From Answer to Experience: LibAnswers FAQs Transformed
The Corning Museum of Glass

- The Museum
- The Studio
- The Library
The Library: Who We Are
• Transitioned to LibAnswers from previous system in 2014.

• Made most questions from old database public FAQs at that time and published new reference questions as FAQs for a while after. Many included attached .doc bibliographies.

• Around 2016, became more selective about which questions to publish, but did not retroactively apply criteria to existing FAQs.

• In 2017, began to add images to and highlight exhibition-related FAQs.

• In 2018, reimagined FAQs as mobile-friendly experience.
Here you can find answers to questions related to the artists, objects, context, and history represented in the exhibit Glass Now.

If you have a question, ask a librarian!

Does the Museum have neon in its collection?
Last Updated: Jul 30, 2019 | Topics: CMOG Glass Object Types | Views: 3

What is the origin of the term "glory hole"?
Last Updated: Jul 29, 2019 | Topics: Glass history Glassmaking | Views: 2701

What is the history of glass slumping and fusing?
Last Updated: Jul 26, 2019 | Topics: Techniques | Views: 461

What is the difference between cutting and engraving?
Last Updated: Jul 26, 2019 | Topics: Cut Glass | Views: 7

What is optical glass? How is it used today?
Total Public Views of Library FAQs in 2018: 72,957
Most of the people using our FAQs weren’t looking for the Museum or the Library, but for information on their topic, when they found one of our FAQs, which has major implications for content in FAQs.

Most of the people who visited our FAQs did so on mobile devices, which has major implications for formatting of FAQs.
Library FAQs | Opportunities

We are here.

- To inspire the public to view glass in a new light
- To encourage return visitors to cmog.org
- To raise awareness of the Museum as a destination
- To leverage Museum/Library content and expertise, and to collaborate in data-driven creation of new content
Q. Could you provide more information on the Blaschka works in your collection?

Hello! Thank you for your question. We love to talk about the Blaschka materials in our collection!

Leopold and Rudolf Blaschka Collection
Our Blaschka archive consists of drawings, business papers, and personal papers including notebooks, photos, letters, travel books, and pictorial works. See the Finding aid for more information.

Digital Blaschka
- Hundreds of digitized drawings are available online. We encourage you to browse our digital images of these stunning Blaschka drawings.
- You can view the whole digital archive, limiting to design drawings, botanical drawings, or marine invertebrate drawings.
- View objects created by the Blaschka in the Museum’s collection.

Additional Online Resources
Selected Museum Blog Posts:
- These are a few of our favorite Blaschkas
- 3-D printing an arm for a Blaschka sea star
- Photographing glass: Blaschka glass models of marine invertebrates
- 4,247 Models: 124 Collections, 25 Countries, and Counting
- A Flood, a Fire, and the Case of the Missing Blaschka Models

Selected Museum Articles:
- Blaschkas’ Glass Models of Invertebrate Animals (1861–1895), Leopold & Rudolf Blaschka, [n.d.], CMGL 85562
- Fragile Legacy

Image: (Untitled: no. 397, no. 398, no. 399, no. 400, no. 401), Leopold & Rudolf Blaschka, [n.d.], CMGL 85562
Q. How were the bricks removed from the mold for the 200" disk mirror now at Mt. Palomar?

Once the hot glass was poured over the bricks in the oven mold, and then cooled, how did they remove the bricks?

Hello! Thank you for your question. Dr. George McCauley, who designed and supervised the casting of the 200-inch mirror, explains, “Removing the cores from the ribs of the disk and cleaning its surface is accomplished with a sharp-edged bar and a sandblast and presents no great problem; except, of course, great care must be exercised, if a bar is used, that the glass not strike too severely. Removing the cores with a bar must be classed more as work than as a problem. The sandblast works slower, with more dust, but easier, and is ideal for cleaning the entire surface that has been in contact with the mold (McCauley, George V. “Some engineering problems encountered in making a 200 inch telescope disk.” Bulletin of the American Ceramic Society 14, no. 9, Sept. 1935, 300-322).

Online Resources

There are several resources on The Corning Museum of Glass website and elsewhere online that might be of interest to you:


Research Guide


Selected Print Resources

Books:

Articles:
Completing evaluation/revision of existing FAQs
Created workflow for FAQ development and maintenance
Developed questions for current exhibition, New Glass Now, and integrated FAQs into our exhibition LibGuide
Improved metadata/search results
Better integrating/promoting FAQs across Museum channels
Sharing analytics outside the Library to inform content development in other areas
THANK YOU!

Mikki Smith
607-438-5300
rakow@cmog.org
https://libanswers.cmog.org/