Fall 1999

ISR@bucknell

Information Services and Resources, Bucknell University

Bertrand library renovations — an information commons takes shape

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

If you haven't been to the library this fall, I encourage you to make the trip over. During the summer, significant changes happened which we hope will positively respond to some of the suggestions we have heard during the past year from faculty and students. It has been an exciting summer. We have begun calling the first floor area the "Information Commons". The term reflects what many of our students, as well as faculty and staff, have requested: a common area where they can find support for doing research or using media and technology. But what it's called is not as important as how useful we hope it will be.

When we brought together into one ISR organization all staff and services related to computing, libraries and telecommunications, we saw an opportunity to improve how and where we deliver the services we offer. A group of ISR staff identified

those services and then began brainstorming about which services the campus might appreciate having in one public service area — and where the rest of the support would be for those services. We quickly identified that it would be preferable to have the majority of the ISR staff in one location — with some ISR staff distributed around campus closer to those they serve. However, it was also apparent that the existing building could not support an additional 45 people and 100+ student assistants. During the fall and spring semesters we met with various faculty, student, and staff groups to discuss our plans and adjusted those plans based on the comments received.

Some of the consistent requests we heard from students were to provide more areas where they could work on projects collaboratively, a better and cooler 24-hour lab area, a group study room with a computer, more access to the equipment in the media area, and more equipment to do media/technology projects. We also heard from the entire Bucknell

community how special the library is to the campus and how important it would be to design any kind of changes in a way that was sensitive to that fact. We think we have succeeded in doing that.

Below is a list of some of the enhancements you will find in the Information Commons today:

- A redesigned Reference Desk (now with an ADA-compliant back desk); a relocated Reference collection (now a little closer to the Reference Desk); a new Technology Desk (merged computing/media support location for phone and in-person support; see related story in this issue); 28 collaborative work areas in a Technology courtyard; and one group-study room complete with a computer.

- Two group video viewing locations with wireless headsets; Library research workstations (now closer to the Reference Desk with increased space for each user because the big workstations have been replaced with flat screen monitors).

- The relocated video collection (now out on public shelves for browsing); the relocated CD music collection (also now out on public shelves for

isr@b

Meet the ISR staff!

Information Services and Resources
The Systems Integration group of
Computer and Communication Services.

back, l to r: Garry Miller,
Mark Ritschard, Glenn Fisher, Dick Huff,
Mike Weaver, John Wilkins, Rita Malick,
Gene Spencer
front, l to r: Michelle Fundock, Bev
Pfleegor, George Lincoln, Chris Weber,
Cindy Ray, Dianne Guffey, Peggy Straub
Absent from photo: John Jantzi,
Michele Snyder

INSIDE

Random thoughts on random topics

by Ray Metz, Associate Vice President for Information Services and Resources
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P **hone switch** — A quiet good thing. The old one was on its last legs, er, wires...

New staff in ISR — Bravo! Welcome Nate Rupp, Glenn Himes, Seth Greiner, Michelle Fundock, and Gordon Peck.

ISR staff — Awesome group of individuals and groups!

Windows vs. Mac — The religious war continues. Bucknell won't solve this, the market will...

Banner — Faster central server and Web for students providing access to transcript information and more...

Journal subscriptions — Look forward to University Library Committee's fall summary of departments' wishes to adjust (and yes, even add a few titles to the collection)

Book collection — Great job to everyone who has done this over the years! Let's keep it up! We do feel the pinch for space though.

Linux — Yes, it would seem it's here to stay and that is a good thing.

Collaboration — Efforts such as joint purchasing through CLAC, the Oberlin Group, and PALCI will become increasingly important for providing quality information services to a campus like Bucknell.

Video conferencing technology — Will become increasingly important for higher education as we begin to communicate not only in written form with colleagues all over the world, but via videoconferencing for personal use and for bringing outside resources (colleagues and alums) into our learning spaces.

Information Commons — An exciting opportunity for students to have one place to get assistance for library and technology needs.

Technology/Media Desk — Bringing media services and the help desk together at one service point to significantly increase hours of service as well as improve the service itself.

Technology Courtyard — A great place for students (or anyone else for that matter!) to work collaboratively on a technology and/or media project.

Flat screen monitors — Thanks to the Friends of the Library the flat screen monitors were purchased to provide users with more work space as they do research and allow Reference Staff to be in closer proximity if assistance is needed.

Should we require every student to own a computer? — The vast majority own one now at Bucknell. We should do things that encourage students to have a computer, but freedom of choice is still a good thing.

Browse the Videos! — Yes, the 5000+ videos are all on open shelving by the Reference Desk so anyone can browse them.

The Web and the Internet — Yes, they certainly seem to be as big as the invention of the printing press—way bigger actually since scholarly and popular communication are only a small piece of what they are becoming!

An addition for Bertrand Library? — It's probably time to be thinking about adding what should be considered "The Last Addition to Bertrand Library"-collection space, space for all of ISR staff, and perhaps space for classrooms or other services related to the academic mission of Bucknell. And we know that Engineering really needs the space we would vacate in the computer center.

CAC, ACC, and ULC — Awesome work. You inspire ISR to do more and better!

BSG — We love the dialog we started last year. Let's keep it going this year!

A few ISR heroes for the summer — Don Krech in Purchasing (Miracle Man), Cathy Sweeney in Personnel Services (Rational Decisions 'R Us), Angelo Vieceli in Physical Plant (Have Budget, Will Make Happen!)

browsing); locations for students to connect their laptops to the campus network; and a new 24-hour computing/study facility (easier to find, better computers, and the temperature should be better now!)

Besides these resources you'll also notice the new carpet, fresh paint, reupholstered furniture, some new furniture, and better temperature control. Wherever possible, we reused existing furniture or features. For example, the glass panes with wood trim that used to be a wall in the old 24-hour space are now the windows at the Technology Desk. Throughout the first floor we have reused furniture wherever we could.

Thanks to the generous funding from the Friends of the Library, we were able to obtain flat screen monitors in the Reference area and a plasma display TV by the Technology Desk. The flat screen monitors allow users to have much more work space while doing library research. The plasma display TV can be used for a variety of purposes, but we will initially use it to display real time information, both about Bucknell and beyond Bucknell.

We look forward to the day when all of ISR staff can be located in one building, but until that happens we think this is good step in the evolution of our services and space. It is important to note that these changes were planned with changes in technology in mind. We also did the work this summer in ways that would be consistent with a future expansion of the building. We hope you find the changes to be beneficial!

There are so many people to thank... * everyone in ISR * University Library Committee * Committee on Academic Computing * Administrative Computing Committee * Bucknell Student Government * Physical Plant * Mark and everyone from HEPCO * Randy of Spectrawood ** Dan Little * Bro Adams * Peggy Plympton * Bucknell's Friends of the Library * Angelo Vieceli * and a special thank you to Shelly Yocum for giving her summer to this project!

ISR's new technology and media desk, and the technology courtyard

by Susan Hales, Client Services Group Leader and Robin Jarrell, Client Services Intern
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Introducing the **Technology Desk**

ISR's new Technology and Media Desk is one of the service desks in the new "Information Commons" (see related article in this issue.) The Technology Desk, located on the first floor of the Bertrand Library, is the result of the merger of the computing Help Desk and the public services provided by Instructional Media Services. This new service point is the front door to ISR computing/media services and support for faculty, students and staff – in person, electronically, or by phone. In order to provide the best possible technology support, the desk is staffed not only by trained student consultants, but also staff consultants during regular Bucknell business hours. Hours for the Technology Desk are the same as those of the Bertrand Library.

The Technology Desk offers help with all of your computing and media needs, and should be the first place to call for technology assistance. In addition to providing general computing and media support, the Technology Desk offers equipment loans, as well as color printing, laminating, and transparency services.

The Technology Desk also serves as a point of contact for many of the other technology services provided by ISR. Individuals may contact the Technology Desk to make a request for the following services.
- Media and computing troubleshooting and consulting services
- Bucknell-owned media and computer hardware troubleshooting and repair

Marcy Siegler, Technology Desk Consultant, and Dierdre Bussom, student assistant, check out the new Technology/Media Desk, part of the Information Commons in the Bertrand Library.

- Technology education, including one-on-one training appointments, requests for training in the classroom, etc.
- ResNet information and assistance
- Photography/graphic services
- Multimedia/instructional technology assistance
- Video editing/production requests
- Lab/Classroom support
- Classroom equipment delivery and setup*
- Software installation in labs or classrooms*
- Arrangements for videotaping/film showing in the classroom*
- CCTV requests*

* These services can also be requested through Calendar and Scheduling when making location reservations.

The Technology Courtyard

Adjacent to the Technology Desk is the Technology Courtyard, a collection of 28 high-end self-service multimedia stations, including fast computers, large monitors, scanners, video and audio editing stations, QuickCams, and other equipment. These stations are dedicated to multimedia development, desktop publishing and presentations, web development, video and sound editing, and

other high-end uses. The Courtyard is arranged in such a way as to facilitate collaborative work. The Technology Courtyard will also host the Technology Learning Center, a collection of books, instructional materials, videos, and CD-ROM tutorials which are available for use in the Technology Courtyard or for checkout.

Contacting Us

The Technology Desk can be reached by phone at ext. 77777 or via email to *techdesk@bucknell.edu*. The email address *helpdesk@bucknell.edu*, as well as the Help Desk phone number (ext. 1035) and the Instructional Media Services phone number (ext. 1109) have been discontinued. Classroom emergencies should still be reported to ext. 73435. Hardware and software service for personally owned computers is provided by the Software Service Clinic, located in the Computer Center.

ISR receives literally hundreds of technology inquiries a month, and they come in from all directions (e.g., from faculty, staff and students, via calls and emails). Whenever you are experiencing a problem or have a question about computing or media

technology, please call the Technology Desk at ext. 77777, rather than your computing liaison. By calling the Technology Desk, you ensure that your request gets logged in our problem tracking system to be forwarded as quickly as possible to an appropriate staff member. This prevents requests from falling through the cracks, or from being on hold while a specific individual is out of the office.

Whenever possible, the Technology Desk consultants will work with you on your problem and resolve it. If the consultants are unable to answer your question, or if the issue needs to be forwarded, your request will be logged in the problem tracking system, and you will be given a problem ticket number. This number verifies for you that the problem has been logged, and lets you check on the status of the problem later by referring to it by number. If you aren't give a ticket number when you call, please ask for it!

If you place a request at the Technology Desk and get a ticket number, you do not need to contact your computing liaison directly. He or she will receive notification of your request automatically, and will respond to your call as soon as possible. If your liaison is not available (e.g., out sick, on vacation), a backup liaison will address the issue.

ISR is excited about the creation of the Technology Desk and Technology Courtyard. We anticipate that having one central service desk to contact for all of your technology needs should make interacting with ISR easier than ever before.

Uncommon books for common learning objectives:
Crossing cross-disciplinary thresholds

by Doris Dysinger, Curator, Special Collections/University Archives   *dysinger@bucknell.edu*

James Joyce artistically engineered? An ornithological sanctuary engraved in wood and memory? Microscopic atoms and stars exploding in elephant-sized copperplates? Steinbeck superimposed over the struggles of the United Mine Workers, the Civil Rights Movement, the American Indian protest at Wounded Knee?

Surprising answers can be found in the exquisite imprints recently acquired by the library's Special Collections. Scientists, design engineers, historians, and artists may discover unusual pairings of disparate disciplines. So, too, will sociologists, dancers, political scientists, and scholars of literary works find an amazing blend of otherwise dichotomous elements.

The award-winning Epiphanies by James Joyce, interpreted by Susan Weil and Marjorie Van Dyke, captures the author's text from his early notebooks in original watercolors, embossment, and hand-cut collages on linen. Never before published in a sequential compendium, the notebooks are overheard conversations, encounters, and memories upon which Joyce based his later writings.

Presented as cut out, fold-down layerings of images, one section portrays a dream-like dance sequence, Joyce's impressions of the death of his young brother. Included is a portrait of Joyce created from nine wood blocks.

The woodcuts of famous illustrator Robert Gibbings in *Gibbings & Grey and the Charm of Birds*, enhance the lyrical essay of the Viscount Grey of Fallodon who negotiated the end of the Balkan War while serving as Britain's Foreign Secretary. An expert in bird-song and waterfowl, the Viscount, although completely blind by his mid-fifties, wrote of his frequent contacts with the inhabitants of the bird sanctuaries he established.

J. G. Lubbock's *Aspects of Art and Science* interprets in vivid colors his perspectives on tiny living organisms, and the awe-inspiring birth of galaxies. Lavishly detailed engravings, aquatints, and etchings magnify the marvels of the natural world. On the physical basis for art, Lubbock says: "In the presence of a vital work of art we forget that it has no life of its own save in the complex properties of the atoms…" In commemoration

of the 50th anniversary of the publication of *The Grapes of Wrath*, internationally acclaimed woodcut artist Antonio Frasconi produced 15 copies of *The Enduring Struggle: Tom Joad's America*, an elaborate depiction of 20th century efforts to end social and political injustice.

Spreading across pages 25" high and 40" long, Joad's soliloquy overlays historical events in an intriguing mix of contemporary photographs, lithographs, and woodcuts printed on a hand-press by the artist.

Then I'll be all around in the dark. I'll be everywhere – wherever you look. Wherever they's a fight so hungry people can eat, I'll be there. Wherever they's a cop beating up a guy, I'll be there.

___ Tom Joad, Chapter 28, *The Grapes of Wrath* by John Steinbeck

For undergraduates completing class assignments, and those studying the very best examples of printing and the visual arts, these spectacular books will expand research opportunities across wide-ranging academic pursuits.

A new switch for Bucknell

by Jeannie Zappe, Development Leader and Gene Spencer, Associate Director for Computing and Information Services
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By now you have certainly noticed that new black Nortel phone on your desk. The reason for the new set: Bucknell's telephone switch was replaced in early August.

Why a new telephone switch? Our previous NEC switch, thirteen years old, had reached its maximum capacity. While we worried that the old switch had run out of horsepower, we also wanted to take advantage of advancements in technology that had occurred since its installation. The replacement switch has ample expandability and many new and improved features.

Our new switch was purchased from Nortel Networks, a leading player in the telephone and IP networking field. Some of Nortel's notable customers include public and private enterprises and institutions as well as Internet service providers, telephone and cable companies, and other utilities. For more information about Nortel, visit their web page at *http://www.nortelnetworks.com*

Planning for the switch-over process was complex and time consuming. In early August, Williams Communications, a Nortel authorized dealer, installed the new switch in the basement of Trax Hall, along with new phones in every office. To ensure the smooth transition, Nortel provided training on phone usage to the campus community and set up a help desk for several days following the new installation. The most noticeable change is that we now must use a

telephone office: ext. 71810
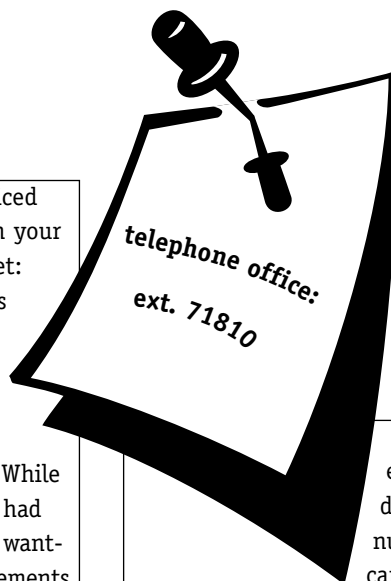
five-digit extension to dial campus numbers. All campus numbers (including voice mailboxes) now begin with "7", allowing for growth in the number of telephones and voice mailboxes we can install in the future. As an added plus to this project, we plan to provide voice mail to our on-campus students after fall break.

The new switch provides digital phones (primarily in offices) with a wealth of new features, including speaker capability, fourteen-number speed dialing, and caller ID display by phone number. Students may also use caller ID capabilities on the phones they purchase for use in the residence halls.

ISR would like to thank everyone in the campus community for their cooperation throughout the summer and during the installation process. We are committed to keeping the campus up-to-date on telephone services and feature enhancements. If you have any questions about your new phone or voice mail, don't hesitate to contact the telephone office at Ext. 71810.

Have you heard?

by Susan Swanger, Telecommunications Technician
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In the realm of voice mail, "envelope information" refers to the date, time, duration, and from whom a voice mail message was delivered to your mailbox. While listening to a voice mail message or at its conclusion, press 5 to access the envelope information.

If you want to automatically receive envelope information, you can set that feature in your voice mail preferences. Dial into your mailbox and enter your password. At the main menu, press 4 for Personal Options, then press 2 for Administrative Options, then finally press 4 for Date and Time Playback.

After setting the Date and Time Playback option, the voice mail system will play the envelope information following each message until you cancel the feature. To cancel this feature, follow the directions above and respond appropriately to the voice mail prompts.

If you have any questions, please call the telephone office at ext. 71810.

Office Hours for Reference Librarians

by Isabella O'Neill, Librarian/Manager of Reference Services Program
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In the fall semester, the reference librarians will be initiating individual office hours so they may better accommodate the reference and research needs of Bucknell faculty, staff and students. Each librarian will schedule two hours per week, between 12 Noon and 5 p.m., as a time when their doors will be open to all users who need extended assistance or wish to consult with a librarian about their research. Office hours will be in addition to librarian coverage at the Reference Desk during the afternoon, evening, and weekend hours. A published schedule for fall office hours will be available at the Reference Desk prior to the commencement of the fall semester.

The reference librarians are looking forward to this opportunity to enhance reference services that are currently available to Bucknell users, such as the appointment based research service "ASK" Online, where a user may submit brief inquiries and may expect a response within 24 hours. If you have any questions concerning the office hours service, please contact the Reference office at Ext. 71461 or the Reference desk at Ext. 71462.

New library online catalog

by Isabella O'Neill, Librarian/Manager of Reference Services Program
Pam Ross, Librarian/Information Specialist for Networked Resources
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For the past 10 years, the Bertrand Library has been using software purchased from DRA (Data Research Associates). DRA provides the library's integrated system, composed of several modules, including the public online catalog, the circulation system, serials check-in, acquisitions and cataloging. About four years ago the library installed DRA's first Web-based online catalog for public use. The Web based catalog allowed us to take advantage of new technologies, for example, hypertext links from items physically owned by the library to related links, like author and publisher information, and links to the library's databases, electronic reserves and the catalogs of other libraries and institutions.

Plans for DRA's new client/server system, TAOS, were announced two years ago, positioning the company to take advantage of changing technologies that adhere to international standards, thereby moving away from proprietary hardware/software technologies. The Bertrand Library's new online catalog, DRA Web2, was the first TAOS module released, and was the initial step toward full implementation of all modules. This client/server based software further positions the library to take advantage of emerging technologies.

In June 1999, we introduced DRA Web2. Searching the catalog is now quicker and easier since author, title, and subject searching is available from one page. Other enhancements include the ability to limit by format, date, language, and location by all searching conventions. Another new feature is the ability to sort your search results by various criteria, such as author, title, subject, material and date. You can even download your hitlist to a file on your PC for later review. DRA Web2 also has context-sensitive help available, a feature high on the want list of many library patrons.

One of the most exciting services that DRA Web2 offers to library users is the ability to retrieve their borrower account information online. By selecting Your Account from the selection bar on the catalog pages, users may view information regarding the titles of materials they have checked out, including due date and current fines. Another new feature authorizes patrons to request a hold on a book or other library material that is currently charged to another patron.

DRA Web2 is available at *http://libcat.bucknell.edu* and through the ISR web pages at *http://www.isr.bucknell.edu*.

Summer upgrades for the Microcomputer labs — again!

by George Lincoln, Systems Integrator & ISR Learning Spaces Team Leader
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The ISR Learning Spaces Team busy at work planning lab and classroom upgrades for this summer. From left, Richard Pauling, George Lincoln (leader), Michele Snyder, Cindy Ray, and Tom Carl.

If, during your summer travels, you ventured onto Route 80, you undoubtedly saw some tractor-trailers heading this way. What you didn't know was that they were all hauling replacement lab computers and overhead and data projectors. And they were all heading to Bucknell. Well, that one with the live chickens perhaps had a different destination, and the U-haul pulling the El Camino may not have had any computer equipment on board either, but a record number of computer upgrades are taking place right here in the 'burg.

On the day after finals, the Learning Spaces team and Technical Operations group began removing equipment from the Library After Hours lab to prepare for its relocation and upgrade this summer. The new lab will contain twelve new Dell 450 MHz Pentium IIIs running Windows NT 4.0 with access to the full suite of applications used for classroom instruction. In addition, there will be six new IMacs also accessing the full suite of applications used for classroom instruction. This is a significant and historic upgrade, since this facility has always been supplied by the trickle-down method, creating an open access facility from teaching lab hand-me-downs. The direct result was a lab that functioned well for writing papers or checking email, but not a place where more demanding applications could be run. Now, students will be able to access high-end software in the new After Hours lab.

The largest project was the replacement of the computers in Rooke 9 and 10. Thirty-three Macintosh 7300-200 computers were replaced with thirty-three Dell 450 MHz Pentium IIIs running Windows NT Workstation 4.0. The Mathematics department relies upon these facilities to administer tests requiring software packages such as SPSS, Minitab, and Mathematica. Current software versions for products such as SPSS are more readily available on the Windows platform, which was in large part the motivation for the platform change.

The still speedy 7300-200 computers served as a much needed upgrade for the twenty-three Quadra and Centris 650-based, non-Power Mac Coleman 23 lab, and for the thirteen 7100's in the MML.

Dana 227 is another lab profiting from the almost omnipresent Dell 450 MHz Pentium III. The twenty-three Pentium 133's are being redeployed to departmental labs to retire 486s. Dana 227 will continue to run Windows NT 4.0, but will have the horsepower to do so handily.

Other noteworthy computer upgrades include the deployment of Pentium 75s and Power Macs to downhill open access locations such as Smith 111 and 112, Larison 127, Hunt 13A, and Roser 30. Also, Rooke 17 and Dana 307 received memory upgrades, adding another 64Mb of RAM to each computer. Notable departmental lab upgrades include Dana 129, which saw ten Sun Sparc 5s replaced with ten, you guessed it, Dell 450 MHz Pentium IIIs. The GIS lab is also a proud recipient of two more Dell's—also 450 MHz Pentium IIIs. Finally, Olin 271, the sophomore physics lab, is bidding fond farewell to 486's, as they are being replaced with Pentium 75's.

Well, that's all the major labs computing projects that are taking place this summer, but computing labs are not the sole focus of the Learning Spaces Team. As the name indicates, the Learning Spaces Team's focus is on Learning Spaces—all learning spaces. Other upgrades to learning spaces include the replacement of about forty overhead projectors and VCRs, replacement of many data and video projectors, and the creation of five more presentation classrooms.

Be a "MOUS-keteer"

by Lisa Veloz, Client Services Analyst/Training Coordinator and
Jessica Rennie '01, Student Trainer/Tutor
lveloz@bucknell.edu and rennie@bucknell.edu

Official Certificate of Achievement

Microsoft Office User Specialist

Your Name Here

Microsoft Word 97 - Expert
Exam

1-Apr-99

Microsoft

Bucknell is currently offering a great way for you to develop and improve your Microsoft Office skills. The Microsoft Office User Specialist (MOUS) program offers two levels of certification, the Proficient User Specialist and the Expert User Specialist. The Proficient certification is offered in Word and Excel 97, while the Expert certification is offered in Word, Excel, PowerPoint, and Access 97. If a person becomes certified in all four applications, he or she will automatically receive a Master Certification in Microsoft Office.

Benefits of Certification. It is advantageous to receive certification in Microsoft Office. Not only will your knowledge and skill base of Microsoft Office expand, but your understanding of other software programs may also improve. Your technology training experience will also be enhanced, as you will be working towards a specific goal. Microsoft certification definitely provides a great means of professional development and also makes a nice addition to a resume.

The Exam Format. Fortunately, the exam is not a fill-in-the-blank, pencil and paper test. Instead, the exam is given on the computer and is interactive. The exam features real word applications and is modeled on the way you use your computer at home and in the office. No partial credit will be given in the Office exam; an answer is either right or wrong. However, there is no correct methodology to get to an answer. For exam-

ple, if you were asked to spell check a document, it does not matter if you pull down the Tools menu and select Spelling and Grammar or if you click on the Spelling and Grammar button.

Preparing for the Exam. If you are interested in taking an exam, you should assess your current skill level in the application and also review the tasks required for the exam. Fortunately, Bucknell's MOUS web page, *http://www.isr.bucknell.edu/mous*, makes this an easy task to accomplish.

Once you assess your skills, there are several different ways to prepare for the Office exam. ISR offers a Workshop Series, hands-on practice, and help sessions, all of which are geared to help you do well on the exam. Another great resource for preparing for the exam are the Computer Based Training modules, which are nicknamed CBTs. CBT courses allow you to train for the exam at your own convenience and pace. Courses can be completed in one sitting or over an extended period of

time. CBT courses can be accessed on the web at *http://www.cbt.bucknell.edu*. Unfortunately, CBT courses are currently unavailable on Macintosh computers.

Exam guides are also available for each application. These guides can be checked out from the library or purchased in the bookstore. Practice tests are also available on Bucknell's MOUS web page.

Taking the Exam. Testing dates and times will be scheduled upon request. The exams are administered on campus and are approximately an hour in length. As soon as you have finished the exam, the computer will show you how well you scored. Exams can be taken as many times as desired, at a cost of $40 per exam. Exams for faculty and staff will be funded in conjunction with Personnel services through learning and development funds set aside through the strategic financial plan. Microsoft will send your certificate through the mail when you pass the exam. To schedule an exam, please contact Lisa Veloz at Ext. 71796 or by email at *lveloz@bucknell.edu*.
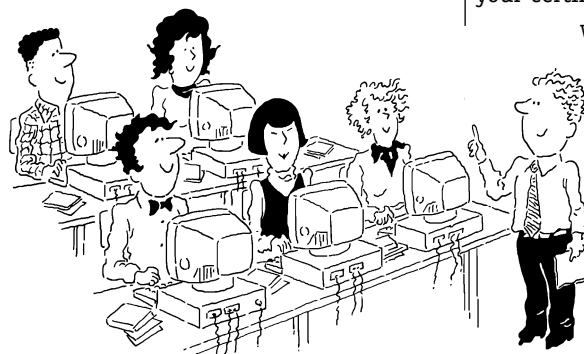
*Have a question? Or do you have a tip you'd like to share with the campus community? Send your questions or tips to **isr@bucknell.edu.***

This month's Q & A come from Bud Hiller, Reserves Technical Assistant. dhiller@bucknell.edu

Ask ISR

Using the Acrobat 4.0 Reader

Q: I am always seeing files in PDF or Acrobat. What does this mean and what do I need to view these files?
A. The Adobe web site describes PDF this way: "PDF is a universal file format that preserves all of the fonts, formatting, colors, and graphics of any source document, regardless of the application and platform used to create it. PDF files are compact and can be shared, viewed, navigated, and printed exactly as intended by anyone with a free Adobe Acrobat(R) Reader."

Q. Can I create PDF files?
A. You can create PDF files only if you have Adobe Acrobat installed on your computer. This is a separate piece of software that also allows you to edit and annotate PDF documents. Bucknell does not have a site license for this software, so it must be purchased through your department or liaison. The Acrobat Reader is a free piece of software that is installed as a plug-in on newer browsers. It can be downloaded and freely distributed from the Adobe web site or installed by your liaison.

Q. How do I use the Reader?
A. When you attempt to open a PDF file, the reader will automatically open. There are a number of extremely helpful features that enable you to quickly navigate throughout the document.

Q. Can I copy text from a PDF document and insert it into a Word or Notepad document?

A. Yes. Just select the Text Select button on the command bar, select your text, right click your mouse to bring up the options that include Copy, click on Copy, and then paste your text into your other document. Be sure to click on the Hand icon again to change your I-beam pointer back to a Hand.

Q. Can I quickly jump to another page in the PDF document?
A. Yes. At the bottom of the Acrobat window, you'll see places to change the magnification level of the document, and the page numbers of the document. To go to a certain page, simply double-click within the pagination window, type in the page number where you want to go, and hit enter - you'll immediately jump right to that page. To go back to the page where you were, click on the left-pointing arrow on the Command Bar.

Q. I have the Acrobat 3.0 Reader. Should I upgrade to Acrobat 4.0? Is there a way that I can install the Acrobat 4.0 Reader?
A. While your 3.0 reader will read files created in Acrobat 4.0, there will be a number of features of Acrobat 4.0 that will not be viewable in the 3.0 reader. There are several ways that you can upgrade. Your ISR liaison can do it for you. You can go directly to Adobe's web site for easy directions. Or on-campus Windows 95 users can go directly to this URL for simple installation of the software: http://www.facstaff.bucknell.edu/mdiehl/Acrobat.html.

ISR First Year Program: where information, help and support come together for first-year students

by Judy Zebrowski, Librarian/Information Specialist in User Education
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- Let the First Year Program be your connection to academic success in developing and enhancing the critical skills necessary to succeed in the Information Age.
- Discover how Information Services and Resources responds to your research, computing, and networking needs.
- Jump start the fall semester by attending these ISR information-sharing experiences:
  - ISR Orientation for first-year students
  - Introduction to the University Library and the Internet
  - TechnoStress Appointments
- Visit the ISR First Year Program web site at http://www.isr.bucknell.edu/help/usered/First_Year/

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User education and training
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     Library . . . . .Dot Thompson . . . dthompsn@bucknell.edu . . .71461
Web development . . . . .Roberta Sims . . . rsims@bucknell.edu . . .73310

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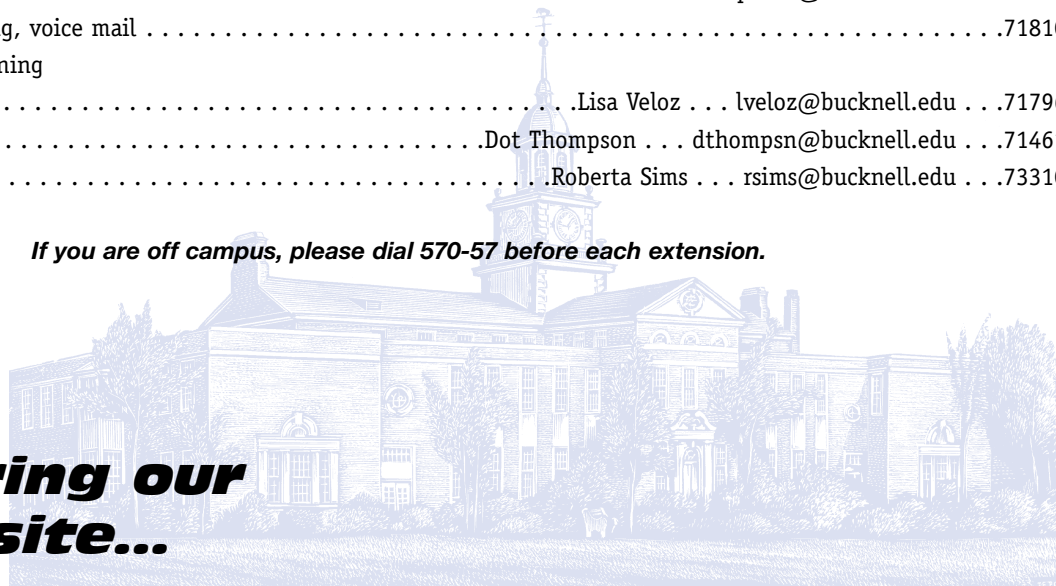
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