaders help guide students to computers during their allotted registration time. Students were also able to play miniature golf after registering. The Library became home to a seven hole miniature golf course, with "holes" scattered throughout the library, including a Wii Golf hole on the third floor!*

In Fall 2008, Kristin devised a brilliant scheme to acquaint first year students with the various spaces in the library, and with the public services staff and librarians, while having fun and getting a little stress relief from the ordeal of online registration.

Materials: Cardstock for golf scorecards (which also included directions to the holes), felt for the "greens", putters and golf balls loaned from the Athletics department, flags made from wood blocks, sticks and foam fabric, plastic buckets for golf balls. Books and book-ends were stacked and arranged to form the courses.

This year a flexible duct chute was added, to use the Circulation Desk book drop as a "hole".

Format: Librarians and public services staff were stationed at each hole, to answer questions and explain the significance of the various locations (how to operate the compact stacks, where the second floor classrooms are, etc.) but we participated largely to enjoy the interactions with the students.

Prizes: For completing the course, students were given a library logo travel mug. Fortune cookies with fortunes that either offered advice about library and IT issues, or held a chance to win a raffle, were generously doled out. This year the IT staff joined the event, and offered a \$25 iTunes gift card drawing at the Wii Golf station.

Result: First year students (usually travelling in groups) enjoyed the game and received a strong impression that the library is not a forbidding place. The librarians, public services and IT staff were able to chat with students in a relaxed atmosphere. This event has now become a Hamilton tradition.



Miniature Golf



On all four floors.



Notes from the Field

Binghamton University

Binghamton University Libraries' website has been redesigned in response to feedback from faculty, staff, and students to facilitate learning and research through improved navigation, interaction and new and updated content. The new URL is: <http://library.binghamton.edu/>.

New Approaches in Scholarly Publishing, held on April 15-16, 2009, was funded as part of the University's Provost's Symposia Program, examined recent developments in scholarly communications for campus faculty. The program invited speakers included *Julia Blixrud*, *Scholarly Publishing and Academic Resources Coalition (SPARC)* and *Kenneth DiFiore*, *JSTOR/Portico*. Campus faculty also provided personal perspectives on related editorial, research, and external funding projects and ideas on the future of scholarly publishing. The event was jointly sponsored by the University Libraries, the Faculty Senate Library Committee and the Division of Research. Program chair and planner was **Elizabeth Brown**, the Libraries' Scholarly Communications and Library Grants Officer.

At SUNYLA 2009, **Julie Wang** gave a presentation on "A Small Collection May Carry Out a Big Vision: How Binghamton University is Using its Asian Collection to

Support the Education of Globalization." **Erin Rush-ton**, with Marcy Strong, presented "Getting Noticed: Search Engine Optimization at Binghamton University Libraries," and **Alesia McManus** was one of the presenters at a panel presentation entitled "Tweet to Me: Twittering Libraries and Librarians in SUNY."

Alesia McManus, Head of Research and Instructional Services, was elected to a three-year term as Director-at-Large on the board of the Reference & User Services Association of American Library Association.

Edward Corrado, Head of Library Technology for University Libraries, presented "Evaluating Open Source Software" at the European Library Automation Group's 2009 Conference at Bratislava, Slovakia, in April. Corrado also presented "Preserving Access: Now and in the Future" at the 2009 ELUNA Conference at Richmond, Va. in May 2009.

Jean Green, Head of Special Collections, Preservation & Archives, presented "Bridge to Somewhere: Connecting the Digital Spaces between Distance Learners and Library Services" at the Eastern New York ACRL Chapter 2009 Annual Conference, Troy, N.Y., in May.

Jill Dixon served as the moderator for the "Active Engagement: From the New Engineering Librarian's Perspective" session at the American Society for Engineering Education Annual Conference, Austin, TX, in June. For the ACRL Science & Technology Section, Jill also drafted "Sustainable Practices within STS" recommendations, which was approved by the section council and adopted in July 2009.

Susan Currie, Associate Director of University Libraries, presented "Taking Charge of Change: Fostering Organizational Vitality" with Lisabeth Chabot, College Librarian, Ithaca College, at the Nylink Annual Meeting, Hyde Park, N.Y., in May.

Marcy Strong left Binghamton to become the Metadata Creation and Enrichment Librarian at University of Rochester. **Barbara Button** retired in June.

Hamilton College

Christian Goodwillie has joined the staff of Hamilton College Library as Curator of Special Collections and Archives. Christian formerly held the position of Curator of Collections at Hancock Shaker Village in Pittsfield, Massachusetts. Among the exhibits Christian curated, or co-curated there, were: *Cities of Peace, Love and Union: The Hancock Bishopric*, *American Radiance: Fraktur from the Ralph Esmerian Gift to the American Folk Art Museum*, and *With Hands to Work and Hearts to God: The Arts and Crafts of American Utopias*. Christian has also published the following books: *Shaker Songs, Handled With Care: The Function of Form in Shaker Craft*, *Gather Up the Fragments: The Andrews Shaker Collection*, and *Millennial Praises: A Shaker Hymnal*. He is currently working on a book entitled *As Branches of One Living Tree: Richard McNemar and the Music of the Shaker West*. Christian lives in Clinton, New York with his wife Erika, their son Douglas, and their cats Creetchio, Clover, and Hipolito (aka Fuzz).

Carolyn Carpan, Director of Public Services, has recently published *Sisters, Schoolgirls, and Sleuths: Girls' Series Books in America* (Scarecrow Press). The book, a social history of girls' series fiction since the 1840s, examines more than 100 book series in light of the culture of the era that produced them. In addition, she has authored *Rocked by Romance: A Guide to Teen Romance Fiction*, and *Jane Yolen*.

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Rensselaer Polytechnic Institute

Jeanne Keefe chaired the week-long 6th annual Summer Educational Institute for Visual Resources and Image Management, a joint Program of the Art Libraries Society of North America and the Visual Resources Association Foundation. This year the Institute was held at Simmons College in Boston and the program was limited to 48 students from the US and abroad. The ARLIS/NA-VRAF Summer Educational Institute is open to professionals, para-professionals, and graduate level students in visual resources, library science, the fine arts, related humanities fields, and other image information disciplines. Previous Institutes were held at Duke University (2 years), Reed College, Indiana University and James Madison University and next year will be held at the University of New Mexico.

Siena College

Alison Larsen has joined the Standish Library as Serials and Web Resources Librarian. Alison received her BA in History from SUNY-Geneseo and her MLIS from the University at Albany. Her professional employment includes work as Reference Librarian at the Environmental Protection Agency Region 2 Library and Assistant (catalog/database) Librarian in the Technical Services Division at the University at Albany.

Amanda Lord has returned to the Standish Library staff as Records Manager. Amanda was previously employed as an Adjunct Reference Librarian during the spring 2009 semester.

Skidmore College

Dung-Lan Chen, Bibliographic Services/Acquisition Librarian, and **Lorie Wies**, Acquisitions/Periodicals Librarian from Union College, are presenting, "The Changing Roles of Acquisitions Librarians and the eBook Acquisitions Landscape for Academic Libraries," in a Lively Lunch session at the Charleston Conference on Friday, November 6.

Kathryn Frederick, Systems Librarian, is giving presentations at the LITA National Forum in Salt Lake City on October 3, LiSUG in Poughkeepsie on October 12, and NYLA in Niagara Falls on October 17.

Susan Zappen is presenting a paper at the Serials Management Pre-Conference session at the Charleston Conference on November 4.

SUNY Oswego

SUNY Oswego hosted the 6th annual IDS Conference on August 3-5. The conference was attended by 160 librarians and library staff from over 50 libraries across New York State. Programs included presentations on a variety of exciting new technologies designed to greatly enhance the speed and reliability of the ILL process. Representatives from ATLAS, OCLC, Nylink, OLIS and the three R's Councils attended and attendees got a first-hand look at ILLIAD's long awaited Version 8.

We will begin work this fall with an architect on renovation planning. The architect has not been named.

We are happy to welcome **Ray Morrison** to Penfield Library as our new Coordinator of Access Services. He comes to us from Mid-American Nazarene University in Olathe, Kansas where he was Director.

Shannon Pritting has changed positions from Coordinator of Access Services to Instruction and Special Programming Librarian.

Leah Galka has joined us this Fall as an intern and will soon complete her Library Science Degree at Syracuse University.

Jim Nichols, Shannon Pritting and **Karen Shockey** presented a session at the Conference on Instructional Technologies (CIT) on May 20, 2009 entitled /Designing an Active and Interactive Multi-Level Tutorial/. The conference was held on the Oswego campus.

Jim Nichols, Shannon Pritting and **Karen Shockey**, with former SUNY Oswego librarian, **Emily Hart**, presented a session at the SUNYLA Annual Conference at OCC in June entitled /Casting News Light on Basic Information Literacy/.

Natalie Sturr attended the ELUNA (Ex Libris Users of North America) Conference in Richmond, VA in May.

In June, **Natalie Sturr**, assisted by **Tim Yager**, presented a 3-hour hands-on pre-conference SUNYLA workshop on Excel 2007 for Librarians. Handouts and material are available at: <http://www.oswego.edu/~sturr/excel/>

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Notes from the Field: continued from p.8

SUNY Potsdam

This summer was a summer of construction for the college libraries. The Crane Music Library entryway has been renovated with a new circulation desk, comfortable seating and new shelving for current periodicals. The renovation was made possible by a generous bequest from Librarian Emerita Sarah "Sally" Skyrms who served as the Crane Librarian for more than twenty years from 1956 to 1990. Additional funding came from the Crane School of Music, campus improvement funds, as well as gifts made in Sally's honor.

Also during the summer the Crumb Memorial Library had its windows replaced. Construction was complete (for the most part) in time for the first day of classes.

The College Archives & Special Collections hosted and planned an archives event for SUNY Potsdam's Alumni Weekend in July titled "The Archives Behind the Scenes" which highlighted recent donations to the archives collections and allowed alumni to view recent renovations in both of the archive spaces.

Ed Komara received SUNY Potsdam's 2009 President's Award for Excellence in Research and Creative Activities. A nationally recognized scholar of jazz and blues, his chief publication is the two-volume Encyclopedia of the Blues (New York: Routledge Press, 2006).

Daniel Newton has been hired as a User Services Librarian and will be involved in collection development, reference and information literacy instruction.

Jenica Rogers received SUNY Potsdam's 2009 President's Award for Excellence in Professional Service.

Jane Subramanian served on a panel presentation for "Grant Writing Workshop" and gave a presentation titled "It Wasn't Supposed to Happen This Way: Expecting the Unexpected During Archives Renovation & Coping" at the New York Archives Conference 2009 Annual Conference, LeMoyne College, Syracuse, NY, June 3, 2009. She also received funding successfully in June 2009 for a grant proposal to the Institute of Museum and Library Services and the American Association for State and Local History for the "Connecting to Collections Bookshelf" collection of books which is a core set of publications that are essential for the care of collections in library special

collections and museums. **Jane** was recognized at the SUNY Potsdam Honors Program Banquet on April 19, 2009 for her contributions to the Honors Program, including the initial committee work which created the Honors Program, from 1996 - 1997 and for extensive work serving on Honors Council and as library mentor for honors students from 1997 - May 2009.

Syracuse University

The Promotion Committee announced that **Melinda Dermody**, Head of Access Services, received continuing status and remains in her current rank of Associate Librarian; **Adina Mulliken** has been promoted to Associate Librarian with continuing status; and **Peter Verheyen**, Head of Preservation and Conservation, has been promoted to Librarian.

Welcome Resident Librarians!

By **Pamela McLaughlin**

Syracuse University Library welcomes new Learning Commons Resident Librarians **Tina Chan** and **Fantasia Thorne**.

Tina comes to us from Boston where worked as a Gifts Processing Assistant and Records Management Assistant at the Morton R. Godine Library of the Massachusetts College of Art and Design. Tina holds an MA in Asian American Studies and a BA in Psychology from San Francisco State University. She received her MLIS from Simmons College in 2009.

Fantasia most recently worked as a part-time reference librarian at New Haven Free Public Library, and as an Archives and Catalog Assistant at the Yale University Divinity School Library, both in Connecticut. She holds a BA in English Arts from Southern Connecticut State University and received her MLIS from Simmons College in 2007.

The Learning Commons Resident Librarian program is new at Syracuse University Library and provides experiential learning opportunities to new librarians interested in working with undergraduate students. The program is designed for recent graduates who are within two years of receiving their master's degree in library or information science. To increase the diversity of the Learning Commons staff, the program requires that these librarians be members of underrepresented populations.

Each Resident Librarian is appointed to a term of either two or three years. During this time, they have the opportunity to explore career options under the mentorship and guidance of experienced library

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Notes from the Field: continued from p.9

Syracuse University, Cont'd

professionals. In return, they will provide the Learning Commons with a steady infusion of the latest scholarship, research, and practices regarding undergraduate services.

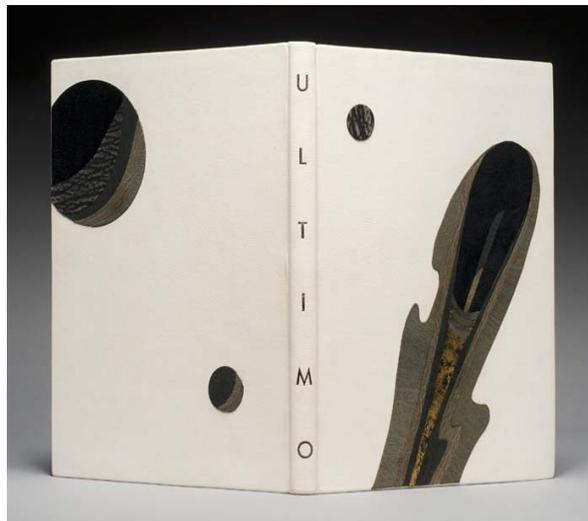
As Resident Librarians, Tina and Fantasia will provide core services such as reference and student outreach, while contributing to other Learning Commons initiatives. They will also conduct research on undergraduate student learning and communication behaviors using ethnographic and other research modalities.

Abby Kasowitz-Scheer, Learning Commons Librarian, wrote "Instruction and 'the Commons'" in the "College Connection" column of the Spring/Summer 2009 issue of *Educators' Spotlight Digest* (ESD). ESD is the online magazine of the S.O.S. for Information Literacy Project. The article provides examples of instructional services and learning spaces in several information or learning commons environments. See http://www.sosspotlight.com/site_creator/view/421

Suzanne Preate, Digital Initiatives Librarian, presented a session entitled, *Digitization: Best Practices*, at the NNYLN 2009 Conference: Choices and Challenges held at Clarkson University.

Peter D. Verheven, Head of Preservation and Conservation, is the recipient of the Guild of Book Workers' 2009 *Laura Young Award*. The Laura Young Award was established to recognize members who have made an outstanding contribution of service to the Guild of Book Workers. Peter is also the author of *Der Gebrochene Rücken: A variation of the German case binding article that appeared in a festschrift honoring conservator and book artist Hedi Kyle and her work that was published by Rutherford Witthus in conjunction with the Hybrid Book Conference in Philadelphia, June 4-6, 2009*. At the conference he was also interviewed about *Book_Arts-L*, the *Book Arts Web*, and *The Bonefolder* by Steve Miller of the University of Alabama's MFA in the Book Arts Program for their book artists and poets podcast series. The interview was held during the Hybrid Book Conference at the University of the Arts in Philadelphia, June 5, 2009. He was a panelist at the New York Archives Conference held at LeMoyne College in Syracuse, NY on June 4, 2009. In *Special Formats, Innovative*

Preservation Storage Solutions he spoke about the tube storage system developed for architectural and other oversized drawings at Syracuse. He was also a juror for the Guild of Book Workers' current exhibition entitled *Marking Time* and is represented with one work.



Ultimo by John and Ruth Vassos from *Marking Time*. (Syracuse holds the John Vassos Papers and those of his publisher E.P. Dutton.)

Library Green Team

Syracuse University Library has created a "Green Team" to support the University's commitment to promoting sustainable practices. The Team has been "charged to research Green initiatives and recommend actions that will generate a meaningful environmental change at the library. Issues of concern include: energy use, recycling, reducing paper waste, and other ways to preserve the environment." Among other things, the team has been asked to explore best practices for "working green," for connecting to current campus initiatives, and for conveying information to the Library.

Another Dark and Brainy Night

By **Abby Kasowitz-Scheer** with contributions from **Michael Pasqualoni**

SU Library hosted the Fourth Annual Library Lock-In, "Dark and Brainy Night at Bird Library," in the spring semester. The event continues a long running partnership with Syracuse University's Office of Residence Life.

Fifty undergraduate students participated in the event, competing in pairs to answer the challenging three-part "test" (about 75 research questions total). Between rounds of the competition, students and event volunteers enjoyed refreshments, raffle prizes, music,

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Notes from the Field: continued from p.10

Syracuse University, Cont'd

and games – including a Nintendo Wii on a large screen (new this year!).

Sincere thanks go out to the numerous volunteers who took the time Friday evening to help make this a memorable experience for all participants. Special thanks go to **Bren Price, Jr.** for chairing the event and coordinating the logistics for the Library; **Lesley Pease** for serving as co-chair while I was on leave; and **Michael Pasqualoni** for offering critical input on questions, scoring and other details.

Individuals who worked the event on Friday night and during the weeks leading up to the Library Lock-In 2009 include:

Competitive question coordination: **Bren Price, Jr.** and **Michael Pasqualoni**

Question contributors: **Charlene Martin** and **Lydia Wasylenko** (SUL); **Meg Backus** and **Kate DeVoe** (LIS students from Moon Library)

Master of ceremonies: **Michael Pasqualoni**

Poster and collateral material designer extraordinaire: Penelope Singer

Friday night event volunteers (SUL): **Charulata Chawan, Melinda Dermody, Niki Gilman, Charlotte Hess, Brian McLaughlin, Lisa Moeckel, Cathy Mulford, Lesley Pease, Charlie Russo, Pam Thomas (and daughter, Claire), Scott Warren**

Pre-event volunteers (Library): **Julie Belle, Linda Galloway (ESF), Charlene Martin, Lydia Wasylenko**

Graduate student/faculty volunteers: **Meg Backus, Tom Gokey, Amanda Mitchell, Kimberly Montenyohl, Najia Zeng**

Congratulations to everyone who participated in Lock-In 2009!

SUL Pilots Kindle Use

SU Library has launched a pilot program to use Kindle DX e-book readers to make textbooks available. The Library has purchased two Kindle DX e-book readers and loaded them with 11 books. Some are textbooks for CPS, CSE, and ECS courses this fall and the remainder are computer science, information technology, and other engineering-based books that are regularly requested for interlibrary loan.

The Kindles may be borrowed from the main circulation desk in either Bird and Carnegie libraries. The loan period is one day; the unit is due by midnight the day after it was checked out. Each user will be given a comment card to make it easy for them to provide feedback on their experience with the device.

Through the pilot, the Library will gain practical experience with this new technology and determine whether an e-book reader loan program is of interest to users. There are a number of other objectives for the pilot, including:

Explore additional options for access to curricular resources that are cost-prohibitive and frequently requested by library users.

Test a new technology, i.e., Kindle DX, for delivery of ebooks.

Gauge user reactions to ebook readers.

Use Kindle statistics and user feedback to develop or modify services and technologies.

The Kindle DX Pilot team consists of **Melinda Dermody**, **Suzanne Preate** and **Scott Warren**.

University at Albany

Mary Casserly was appointed Dean and Director of the University Libraries on September 28, 2009. Dr. Casserly joined UAlbany in 2001, initially as Assistant Director for Collections. She was subsequently promoted, expanding her leadership to include both Collections and User Services. Before coming to UAlbany, Dr. Casserly was the Head of Collection Development at the University of Maine and at William Paterson University. Her research, presented in both articles and book chapters, focuses on collection management and scholarly communications. She is an active member of the American Library Association, and a member of the Editorial Board of Library Resources and Technical Services.

Candace Merbler and Graduate Student **Amy Reddy** were the recipients of the 2009 University Libraries Pritchard Award. The Pritchard Award was established by Miriam Snow Mathes, a generous benefactor of the University Libraries in tribute to the life and work of Martha Caroline Pritchard, first director of the University at Albany's Library School (1926-1941). The Pritchard Award is meant to serve as a permanent tribute to Martha Caroline Pritchard's life and work.

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University at Albany, Cont'd

Winnie Kutchukian was selected to receive this year's University award for Excellence in Professional Service by a Part-Time Employee. Winnie was recognized at a ceremony and reception on Thursday, May 7th, 2009. The award recognizes consistently superior professional achievement within and beyond her position in the Interlibrary Loan Unit. Ms. Kutchukian is an alumna of UAlbany. Throughout her 18 years with the Libraries, she has served in a variety of roles and functions.

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interaction between resources and resource managers. Hess reminded us that the free flow of ideas and open science is crucial for democracy and social growth. As the caretakers of the scholarly record, she urged librarians to strive to improve the collection, preservation, and dissemination of scholarly communications and to push against the relentless move toward enclosure exemplified by DRM legislation, the European Database Directive and copyright extension. She reminded us that enclosure of the information commons can also come in the form of lack of authority and accuracy or "information pollution," in the information glut, in the privatization of information, and in the lack of digital information preservation. Hess went on to point out that librarians do not appear anywhere in Peter Suber's open access movement timeline. She urged us to take on more proactive roles on our campus in educating and building collaborative relationships with administrators and faculty to promote open access. Librarians can do this by inventorying the methods and producers of campus information and assisting scholars in making their research accessible and meaningful to a wider audience. She reiterated that access has to guide our every decision as we develop new infrastructures to support access to knowledge.

Note Taker – Christine Rudecoff, Morrisville State College

Future of Access: Rethinking Library Service to Provide Context, Convergence, and Disambiguation Cyril Oberlander, Associate Library Director, SUNY Geneseo

Cyril Oberlander sees the future of access in libraries built on greater cooperation between service areas within the library and between institutions and

by inviting user involvement. In his presentation at the 2009 ENY ACRL conference, he reminded librarians that the transformation of information access must focus on the library's relationship to its users. He challenged librarians to compare their mission with the mission of organizations such as Google and Amazon, two customer centric organizations, and to reflect on how different (or similar) our missions really are. He sees library services as overly fragmented and looks to online social networking tools such as Bookmooch and Paperback SWAP as potential models for facilitating information exchange. Oberlander urged librarians to get comfortable with the idea of letting users drive the access process and to not overlook economic opportunities that may be masked by customary workflow patterns. He argues that the lack of coordination between interlibrary loan, acquisitions and collection development systems create access complexity for the user and blocks the transformation of access. Libraries working together in cooperative ventures, such as IDS, can accomplish more in developing customer centric services than libraries can do singly. Oberlander went on to describe how librarians need to work to provide context for content. Individual institutions grind out any number of subject guides to provide context – but he argued that we need to think on a global scale. One way to achieve a global solution is to tap into Wikipedia to provide access to our content via an online tool such as the LibX browser plugin. He pointed to the BBC web site as an example of what the future of library online presence could be, connecting content with community and inviting user engagement. He challenged librarians to invite dynamic and community contributed content into their online environments by developing projects that support and engage constituents, citing the international children's library on the One Laptop Per Child project as an example. We need to think about customer relations management and to envision information delivery as not a final step, but a step in promoting further discovery.

Note Taker – Christine Rudecoff, Morrisville State College

River of Tears: Copyright or not in the Digital Age – Paul Rapp

Paul Rapp discussed the decline of copyright law and the prevalence of contract law, with the absolutist view of copyright being pushed, even when the evolution of basic law suggests it should be otherwise. Libraries/librarians appear to be in the midst of revolutionary activity. Publishers hate the notion of "free" or "shared" (didn't they go wild when photocopiers were introduced?). So, the stakeholders negotiate and come up with arbitrary guidelines, but who's representing

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the librarians? Ex. if a patron in a public library is burning a stack of CD's onto a laptop, what is the librarian's responsibility or accountability, if any? Librarians are stuck in a vortex that is being deputized by big media acting as gatekeepers, putting fences around information in the name of copyright. The law is technically in place for the betterment of society, not to protect authors. Copyright is not absolute, but "leaky", especially the notion of "fair use", which is routinely used and applied incorrectly.

(Statute USC 107) Few cases in the courts concern educational use (besides Georgia State), most concern digital or video (re)creations. He referenced the case of artist Jeff Koons being sued for copyright infringement for taking and using a picture of a woman's legs from a magazine. The ruling was in his favor and determined by the notion of his art being "transformative".

Academia has to learn how to frame this notion for itself. We need negotiated solutions or guidelines as parameters, not laws.

Rapp also mentioned the case brought by the Authors' Guild against Google Books. The settlement, arrived at sometime last year, allows Google, upon payment of a large sum of money, to continue to digitize these books. The settlement is being considered by the Justice Department for possible violation of anti-trust laws. The issue of whether Google will have a monopoly on orphan works was discussed.

In response to a question about what libraries can do, generally speaking, to ensure institutional protection in relation to copyright, Rapp said it was important to have a written policy on copyright issues, widely distributed. Also, training and monitoring should be part of it. He advised erring on the side of access, but cautioned not to be 'stupid' about it. Hire a lawyer if necessary.

Note Taker – Linda Hoffman, Skidmore College

Bridge to Somewhere – panel discussion, moderated by Holly Heller -Ross

Holly Heller-Ross discussed distance learning and the overarching principles for the philosophy of access, or access entitlement principles. Access must be equitable for the distant and on-campus learner. The institution originating the class is mandated to provide support services. Distance learning will grow, with 66% (2006-07) of 2-4 yr. institutions now offering online courses. Experience has taught us that some resources and services developed for distance learners become valuable to all constituents. Holly Chambers' premise is that the "bridge" is always under construction and she looks to a time when there will be no distinction between the provision of services to distance and on-campus learners. Jean Green

discussed Special Collections and access (remote) and featured a few of the tools she has used to promote her collections and services: Content DM. Web 2.0 tools, Meebo, Facebook, Twitter, etc. She also mentioned exhibitions that she has developed for outreach, for local schools, etc. Her theme was "preserving the past for the future and providing equitable access to resources". Mila Su discussed the obvious and the not so obvious relationship between distance education and access services. She emphasized the need for cooperation and collaboration and the need to assess, discuss, document and report. For Dana Longley, distance learning is a way of life. At Empire State College, 50% of students are online only and the other 50% are blended. The ratio is 1,7000 students to 3 librarians! Empire State College's approach combines computer lab broadcasts to those who can visit a regional center and at-home broadcasts. Access issues involve chronology, geography, capacity, pedagogy, and technology requirements. Future plans are for scalable growth with continued evaluation and assessment, as well as marketing and promotion.

Note Taker – Linda Hoffman, Skidmore College

Poster Sessions

In addition to the above presentations, thirteen poster sessions were presented at the conference. Presenters and presentations were as follows:

Barbara Durniak and Shay Foley (Vassar College) – "On-Call Librarians: Using IM Technology to 'Staff' the Reference Desk"

Yu-Hui Chen and Carol Anne Germain (U. Albany SUNY) – "Facilitating Access via Web Usability"

Patricia Kaiser, Jennifer Acker, John Staerker, Cynthia Korman, and Bob Matthews (Hudson Valley Community College) – "Meet&Eat@Your Library"

Mary Linder (College of St. Rose) – "A Case for Restricted Access: the Standardized Test Collection"

Glynis Asu (Hamilton College) – "RapidILL at Hamilton College"

Stanley Huzarewicz and Winnie Kutchukian (U. Albany SUNY) – "How to Get It!"

Luke Williams and Lauren Pinsley (NYLINK) – "True Serials by NYLINK"

Elizabeth Hoppe and Kristin Pitt (Union College) – "Why Local Holdings Records Matter: Increasing Access to Serials through ILL"

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Corinne Nyquist (SUNY New Paltz) – “An ILL Librarian Views Access in 2009 and Beyond”

Seangill (Peter) Bae and Timothy Jackson – (U. Albany SUNY) – “UA Delivery Service at the University at Albany Libraries”

Melinda Dermody and Suzanne Preate (Syracuse University) – “Access to Hidden Voices: Digitizing Historic Audio Recordings”

Kabel Nathan Stanwicks and Stanley Huzarewicz (U. Albany SUNY) – “Tutorials that Empower Your Patrons”

Pamela O-Sullivan and Mary Jo Orzech (College at Brockport SUNY) – “Student Worker Orientations: Making it Fun, Making it Different”

The poster sessions were coordinated by Pat Markley from Siena College and Joyce Rambo of NYLINK. The sessions were an opportunity to share practical ideas and novel approaches, and lively discussion among the conference attendees ensued. As always, the spring conference presented an excellent opportunity to network with colleagues within the ENY/ACRL Chapter.

Legislative Advocacy continued from p.3

for other federal agencies to put similar policies into place. The legislation is H.R. 801: the “Fair Copyright in Research Works Act.” ACRL supports enhanced access to federally funded research through open access publication and open data policies. *ACRL strongly opposes H.R. 801.*

3. LSTA Reauthorization

The Library Services and Technology Act is managed by the Institute for Museum and Library Services. LSTA was renewed September 2003 for five years (PL 108-81). According to the legislative history, the Act worked to update “the purposes of the Library Services and Technology Act to promote improvements in library services in all types of libraries; to facilitate access to, and sharing of, resources; and to achieve economical and efficient delivery of service for the purpose of cultivating an educated and informed citizenry.” While legislation has not yet been introduced to reauthorize LSTA, the FY 2009 Omnibus Appropriations bill is a victory for libraries. Signed into law by President Obama March 11, 2009, it contains \$171,500,000 for the Grants to State Library Agencies program within the LSTA. This funding level is an increase of over \$10 million from last year and

also allows for full implementation of a 2003 law to provide a more equitable distribution of state formula grants. ACRL supports reauthorization of the LSTA *with* adequate funding to support the doubling of grants in order to escape the impact of the hold-harmless restriction.

4. Orphan Works

The issue here is limited liability of copyright infringement on copyrighted works whose owners are difficult or impossible to locate after a good faith effort has been made. Passage of the legislation will benefit academic libraries in making available via electronic reserves or other means works under copyright but where the ownership of the copyright is either unclear or the owner is not locatable. ACRL supports reasonable orphan works legislation that will make these copyrighted works accessible without undue burden to researchers and reducing damages if the copyright holder comes forward. In the 110th Congress this meant supporting the Senate version of the bill over the House version, which included a provision for a so called “dark archive.”

5. Copyright: Section 108

What we have at state here is the reproduction of copyrighted works by libraries and archives, including for preservation and inter-library loan. Section 108 privileges are set out separately from the Section 107 fair use privileges and do not depend on application of the four factors listed as determining whether a use is “fair.” They provide predictability for libraries and archives and immunity from liability for the unsupervised use of on-site reproduction equipment. There is growing concern that provisions of the Copyright Act may need revision to address issues arising from use of copyrighted works by libraries and archives in a digital environment. For example, the existing statute does not address new forms of copying in the digital environment such as temporary copies that are created in the process of delivering digital materials. Nor does it acknowledge preservation needs for newer formats. The study looked at how the law should be amended to address such issues. ACRL supports the recommendations of the ALA and ARL position papers; specifically we support the extension of Section 108 to include museums and other cultural institutions and ways to facilitate web archiving, preservation, and remote access to digital replacement copies. Maintaining flexibility in the statute is important in order for libraries to achieve their mission. Proposed changes to Section 108 should not be predicated on the use of restrictive conditions or technologies such as those included in the TEACH Act.

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Legislative Advocacy: continued from p.14

6. Section 215 of the PATRIOT Act

I'm sure we all know that this is about the privacy rights of library users and surveillance of library records! As you probably remember, the USA PATRIOT Act broadly expanded law enforcement's surveillance and investigative powers and amended more than 15 different statutes; Section 215 potentially increases government surveillance on college campuses and challenges long standing library protections for library records. ACRL supports legislation that will remedy those sections of the PATRIOT Act that infringe on the civil liberties of library users. Specifically we need to continue to argue for a more stringent standard for Section 215 orders—one that requires the FBI to limit its search of library records to individuals who are connected to a terrorist or suspected of a crime. We also seek the addition of a provision allowing recipients of Section 215 or 505 orders to pose a meaningful challenge to the "gag" order that prevents them from disclosing the fact that they have received such an order.

7. Network Neutrality

Net neutrality is a term for the non-discrimination of internet access by Internet service providers whether it be sending or receiving content, applications or services. President Obama has promised to "take a backseat to no one" in his commitment to Network Neutrality. The impact on free speech and the free choice of content, applications and services in any new legislation would be significant for our patrons. We must maintain our ability to access information that may be in conflict with the corporate philosophy of the ISP without discrimination in the form of premium charges and slower network speeds. ACRL supports legislation to preserve the neutrality of the Internet and to ensure that Internet service providers do not discriminate against users by charging premiums, providing slower network speeds, restricting access, content, applications or services.

8. Fair-Use and Anti-Circumvention

According to Section 1201 (a) (1) of the Digital Millennium Copyright Act, the Librarian of Congress is allowed once every three years to adopt exceptions to the anti-circumvention provisions that place technological protections on copyrighted works. However, nearly all requested exceptions have been denied. The Digital Millennium Copyright Act negatively affects the ability of libraries and educational institutions to make fair use of digital materials. Legitimate anti-circumvention tools are needed to allow fair use access to the complete range of digital resources being paid for by libraries and educational institutions. ACRL supports exceptions to the anti-circumvention provisions of the Digital

Millennium Copyright Act to allow fair use access to copyrighted works; ACRL supports exemptions for the manufacture and distribution of circumvention tools in order to make such exceptions possible.

As I hear more information about these issues – or other issues that may affect our work, our patrons or our institutions, I will pass it along to you via our forum. We can each let our legislatures know where we stand on these points. ACRL also works through our Legislative Advocates to make our voice heard and our positions known. For more information, look to ACRL's [Washington Watch](#).

Program Chair Ponderings continued from p.3

may be involved with personnel review committees, the same issue includes an article describing how Grand Valley State University migrated from paper-based candidate dossier reviews to online reviews using LibGuides. Now there's a good example of saving time and money with a tool already on hand.

The Program Committee is busy planning the chapter's Spring 2010 conference. A number of talented speakers will present on Monday, May 24, at Colgate University. Please plan to attend for an informative and provocative slate of presentations. Attending the annual conference is another way to extract value from your chapter membership.

Specialized Research Help for Graduate Students at SUNY Plattsburgh

continued from p.4

that the service was helpful and that they would recommend the service to others. Three students also reported, however, that they would have liked the service to be held at lunchtime or been given a longer span of time during which to drop-in.

I am continuing to offer the service this fall 2009 semester. I have continued to advertise the service around campus, but it is too early to tell whether the advertising will eventually boost attendance by students in other graduate programs. Regardless of attendance numbers, however, it is clear that the graduate students who attended in previous semesters felt that this was a "value added" library service. Survey comments indicated the graduate students felt

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Specialized Research Help for Graduate Students at SUNY Plattsburgh

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gratified that the library was acknowledging the specialized nature of graduate-level research and catering to those research needs. It is apparent in this era of decreasing reference desk transactions that outreach is needed to populations that may consider themselves to be underserved by undergraduate libraries. Academic libraries are, indeed, increasingly focusing outreach efforts on individual academic departments. Some libraries have begun providing “remote” reference help outside the library walls by posting librarians in other campus buildings. Perhaps the Swedish model I describe provides a happy medium between the “traditional” model of reference services and banishing librarians to other campus buildings. SUNY Plattsburgh’s pilot of specialized research help for graduate students is a service that other libraries can easily emulate. With a little librarian “buy-in” and virtually no budget, the library can reap a harvest of goodwill from other populations on campus; a winning proposition in these tough financial times.

Social Networking@Binghamton University Libraries

continued from p.5

Special Collections has been created and is used to promote exhibits, events, items of interest to alumni, etc. A Twitter feed for Special Collections has also been created and allows us to send this information to users in 140 characters or less!

Binghamton University Libraries’ Vision Statement describes the libraries as “the center of the University’s intellectual community.” As such, the BU Libraries will continue to offer access to information and resources in both physical and virtual environments. We hope, by doing so, we can serve our diverse community of patrons both at BU and beyond and truly assist them whenever and wherever they need us.

Social Networking@Binghamton University Libraries
<http://library.binghamton.edu/about/socialnetworking/index.html>

BU Libraries on Facebook
<http://www.facebook.com/BinghamtonUnivLibraries>

BU Libraries on Twitter
<http://twitter.com/bulibraries>

BU Libraries on Flickr
<http://www.flickr.com/photos/23990044@N07>

BU Libraries Social Software Policies
<http://library.binghamton.edu/about/socialnetworking/socialsoftware.html>

BU Libraries Special Collections Edwin A. Link, Jr., Digital Archives in CONTENTdm
<http://library.lib.binghamton.edu/specialcollections/linkdigital.html>

BU Libraries Special Collections Binghamton Local History Postcard Collection in Content Pro
<http://1bing-mt.iii.com/iii/cpro/CollectionViewPage.external?lang=eng&sp=1000120&suite=def>

BU Libraries Special Collections Binghamton Community Poets' "Big Horror Reading Series" in Content Pro
<http://1bing-mt.iii.com/iii/cpro/CollectionViewPage.external?lang=eng&sp=1000134&suite=def>

BU Libraries Special Collections blog
<http://library2.binghamton.edu/mt/specialcoll/>

BU Libraries Special Collections on Facebook
<http://www.facebook.com/pages/Binghamton-NY/Binghamton-University-Libraries-Special-Collections/104863350186?ref=ts>

BU Libraries Special Collections on Twitter
<http://twitter.com/buspecialcollec>

Society of American Archivists’ (SAA) Code of Ethics for Archivists
http://www.archivists.org/governance/handbook/app_ethics.asp