

Spring 1999

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Information Services and Resources, Bucknell University

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## ISR announces the classroom technology hotline ... x3435

by Brian Hoyt, Engineering Computing Instructional Administrator  
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**T**eaching in a classroom with a computer and can't get the projection to work? Turn on an overhead projector and have the bulb blow out? Trying to demonstrate a piece of software in a computer lab and can't get it to run on the instructor's station? These are just a few examples of the technical problems faculty encounter when using technology in the classroom. To simplify getting assistance in resolving these and other problems which faculty may encounter in the classroom, ISR has instituted a new Classroom Technology Hotline. Beginning this semester, you can obtain assistance in resolving problems with media or computer equipment in classrooms or computer labs by dialing the Classroom Technology Hotline at x3435. Using the Hotline is easy. All you will need to do is dial x3435 and tell the ISR staff member the room where the problem exists, the nature of the problem, and whether or not the problem needs to be resolved for a class that is in progress. Appropriate ISR staff members will then be dispatched to assist you in resolving your problems. The Hotline will be staffed from 8 a.m. to

8 p.m., Monday through Thursday, and 8 a.m. to 5 p.m. on Friday.

For the convenience of faculty, the Classroom Technology Hotline number can be found in the operating instructions posted in each classroom and on labels located on individual pieces of media equipment. Dialing the new Classroom Technology Hotline replaces the current system of calling Media Services for questions concerning media and projection equipment, or calling the Help Desk for computer related questions. However, it should be stressed that the Hotline applies only to support for classroom and computer teaching facilities. Questions about all other media services should still be directed to x1109, and questions related to desktop computing should still be directed to the Help Desk at x1035.

While this new contact point is designed to resolve emergency situations which may arise in using technology in the classroom, it is not designed to be a substitute for planning ahead and trying out the equipment well ahead of time. By trying

things out well ahead of time, ISR staff will be able to resolve any problems you may encounter before a crisis develops. To assist you in becoming familiar with equipment in a classroom or computer lab, both Media Services and CCS provide walk-throughs of these facilities. During a walk-through, an ISR staff member will meet you in the classroom or lab and familiarize you with the operation of the equipment located there, right down to how to adjust the lighting, if necessary. Walk-throughs of computer labs or classrooms containing media or computing equipment can be arranged by contacting George Lincoln ([lincoln@bucknell.edu](mailto:lincoln@bucknell.edu), x1795) in CCS or Marcy Siegler ([siegler@bucknell.edu](mailto:siegler@bucknell.edu), x1109) in Media Services. Also, if you need to schedule a computer lab during the course of the semester, you can send e-mail to [reservelab@bucknell.edu](mailto:reservelab@bucknell.edu) with the dates, times, and labs you would like to reserve and the software you will be using.

CBT @ Bucknell

Article Finder

ComputerSelect Web

Network services

Feature ISR Web page

Ask ISR

## Meet the ISR staff!

**Information Services and Resources**  
The OBTAIN and Systems group of  
Bertrand Library.

back, l to r: Nancy Haupt, Lynda Thaler,  
Jennifer Perdue, Kay Knapp  
front, l to r: Mike Diehl, Bill Burkholder  
absent: Georgia Smith



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Information Services & Resources (ISR) is a new department comprised of Bertrand Library, Computer & Communication Services, and Media Services. *isr@bucknell* is published four times during the academic year. Bucknell faculty and staff receive *isr@bucknell* free through campus mail; copies are made available for students in several locations around campus. Individuals at other schools or information technology organizations may subscribe by contacting the managing editor.

Please send subscription requests or comments to:  
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*isr@bucknell* is available on the Web at  
<http://www.isr.bucknell.edu/pubs/>.

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## An information rich campus with information savvy users ...

by Ray Metz, Associate Vice President for Information Services and Resources  
metz@bucknell.edu



**D**uring the past two weeks I have been torn between the print and electronic worlds of information. On the print side, I've been studying a new favorite book — *The Leadership Handbook*. It's the kind of book that gives me an "ah-ha" every page or two. Also on the print side, I keep finding more books that I must have and read. The pile of unread magazines and journals at home is also creeping higher. At the same time, I have a growing list of Web sites that I need to become familiar with or I want to explore.

Yesterday while looking at the new books received by the library, I thought about the transition happening in storage of scholarly communication. We are about ten years into a 60-year transition which many feel will result in all scholarly communication being stored electronically. This leaves me both excited and skeptical. Excited because it could mean better access for Bucknell and the rest of the world. Skeptical because, yes, I really do like books! At the same time, we recently purchased a Rocket eBook™, which is a step in the right direction for electronic books. Please feel free to let me know if you would like to try using it. It's fun. It's cute. But it isn't a book replacement—yet.

**Gene Spencer, John Jantzi,** and I recently attended a meeting for

universities that are interested in exploring the use of one of the advanced networks created by the Internet2 effort. Bucknell is situated where it should be—aware that our needs continue to grow, but without the high demands of a research university. During the next 18 months, it is likely that we will want to be involved with one of these next generation networks.

Oh yes, and the title of this article... One of the things I think that all of ISR has in common is the interest in creating an information rich environment. How do we do that? By acquiring new books. Adding more servers and services on the network. Providing support for a powerful administrative system. Increasing the bandwidth of the network. Adding new journal issues every day. Making online training available for anyone to use at anytime. Adding electronic databases to the library. Regularly replacing computer equipment on desktops and in classrooms and labs.

Another interest that all of us in ISR share is supporting and encouraging an increasingly information savvy set of campus users. If we've been living in the Information Age for several decades, then the '90s have been the arrival of the Age of the Information Savvy User! Everyone is becoming interested in information.

(When your 73-year-old father starts asking search engine questions, you know it's happening!) It's truly an exciting time to work in the information business. Everywhere you look, people are becoming more interested and knowledgeable about information and information technology. We feel it from all of our users—students, faculty, administrative offices, and everyone else. It's great to support such interest!

I hope that you find these newsletters useful. We made a decision last year to stop several print publications and combine them into one quarterly newsletter. Jeannie Zappe and colleagues are doing a great job of trying to make publication sense of **ISR!**

A handwritten signature in black ink that reads "Ray Metz".

# Computer select Web provides valuable technical reviews



by Jim Van Fleet,  
Librarian/Information Specialist for  
Science and Engineering Resources  
[vanfleet@bucknell.edu](mailto:vanfleet@bucknell.edu)

The ISR Web site includes a list of databases (<http://www.isr.bucknell.edu/databases/databases.html>) which allow researchers to find information in almost any subject area. A unique service is provided by ComputerSelect Web, a database for finding information on computer products and the computer industry.

#### ■ Interested in EndNote software?

A quick search in Computer Select Web provides product specifications, the full-text of four articles with product reviews, and a business profile of EndNote's publisher, the Niles Software Company.

#### ■ Shopping for a new computer?

Search for a company name such as Gateway, and review a list of their

product categories, articles about the company, and contact information. Savvy searchers or shoppers can even narrow their product search by specifying bus type, clock rate, and processor chip type, and then create a comparison table of matching products.

#### ■ Curious about the iMac?

There are already 198 full-text articles on the topic in ComputerSelect Web from newspapers, business journals, and industry trade magazines.

One caveat for the ComputerSelect shopper is that our license allows access only from computers on campus, and only one user at a time. Access to the database requires a username and password, both of which appear on our Web page when you select ComputerSelect.

# Media Services heard your call

by Debra Balducci,  
Graphic Specialist  
[balducci@bucknell.edu](mailto:balducci@bucknell.edu)



Last fall, in response to numerous requests and a clear need, Media Services installed a color laser printer and QuarkXPress™ publishing software. In addition, Media Services extended its hours until 8 p.m., Monday through Thursday. Along with the extended hours, we offered additional technical support for our users. The response was overwhelming! Student users dominated the evening time slots with scanning, color printing, and video editing—a sure sign that the Information Commons coming this summer will be an unqualified success.

So, how do you get access to these machines and technical support now? Call Media Services at x1109 and tell us your needs, and we will reserve the proper workstation and arrange for any appropriate training.

# CBT @ Bucknell

by Lisa Veloz, Client Services  
Analyst/Training Coordinator  
[lveloz@bucknell.edu](mailto:lveloz@bucknell.edu)

**A** new technology learning resource is now available to the Bucknell campus. More than 125 computer based training (CBT) courses in a wide variety of topics are now accessible through your Web browser on Windows machines. Bucknell's new CBT courses are licensed through CBT Systems, and are offered in the following categories: Microsoft Office 97 (Word, Excel), Operating Systems & Tools, Internet Skills, Web Authoring and Publishing, Java, TCP/IP, Unix/Solaris, Networking, Oracle, and Windows NT 4.0 (Server and Workstation).

## What's CBT all about?

CBT courses allow you to complete computer training at your convenience and at your own pace. Courses can be completed one at a time or can slowly be completed over a period of time. Each course is designed to provide comprehensive instruction to students. Relevant conceptual content is explained clearly and at the right level of detail. "Show and tell" is used to demonstrate important skills, and fully functional simulations and scored tests are used to reinforce understanding and skill transfer. The courses are highly interactive with course questions and examples used throughout to engage the student, and to encourage learning and knowledge retention. With CBT, you can quickly become familiar with a wide variety of computer topics.



*Pam Mitchell, CCS secretary, chooses some computer based training from the CBT @ Bucknell Web site—<http://www.cbt.bucknell.edu>*

## How can I get started using CBT?

Begin by reviewing the Getting Started page on the CBT Web page (<http://www.cbt.bucknell.edu>). It may be helpful to print this page and have it nearby as a reference as you proceed through the various steps.

First, you'll download and install some components that are needed on your workstation for launching and downloading courses. Next, you'll select a course by viewing the list of available courses. Then, you'll start the course by issuing the appropriate command, and you're off and running!

CBTWeb is presented like a typical Web site, with linked HTML pages, so that you can navigate your way around the product easily. Courses can be taken directly over the Web using Liveplay. Liveplay is probably the quickest and easiest way to take a course. If you choose to take the course online, the course immediately starts up on screen. Courses can also be taken by using the Download option. Download lets you download the course and store and run the course off of your hard drive. The downloading option does require you to install software on your computer.

If you choose to download a course, then you should follow a few simple steps to install the course to your hard drive. Assistance in getting started with either of these options is available on the Getting Started Web page.

## Can I use CBT from home?

Yes, since CBT @ Bucknell is accessible through your Web browser, you will be able to access the courses from home on a Windows machine. However, due to software licensing restrictions, you must be dialed into the Bucknell network in order to access any of the CBT Web pages.

## Can I use CBT from my Macintosh?

CBT is currently available for Window machines only. We will continue to explore CBT options for the Macintosh.

Questions or comments concerning CBT @ Bucknell can be directed to Lisa Veloz at x1796 or [lveloz@bucknell.edu](mailto:lveloz@bucknell.edu).

# New and improved Article Finder

by Pat Scott, Government  
Information & Periodicals Specialist  
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**A**rticle Finder, our primary source for journal citations and full-text articles, has a new look. We recently installed an interface that includes new features and allows us to customize the appearance of the search screen. Students and faculty who are already familiar with Article Finder will find that the content of the database has not changed and that all of the old search commands and limit options are still available. We think you'll agree that the new interface has several advantages.

**New features:** One enhancement is the addition of Relevance Searching. The Relevance Search is a keyword search that looks for words and their variants (singulars, plurals, etc.), then takes into account the frequency and position of the search terms. The result is a list that displays the most relevant citations first. Searchers can use double quotes to specify exact matches ("monty python"). It is also possible to prefix a word with a plus sign to require its presence (+python) or a minus sign to require its absence (-monty).

Subject, Keyword and Relevance searching now allows users to search for words in the title, citation and abstract or to search the entire contents of the article. Changes in how Article Finder executes a subject

search increase a user's chance for success; any Subject search that does not succeed automatically defaults to a Keyword search, then to a Subject Guide search, then to an alphabetical list of Subject Guide terms.

**Advanced Search** (formerly known as PowerTrac) is a list of indexes to choose from when refining a search. It is now accessible from the initial search screen.

**Printing:** Delivery of full-text and full-content material has been simplified. The printing and e-mail options for full-text articles now appear at the end of the article, rather than on an additional screen.

**Search parameters:** Perhaps the most useful addition to Article Finder is the ability to limit a search to Scholarly Publications only. While this feature will not eliminate the need for students to learn to differentiate between popular and scholarly journals, it will be convenient for users. The old version of Article Finder was a bit cumbersome because it required users to click through several layers of screens. In an effort to

streamline access, we eliminated some introductory screens. Other screens were eliminated by putting search limiting options and printing options up front. For example, the ability to limit a search to full-text articles, by date, or by journal title is now available on the search screen.

**Customized "fit":** Article Finder is the first electronic periodical database to offer us the ability to tailor search methods and screen appearance to fit the needs of Bucknell students. Information Access Company, the producer of Article Finder, consulted with librarians about how to make their database more user friendly. This collaboration between publishers and librarians is a trend that is certain to increase.

If you have comments or questions about Article Finder, please contact Pat Scott at [pscott@bucknell.edu](mailto:pscott@bucknell.edu) or at x1998.

# Name that Web page: Getting the most out of search engines

by Roberta L. Sims, University Webmaster [rsims@bucknell.edu](mailto:rsims@bucknell.edu)

**B**ucknell's Web site now includes a powerful search engine designed by Ultraseek Server (the brain behind Infoseek). In order to take advantage of its many remarkable searching capabilities, we need to pause and give some attention to the humble **title tag** and the often-overlooked **meta tag**.

■ **Title tags:** Nestled within the head tags, the title is often either the first or last step we take when creating a Web page. We're eager to get on to the heart of the page, so we don't linger on the title. We know that whatever we insert between the title tags will appear in the browser, but what else is the title good for?

■ **Helping people find your page:** We make choices in life all the time based on titles. Titles are memorable. They make us curious. They invite us to explore. Who can resist a well-titled book (*The Heart of Darkness*), or CD (*Dark Side of the Moon*) or movie (*Gone With the Wind*)? Why not give our Web pages equally intriguing and promising titles? If you conducted a search for "recipes" on Bucknell's Web site, are you more likely to click on the link that says "I need Coolin' – the Art of Loving, of All Things, Led Zeppelin," or the one titled: "Books"? (Be honest!) Incidentally, although neither of these links has the word "recipes" in its title or meta tags, the word does appear in the text itself. That's one of the powerful features of this search engine.

There are four common mistakes that people make with Web page

titles: 1) using a vague title, 2) using a misleading title, 3) using no title, or 4) using a title that is too short. Let's take a look at these four situations.

■ **Vague titles:** Try conducting a search for the word "Directory" in Bucknell's search engine. Although "Office Directory" might speak volumes to you as the author of the page (obviously it's the directory of the staff within your office), when that title appears in the search results, it's as vague as a restaurant offering "soup" for lunch. We don't want soup. We want chili, or onion soup or chicken noodle. Likewise, we want to know if this is the "office directory" for Financial Aid, for Residential Housing, or, as it turns out in this case, the Registrar's Office.

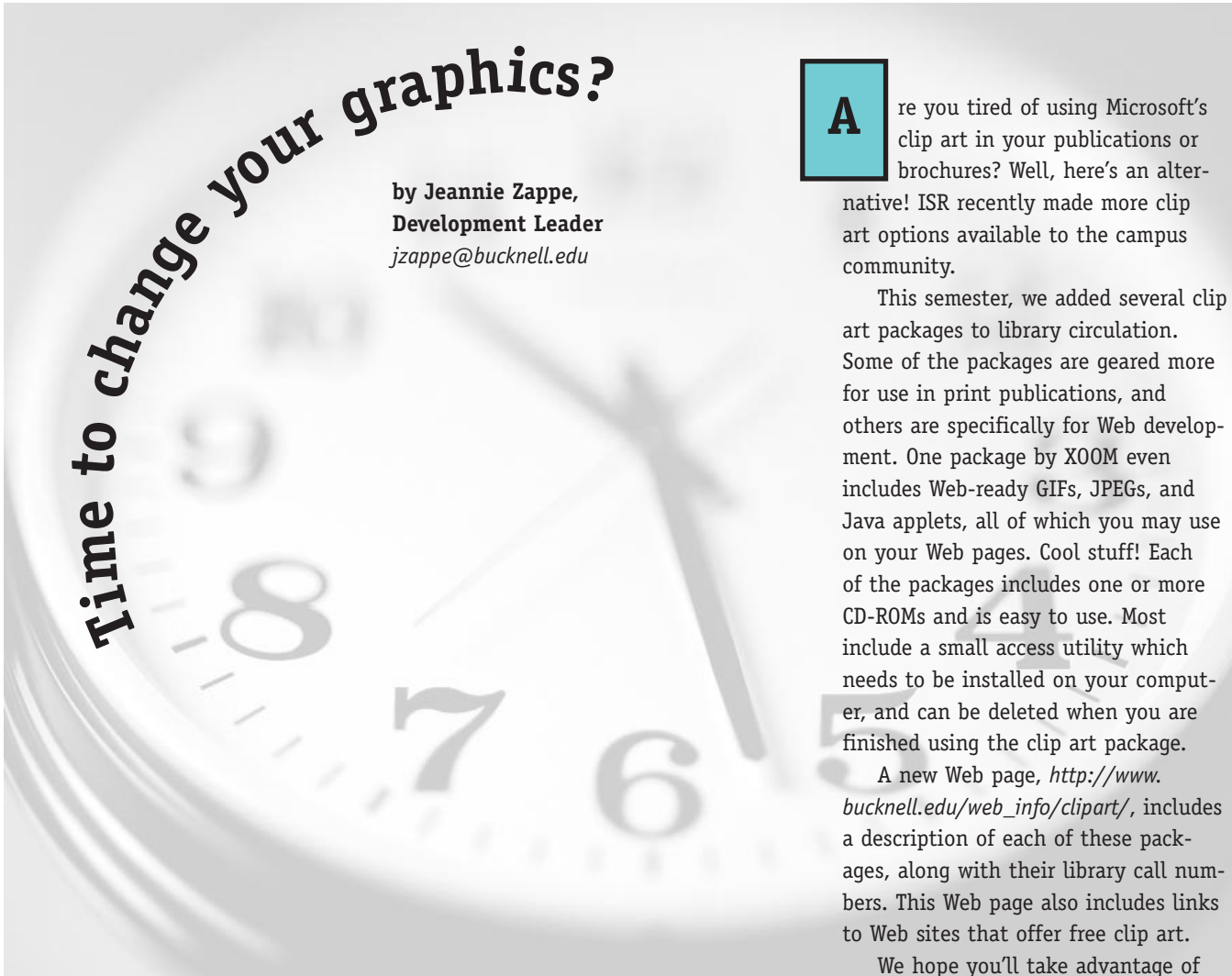
■ **Misleading titles:** Sometimes we create a Web page by copying another page and replacing the contents as necessary. Sometimes when we do this we forget to change the title. If we go back to our restaurant metaphor, this means that the soup of the day isn't really Manhattan Clam Chowder, as the sign says. That's yesterday's soup. If I order the soup (click on the title), I'm expecting Clam Chowder, but instead I'm going to get Ham & Bean. You can see the problem. Misleading titles are extremely frustrating.

■ **Untitled documents:** As frustrating as a misleading title can be, coming across a page titled "Untitled Document" is just plain ridiculous. This suggests that the author forgot to title the page. That's like forgetting to name your cat or your dog! Although it might be acceptable, even encouraged, within certain art forms (painting, photography, poetry) to title a piece "Untitled," in the world of print (both traditional and electronic), untitled is unacceptable.

■ **Too short:** Titles are not labels. "Soup" is a label. "Margarita's Spicy Black Bean Soup" is a *title*. More than that, it's a whole meal! Be generous with your titles. You don't have to confine yourself to one or two words. Live a little! Give yourself 5 to 10 words. Say what you mean. Say something to get the viewer's attention. Although "Books," from our earlier example, might seem like an adequate label (after all, it turns out to be a book review in *Bucknell World*), as a Web page title, it's meaningless. How much more interesting and accurate it would have been to title this Web page: "A Collision of Past and Future: Saving the Earth: a Review by Claudia Ebeling."

In summary: Using the title tag effectively is one way to increase the flow of traffic to your Web site. For tips on how to make use of the often over-looked meta tag, open your favorite Web browser and go to: [http://www.bucknell.edu/web\\_info/developers/](http://www.bucknell.edu/web_info/developers/).





## Time to change your graphics?

by Jeannie Zappe,  
Development Leader  
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**A**re you tired of using Microsoft's clip art in your publications or brochures? Well, here's an alternative! ISR recently made more clip art options available to the campus community.

This semester, we added several clip art packages to library circulation. Some of the packages are geared more for use in print publications, and others are specifically for Web development. One package by XOOM even includes Web-ready GIFs, JPEGs, and Java applets, all of which you may use on your Web pages. Cool stuff! Each of the packages includes one or more CD-ROMs and is easy to use. Most include a small access utility which needs to be installed on your computer, and can be deleted when you are finished using the clip art package.

A new Web page, [http://www.bucknell.edu/web\\_info/clipart/](http://www.bucknell.edu/web_info/clipart/), includes a description of each of these packages, along with their library call numbers. This Web page also includes links to Web sites that offer free clip art.

We hope you'll take advantage of these resources the next time you need to jazz up your publication or Web page.



## Have you heard?

by Susan Swanger,  
Telecommunications Technician  
[swanger@bucknell.edu](mailto:swanger@bucknell.edu)

While you are listening to your voice mail messages, pressing 3 will forward you through the message 10 seconds. Pressing 33 will forward you to the end of the message.

You may reference your voice mail Quick Reference Guide for more playback controls. If you are a faculty or staff member who would like voice mail, or if you have a voice mail question, please call the telephone office at x1810.

*Look for a new voice mail tip in each issue of [isr@bucknell.edu](mailto:isr@bucknell.edu).*

# How long has it been since you backed up?

by Jim Spriggle,  
Client Services Analyst  
spriggle@bucknell.edu

## What if the hard drive on your computer “crashes”?

Are you prepared? When was the last time you backed up your files? What are your options? If these questions make you nervous, read on!

While there are many ways to back up your important files, this article focuses on the two most popular methods—using your built-in tape drive, and copying to your file services disk space.

If you received a brand new desktop computer during the past year, it came with a tape drive for backing up your files. CCS set up your computer so that the tape drive can automatically back up every file on your hard drive each Thursday evening and any daily changes on subsequent evenings. If this predefined back-up schedule is unsuitable, you can modify it to meet your needs. Remember, though, that your computer must be turned on and have a tape in its drive for the back up to occur.

What if you don't have a tape drive back up unit? How do you back up your important files? You have your e-mail, certainly, and perhaps

several Word documents and maybe a couple of PowerPoint presentations you'd hate to lose. If your hard drive should fail, your CCS liaison can restore your computer to be functionally the same as before, but your personal files will be gone. If you regularly save your important personal files, including your e-mail, to your file services space, reconstructing your computer after a problem will be a snap. Here's how to do it:

On a Windows computer, you'll first want to make sure that your important files, including your Eudora mailboxes, reside in your "My Documents" folder. This folder is part of the standard CCS set up for desktop computers. Then, if you simply drag your "My Documents" folder to the "Private" folder of your U: drive, you've created a back-up copy of your files. Keep in mind that you have a 25-megabyte space limit on your U: drive. Because this disk space is so limited, you should be sure to keep copies of only those files you can least afford to lose.

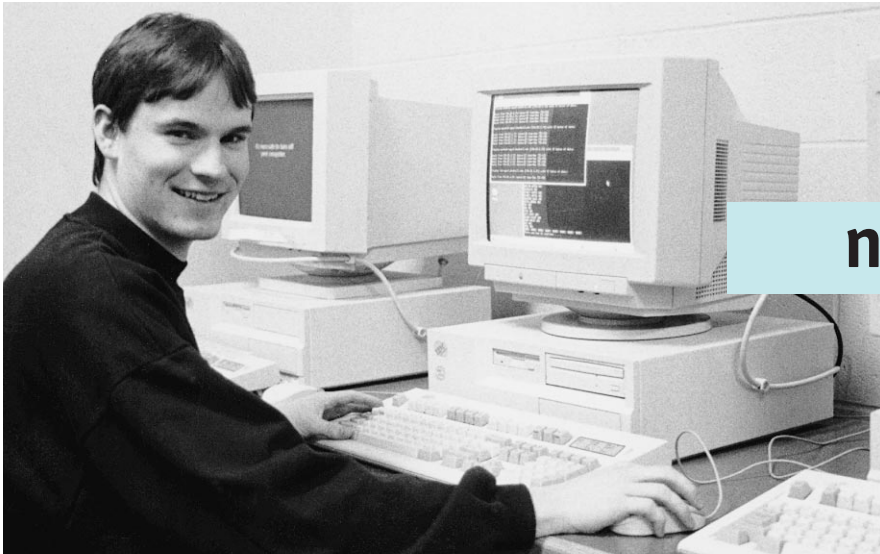
Macintosh users will back up to their file services disk space using a method similar to that of their Windows counterparts. If you don't already have one, you'll want to create a "Documents" folder on your Macintosh hard drive and keep your important files and folders there. The "Documents" folder can then be quickly and easily copied to the "Private" folder in your file services space to back up your important files. Make sure you save your "Eudora" e-mail folder, too. Some CCS Macintosh set ups have placed the

"Eudora" folder in "Documents", which means that your Eudora mailboxes will be backed up with your other documents when you copy the "Documents" folder to your file services space. If your "Eudora" folder isn't located in "Documents" on your hard drive, find it (it's probably in your System folder) and copy it separately to the "Private" folder in your file services space.

We can't stress enough the importance of backing up! Don't hesitate to call the Help Desk if you have any trouble creating your back up.

## This month's feature ISR Web page is ...

*The databases page organized by subject. Located at <http://www.isr.bucknell.edu/databases/databases.html>, this page lists our available databases alphabetically by subject. Once you select a subject, the databases are listed for you in the order you would most likely want to use them. For example, enter the "Business and Management" subject, and you'll see that we recommend beginning your research with the Online Catalog, followed by Article Finder and ABI Inform Global and so on.*



*Brendan Fields '00, Systems Integration Assistant, performs network checks and troubleshooting in the very early morning hours, as well as evenings and weekends.*

## Providing network services you can count on

by Pete Templin,  
Client Services Analyst

**T**he Bucknell community depends on ISR to provide a wide variety of network resources. Because the network is so important, ISR has a formal process for reporting network service problems and set procedures for how we handle network service outages.

As you may be aware, ISR has instituted a problem tracking system. The Help Desk is the contact point for all computer problems and the site of our tracking system. When the Help Desk is not open, or when Help Desk staff are currently on the telephone, voice mail will record incoming problems. Walk-in and e-mail inquiries are also used to create "tickets" in the problem tracking system.

Once a problem is reported to the Help Desk, it is routed through the proper channels, and an appropriate ISR staff member assumes the responsibility for diagnosing the problem and begins working to restore the service. In addition, we have also instituted a practice of utilizing student employees as morning, night and weekend network checkers, who report service outages to the appropriate personnel before the business

day begins. These students do live tests at 9 p.m. and again at 6 a.m., to be able to get key services restored in the event of a failure. A special software program also monitors network status and networked services around the clock. Any service outages after hours are reported to these students by a beeper. When "beeped," these students verify the status of the service, and summon a staff member according to the levels of service listed below.

To better define appropriate priorities and levels of service, ISR has developed a "triage" for network resources that we provide and their corresponding priorities in case of an outage. Several of the services we provide are considered to be "essential" and are maintained 24 hours a day, 365 days a year. The "essential" services include DHCP (how computers gain an IP address), Domain Name Service (how computers know the address of [www.somewhere.com](http://www.somewhere.com)), Bucknell's Internet connection, and the network itself. It is important to note that these designations pertain to whole building outages or larger, not individual computer network connections.

Other services have been classified as "critical" and are maintained during the business day or into the evening or weekend, depending on the service. Some of these services include electronic mail, Banner, Benefactor, Bucknell's Web server, the file storage servers, application servers for desktop and lab computers, and Coral, the general purpose academic computer.

In sum, our "triage process," as we call it, is quite comprehensive and is working effectively to identify and address network problems. Through these proactive measures, we are able to provide a network and network services that you can count on.

*Pete Templin recently moved to San Antonio, Texas, where he'll continue to work in the computer industry. We thank Pete for his years of service here, both as a student employee and staff member, and wish him well in his future endeavors.*

**Have a question? Or do you have a tip you'd like to share with the campus community? Send your questions or tips to [isr@bucknell.edu](mailto:isr@bucknell.edu). Contributions that we use in the newsletter will be recognized. We look forward to hearing from you! This issue's tips come from the ISR staff.**

# Ask ISR

## Troubleshooting printing problems

**Q: I occasionally can't print; what are some things I can try?**

**A:** If you can't print from a Mac or a Windows computer, first check to make sure the printer is turned on. It may sound simple, but somebody may have turned it off. If the printer is turned on, turn it off, wait a few seconds, then turn it back on again. After the printer has finished its startup procedure, try printing again.

Did that work? If not, try this:

On a Macintosh, from the Apple menu, select Chooser. In the upper left box in the Chooser, select the LaserWriter icon. It may be LaserWriter 8.X.X. In the lower left box in the Chooser, the zone for your department should be selected. In the upper right box of the Chooser, your printer should be selected. If your printer is there but isn't selected, select your printer, then try to print again. If your printer doesn't appear in the printer window, it's time to call the Help Desk.

On a Windows machine, open the Printers folder by clicking the Start button, select Settings, then select Printers. In the Printers box that appears, you should see an icon for your printer. If it is a networked printer the icon will have little "wires" under it. Look at the icon for your printer. Does it appear to be "grayed out" or very light in color? If so, use the right mouse button to click on the printer icon, and if "Work Offline" has a check mark in front of it, select "Work Offline" and click once with the left mouse

button. If the printer icon regains its "color" it should be back "online" and you should be able to print. If it does not return to "online" status, you can try closing all of your open programs and restarting your computer. If, after rebooting, the printer is still not "online," it is time to call the Help Desk. (*Jim Spriggle, Client Services Analyst*)

## BANNER Web page

**Q: Where can I find information about BANNER at Bucknell?**

**A:** Check out the BANNER Web page at <http://www.departments.bucknell.edu/banner/>. (You can also get to the Web page by clicking "Academics & Administration" on the Bucknell home page. At the bottom of the "Programs, Departments & Offices" page is a link to the BANNER Web page.)

This page contains information for both current and prospective BANNER users at Bucknell. You can find information ranging from details about up-coming versions of BANNER to a list of BANNER training courses at Bucknell, documentation, and troubleshooting and help tips. Links to the BANNER Web for products are also located on the page.

The BANNER Web page is still in its infancy. More information will be added as BANNER implementation continues to evolve, and as BANNER Web products are deployed. Comments and suggestions about the page can be sent to Chris Young ([young@bucknell.edu](mailto:young@bucknell.edu)) in ISR. (*Chris Young, Client Services Analyst*)

## Help for first-year students

**Q: Fall semester was a real crunch and I didn't have time to learn everything I should about research and computing. What's available for first-year students?**

**A:** Schedule one or more "TechnoStress Appointments" at a time that's convenient for you. ISR offers these informal, no-stress appointments designed especially for first-year students to develop basic through advanced research and computing skills. Whether it's a "quick hit" of information you need, or an extended appointment, we can help. From computer questions, to help with challenging research assignments, let us know how we can offer you help and personalized service. Schedule an appointment through the TechnoStress e-form on The First Year Program Web site at [http://www.isr.bucknell.edu/help/usered/First\\_Year/](http://www.isr.bucknell.edu/help/usered/First_Year/) or call x1541. (*Judy Zebrowski, Librarian/Information Specialist in User Education*)

## Connecting to Internet sites

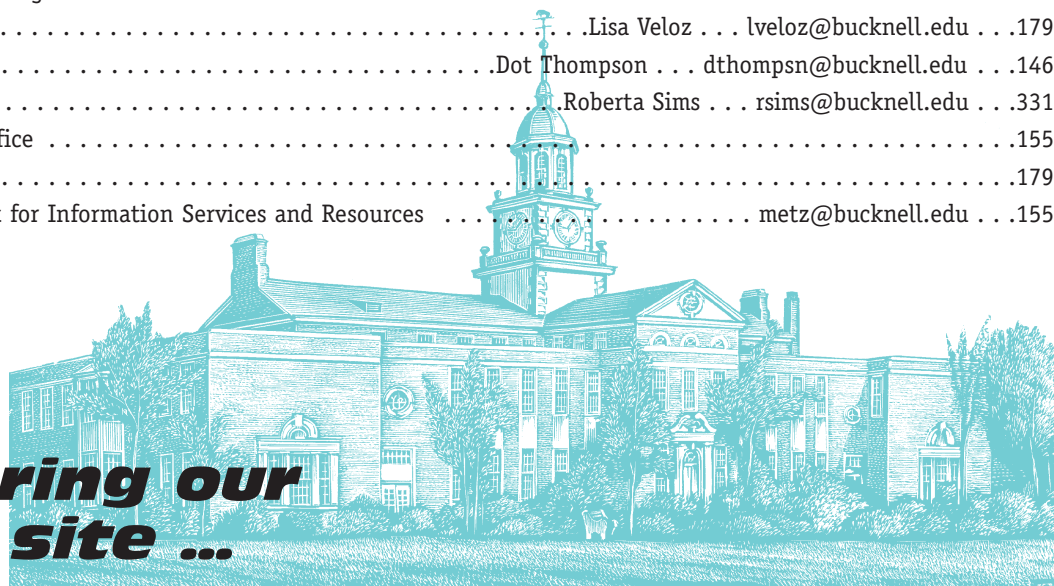
**Q: Downloading information or sending messages via the Internet sometimes takes forever! Why can't I get a faster connection to some sites?**

**A:** The Internet, like our highways and byways, is subject to traffic jams and delays. If you'd like to know just how well things are moving across the "Great Electronic Wagon Trail", drift over to Andover Net's Internet Traffic Report (<http://www.internettrafficreport.com>). This site provides a snapshot of how quickly information is currently moving across the globe and how quickly that same information is likely to move in the near future. (*Lynn Hertz, Client Services Analyst*)

# ISR Quick Reference



ISR Library ASK Desk	1462
ISR Computing Help Desk	helpdesk@bucknell.edu . . .1035
Circulation	1882
Library and Media Services hours	1881
Media Services	1109
Reference	libref@bucknell.edu . . .1461
Reserves	dhillier@bucknell.edu . . .3288
Scheduling a computer lab	reservelab@bucknell.edu
Telephone repairs, billing, voice mail	1810
User education and training	
Computing	Lisa Veloz . . . lveloz@bucknell.edu . . .1796
Library	Dot Thompson . . . dthompsn@bucknell.edu . . .1461
Web development	Roberta Sims . . . rsims@bucknell.edu . . .3310
ISR/Bertrand Library office	1557
ISR/CCS office	1795
Associate Vice President for Information Services and Resources	metz@bucknell.edu . . .1557



## **Wandering our Web site ..**

*If you are off campus, please dial 570-577- before each extension.*

Used computer equipment sale	<a href="http://coral.bucknell.edu/department/ccs/services/websale/">http://coral.bucknell.edu/department/ccs/services/websale/</a>
Remote libraries	<a href="http://www.isr.bucknell.edu/research/libraries.html">http://www.isr.bucknell.edu/research/libraries.html</a>
Evaluating Web sites	<a href="http://www.isr.bucknell.edu/research/evaluating.html">http://www.isr.bucknell.edu/research/evaluating.html</a>
ISR job openings	<a href="http://www.isr.bucknell.edu/opening.html">http://www.isr.bucknell.edu/opening.html</a>
University archives	<a href="http://www.isr.bucknell.edu/dept/special.html">http://www.isr.bucknell.edu/dept/special.html</a>
Suggestion box	<a href="http://www.isr.bucknell.edu/eforms/suggestions.html">http://www.isr.bucknell.edu/eforms/suggestions.html</a>
Tip Wizard	<a href="http://www.isr.bucknell.edu/help/tipwiz/">http://www.isr.bucknell.edu/help/tipwiz/</a>
ISR Web site Table of Contents	<a href="http://www.isr.bucknell.edu/isr_index2.html">http://www.isr.bucknell.edu/isr_index2.html</a>
ISR vision and values	<a href="http://www.isr.bucknell.edu/vision&amp;values.html">http://www.isr.bucknell.edu/vision&amp;values.html</a>
Electronic reserves	<a href="http://www.isr.bucknell.edu/reserves/">http://www.isr.bucknell.edu/reserves/</a>
Listserv requests	<a href="http://www.isr.bucknell.edu/eforms/listserv.html">http://www.isr.bucknell.edu/eforms/listserv.html</a>