

24/7 Library service Maryland AskUsNow! Virtual Reference Service

Now you can get librarian assistance 24/7! Library customers with a question are able to communicate via Internet chat with an experienced professional librarian at any time, day or night. The *AskUsNow!* librarians provide quality online information, research guidance, and assistance in using the Internet. A normal session lasts no longer than 15-20 minutes. The librarian may offer to follow-up by e-mail if your question cannot be answered online in this timeframe. This service is available to all students and staff beginning this spring semester. From the library home page, simply click



Maryland *AskUsNow!* is a cooperating member of *24/7 Reference*. By participating in this national cooperative, service is provided at times of day when library buildings in Maryland are traditionally not available. Librarians in this cooperative also back-up local Maryland librarians during busy times.

Six Prince George's Community College librarians are currently participating in the program. Thus far, calls have been fielded from areas such as Baltimore City, Anne Arundel County, and the Eastern Shore.



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Web site improvements

The librarians are always working toward making information more accessible. Recent changes to the library web site (<http://www.pgcc.edu/library>) include:

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- **Periodicals link** – access magazines, journals, and newspapers electronically by title, ISSN. Browse by subject to get titles indexed in the library subscription databases. (From the left frame, click *Periodicals (Magazines/Journals/News)*).
- **Databases by subject categories** – look for articles arranged by database subject area. (click “*Where do you want to go?*” drop down arrow, then click *Databases by Subject Categories*).
- **Collection Management Services** –collaborate with library staff (formerly known as Technical Services) to enhance the library’s collection. (Click *Collection Management Services* from upper right corner)

Catalog Access

After many technological and logistical issues, access to the library's catalog will be available from any computer. Library users will be able to access the catalog from a desktop on campus, as well as from home or other off-campus locations. The catalog will have a web interface and will provide a more user-friendly service to finding books and multimedia available in the PGCC library. This service is targeted to be available at the end of March 2005, according to John Bartles, Coordinator for *Collection Management Services*.



Wireless @ Your Library

The first floor of the library is one of several "hot spots" on the campus where you can access the Internet. What you need is a laptop configured to connect wirelessly, and an account with an Internet Service Provider. Should you need AC power, electrical outlets are available in the study areas.

What's New?

Several exciting new reference books have been added to the library's collection. Below is a list of a few we thought you would find interesting.

Critical Thinking and Learning: An Encyclopedia for Parents and Teachers. Joe L. Kincheloe and Danny Weil, editors.
Ref. LB 1590.3.C735 2004

Nutrition and Well-being, A to Z, Delores C. S. James, editor.
Ref. RA 784.N838 2004

Encyclopedia of African History. Kevin Shillington, editor.
Ref. DT 20.E53 2005

The Encyclopedia of High-tech Crime and Crime-fighting. Michael Newton.
Ref. HV 6773.N48 2004

The Gale Encyclopedia of Surgery: A Guide for Patients and Caregivers.
Anthony J. Senagore, editor.
Ref. RD 17. G34 2004



Faculty Book Discussion

Book: "America's Women" by Gail Collins

Dates: 3/9, 3/23, 4/6, 4/20, 5/4

Time: 2:30 to 4

Place: Accokeek 219

Facilitator: John Bartles

(jbartles@pgcc.edu)



Help Us Help Your Students

As we approach mid-semester we'd like to take this opportunity to offer some helpful tips in support of better assisting your students in their research efforts.

Provide the librarians advance notice of an assignment that will use certain printed sources (send us a copy of the printed assignment).

Contact Norma Schmidt to schedule instructional sessions or other "in-library" class sessions.

Inform students when a book or video is available "on Reserve" rather than simply "in the library."

Current course textbooks are generally not available. You may send one to be placed "on Reserve."



@ your library

is published each fall and spring semester by the librarians at Prince George's Community College, 301 Largo Rd, Accokeek Hall, Largo, MD 20774
301-322-0462 www.pgcc.edu/library
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