SUNYLA 2010: An Information Odyssey

June 16 – 18, 2010
President’s Welcome
Every year in early summer we get together for a few days to share our knowledge, expertise, successes and failures. It is this conference that keeps most connected to one another, and proves what a great state and organization we are. This year is no exception. With tight budget times, we have taken a few green measures and hope that their impact will be long lasting without compromising the integrity of the conference. This is the last time that I will address you as your President. I would like to thank the Council for their support this year in trying new initiatives.

Welcome From the Conference Chair
Welcome to the 42nd annual SUNYLA Conference, 2010: An Information Odyssey. This year’s conference committee has put together an excellent program of workshops and diversions. We hope you enjoy your time here at the College at Brockport. As always, this conference would not have come together without the talent and hard work of our conference committee. Kim Davies Hoffman and April Davies proved themselves to be masters of juggling workshops to allow the maximum amount of information to be imparted in the time allotted. Pat Maxwell and Rosanne Humes have selected a kaleidoscope of posters, both physical and for the first time this year, virtual. Lori Lampert, Linda Hacker and Logan Rath have done their best to ensure your local arrangements are top-notch, and we have a packed Pre-Conference day thanks to the efforts of Susan Perry and Katherine Brent. Our keynote speaker, Suzanne Bell, is a delight.

I would like to thank all the members of the Conference Committee, as well as the many volunteers who have worked to make this conference a success. So, please, prepare to enjoy the Odyssey we have planned for you!

Conference Committee
Pam O’Sullivan (Brockport) • posulliv@brockport.edu, Second Vice-President, Conference Chair, Keynote Speaker
Logan Rath (Brockport) • lrath@brockport.edu, President, Local Arrangements Chair, Registration, Miscellaneous
Linda Hacker (Brockport) • lhacker@brockport.edu, Thursday Evening Entertainment, Moderators, Ribbons
Lori Lampert (Brockport) • llampert@brockport.edu, Meals & Catering, Diversions
Katherine Brent (Cobleskill) • brentke@cobleskill.edu, Pre-Conference Sessions
Susan Perry (Brockport) • sperry@brockport.edu, Pre-Conference Sessions
April Davies (Cobleskill) • daviesac@cobleskill.edu, Presentations
Kim Davies Hoffman (Geneseo) • kdhoffman@geneseo.edu, Presentations
Pat Maxwell (Brockport) • pmaxwell@brockport.edu, Poster Sessions
Roseanne Humes (Nassau) Roseanne.Humes@ncc.edu, Poster Sessions
Angela Weiler (Onondaga) • weiler@sunyocc.edu, Vendors
Greg Bobish (Albany) • gbobish@uamail.albany.edu, Friend of SUNYLA Award
Justina M. Elmore (Geneseo) • elmore@geneseo.edu, Sylvia Chu Scholarship Chair
Colleen Lougen (New Paltz) • lougenc@newpaltz.edu, Daniel Kissane Scholarship Chair
Wendy West (Albany) • wwest@uamail.albany.edu, Membership Chair, Membership Social

Local Volunteers: Joe Alesi, Debby Ames, Lin Becker, Terry Berl, Robin Catlin, Charlie Cowling, Becky Cousins, Laura Emerson, Diane Hoy, Kim Myers, Robin Glazier, Tammy Loscombe, Mary Jo Orzech, Susan Perry, Anna Rupert, Anthony Rivera, Nicky Ryan, Susan Saladyga, Jennifer Smathers, Kristin Skelly, Greg Toth, Shirley West

Sponsors
SUNYLA thanks all the exhibitors for their participation and their commitment to the professional development of SUNY librarians and library staff.

Annual Reviews • Atlas Systems, Incorporated • ebrary
EBSCO • Elsevier • Ex Libris Group • NYLINK • Serials Solutions

Exhibitors
Atlas Systems, Incorporated • CCP Solutions • ebrary • EBSCO • Elsevier • Ex Libris Group • F. E. Hale Manufacturing Company • Gale Cengage Learning • H.W. Wilson • Inter-University Consortium for Political and Social Research (ICPSR) • NYLINK • ProQuest • Serials Solutions • W.T. Cox Subscriptions
Local Information

Access to the Network
There is wireless network access available to conference attendees. The Wireless Network name is Brockport. If the password is entered incorrectly multiple times, the account will time-out. For this reason, there are four user names available. If you are staying on campus, login information will be provided at check-in. If you need to print, login with username drkusr05.

<table>
<thead>
<tr>
<th>Username</th>
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<tbody>
<tr>
<td>Password</td>
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ATM
There is an ATM (HSBC) located in the College Union.

Check in
All conference materials should be picked up at the Check-In/Information Desk. Conference Check-In will be open at the following times and places:

- **Wednesday, June 16** 9am - 12am Townhomes
- **Thursday, June 17** 7am - 5pm Welcome Center, Corner of New Campus & Commencement Drives
- **Friday, June 18** 8am - 11am Edwards Hall

Check out
Check out will take place in the townhomes Friday morning from 7am – 9am and then from 12pm – 1pm.

Computer Labs
There are several computer labs on campus. The closest one to Edwards Hall is in Dailey Hall. The main floor of the library also has several computers for use.

Fitness
There is a fitness center and pool in Tuttle North. Hours for the Fitness Center are 6-8am, 4-8pm; Pool: 6:45am – 7:45am. Day passes may be purchased from the HUB Office in Tuttle North (286) for $5. You must meet with Lori Lampert at 4:30pm in Aerie Café, Drake Memorial Library for day passes.

Hashtag
The official hashtag for the SUNYLA 2010 conference is #sunyla2010.

Parking
Parking for the conference is only in Lot Y (Townhomes) or Lot D-1 (Holley Street). **On Wednesday before 4:30pm you must park in Lot Y on Townhome Terrace.** Handicapped parking is available is several lots on campus. Please see the Campus Map.

Shopping
Wegman’s is our grocery store (Rt. 31 west of Rt. 19). Walmart is on Rt. 31 ½ mi. east of the intersection of Rtes. 31 and 19.

Important Phone Numbers
A list of important phone numbers can be found on the back side of your conference name badge. The emergency number on campus for University Police is (585) 395-2222. Non-emergencies can be directed to (585) 395-2226.

Library Phone Numbers
If you’re lost on campus, check the back of your name badge for cell phone numbers of people to contact. Robin and Tammy will be in their offices during business hours and have agreed to field calls.

<table>
<thead>
<tr>
<th>Reference 585-395-2760</th>
<th>Circulation 585-395-2277</th>
<th>Help Desk 585-395-5151, opt. 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secretary (Robin Glaizer) 585-395-2140</td>
<td>Info. Tech Assistant (Tammy Loscombe) 585-395-2368</td>
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### CONFERENCE SCHEDULE AT-A-GLANCE

#### Wednesday, June 16th

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
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<tbody>
<tr>
<td>10:00am – 12:00pm</td>
<td>Council Meeting</td>
<td>Kiefer Room, Drake Library</td>
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<tr>
<td>12:00pm – 1pm</td>
<td>Boxed Lunch (if ordered)</td>
<td>Aerie Café, Drake Library</td>
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<tr>
<td>1:00pm – 4:00pm</td>
<td>Pre-Conference Sessions: Social Marketing (Rm. 30) • SUNYONE (Special Collections) • Serials SIG+ (Rm. 44a) Management (Milne Room) • Web Usability (Kiefer Rm.) • Information Literacy (Rm. 44)</td>
<td>Townhomes Common Area</td>
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<tr>
<td>5:00pm – 5:30pm</td>
<td>New Member Orientation</td>
<td>Commissary Park, Erie Canal</td>
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<tr>
<td>5:30pm – 7:30pm</td>
<td>Picnic Dinner</td>
<td>Gallery, Seymour Union</td>
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<tr>
<td>7:00pm – 9:00pm</td>
<td>Membership Social</td>
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#### Thursday, June 17th

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<tr>
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<tbody>
<tr>
<td>7:30am – 8:30am</td>
<td>Breakfast</td>
<td>New York Room, Cooper Hall</td>
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<tr>
<td>8:45am – 10:00am</td>
<td>Welcome/Plenary Session – Chancellor Zimpher (Video)</td>
<td>Edwards 100</td>
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<tr>
<td>12:00pm – 2:30pm</td>
<td>Lunch, Annual Business Meeting &amp; Keynote</td>
<td>New York Room, Cooper Hall</td>
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<tr>
<td>4:30pm – 5:15pm</td>
<td>Committee Meetings</td>
<td>Edwards Hall</td>
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<tr>
<td>5:45pm – 6:45pm</td>
<td>Poster Sessions with pre-dinner wine and cheese</td>
<td>New York Room, Cooper Hall</td>
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<tr>
<td>7:00pm – 9:00pm</td>
<td>Dinner</td>
<td>Gallery, Seymour Union</td>
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<tr>
<td>9:00pm – 12:00am</td>
<td>Social time</td>
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#### Friday, June 18th

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<td>Boxed Lunch Available for those who pre-ordered</td>
<td>Edwards Hall</td>
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#### Session Tables

<table>
<thead>
<tr>
<th>Session I (10:15am – 11:45am)</th>
<th>Session II (2:30pm – 3:15pm)</th>
<th>Session III (3:30pm – 4:15pm)</th>
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<tbody>
<tr>
<td>A1. Faculty Outreach: Strategies, Challenges, Tools and Tips</td>
<td>J. Critical Thinking and the One-Shot Library Instruction Session: The Challenge of 45 Minutes</td>
<td>M. Oh Users, Where Art Thou?</td>
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<td>A2. Adventures Beyond the Library: Faculty Learning Communities and Librarians</td>
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<td>C. Are the Kids All Right?? Addressing Uncivil Behavior in Academic Libraries: A Community College Perspective</td>
<td>G. The X (Layer) Factor</td>
<td>K. Pursuing Better Search Experience: Lessons Learned from Beta-Testing EBSCO Discovery Service</td>
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<td>D. Let’s Get Together: Collaboration Between High School and College Libraries</td>
<td>H. If not a Librarian, then a...? Using Librarian Superpowers for the Good of Campus Projects</td>
<td>L. IR+: the future of Institutional Repositories?</td>
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<td>E1. The Library’s Role in Fostering Information Management</td>
<td>I. Building Dynamic Resource Guides with Google Docs</td>
<td>N. Blending the Library into the Campus Course Management System</td>
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<td>E2. Competencies</td>
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<td>Information Literacy Across the Curriculum: Where To Begin</td>
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<td>B. Collective Tagging: Attitudes and Applications in Contemporary Knowledge Management</td>
<td>F. Digital Reading on the College Campus: Research and Practice</td>
<td>O. Librarian as Educator: Stepping out from Behind the Desk</td>
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### Additional Notes

- **Boxed Lunches will be available in Edwards at 12pm if you pre-ordered.**
- **Thank you to our sponsors: ebrary, EBSCO, Atlas Systems, Serials Solutions, Elsevier, and NYLINK for their contributions.**
Carpool Locations:

Lots F, G, O, N, Q, and V are unavailable beginning May 17, 2010 due to construction.

Lots F and G are unavailable beginning March 2010 due to construction.

New Lot V-1 is anticipated to be completed by August 2010.
PRECONFERENCES: Wednesday, June 16 • 1pm – 4pm

P1. Creating an EPIC® Social Marketing Strategy 1pm – 4pm  Drake Rm. 30
Tracy Paradis and Justina Elmore (SUNY Geneseo)
Make the most of Social Networking for marketing your library by creating an Encompassing Plan for Information Communication (EPIC). Join us on an adventure in developing communications that incorporate different audiences, content, and means for broadcasting your message using various social media technologies. We will share SUNY Geneseo’s plan and lead a group activity for getting your plan in motion.

P2. One SUNY Collection Pilot Project 1pm – 3:30pm  Drake Rm. 224 (SC)
Deborah Curry (SUNY Oswego) Pam Peters (Delhi), Jennifer Smathers (Brockport), & Karen Senglaub (University at Buffalo)
This group is expanding their talk into a roundtable discussion to allow for a more interactive pre-conference format.

P3. Serials SIG Plus 1pm – 4pm  Drake Rm. 44A
Susan Perry & Kim Myers (Brockport), Rosanne Humes (Nassau), Marnanne Muha (Buffalo State), Krista Gruber (Suffolk), Ellen Bahr (Alfred University) & Sara Davenport (Cayuga)
Calling all serials, electronic resources, resource sharing/ILL and systems librarians and library assistants! Come hear what projects and challenges are being tackled in the world of continuing resources. Panelists will present their activities, and invite group comment and discussion. Additional discussion topics will be gathered and distributed beforehand, based on input from registrants. Long-term goal is to establish an active working group. Be part of the panel, or the gallery... All input is welcome!

Preconference 4 will consist of 2 60-minute sessions with a 15-minute break in between covering Personnel Management Issues

P4a. Personnel Management: an Odyssey 1pm – 2pm  Drake Rm. 234 (M)
Kathryn Johns-Masten (Oswego)
Managing staff with a variety of work styles and personalities requires a manager to provide different levels of interaction and support. Similar to a teacher, a manager must employ various methods to teach staff including hand-on, lecture and one-on-one sessions. Key areas covered in this presentation include effective communication skills, establishing clear expectations for staff, offering consistent feedback, and involving staff in decision making. Managers will benefit from this review of these essential principles and practices.

P4b. Empowering the Reluctant New Library Manager 2:15pm – 3:15pm  Drake Rm. 234 (M)
Kenneth Schlesinger (Lehman College/CUNY)
This session is designed for library personnel recently promoted to management and administrative positions who don't feel prepared or equipped for undertaking these new responsibilities. The session also - in a humorous and entertaining style - advocates major Do's and Don'ts for the new manager - illustrated with specific case studies and "in the trenches" observations. Much of this session involves the presenter's philosophy of library management that has been developed over a decade in the profession. The primary objectives are to build leadership and vision, unite and empower staff, and work towards success in the complex and challenging environment of the 21st century library.

P5. Web Usability: A Long but Worthy Journey 1pm – 4pm  Drake Rm. 44
Yu-Hui Chen & Carol Anne Germain (University at Albany)
Since a library's Web page is the virtual gateway to its Web-based resources and services, it is essential that libraries engage in usability initiatives to ensure that users are having positive and productive experiences with the site. Usability testing is a worthwhile endeavor but can seem overwhelming, however it is doable and rewarding. Strategies of usability testing vary and include think-aloud protocol, card sorting, and using screen capturing software, such as Camtasia, to facilitate in-depth analysis of a user session at a later date. This interactive workshop will highlight the basics of usability testing, strategies for conducting usability testing and other methods for learning about user behavior. Through session exercises, attendees will have an opportunity to develop and articulate usability initiatives for their respective institutions.

Pre-Conference Session 6 will consist of 2 60-minute sessions with a 15-minute break in between covering Electronic Resources.

P6a. Lights, Camera, Library Skills: Film Clips for Information Literacy Instruction 1pm – 2pm  Drake Kiefer Rm.
Elin O’Hara-Gonya (Plattsburgh)
Looking for a new method to introduce information literacy concepts to students? Discover how you can use film clips to promote meaningful classroom discussion about library skills. This presentation will highlight movie scenes successfully used in the classroom to initiate discussion about information literacy topics including plagiarism, reference books, database structure, primary sources, and choice of search terms. This session will also provide accompanying questions successfully used to lead lively classroom discussions after viewing the clips. Sample movie clips will be played during the session.

P6b. Why ? & The Mysterians "96 Tears" Has Everything To Do With Electronic Information Resources 2:15pm – 3:15pm  Drake Kiefer Rm.
John Cosgrove (Skidmore College)
In Spring of 2010, I structured my one-credit, half-semester information literacy course, Electronic Information Resources, around one-hit wonder ? & The Mysterians and their 1966 garage rock hit "96 Tears." The band and song were connected to (almost) every major topic of the course. I’ll discuss what worked and what didn't, and gently suggest that its a good idea to keep the class fun for your students—and yourself.
SESSION I: Thursday, June 17 • 10:15-11:45am

Session A will consist of 2 40-minute sessions with a 10-minute break in between covering Faculty Outreach Strategies

A1. Faculty Outreach: Strategies, Challenges, Tools and Tips
Bonnie Swoger, Kate Pitcher (Geneseo) & Morgan Gwenwald (New Paltz)
The rapid pace of technological change can leave faculty struggling to understand the role of the library in a digital environment. Librarians can easily lose touch with the ways that faculty are creating and accessing scholarship. This session will be useful for librarians who are new to faculty outreach, as well as experienced librarians looking for new tools and strategies to help them communicate with faculty. Join us for a discussion of effective strategies to reach out to, and communicate with, faculty on campus. We will explore questions like: How can new technological tools assist librarians in sharing information with faculty? How can we use technology to encourage faculty to share information with us? And: How to invite yourself to a department meeting?

A2. Adventures Beyond the Library: Faculty Learning Communities and Librarians
Jennifer Little, Lon Lampert, Pam O’Sullivan & Logan Rath (Brockport)
During the past two years Brockport librarians participated in campus-wide faculty learning communities (FLCs) with faculty from across the disciplines. These experiences provided a chance for librarians to work on job-specific projects, but perhaps more significantly, a way to network with faculty and learn about campus research interests and initiatives. The FLCs on which the librarians participated included these topics: dialogue on diversity, research as a teaching tool, online blended learning, and quantitative research in the social and behavioral sciences. This panel presentation will provide a brief overview of each of the FLC’s as well as the goals that were realized, both professionally and personally, as a result of participation. Practical “library” projects that were accomplished will be presented as well, e.g. articles, LibGuides, library displays, etc.

B. Collective Tagging: Attitudes and Applications in Contemporary Knowledge Management
Joshua M. Avery, Barbara Speck & Dima Kassab (University at Albany)
The social classification of information is becoming increasingly ubiquitous in the existent knowledge economy. Despite its growing popularity, however, collaborative indexing has been relatively slow to make inroads into information organizations, especially in an academic context. This presentation deals with collective tagging (i.e. folksonomic practice) and its potential to both democratize information and change the nature of museum, archival and library catalogs. The presentation will also address the ways in which information professionals are reacting to these changes and explore both the promise and peril that social indexing offers contemporary knowledge management.

C. Are the Kids All Right?? Addressing Uncivil Behavior in Academic Libraries: A Community College Perspective
Michael V. Daly (Fulton-Montgomery) & Tom Trincher (Dutchess)
Community colleges have recently seen an unprecedented increase in enrollment. More students want more computers, more databases, more resources, more couches, and more study rooms – more everything. Yet libraries are faced with providing more with the same or less resources as they have offered in the past. More students unfortunately can also mean more behavioral problems – ranging from the trivial occasional loud voices to serious offenses such as physical altercations. Without the necessary funds to overhaul completely the existing physical space to accommodate the “more,” this presentation looks at how two community colleges, Dutchess and Fulton-Montgomery, directly addressed this growing dilemma. Participants will go through the process of readily identifying the problem(s) at hand and the steps taken to emerge with a solution. Although the two took slightly different approaches, their efforts to listen proactively to the needs of their students, engage with campus constituents and use the existing layouts of their respective spaces ultimately created a new atmosphere in their libraries.

D. Let’s Get Together: Collaboration Between High School and College Libraries
Thomas Ottaviano, Barbara Clarke (Geneseo), Marie D’Onofrio (Livonia CSD), Anne Rehor (Bishop Kearney HS)
As a college librarian, have you ever felt that perhaps there was something missing from your students’ background in research skills? Or maybe you are a high school librarian or teacher who wishes that you knew what skills will be most beneficial to your students when they leave you. A successful 28-year collaboration between SUNY Geneseo and high school libraries in the Geneseo Valley BOCES School Library System might be a model for those who are looking to bridge the gap. This panel will provide specific ideas on how to implement a similar program. Topics of discussion will include, but are not limited to; the successful history of the SUNY Geneseo/GV BOCES partnership, challenges of high school/college interaction, and marks of developing a successful collaboration.

Session E will consist of 2 40-minute sessions with a 10-minute break in between focusing on Information Literacy

E1. The Library’s Role in Fostering Information Management Competencies
Angelique Jenks-Brown & Alesia McManus (Binghamton University)
The SUNY general education requirements call for the infusion of information management competencies in all general education courses. The Binghamton University Libraries have partnered with the University’s Office of Institutional Research and Assessment to offer annual workshops with the goal of helping instructors to incorporate information competencies into their syllabi. In the workshops, we describe information management as it relates to the general education requirements; present common assumptions of students and instructors about doing library research; offer ideas on ways instructors can improve course assignments; and highlight library resources that can be incorporated into course assignments. To gather information for the workshops, we conducted several surveys over a three-year period to learn about student research practices. In this presentation, we will discuss the survey results and how they have been used to create the workshop content.
E2. Information Literacy Across the Curriculum: Where To Begin
Devin Mckay & Sheila Beck (Queensborough Community College, CUNY)
During the Spring 2010 semester, we will be assessing how four class assignments from different disciplines (Nursing, English, Criminal Justice and Music) can be improved by adding a critical thinking skills component. The classroom teacher will introduce the concept in the classroom and librarians will reinforce the ideas by coming to the classroom as the assignments are introduced. Part of our lesson will be identifying why and when we need information followed by looking at the value and differences of potential resources for information. We will evaluate the success of the program through an assessment of student competencies using scenarios adopted from California State University in addition to obtaining faculty reactions through periodic meetings.

LUNCH AND KEYNOTE: Thursday, June 17 • 12:00 – 2:30pm
Annual Business Meeting  Logan Rath, President
The annual meeting will coincide with lunch. Award recipients will be announced, and the incoming officers will be presented.

Suzanne Bell (University of Rochester)
A light hearted and very visual discussion of the techniques being used at the University of Rochester to design everything from web pages to services to physical spaces, to make them more truly aligned to our users' wants and needs. Although some case studies and outcomes will be discussed, focus will be on techniques that can be used by you to understand your users.

Suzanne Bell has been the librarian for Economics and Data at the University of Rochester since 1998, and the "Projects Coordinator" for the University’s institutional repository, UR Research, since 2003. Previous positions have included Computer Science Librarian at the Rochester Institute of Technology and at Carnegie Mellon University, and Internet Education Specialist/Webmaster at the University of Rochester Medical Center. She is the author of The Librarian's Guide to Online Searching, a widely used library school textbook, and teaches a fully online course for the University of Wisconsin-Milwaukee. In her life outside of work, she has been known to "sing choruses in public" with the Off-Monroe Players, Rochester's Gilbert & Sullivan Company.

SESSION II: Thursday, June 17 • 2:30 – 3:15pm
F. Digital Reading on the College Campus: Research and Practice
Wendy Fritz & Joe Rivers (Brockport Bookstore)
This session will provide attendees with an overview of college students’ dispositions about digital reading. This session will summarize recent studies that explore students’ preferences for traditional reading versus digital reading. An overview of digital media will be presented, whereby the pros and cons of E-readers (hand-held and laptops), will be discussed. Special attention will be paid to digital textbooks. A demonstration will accompany the discussion, and lap-tops and nooks™ will be available for hands-on learning.

G. The X (Layer) Factor
Dennis Reed, Jr., Marianne Muha (Buffalo State), Michael Curtis (Broome)
E. H. Butler Library houses an ongoing, donated collection of books called the “Cecilia Bard Multicultural Library for Peace.” This session will show how a systems librarian, a cataloger, a Web designer, and OLIS support staff collaborated to create an intuitive and attractive Web interface to the collection which updates automatically as new items are cataloged. Attendees will get an overview of the basic PHP and X-Server tools powering the interface, and will receive guidance on initiating similar solutions for their own special collections. Check it out online at http://library.buffalostate.edu/collections/bard.php

H. If not a Librarian, then a . . . ? Using Librarian Superpowers for the Good of Campus Projects
Kim Hoffman (Geneseo)
If the library is at the heart of campus, does that place the librarian at the center of learning? Not always, but the RYSAG (Rochester Young Scholars Academy at Geneseo) summer camp, an exploratory theme-based two-week residential and scholastic camp for middle-schoolers, has offered one librarian the opportunity to showcase knowledge, skills and interests that bridge daily library work to a unique project connecting multiple disciplines and levels of schooling. Highlighting the various librarian skills that extend beyond the Library - organization and coordination, managing technology in practical and meaningful ways, developing students’ critical thinking and information literacy skills, and building relationships while making connections between various subject areas – participants of this presentation will be encouraged to brainstorm their own unique talents and share their academic involvement that takes them out of the Library.

I. Building Dynamic Resource Guides with Google Docs
Emily Hart & Rebecca Kindon (Upstate)
Tired of updating content heavy resource guides and static web pages? Are you looking to create custom guides from almost anywhere, on the fly? Find out how the Upstate Health Sciences Library has transformed their approach to creating resource guides. In Google Docs librarians have access to shared spreadsheets that include lists of the library’s electronic resources. By assigning subjects to specific resources in the spreadsheets, dynamic lists of resources can be generated and displayed on the library’s website. Talk with a member of the reference department and the library’s web team to find out more.
SESSION III: Thursday, June 17 • 3:30pm – 4:15pm

K. Pursuing Better Search Experience: Lessons Learned from Beta-Testing EBSCO Discovery Service

Win Shih, Vivien E. Zazzau (Albany)
In fall 2009, University at Albany Libraries joined other 30 plus academic libraries in working with EBSCO to develop its new discovery product: EBSCO Discovery Service (EDS) We extract the complete library catalog, about 2 million MARC records, and loaded them into our EDS profiles as a complete set of our electronic resource holding records from our Serials Solutions Knowledge Base. The administration tool also allows us to develop search widgets that can be placed at library’s website. During this presentation we will share our experience in configuring and testing, as well as report our content analysis and usability results. Furthermore, we will talk about the issues and staff resources required to support this service.

L: IR+: the Future of Institutional Repositories?

Suzanne Bell (Rochester)
IR Plus is a new, open source platform for institutional repositories developed at the University of Rochester. Based on several years of user research, IR Plus was written to support faculty and grad students in the creation phases of their research, especially collaboration and version tracking, rather than just being a receptacle for finished work. Users of the system can showcase and provide access to their work in a variety of ways through Researcher Pages, which are easy to create and maintain. IR+ also automatically generates a Contributor page for every author in the system, which works with a name authority function to gather all the work by the same individual into one list. The system tracks the number of times each item is downloaded, providing quantifiable evidence of use. For system administrators, IR+ makes adding metadata types and performing other system functions easy and obvious. This presentation will briefly discuss the research that went into the design of IR+, followed by a detailed live tour of its features and functions.

M. Oh Users, Where Art Thou?

Daniel Newton & Keith Compeau (SUNY Potsdam)
Student: “In four years this is the coolest thing the college has done.” In this session we will detail our Odyssey using inexpensive and creative outreach methods to engage students and increase library usage at a time when libraries are experiencing tight budgets. We will look at the ways we’ve built relationships, enhanced user experience based on their feedback, and how we have implemented radical trust in our library.

N. Blending the Library into the Campus Course Management System

Marianne Foley (Buffalo State College)
This session will discuss the “library nugget” that was added to the Buffalo State College ANGEL course management system. The nugget features direct access to the library catalog and several popular databases from within ANGEL. Links to subject guides and research services are also provided. The nugget was produced as a collaboration between reference librarians and ANGEL support staff. The results? User feedback has been completely positive and campus database usage has soared.

O. Librarian as Educator: Stepping Out from Behind the Desk

Michelle Costello (SUNY Geneseo), Alison Bersani (U. of Rochester), Julia DeWaters (Churchville Elementary), Kimberley Harris (Bryant & Stratton)
In Rochester, a small seed of an idea was planted with the hope of expanding beyond previous conference sessions and one-day workshops focused on effective librarian teaching. The award of a local grant helped LILAC, the Library Instruction Leadership Academy, bloom into a semester-long experience for 13 selected applicants. Following a brief history of this innovative grant-based academy, three LILAC students, each teaching in different library settings (elementary, online and a university engineering program), will discuss their pedagogical challenges pre-LILAC, lessons learned through the academy and where they are now, in terms of teaching philosophy and practice. After speaking specifically about their personal experiences, LILAC students will open the discussion with an activity designed for audience participation.
P. Middle States: Why Me?  
Stephan J. Macaluso, Susan Kraat, Edward Springer & Valerie Mittenberg (New Paltz)

Librarians play an important role in the decennial Middle States accreditation process employing traditional and “out of the box” research techniques to gather information about their institutions, and write and edit portions of the campus Self Study Report. Librarians are called upon to contribute insights into a variety of extralibrary campus issues, from graduation rates to general education. Service on a Middle States workgroup affords an opportunity to network and share experiences with other campus leaders, and to develop new perspectives on your college’s culture. Libraries are often a focal point of accreditation site visits. These visits are made smoother and more meaningful if librarians play a visible part from the beginning of the process. This presentation will be valuable to anyone with questions about the Middle States process or who wonders how -- or why -- they should get involved.

Q. Getting It System Toolkit: Empowering Users & Libraries, and Optimizing Gift and De-Selection and More  
Mark Sullivan, Tim Bowersox, Cyril Oberlander, & Kate Pitcher (Geneseo)

The Getting It System Toolkit, or GIST, is a set of tools for the web and desktop that integrates and enhances interlibrary loan and acquisitions services. GIST for the Web works with ILLiad and APIs from Amazon, Google, WorldCat and Hathi Trust to provide an improved user interface for the patron while also transferring essential purchase on demand and collection development data to the ILLiad client for both the Acquisitions and ILL staff. GIST Gift and De-selection Manager is an open-source standalone application in development that uses the above mentioned APIs along with user configurable conspectus data to manage gift and de-selection projects. The GDM is intended to streamline and automate two manual processes that are currently avoided by all but the most diehard librarians. GIST Acquisitions Manager is intended to replace the current acquisitions systems that have been integrated into the ILS. The benefits of an external system include greater flexibility, inclusion of purchase on demand (just in time acquisitions) and better integration between ILL and Acquisitions.

R. We Build the Road as We Travel  
Barbara Kobritz (TC3)

When our library, tutoring services, disability services and technology services came together into a learning commons, I was presented with the greatest gift of my career: the opportunity to collaborate with our head writing tutor. As a result I began to look at assignments more holistically and align my instruction more deeply and consciously with the teacher’s intent. In the beginning all we knew was that there were a few things we both did with students (topic development, citations). Barely two years later our programs are completely integrated into a Writing & Research Center. As a result I am a better teacher and a better librarian, running a more effective program. What’s next? We’re not sure! We haven’t built that part yet. But we have a couple of miles behind us now and we’re happy to share our successes and failures.

S. The Libguide Fan Club: How Using Libguides Has Changed the Way We Work  
Michelle Tomaszewski (Geneseo) Jennifer Farquhar (Suffolk), & Jennifer Little (Brockport)

LibGuides are not just a great way to provide research tools to our students, they also help us to eliminate the busy work in our jobs. The presenters will give a brief overview of how LibGuides are being used at their campuses, and then focus on design practicalities, library workflow enhancements, and faculty collaboration. Jennifer Farquhar will explain how to create a basic guide in 10 minutes or less, Michelle Tomaszewski will demonstrate using LibGuides in conjunction with iGoogle to streamline reference desk procedures, and Jennifer Little will discuss faculty collaboration and design for libguides.

T. AquaBrowser Library: A Case Study  
Pat Maxwell (Brockport)

AquaBrowser Library with My Discoveries combines a search and discovery OPAC interface with features for personalization and social networking. Using Drake Library’s fall 2009 implementation as a case study, this session identifies the challenges of implementation of a discovery tool, patron feedback and improvements, usage statistics, lessons learned, and next steps.

Session U will consist of 2 40-minute sessions with a 10-minute break in between focusing on assessment  
Daryl Bullis & Greg Bobish (Albany)

We will present examples of our UAlbany Libraries’ Pre/Post test as it has been developed over the past 10 years and discuss how it was designed, changes that were made along the way, and how we expect it to change in the future. We will focus on the most frequently updated questions. We will also include the generalized results of its administration and examples of how we utilize these results to improve our information literacy course instruction semester by semester. This session will be of practical use to any librarian who teaches or is planning to teach for-credit information literacy courses and would like an overview of a successful pedagogical mechanism to gauge learning objectives.

U2. Using Assessment to Shape Information Literacy Goals  
Bonnie Swoger (Geneseo)

Assessment of student learning is only useful if it informs instructional and program goals. At SUNY Geneseo’s Milne Library, librarians defined clear goals and objectives for a required information literacy session conducted in each first year writing seminar. After the original goals and objectives were defined, students in the first year writing seminar completed a pre and post assessment consisting of multiple choice questions, attitudinal questions, and research questions designed to get students to search for and find various information resources. Based on these results, librarians were able to assess their teaching techniques and the relevance of the defined learning outcomes.
V. Marketing Library Services to Students & Faculty at a Distance

Dana Longley (Empire State College)

Marketing library services and resources to students located at a distance is an uphill task. The Empire State College Online Library represents an especially challenging marketing environment, since we do not have a traditional campus or library building where students congregate. But we believe recent marketing initiatives have contributed to an explosion in reference question volume and online database usage. This session will describe some of the low tech, low cost strategies we have used to market our services to our 18,000+ adult distance learners and 500+ distantly located faculty. I will also ask participants to contribute by sharing their initiatives and ideas and brainstorming new ones for off-campus and online marketing and promotion.

W. Celebrate Good Times: Use Your Archival Collection to Support Your Institution’s Anniversary Events

Kevin McCoy (Suffolk)

Suffolk Community County Community College is celebrating its 50th Anniversary and has scheduled activities throughout the year to commemorate this event. All these projects emphasized the impact the College had on the county and looked at the social history of the College. These projects also gave librarians a chance to collaborate with faculty and showcase the archival collection. As a result, there is more interest in the collection, increased support from the collection from the college administration and members of the college community have donated materials to the collection. In addition, the blog has become an important communication tool for the Alumni Association. These project have become an important first step in digitizing the rest of the collection and building discovery tools to provide access to the materials in the archive. This workshop will include video clips of the documentary, slide shows and an overview of the blog. It will also focus on some of the tools used to support these projects and discuss some ways to make your archival collection available to your community.

X. Teaching Materials Center: A Technicolor-Coded Journey

Jennifer Kronenbitter & Lorraine Melita (Cortland)

The Teaching Materials Center at SUNY Cortland is a collection of teaching materials typical of those used in K-12 classrooms. This center has 38,000 volumes, including textbooks, curriculum guides, educational media, and a children’s literature collection. In the summer of 2009, discussions began about reorganizing the picture book collection for faculty, staff and students at SUNY Cortland. Technology has advanced the way collection assessment is performed in libraries. Using data from World Cat and Aleph, the library conducted an evaluation of the Teaching Materials Center holdings in the Picture Book section to ascertain the accurateness of the collection. This session will discuss how we used a blend of traditional librarianship and technology and ultimately developed a new shelving schema based on color-coding.

Y. Strut Your Stuff: Exploring Ways to Provide More for Your Community

Kelli Gonzalez & Rachel McCullough (Elsevier) – VENDOR

Are you always looking for ways to increase usage of the valuable resources that the library provides for your institution? Could you use a few ideas on how to showcase the research productivity at your school? Do you find it difficult to objectively compare multiple journals in an emerging field? Using Scopus, the world’s largest abstract & indexing database, we will explore how you can use an Application Programming Interface (API) and RSS feeds to promote research productivity and increase usage of library resources. Learn about two new perspectives on journal evaluation: SNIP and SJR. Finally, see firsthand how quickly and easily your users can search and link to full-text articles.

Z. Information Literacy: Web Resources

Susan Hansen (Bryant and Stratton College)

Do you have APA guidelines? How do I cite a blog? Can I start a sentence with “So, I told her to...”? Questions from high school and undergraduate level students come to the front of the library all of the time. Learn about how to start their fires on the first research assignment. Attendees will learn about the tenants of using social networking, Internet resources and databases to support student work on research assignments and citation basics. They will have a handle on the computer terms and access issues in the midst of student assignments. Role playing is a particular part of this workshop, and will involve participants to wrap up the conference workshop.

AA. Making It Personal: Teaching Integrity in Online Tutorials

Jim Nichols (Oswego)

Six years ago I was invited to collaborate in a program to encourage intellectual integrity in our online courses. The result was the “Good Learning Versus Plagiarism” online tutorial and a quiz. The materials have been put to a variety of uses, influenced the treatment of citation practice in the “Lake Effect Research Challenge,” is now undergoing a redesign to better serve all SUNY Oswego students. I will present the development of the tutorial including the design of the content and instruction, and the implementation on the web and in our course management system. And of course I will point out how our teaching of integrity fits into our framework for learning information literacy.

BB. Planning and Implementing Community Reading Initiatives: A Comparison of Brockport and Fredonia’s Big Read Programs  
Mary Jo Orzech, Randy Gadikian, Scott Richmond & Dawn Eckenrode (Fredonia)  
Rm. 104  
Brockport and Fredonia SUNY libraries both received NEA grants to fund community reading programs during Spring 2010. This panel discussion presents comparisons of the two programs’ events, activities and participation. Planning and implementation experiences will be highlighted along with suggestions for others developing “if everyone read the same book” initiatives.

CC. How We Stopped Worrying and Learned to Love E-Journal Workflows at Long Island University  
Edward Keane  
Rm. 102  
Changing journal formats by subscribing to multiple e-journal package subscriptions necessitated a predictable degree of re-training and redirected work flow in the Long Island University Periodicals Department. Staff were initially jarred by the changes, but ultimately the effort to reinforce an understanding of the “big picture” in contemporary academic library user services fostered an atmosphere of collective pride in the library. The periodicals librarian describes his efforts to institute bi-monthly training sessions in the library's instruction labs and use the respective strengths and weaknesses of each staff member as the basis of ongoing peer-to-training. Cross-training staff can keep the department safe from draconian budget cuts in a bumpy economy.

DD. Systematic Reviews: An Odyssey of Evidence Based Librarianship  
Elaine Bergman & Irina Holden (University at Albany)  
Rm. 103  
Evidence based librarianship is a burgeoning area of practice for academic librarians. As evidence based practice in other fields utilizes the current research on a topic to inform decisions and actions in the field; librarians can also use this technique to enhance library programs and services. Systematic reviews are one way to synthesize diverse pieces of evidence, identify patterns, and assess the quality of research on an issue of importance to the practice of librarianship. The speakers will discuss their recent systematic review of user satisfaction studies pertaining to electronic reference services and show how the systematic review can contribute to the practice of evidence based librarianship and to the improvement of scholarship in a field of library and information science.

EE. Chat Reference: What's Hot, What's Not  
Carleen Huxley  
Rm. 106  
Whether it be an around the clock cooperative service or via text message from a phone, librarians are very busy these days providing reference services using real time chat software. But providing reference services through such a medium can be tricky. What works well in an in-person consultation doesn't necessarily work in a chat transaction. Join me for a survey of some of the leading practices, philosophies and web tools known to aid and help enhance your libraries’ chat reference service.

FF. Establishing & Promoting Turnitin.com as an Educational Tool on Your Campus  
Christine Butler & Nancy Williamson (Nassau)  
Rm. 105  
How can we prevent plagiarism instead of just catching it? How can librarians influence the way that students view plagiarism? Learn how the library at Nassau Community College has introduced and advocated for the use of Turnitin.com as an educational tool across campus. Turnitin is a web-based program that notifies educators and students when improper citations or unoriginal content is found in a student’s paper. Nassau Community College uses Turnitin to promote critical thinking and writing skills across the disciplines. Find out how to collaborate with faculty to use Turnitin with course-related assignments to encourage outlines and revisions. Please learn from our successes (and set-backs) as we have labored to market Turnitin simply and effectively throughout our institution.
POSTERS

The 2010 Brockport Big Read [Electronic]
Marking Communications (Brockport)
The Brockport Big Read, sponsored by the National Endowment for the Arts and presented by Drake Library at the College of Brockport, is a community-wide reading event taking place over several weeks during the Spring 2010 semester. Events taking place in the Brockport community are based around the book Sun, Stone, and Shadows: 20 Great Mexican Short Stories, edited by Jorge Hernández. Events include book discussions, a guest lecture from the editor, film viewings, music, and more. Our virtual poster will include a montage of photos, videos, and images from Brockport Big Read events. In addition, we will narrate our planning efforts, challenges we’ve faced, and memorable moments.

Brockport's Collaboratory: A Comfortable, Innovative and High-Tech Meeting Space [Electronic]
Brandon St. John (Brockport)
Overview: In an effort to create a more comfortable, innovative and high-tech meeting space for small groups within the College's lab environment, the Educational Technology Center created a state-of-the-art Collaboratory. The Collaboratory boasts a 46” wall-mounted flat screen monitor with a networked computer hookup, a specially designed counter-top height table with built-in power ports and comfortable seating. The Collaboratory is a space where faculty, staff and students collaborate on class projects, group and committee work, hold teleconferences and attend webinars and online training workshops remotely. Current usage will be discussed and future directions will be explored.

C4D : Drama, Adventures and Explorations in Collection Development [Print]
Marianne Hebert (Potsdam)
Collection Development librarians in the Comprehensive Colleges sector have been working on several initiatives to work collaboratively to build a broader, deeper and more unique SUNY collection. Come see our accomplishments and challenges so far, and where collaboration and resource sharing may be taking SUNY collections into the future.

Double Vision: Dual Monitors at the Reference Desk [Print]
Michelle Tomaszewski & Anita Whitehead (Genesee)
Librarians at the Alfred C. O’Connell library at Genesee Community College recently implemented a dual monitor system at the reference desk to enhance customer service. Technical Services and Reference staff worked together to design a set-up that would allow reference librarians to use both a staff-facing monitor and a student-facing monitor at the same time. This provides patrons with a better view of the steps taken during the research process and decreases the amount of stretching and neck-craning needed to give both the librarian and the patron a full view of the computer monitor during a reference interaction. Campus computer staff installed special software to allow librarians to toggle back and forth between monitor cloning for patron interactions, and a dual monitor set-up.

Ebook Readers: Exploration and Experiences [Print]
Jennifer Little & Pat Maxwell (Brockport)
Curious about the Kindle, KindleDX, or Nook? These eReaders will be on display for hands-on testing. Drake Library has been circulating Kindles since fall 2009. Circulation policy and user agreements will be available for review; staff will answer questions about their experience circulating the Kindles.

Going Stickerless [Print]
Katherine Brent (Cobleskill)
Users of ILLiad for interlibrary loan will probably be familiar with the 3”x4” labels that are suggested as part of the workflow by the default print templates. Going stickerless and using reusable book bands can cut down on supplies costs. Modified print templates can be greener by using less paper and by cutting out difficult-to-recycle stickers or replacing them with recyclable paper.

The IDS Project: Constructing an Innovative Resource Sharing Model for the 21st Century [Print]
Cyril Oberlander, Mark Sullivan, Corey Ha, Tim Bowersox, Ed Rivenburgh (Geneseo)
Fifty-one academic and research libraries in NY State, representing SUNY, CUNY, private colleges, NYPL and the NYS Library, are members of a unique resource-sharing cooperative. Major IDS features include building a unified community of trust & support, fast turnaround contractual performance standards, trained volunteer mentor teams (applications & systems), extensive sharing of articles using an unmediated article direct request software (ALIAS), and a system for using ILLiad to integrate ILL and acquisitions operations (GIST). IDS membership has no startup or annual membership fees; instead it is built on the shared time & talent of its members.

Improving ILLiad Patron Experiences Through Cross-Departmental Collaboration [Electronic]
Logan Rath & Kim Myers (Brockport)
This past year at the College at Brockport, the retirement of a librarian in Interlibrary Loan led to an interesting collaboration between public, technical and digital services. A reconsideration of the patron web interface, using statuses to force non-LDAP authenticated patrons to update their information, purchase-on-demand and reference referrals are all part of our efforts to improve the patron’s experience. Come learn what the collaboration of three library perspectives has brought forward at a mid-sized college.
Moving from the Web to Angel: Embed, Customize, and Automate Your Tutorial [Print]
Shannon Pritting (Oswego)
Penfield Library developed an html tutorial to be placed on the web for use in various instruction courses, and to assess the Information Literacy component of the SUNY General Education Information Management requirements. In order to allow faculty to meaningfully embed the tutorial in courses, link assessments to their gradebooks, and make the user experience seamless in Angel, we decided to convert our html tutorial into Angel content. Also, we created an Angel community group to house the tutorial that we use for testing students seeking waivers from the Information Management Course. In using this community group, we are now able to automate a great deal of the coordination and assessment of these waivers. This poster will cover the process of recreating the architecture and content of the tutorial from html to Angel content. The advantages and limitations of complex Angel content as well as our experiences using the Angel tutorial will also be covered.

Moving to Online Reference Statistics: Brockport’s LibStats Experience [Electronic]
Charles Cowling & Mary Jo Orzech (Brockport)
Brockport’s reference librarians changed from keeping paper and pencil statistics to an online system using LibStats in the past year. This poster outlines the types of reference statistics now kept, reports available and some of the ways this information can be shared and used. Together with a new internal Reference blog, the LibStats system acts as an early alert system, and together they have served to improve communication and services.

Privacy is Dead. Long Live Privacy. [Print]
Sarah Morehouse (Empire)
Privacy (at least its current conceptual incarnation) has reached the limits of its usefulness in this era of cloud computing, social networking, and subpoenas. But without a defensible notion of what information may be shared and under what circumstances, the security and rights of individuals will be endangered, and with them, society. I suggest deconstructing privacy (a relatively new idea anyway) and building something new off of the older ideas of secrecy, security, and discretion.

So Many Formats, So Many Patrons: Matching Formats and Patrons Needs (Electronic)
Sara RoFosky Marcus (Queensborough Community College) Maria Zarycky (Long Island University)
This poster session will show how not all technologies meet all needs of all users, and how the librarian performing the outreach needs to consider a set of issues before determining the best method to disseminate the information to others.

Taking Advantage of Web 2.0 to Promote Library Services [Electronic]
Daniel Towne & Michael Daly (Fulton-Montgomery)
Like many academic libraries, the Evans Library at Fulton-Montgomery Community College reaches its users in a variety of ways. A seemingly ever increasing number of transactions are taking place outside of our space and in a variety of non-traditional methods. From Facebook, Twitter, Ask-Ups 24/7, to online tutorials, we are interacting with our users in new and exciting ways. Working with faculty members from our campus, the Librarians at F-M developed a new marketing strategy to emphasize the multitude of resources and services available from virtually anywhere. Follow us on a virtual tour of the services available from the Evans Library, as we attempt to meet our users where they are – everywhere.

Texting: Not Just for Reference [Print]
Michele Ann Lamorte (New York University)
Working in a library department that is stationed outside of the building can pose difficult tasks for library employees, especially when work is conducted in both locations. The Technical Services Department at NYU’s Bobst Library has been moved a few blocks from the library. While that is not far geographically, in terms of communication it can feel like a long distance. Working on a project that requires student workers to report to one location at the beginning and end of their shift, but work at a different location during their shift makes it necessary to be innovative about communication. Through texting, questions are asked and and answers are given – akin to a reference interview, but this takes place between library employees and student workers. Also, not being on the phone to ask questions saves students who are studying the annoyance of disturbing conversations in the study areas.

Turning Over a New Leaf: The Basics of Using Turnitin.com on a College Campus [Electronic]
Christine Butler (Nassau)
This poster session will focus on the basics of using the Turnitin program on a college campus. Turnitin is a web-based program that notifies educators and students when improper citations or unoriginal content is found in a student’s paper. This poster session will focus on how to use Turnitin- as an administrator, instructor and a student. Attendees will be able to view and read the originality reports generated by the program. The process of submitting papers will be demonstrated. Available handout promote the use of Turnitin as an educational tool on campus. Scholarly research will also be discussed.
Joshua M. Avery has a BA in History from the University of Cincinnati, an MA in History from Miami University and received his MSIS from the University at Albany, SUNY, in 2010. His research interests include collecting indexing and usability testing. He is currently working on a project to measure digital impact on historical and cultural scholarship.

Ellen Bahr is Information Systems Librarian at Alfred University's Herrick Memorial Library. She grew up in Wisconsin and majored in French and psychology at the University of Wisconsin-La Crosse. Before moving to Alfred, she lived in New York City, where she worked for the Council on International Educational Exchange and Columbia University. She has an MLIS from Rutgers University and an MA in French Studies from NYU.

Sheila Beck, MA, MA, MLS, Coordinator of Technical Services and Acquisitions Librarian is an Associate Professor. She has worked at Queensborough Community College since 2001. Professor Beck has served as both serials librarian and reference librarian in addition to teaching numerous information literacy classes. Along with Prof. McKay, she has received the Queensborough Community College Pedagogical Research Challenge Award to develop information literacy across the curriculum.

Suzanne Bell has been the librarian for Economics and Data at the University of Rochester since 1998, and the "Projects Coordinator" for the University's institutional repository, UR Research, since 2003. Previous positions have included Computer Science librarian at the Rochester Institute of Technology and at Carnegie Mellon University, and Internet Education Specialist/Webmaster at the University of Rochester Medical Center. She is the author of The Librarian's Guide to Online Searching, a widely used library school textbook, and teaches a fully online course for the University of Wisconsin-Milwaukee. In her life outside of work, she has been known to "sing choruses in public" with the Off-Monroe Players, Rochester's Gilbert & Sullivan Company.

Elaine Bergman is a Reference Librarian and Bibliographer for Social Welfare and Dewey Reference at the Dewey Graduate Library, University at Albany. Prior to her full time position at the Dewey Library, Elaine worked part time at Dewey and part time as the Librarian at the Healthcare Association of New York State. Previous to that she held positions at the Lucy Scribner Library, Skidmore College and as a New York State legislative aide. Elaine received her MLS from the University at Albany and a B.S. in History from SUNY Oswego. Her research interests have focused on ways to provide personal service to patrons above and beyond traditional walk-up reference desk transactions.

Alison Bersani is the Engineering Subject Librarian at the Carlson Science Library at the University of Rochester. She has been at the University of Rochester since 2004 and began as Engineering Librarian in February 2008. She received her MLIS from Syracuse University in 2008.

Greg Bobish is a User Education librarian at the University at Albany. Teaching UNL 205, a one-credit information literacy course, and serving as SUNYLA Treasurer, are two of the things he does there. He is interested in teaching with and about new technologies, and in the effects these technologies have on the way we use information.

Katheine Brent is the Circulation & Interlibrary Loan Librarian at the Van Wagenen Library (WKM) at SUNY Cobleskill. She received her MSIS from the University at Albany in 2004.

Daryl Bullis joined the University at Albany Library as a User Education and Reference Librarian in 2000. More recently he also serves as the bibliographer for Music, Slavic Languages & Literatures, and Russian & East European Studies. Daryl has been teaching UNL205 (Information Literacy), a library-sponsored one-credit general education course, since 2000, and also serves on the University at Albany Faculty Senate Council on Academic Assessment and chairs its General Education Assessment Committee. Daryl earned a BA in Classics and Russian from the University of New Hampshire (1990), and both an MA in Russian (1999) and an MLS (2003) from the University at Albany.

Christine Butler is a Reference/Instruction Librarian at Nassau Community College. She received her MLS from Long Island University and her MA in English Literature from Hofstra University. Christine is the library faculty liaison for Turnitin.com at NCC.

Yu-Hui Chen is the Bibliographer and Outreach Librarian for Education at the University at Albany, SUNY. She also chairs the University Libraries’ Web Usability Committee. Her research focuses on user studies, Web usability, information architecture, and human-computer interaction.

Barbara Clarke is a Reference Librarian and Head, Teacher Education Resource Center at Milne Library, SUNY Geneseo.

Keith Compeau has been a Staff Associate at SUNY Potsdam since 1979. His previous experience includes cataloging, assistant to the director, automation coordinator and public services team leader. He is currently the building administrator for Crumb Library and coordinator of special projects such as academic poster design workshops for students, digital sign implementation, and DSpace implementation. He has served on the campus’ auxiliary services corporation’s Board of Directors for over ten years. His current research interest is how students use college libraries in the 21st century and has completed projects utilizing both formal and informal assessment techniques. In his free time Keith enjoys spending time at his cabin in the Adirondacks, riding motorcycles, skiing and collecting tattoos.

Jonathan Cope has been a reference/instruction librarian at the College of Staten Island, CUNY, since 2007. He recently contributed a chapter about information literacy and theories of social power to the edited collection, Critical Library Instruction: Theories and Methods (Library Juice
Press, 2010). In his research he hopes to develop more critical theories of information seeking behavior, information literacy, and the practice of librarianship. He is currently pursuing an MA at the CUNY Graduate Center.

**John Cosgrove** is the Access Services and Humanities Librarian at Lucy Scribner Library, Skidmore College, where he has been a librarian for twelve years. John earned an MA in English and an MLS from the University at Albany and a BA in English from State University College at Oneonta.

**Michelle Costello** is a Reference/Instruction Librarian and Circulation Supervisor at SUNY Geneseo’s Milne Library. In addition to serving at the reference desk and providing library instruction, she currently serves on SUNYLA’s Working Group for Information Literacy. She received a BA in Psychology with a minor in Elementary Education from St. John Fisher College and an MLS from Syracuse University. Prior to coming to Milne Library in 2007, she worked for the Rochester Regional Library Council.

**Charlie Cowling** has been a Librarian at SUNY Brockport since 1990. His primary professional interest is in the area of reference service and instruction.

**Deborah Curry** is Coordinator, Collection Development/Acquisitions at Penfield Library, SUNY Oswego; Chair, SUNYONE Collection Operations Group (a SAC ILLPOD pilot); Member, C4D Group (Collection Development/Acquisitions Librarians from the 4 year SUNYs).

**Mike Curtis** is the Systems Librarian at Broome Community College in Binghamton, NY. He also performs daily reference service in the BCC library. He is an active member of the IDS Project serving as an IDS Tech Mentor, a member of the Technology Advisory Group (TAG), and Project Manager for IDS Search. He received an MLS from the University at Buffalo in 1995, and a BA in Fine Arts from the University at Albany in 1991.

**Michael V. Daly** is the Instruction/Public Services Librarian for the Evans Library & Learning Commons at Fulton-Montgomery Community College in Johnstown, NY. His main responsibilities involve introducing and reinforcing Information Literacy to eager students. In addition, he focuses his attention on how the merging of traditional academic library spaces with the nebulous nature of the learning commons can best meet students’ needs and expectations.

**Sara Davenport** began her professional career working as the Serials Librarian at SUNY Oswego. After fifteen years at Oswego, she took a break to be a stay-at-home mom for a few years. Her current position is at Cayuga Community College as the Systems and Technical Services Librarian.

**Dawn Eckenrode** is a Reference and Instruction Librarian at SUNY Fredonia, and also holds the position of Coordinator of Educational Programs and Outreach for the college’s Professional Development Center. Her research and pedagogical interests include an examination of the role libraries can play in supporting the academic and research goals of service learning and civic engagement initiatives in higher education. She has published chapters in *Practical Pedagogy for Library Instructors* and *The Library Instruction Cookbook*.

**Justina M. Elmore** has been a Reference and Instruction Librarian at SUNY Geneseo’s Milne Library since November 2006. She holds a B.A. in English from the Colorado State University at Pueblo and a Master of Library Science degree from the University at Buffalo. She currently serves on the WGIL Emerging Technologies subcommittee.

**Jennifer Farquhar** has an MLS from Rutgers University SCLIS and has worked in public and academic libraries in San Francisco and Long Island. She currently serves as Instruction coordinator at the Ammerman Campus of Suffolk County Community College and Chair of the Library Information Literacy Committee. Jennifer is always looking for ways to make her teaching more interactive and student-driven. This is her first presentation at SUNYLA.

**Marianne Foley** serves as the ANGEL database administrator at Buffalo State College. Prior to this, she was the Systems Librarian at BSC.

**Carol Anne Germain** is the Networked Resources Education Librarian at the University at Albany. In this position, she teaches information literacy courses and develops web-based instructional resources. Her research interests include the persistence of URLs in academic resources, Web usability, and information literacy. She is currently collaborating with several colleagues on a study focusing on Web usability practice and policy in ARL libraries. The initial findings from this work were published in the article “An exploration into the practices of library Web usability in ARL academic libraries,” from the *Journal of the American Society for Information Science and Technology’s* May 2009 issue. Ms. Germain is currently working on her Ph.D. in Informatics; the title of her dissertation is “Maintaining persistent scholarship: Case of University at Albany dissertations.”

**Krista Gruber** works as a Reference Librarian at the Ammerman Campus of Suffolk County Community College and coordinates the periodicals department. She is a graduate of the MLS program at SUNY Buffalo.

**Susan Hansen** is an Adjunct Professor in the Liberal Arts Program at Bryant and Stratton College, in North Syracuse, New York. She teaches Information Literacy while also serving as part-time evening reference librarian. Susan hopes to share her learning experiences from working with students in the classroom. Those students constantly engage her in new skills while she facilitates their information literacy across career and core curriculum areas. Susan appreciates that interacting face-to-face and online with students keeps her in the learning curve of new technology. She loves her job and loves sharing what she does in class.
**Kim Harris** works for Bryant & Stratton College as an Online Information Literacy instructor and a Library Assistant. She is presenting with a LILAC panel on various types of instructors, our classroom challenges, and how LILAC helped us to improve our teaching philosophy and technique.

**Emily Hart** is a Web and Digital Resources Librarian at UPSTATE Medical University, Health Sciences Library. Her current focus is in web development and planning, online learning, emerging technologies, and video tutorials. Her background is in reference, instruction, and technology. She graduated from the University at Buffalo with her MLS and an Advanced Certificate in Educational Technology.

**Marianne Hebert** has been an Associate Librarian at SUNY Potsdam since 2001. She is the current Collection Development Coordinator and soon-to-be Coordinator of Interlibrary Loan. She has been active in SUNYLA since 1998 as delegate, Secretary and local arrangements Chair for the 2008 Annual Conference. In her spare time she likes to hike, garden and figure out how to delete the idiotic apps her nephews loaded to her new iPhone.

**Irina Holden** teaches Information Literacy in the Sciences and works as an Outreach/Instructional Services Librarian in the Science Library at the University at Albany, State University of New York. Her research interests include science literacy, reference and instruction in both traditional and virtual environments. Ms. Holden is a native of Ukraine.

**Rosanne Humes** has been the Serials and Electronic Resources Librarian at Nassau Community College since 2002.

**Carleen Huxley** is Coordinator of Instruction, Reference and Circulation at Jefferson Community College. She holds a B.A. in Architectural History from Savannah College of Art and Design and a Masters of Library and Information Science from the University of Oklahoma. Her research interests include best practices in reference services, information literacy for college/college bound students and how to use technology and social media tools effectively to teach.

**Edward P. Keane** is the acting Periodicals and Database Coordinator at Long Island University's Brooklyn campus, a position he previously held on a full-time basis from 2002-2006. Professor Keane is also a reference and instruction librarian at LIU, and has previously worked for the MINITEX library network and LaGuardia Community College in Queens, New York, as the Electronic Resources Librarian. He has published peer-reviewed articles on electronic resources, consumer health Web sites and promoting open access scholarly content on an academic library Web site. Besides working in Brooklyn, he is a three-year resident of the borough.

**Dima Kassab** has a BS in Computer Science from the University of Aleppo, Syria. She is a Fulbright Fellow and graduate student in the Department of Information Studies at the University at Albany, State University of New York. She also works in the Office of the CIO, New York State Senate, as an information specialist and programmer. Her research interests include usage of emerging technologies and improving cross-cultural Web interface usability.

**Rebecca Kindon** is a Reference Librarian and Coordinator of Instruction at UPSTATE Medical University. At UPSTATE, she teaches and supports evidence based practice, serves as a member of the Nursing Research Special Interest Group, and Practice of Medicine Advisory Board. She earned her MLS from Syracuse University, and returns to the iSchool often as a guest lecturer.

**Susan Kraat** is happy in her reference librarian role, loves teaching and working with students, faculty, and the whole academic thing, even though she meets folks on the golf course who think librarians are becoming like blacksmiths and may not really be necessary these days. (Sigh...we all know better, don't we? Don't we?)

**Jennifer Kronenbitter** is the Coordinator of Bibliographic Services and Collections at SUNY Cortland. She holds an MLS from Southern Connecticut State University, an MS in Geoenvironmental Science from Shippensburg University and a BA in Anthropology from Millersville University.

**Angelique Jenks-Brown** has worked in libraries for fifteen years, and as a professional for the last five years at Binghamton University, as the Subject Librarian for psychology, geological sciences, environmental studies, and maps. She received a BA from Skidmore College and an MLS from the University of North Carolina at Chapel Hill. Ms. Jenks-Brown is currently the chair of the Libraries' Instructional Services Coordinating Committee which coordinates with subject librarians to strengthen the libraries' general instructional and outreach services programs. Her instructional interests include librarian/teaching faculty collaborations, instructional videos, and distance learning.

**Kathryn Johns-Master** is the Electronic Resources/Serials Librarian at SUNY Oswego. Previously she worked at Siena College as the Serials and Web Resources Librarian.

**Michele Ann Lamorte** has a diverse background in the fields of medical technology, hospital food service, fast food, retail, public relations, real estate, trade book publishing, law, accounting, engineering and architecture design, and experience in government, public, and academic libraries. Michele received her Bachelor of Arts in English from Kean University in 2002, and her Master of Library Science from Queens College in 2008. Her past experience as a Reference Librarian at Kean University helped her acquire her moonlighting job as Food Librarian at the Institute for Culinary Education. She is currently in the Food Studies graduate program at New York University, where she also works as a Serials Assistant in the Technical Services Department at Bobst Library.
Jennifer J. Little is a reference librarian and the coordinator of library instruction at the College of Brockport, where she has worked for five years. She held previous reference and instruction positions at the University of South Carolina Aiken and Taylor University (Indiana). Her research interests include effective library instruction methods and cognitive learning theories as they relate to the online environment. Although she spends most of her work days inside, she loves to be outside skiing or biking or hiking especially in her birthplace, the Adirondack Mountains.

Dana Longley manages the day-to-day operations of the Empire State College online library: coordinating college-wide reference and library instruction services, and managing the library website, among other things. She has been an avid follower, user and experimenter of emerging technologies and social media for libraries for several years, and mostly neglects maintaining her blog, Far Off Librarian (http://farofflibrarian.blogspot.com).

Stephan J. Macaluso In addition to his work as a reference librarian, Steve is a frequent presenter on Information Literacy program evaluation. His recent assessment projects include coordination of a library building census, and facilitating a series of student focus groups. He serves on a Middle States Decennial Review self-study workgroup and the Campus-Wide Assessment Advisory Committee at SUNY New Paltz. When he is not at New Paltz, Steve enjoys distance running, cycling, and learning new bagpipe tunes. He is on the board of directors of the Phillips Bridge Farm Project.

Pat Maxwell (MLS, Southern Connecticut State University) is the Systems Librarian for the College at Brockport, primarily responsible for providing Aleph services and support. She recently implemented the AquaBrowser Library catalog, assisted in the Brockport Big Read program, and is presently working on a relational database for the Brockport Writers Forum audio/video collection. Pat's research interests include human-computer interaction, with a focus on e-textbooks.

Kevin McCoy is a Professor of Library Technical Services at Suffolk Community College. He has an MLS from Queens College and a Masters' degree in Technological Systems Management from Stony Brook University. Kevin is responsible for the implementation and delivery of electronic library services at Suffolk Community College and is working with the college community to create a print and electronic archive of college materials.

Alesia McManus is currently Head of Research and Instructional Services at Binghamton University Libraries. She joined BU Libraries in 2004 as Head of the Science Library. Prior to BU, she worked at University of Maryland Libraries (College Park), and North Carolina State University Libraries. Alesia received her MLS from UCLA in 1991. Her professional interests include new service models, social media, information literacy, user experience, assessment, and usability.

Devin McKay, MA, MLS, Deputy Chief Librarian, Faculty Outreach Librarian, is an Associate Professor in the Library. She has worked in Queensborough's Library since 1990. Over the years Prof. McKay has been the head of technical services, in charge of cataloging, periodical acquisitions, served as a reference librarian and taught hundreds of information literacy classes. Prof. McKay served as acting Chief Librarian from January 2006 to March 2007. As Faculty Outreach Librarian, she works with many teaching faculty on campus and has had a great deal of experience teaching library skills. Prof. McKay, along with Prof. Beck, received Queensborough Community College's Pedagogical Research Challenge Award to support and develop the information literacy across the curriculum project on which she will be presenting.

Lorraine Melita is the Coordinator of Reference and Instruction and the Teaching Materials Center Librarian at SUNY Cortland. As Coordinator, she collaborates with reference and instruction librarians regarding issues and concerns of both areas. The Teaching Materials Center enables her to order resources to support the Education departments' many facets and teach many Education research classes. She participates in various campus committees and holds an MLS from Syracuse University and a BA in Secondary Education from SUNY Potsdam.

Valerie Mittenberg is the Coordinator of Reference Services at the Sojourner Truth Library at SUNY New Paltz, where she is active in Library Instruction and serves as the library liaison to the campus art departments. She moved to the Hudson Valley from Memphis, Tennessee, where she headed the library at the Memphis College of Art. Her first librarian position was at the University of Washington in Seattle, where she earned her Master of Librarianship. Valerie has a poodle named Marcel and a greyhound named Coco, both rescues.

Sarah Morehouse is one of three Information Resource Coordinators (librarians) at Empire State College. She received her MLS in 2006, has a background in history, and is going back for her MA and eventually PhD (tentatively in critical theory) this fall. Professional interests include intellectual property and information literacy. Hobbies include camping, cooking, comedy, crafts, and science fiction. She lives in Troy, NY, with her boyfriend and their two feline overlords.

Marianne Muha is the Automation Cataloger at Buffalo State College. She received her MLS from State University of New York at Buffalo and her BS in Elementary Education from Buffalo State College. She has been a cataloger in a variety of libraries including academic, law, health sciences and special collections.

Kim Myers is the Manager of Interlibrary Loan services at The College at Brockport. She is always looking for new ways to improve collaboration with other departments, increase patron satisfaction and has a special interest in online learning.

Daniel Newton arrived to the frigid northeast from the sunny state of Arizona one year ago. Since arriving in Potsdam his focus has been on providing outreach for the library and increasing the library's virtual presence. He is also responsible for reference, collection development and instruction.
Jim Nichols is Assistant Coordinator of Instruction and Distance Learning Librarian at Penfield Library, SUNY Oswego. He has worked in reference and instruction services at Liverpool Public Library, Indiana University Bloomington, Walden University, Wilmington College (Ohio), Indiana University East, and the University of Denver. Other academic work experience includes media services; teaching English; and teaching library and information science. His education includes a BA at Oklahoma City University, an MA in English at the University of Oklahoma, an MLS at the University of Denver, and doctoral studies at IU Bloomington in library and information science.

Cyril Oberlander is the Associate Director of Milne Library at the SUNY College at Geneseo since January 2008. Prior to that, he was the Director of Interlibrary Services at the University of Virginia Library 2005-2008; and Head of Interlibrary Loan at Portland State University from 1996-2005; and before that served as the Assistant Supervisor and the Staff Trainer for Access Services.

Elin O'Hara-Gonya is a Senior Assistant Librarian in the Instruction Unit at SUNY Plattsburgh. She received her MLS from Southern Connecticut State University. She is currently working toward an MS in Mental Health Counseling. Her research interests include Gen Y pedagogical “best practices,” European models of information literacy integration, and the impact of college student mental health problems on reference librarianship.

Mary Jo Orzech, MLS, Ph.D., is the Director of Library Services in Library Information and Technology Services at the College at Brockport. She earned a BS from Buffalo State College and graduate degrees from Pennsylvania State University and Syracuse University. Her interests include instructional technology, assessment and leadership issues.

Pam O'Sullivan is the Head of Integrated Public Services, at The College at Brockport. She just completed her second year at Drake Library after twenty-five years in public libraries. She is also the conference chair of SUNYLA 2010.

Thomas Ottaviano is a Reference, Instruction, and Government Documents Librarian as well as the nighttime Head of Circulation at SUNY Geneseo. He earned his MLS from SUNY Buffalo in 2004 and started working at SUNY Geneseo that spring. Tom has worked with high school librarians in the Genesee Valley region helping to prepare students for college level research since 2006.

Kate Pitcher is the Head of Technical Services and Collection Development at Geneseo's Milne Library, where she has worked since 2002. Prior to her current position, Kate was the Web Development Librarian and also worked in reference and instruction. Kate received her M.L.S. from the University at Buffalo.

Susan M. Perry has been Serials & Cataloging Librarian at Drake Library, The College at Brockport, since September 2005. She earned her MLS at University at Buffalo, and her BA in Broadcasting at Buffalo State College. Previously Susan enjoyed careers in advertising, finance and taxation.

Pam Peters is the library director at SUNY Delhi. She received her MLS from Columbia University and has worked in public, corporate and academic libraries for twenty-plus years, including five years of software design. She is an avid consumer of Web 2.0 tools in all aspects of life, and when she's not working, she's probably hiking, birding, knitting, or sharing a meal with family and friends. Pam received the Chancellor's Award for Excellence in Professional Service in 2010.

Shannon Pritting is currently the Special Projects, Instruction, and Technology Librarian at Penfield Library, SUNY Oswego, where he was previously Coordinator of Access Services.

Logan Rath, MLS, is the Digital Services Librarian at The College at Brockport and the current SUNYLA President.

Dennis Reed, Jr. is a Web and print designer from E. H. Butler Library at Buffalo State College. He has worked at the library for seven years.

Anne Rehor graduated from SUNY Brockport in 2003 with a degree in International Studies and Political Communications. She received her MLS from Syracuse University in 2007 and now works at Bishop Kearney High School as a 7-12 librarian. As our resources seem to dwindle by the day, collaboration is one of the ways our industry can survive the increased usage and decreasing budgets.

Scott Richmond received his MLS from the University at Buffalo in 2008 and currently works as a Reference and Instruction Librarian at SUNY Fredonia. His interests include library outreach initiatives using social networking and broadcast media tools, as well as the use of library spaces for public discourse.

Kenneth Schlesinger has been Chief Librarian of Lehman College since 2007. Previously he was Director of Media Services at LaGuardia Community College, and worked in the archival collections of Thirteen/WNET and Time Inc. He is Board President of Independent Media Arts Preservation (IMAP), which seeks innovative solutions to preservation of artists’ videotapes and digital works. He also serves as President of Theatre Library Association. Professor Schlesinger has an MLS in Information and Library Science from Pratt Institute, an MFA in Dramaturgy and Drama Criticism from Yale School of Drama, and a BA in Dramatic Art from University of California, Berkeley. His research and publication interests include performing arts collections, library management, digital preservation, and international librarianship.

Win Shih’s professional growth has traversed several library functional areas. He also has more than ten years’ experience in managing library technology divisions in both academic and health sciences libraries. He is now the Head of Library Systems at University at Albany, State University...
Jennifer Smathers is Head of Technical Services for Drake Memorial Library at the College at Brockport. She is a member of the Publications Committee for SUNYLA and co-editor of the SUNYLA Newsletter. She earned her MLS in 1998 from SUNY at Buffalo and her BA in English from Nazareth College in 1997. Her current ambitions include fostering SUNY collaborative collection development projects. She is an active member of SUNYONE and C4D. This summer she will participate in further refinement of the Brockport-created Banner-based Library Ordering Module.

Barbara Speck is a graduate student at the University at Albany, pursuing both a Master of Information Science and a Masters’ degree in History. She is active in several student groups, including the ALA/NYLA student chapter and the SLA student chapter. She holds a BA in Psychology from the University of Rochester, and is planning to pursue a career in academic or museum librarianship.

Marsha Spiegelman, professor in the Library Department at Nassau Community College, is a reference and instruction librarian who teaches information literacy across the curriculum. Holding an MA from New York University and an MLS from St. John's University, she is Recording Secretary of the Greater New York Metropolitan Area chapter of the Association of College and Research Libraries. An advocate for information literacy and emerging technologies, she has presented at local, state and national conferences. She received the Chancellor's Award for Excellence in Librarianship in 1999 and the Nassau Community College Academic Affairs Award for Outstanding Faculty Achievement in 2009.

Michelle Tomaszewski is the Systems and Electronic Services Librarian at Genesee Community College. She recently moved back to the area after spending three years in State College, Pennsylvania, where she worked at both Penn State’s Altoona campus and a public library in Bellefonte, PA. Prior to that move, she spent seven years as the Automated Systems and Technical Services Librarian at Finger Lakes Community College. She is happy to be back in the Rochester area, and to be part of GCC and the SUNY system.

Bonnie J. M. Swoger is the Science and Technology Librarian at SUNY Geneseo. She is the liaison to the Biology, Chemistry, Geosciences, Physics & Astronomy, Mathematics and Computer Sciences departments. She teaches information literacy sessions, answers reference questions and coordinates web development. Bonnie leads efforts to assess information literacy instruction at Milne Library and is a member of the new Scholarly Communications team. She has a BS in Geology from St. Lawrence University, an MS in Geology from Kent State University and an MLS from the University at Buffalo. She blogs at The Undergraduate Science Librarian (http://undergraduatesciencelibrarian.wordpress.com).

Anita Whitehead, BA Seton Hall, MLS Syracuse, has over thirty years experience in SUNY libraries, having worked at Erie, Onondaga, Rockland and Geneseo. After a stint as Head of Reference Services at the Goshen (NY) Public Library, she has returned to academia and is currently Reference Services Librarian at Genesees Community College.

Anita Whitehead has been Chairperson of the Library at Nassau Community College since 1999. She is currently involved in the planning and construction of an Information Commons in the Library. Nancy has most recently served SUNYLA as a member of the Membership Enthusiasm and Outreach (MEOW) Committee and is attending her 14th SUNYLA Conference.