Fall 2000

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Information Services and Resources, Bucknell University

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Energizing the Internet

by Mike Weaver, Systems Integrator
mweaver@bucknell.edu

This summer, ISR embarked on a project to "energize" our Internet connection. Over the past few years, we have worked hard to make the campus network a high-speed network from end to end, able to support demanding network applications. But for applications that go off campus, we are generally constrained by the capacity of our Internet connection. We currently have a 13MB connection to the Internet. While this is a comparatively large "pipe" for our data, it is sometimes filled to capacity. This past spring, it was further strained by the growth of Napster, used to download digital music.

In late spring, we came across a solution that will help to maximize the value of our Internet pipe. It's not just a coincidence that this solution will also provide an alternative to Napster.

During the summer, we signed contracts with two companies that provide "caching" servers. These servers provide access to some kinds of Internet data directly from a server located in the Bucknell network. The result is that you will see better performance from web sites that use these caching servers, and we will reduce the load on our Internet connection.

The first of these servers comes from a company called iBeam. This caching technology uses a satellite dish installed on the roof of the computer center to deliver content to a server in the Bucknell network. MSNBC cable news is an example of a site that uses iBeam technology. When you view a video from *www.msnbc.com,* the data is sent via satellite to Bucknell. You actually receive the video from the iBeam server in our network. You will get better resolution, higher quality video, and you won't consume any of our Internet pipe when you view these videos. For a list of sites served by iBeam, visit *www.bucknell. edu/energize.*

The other server comes from a company called Akamai. According to their web site, Akamai is Hawaiian for intelligent and clever, or "cool." Akamai's forte is placing "static" content from popular web sites on a caching server, like the one located at Bucknell. For instance, when you visit Yahoo or Go.com, which includes abcnews.com and espn.com, among others, the static content such as pictures, graphics, and some kinds of video on these web pages actually comes from a server at Bucknell. Again, you should see better and more reliable performance from these sites since the pictures come across the high-speed campus network. And you are not consuming any of our Internet pipe to get the pictures. Akamai

isr@b
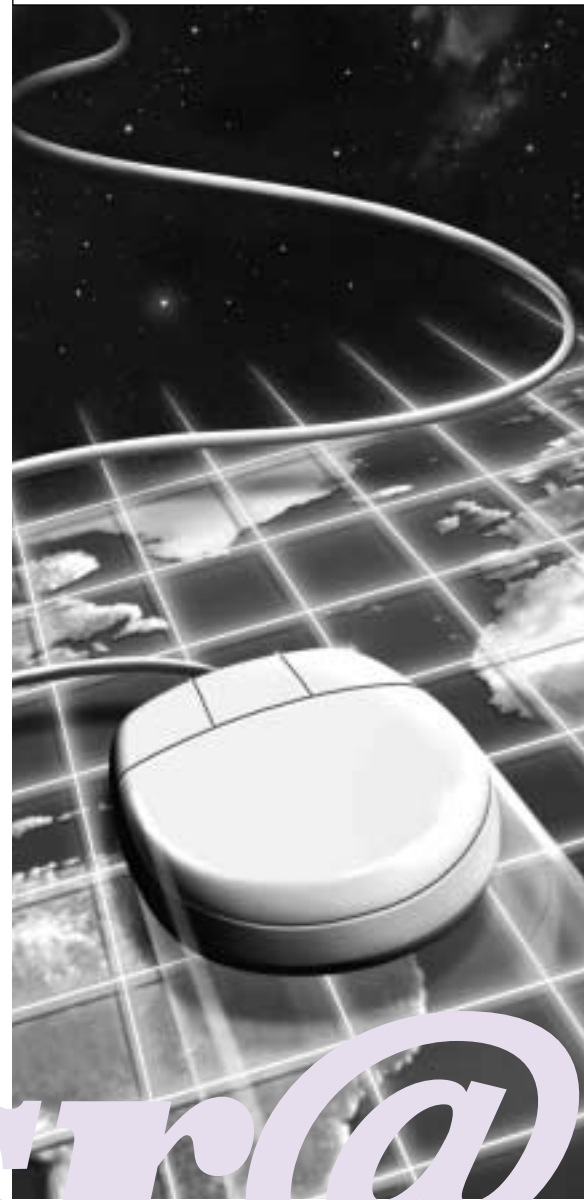
Meet the ISR staff!

Engineering Computing Support Team (ECST)

from the top: Wade Hutchison, Jeremy Fertig, Mike Harvey, Jeremy Dreese, Brian Hoyt, Mary Ann Johansson

photo by Terry Wild

INSIDE

The Cheese Keeps Moving…

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

In the last issue I talked about the many changes I was experiencing. I don't suppose that *isr@bucknell* was designed to be a mechanism for me to do therapy, but hey, if it works… Anyway, as if a change in Presidents and an Associate Director leaving wasn't enough, the chief academic officer and my administrative assistant Shelly Yocum have both moved on to great new positions. So I've been thinking even more about change.

What have I learned? Change is happening all the time with or without our awareness. Events like someone's departure, or a court decision (Napster or Microsoft), or a new building make change obvious, but I've started to notice all the smaller changes that happen as well — someone learns a new skill, new employees start work (welcome Jake!), and someone has a new insight in their personal life that changes work.

After reading the words I wrote in the last issue, I realize the change in myself towards change. I've been reading about change, thinking about it, and living it. I had considered buying Who Moved My Cheese several times when I'd see it on amazon.com or in a bookstore. Then I would realize it had 94 pages and say, "I just can't pay that much for that!" When someone whom I value a great deal suggested I read it, I did. I actually read it twice the same day! It's not an academic work. It's not even a great story, but I sure did recognize myself in some of the parts designed to suggest new approaches. I know that this book is NOT for everyone.

While the book had an 87% approval rating in one online survey, I read a comment from someone who didn't like it — someone who said that their Human Relations office was "pushing it" and that things would be better if we demanded that the cheese be put back where it was in the 50's! Uh, can't do that…

Also I've noticed that while I moved to Bucknell for three reasons — a GREAT staff in ISR, solid infrastructure (building, network, collection support, technology fund), and support from the administration, a fourth reason has arrived — I love Bucknell. I love the great staff and faculty that ISR works with. I love the students. I love the way Bucknell goes about most of its work. I love the physical campus. And I just love the culture here! I've grown to understand that Bucknell is stronger than any one person. It's stronger than a President, a VP for Academic Affairs, or anyone! So while much has changed, I have found myself caring even more for Bucknell. Concerned. Protective. But

knowing that it will be fine. My wife and I occasionally cut out things and paste them on the bathroom mirror for each other to see. The most recent one she chose because she's aware of the changes happening at work. "Culture is the one thing that doesn't change when everything else around is changing!" Amen to Bucknell's culture!

On Shelly Yocum's last day of work, I also noticed a framed print in the ISR office with a quote: "New Beginnings — in life what sometimes appears to be the end is really a new beginning." Well, for now, that one is in my office because, of course, all these changes I've been writing about are wonderful, exciting new beginnings as well as endings.

Here's to the wonderful new beginnings for Dan Little and Shelly Yocum! And to the new beginning for Kelly Stover as she begins an expanded position as a result of Shelly's departure! And to the new Interim VP for Academic Affairs Genie Gerdes!

In the last issue I compared change to flying and said I was on the plane but wasn't looking forward to the movie and the peanuts. Well, right now I want a double feature and peanuts AND pretzels! I'm flying on Bucknell Airlines — and there isn't a better place to be on the planet!

The First Year Program

by Lisa Veloz, Client Services Analyst, and Judy Zebrowski, Librarian/ Manager of User Education Services
lveloz@bucknell.edu
zebrow@bucknell.edu

The ISR First Year Program is designed to meet the information needs of first-year students at Bucknell. Through formal and informal sessions, constructed to meet specific needs, the various programs assist students in their transition to university learning in the technology era. The programs offered exclusively to this year's incoming class are:

- **First-year Student Orientation**
- **Introduction to the University Library and the Internet**
- **Computing at Bucknell**
- **FYI Learning Labs**
- **TechnoStress Appointments.**

First-year students get an initial introduction to ISR in conjunction with Bucknell's orientation program. Students will circulate through the various ISR service areas to become familiar with essential resources and services for research, computing and networking. This will be the student's introduction to ISR services, to the "Information Commons," and to ResNet, Bucknell's campus network for students.

The Introduction to the University Library and the Internet is a great way for first-year students to start off the semester. These workshops, scheduled afternoons and evenings, are an instructional solution for basic research and computing questions. The sessions are very student-directed to meet specific needs. Check out the schedules on the first year website at *http://www.isr.bucknell.edu/fyp.*

Computing at Bucknell sessions are also designed to meet the specific needs of students. Students can attend any of the sessions to meet their own informational needs. The sessions provide an overview of computing services particular to Bucknell, such as e-mail and file services, and also introduce various common software applications.

FYI Learning Labs are a new facet of the ISR First Year Program designed to give students specific help when they need it. It is most students' experience that various types of projects are due at a certain point in the semester. These sessions will offer focused instruction on the mechanics of writing a research paper, designing a Power Point presentation, or other tools and techniques to help you successfully get through the rush of assignments.

TechnoStress Appointments are designed as one-on-one or small group consultations with ISR staff. Appointments can be made all year, at any time first-year students need help with any part of ISR services. You can make an individual appointment or include your friends working together on a project. TechnoStress appointments are a way to build confidence using a wide variety of information resources.

Finally, ISR staff works in conjunction with the instructors and students in the Foundation Seminars. Whether teaching students to evaluate appropriate information on the internet or consulting with professors to design assignments for the purpose of integrating technology into the class, ISR aims to provide information to students and faculty in a timely fashion.

Bucknell's Virtual Campus Tour

In the Driver's Seat

by Roberta L. Sims, University Webmaster
rsims@bucknell.edu

A few years ago when the new VW Beetle hit the market, I must admit, I was curious. I mean, I learned to drive in one of the originals, shifting gears on a deserted beach road in Maryland during a summer vacation when I was fourteen. Everyone drove a Bug in those days, spinning doughnuts in the winter, working on the engine in the summer with a greasy copy of the Idiots Guide to Volkswagen Repair propped open on the garage floor. So when the new Beetle debuted, I was more than a little curious.

To my delight I discovered that the VW website allowed me to take an interactive tour of the Beetle. There I was, sitting in the driver's seat, doing a Linda Blair Exorcist spin with my head. Without leaving home, I was able to check out the interior several times, spinning left and right, and stopping anytime to inspect a detail.

The car was impressive, but the 360-degree picture was phenomenal. Last spring, with very little fanfare, Bucknell rolled out its own interactive website. Curious to see the inside of the Weis Center Auditorium? Wonder what one of the (clean!) rooms in Smith or Vedder Residence Hall look like? Interested in seeing the Info Commons area of the Bertrand Library? We invite you to explore Bucknell's Virtual Campus Tour by following the link from our home page, or jumping right in at: *www.departments.bucknell.edu/admissions/tour*. You'll find nineteen images of the campus and the surrounding area.

Okay, so it's not as much fun as doing doughnuts in a snowy parking lot, but it comes in at a close second. Go on; get in the driver's seat.

From the Technology/Media Desk

by Marcy Siegler, Technology Services Specialist   *siegler@bucknell.edu*

The Tech Desk is your one-stop resource for all your equipment needs. We have equipment to enhance your classroom teaching or (for faculty and staff) items that can be borrowed for personal use.

Equipment	Loan Period	Equipment	Loan Period
Digital Video Cameras	3 days	Tape recorders	1 week
Digital Audio Recorder	3 days	CD/radio "boom boxes"	3 days
Laptops – Mac and PC	2 weeks	TV/VCR units	1 day
Digital Cameras	3 days	Video Players	3 days
Data Projectors	3 days	Video Recorder	1 day
Slide Projectors	3 days	DVD Player	1 day
Overhead Projectors	3 days	Phonograph Player	3 days
Video Projector	1 day	Portable Sound Systems	3 days
Opaque Projector	1 day	Bullhorn !!	3 days
35 mm cameras	3 days		

Extended loans can be arranged with staff approval. For loan procedures and policies, look at *http://www.isr.bucknell.edu/techdesk/desks/loans.html* or call the Technology/Media Desk at extension 77777.

New Reference Service — REFERENCE CHAT

by Isabella O'Neill, Librarian/Manager of Reference Services Program

ioneill@bucknell.edu

There are times when you wish you could talk to a member of the library's reference staff, without having to trek to the library:

■ **Are you** working from your office, at home, a lab, or a dorm room, and you need information *right now?*

■ **Have you** thought of sending your question by e-mail to ASK Online, but you really don't know how to ask for exactly what you need?

■ **Are you** dialing in to the Internet and using your only phone line and you can't call the Reference/Information Desk?
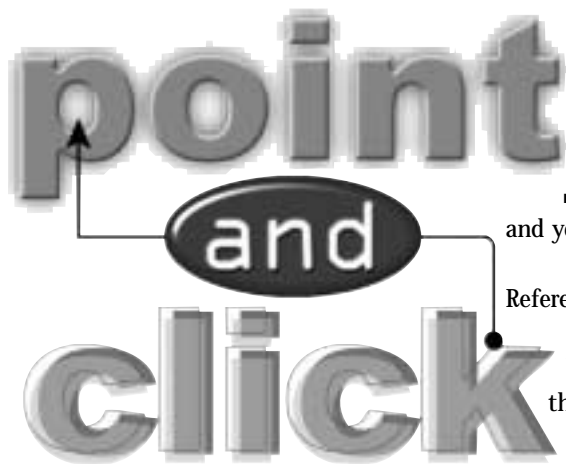
Reference wants to offer you another option for asking your question, to get you on the right track to finding the information you need. We have created "Reference Chat," a new real-time interactive service that allows you to connect via the ISR web pages and chat with a Reference/Information Desk staff person who will be able to provide immediate help and direction. Reference Chat is designed to assist users who want immediate contact with a reference staff member, but prefer to communicate electronically in real-time.

Look for Reference Chat at *http://www.isr.bucknell.edu/Refchat.* Remember, this service is real-time and is only available during the hours that the library is staffed. If you have a question after hours, try the ASK Online reference service from the ISR web pages at *www.isr.bucknell.edu/eforms/eref.html.*

We hope that Reference Chat is just the beginning of new, interactive services for reference and ISR. The Reference/Information Desk staff is looking forward to your questions.

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customers are also listed at *www.bucknell.edu/energize.*

Bucknell is negotiating with a third vendor, and we hope to have an additional caching server in place this fall. While iBeam and Akamai currently have different specialties, all three vendors are aiming at providing high resolution streaming audio and video services.

So how does this provide us with an alternative to Napster? One of the sites that uses iBeam technology is LAUNCHcast, available at *www.launch.com.* LAUNCHcast is a form of Internet radio station, developed by Jeff Boulter, '96. While Jeff was at Bucknell, he developed a web service called CRAYON (CreAte Your Own Newspaper). Much like CRAYON lets you create a personalized newspaper, LAUNCHcast lets you create a personalized radio station. You can indicate the types of music that you like to hear. You can rate artists and songs, which will influence which other songs are played on "your" radio station. You can create a radio station with just the music that you like. If you want a little variety, you can listen to other people's radio stations. And while you are listening to music via your LAUNCHcast station, you are listening to music that is licensed, so it doesn't raise the ethical and legal issues that Napster raises, and you aren't tying up Bucknell's connection to the Internet.

And finally — the best part. Each of these caching servers is FREE to Bucknell. iBeam and Akamai are funded by their customers (such as MSNBC, LAUNCHcast, and Go). Bucknell only needs to provide space for the satellite dish and servers. All the equipment is provided and installed for free.

So take a look at the iBeam and Akamai customer list at *www.bucknell.edu/energize.* You'll probably find your web browsing experience at these sites to be better than other sites. And you will be helping to maximize the value of our Internet connection.

Electronic Reserves Version 4

by Bud Hiller, Web Access Consultant
dhiller@bucknell.edu

A change will do you good! ERes v4 arrives at Bucknell! Bucknell students and faculty will see some changes in ISR's E-Reserves system this fall, and as is almost always the case, the "change'll do ya good!"

We've been a long-time user of Docutek's ERes system. In fact, we were one of their first university customers in the fall of 1996 when we installed version 2.0. By the summer of 1998, when we upgraded to version 3.1, they had over 50 clients, and now in 2000, as we move to version 4.0 and our own NT server, Docutek has over 125 college and university accounts spread across 3 continents. You will still be able to find ERes by following links from the ISR home page.

So what will be different, other than the look and the web address? For the student simply trying to find course materials, ERes will remain an easy-to-use web-based intuitive way to access teaching-related resources. They will continue to be able to search by instructor, course, or department and simply click on the links that they need. For faculty, ERes v4 offers a number of options, including sharing documents across courses, offering courses with multiple instructors, password protecting individual folders or documents within a course page, and opening multiple discussion group areas within the bulletin boards that are automatically created with each course site. Every instructor will be given an account in order to manage their site, so such options as making course announcements, checking usage statistics, changing the order of the documents on the course page, or modifying some aspect of the page will be available to every instructor. Faculty members who have taken advantage of this option in the past will attest that ERes makes it very easy to perform these tasks with a menu-driven simple format that requires no knowledge of HTML — if you can click on a link, you can manage your own course web site!

For those of us creating the course pages and documents, ERes v4 offers a number of features that should allow us to be much more efficient in posting material, tracking copyright, and moving material around within the site. In addition, the home page of v4 is more than a simple listing of courses with materials on electronic reserve. It serves as a portal to campus-wide electronic resources, with customizable links to other ISR services, and a news and information server that appears on every course site in the system.

ERes v4 will debut in the fall of 2000 — keep an eye out for it!

NEW ISR STAFF

**by Jake Carlson, Librarian/Information Specialist
for Social Sciences and Government Information**
jcarlson@bucknell.edu

Hello, I'm Jake Carlson and I am the new Librarian for the Social Sciences and Government Information at Bucknell University. What does that mean exactly? Well, my job involves many different responsibilities in ISR. First, I will be the library liaison for the East Asian Studies, Geography, International Relations, Political Science, and Sociology departments. As the liaison, my job is to ensure that the flow of communication between the library and the faculty within these departments remains strong in both directions. Listening to faculty needs and desires, I will serve as an advocate for the faculty and students of these departments in ISR. This includes ordering books, periodicals, and other material for the library, as well as investigating and implementing new and better ways to support faculty research and the research activities of their students. In addition, I will serve as a guide to ISR's resources and services for my departments. This includes teaching user education classes for these departments, as well as for some of the Foundation Seminars for first year students, and keeping my departments informed and educated about new developments or changes in resources and services from ISR. Outside of my department liaison responsibilities, I will be working at the Reference Desk, assisting patrons with using the library's resources and services to find the information they need. I will also be overseeing, developing, and promoting the library's collection of Government Documents.

I have been involved with academia in some way or another for many years. After graduating from Clark University with a Bachelors Degree in Government/East Asian Studies, I decided to continue my education and went to Washington University to earn a Masters Degree in East Asian Studies. Intending to earn a doctorate in Political Science and work as a college professor, I enrolled in Purdue University. However, after a year at Purdue, a variety of factors led me to decide to take some time off from school. During that time I reevaluated my career goals and aspirations and decided to become an academic librarian. Once again I returned to school, this time to the University of Pittsburgh, to earn a Masters Degree in Library Science. After my graduation, I was selected by the University of Illinois at Chicago to participate in their resident reference librarian program. After my year at the University of Illinois at Chicago, I became the Coordinator of Library Instruction for the University of Wisconsin at Whitewater. I chose to come to Bucknell because I was very impressed with the ISR organization, particularly its strong commitment to the Bucknell community, and the energy and passion that people have for their jobs. I am very excited to be here and I look forward to working with everyone at Bucknell University.

www.isr.bucknell.edu

Have you heard?

by John D. Jantzi, Systems Integrator
jantzi@bucknell.edu

Modern Language Lab Expanded, Renovated, "Intel"ized

by George Lincoln, Systems Integrator, and Cindy Ray, Systems Integrator
lincoln@bucknell.edu
rayc@bucknell.edu

It started before final exams when a member of the modern languages department politely asked, "Mr. Metz, tear down this wall!" Ok, so that was Reagan and Gorbechev and it was the 80's, but that's how and when the project started. No, not in the 80's, but prior to final exams. The wall separating the front and back rooms that comprised the Modern Languages lab in the basement of the library came down, creating one big room, more suitable for instructional classes.

The layout of the room is more conducive to teaching now. Instead of two students sharing each computer, each student will now have their own workstation. Students have a better view of the instructor and of the projection screen. New nova stations were installed to facilitate the new configuration. Dell Pentium III 667 Mhz computers were installed, replacing the 200 Mhz Macintosh 7300's.

The primary purpose of the lab is to serve as an electronic classroom for the modern languages department. With the computers and monitors recessed below the students' desks, it is possible to combine traditional lecture and speech exercises with hands-on computer exercises to reinforce concepts and rules discussed during the lecture portion of class. A new audio and video linking system and projector further enhance the instructor's abilities to demonstrate exercises. The instructor can display any video or audio signal from any student station to the projector and speakers, or to any or all other workstations. Faculty of the modern languages department will also use course- ware developed by ITEC, and packages purchased during the renovation phase, such as Le Correcteur Didactique, a French Grammar Tutor, and a German Grammar Tutor. The lab should be fully functional by the first day of classes.

New Remote Access Service

This summer ISR signed a contract with a local Internet Service Provider to supply the campus with a remote access service that will replace our existing service by fall break of this year. PenTeleData (PTD) will be providing the Univer- sity with access to 128 56Kbps modems through a local toll free phone number. This service will be FREE for all faculty, students and staff for doing university business, and will provide access to all Buck- nell IP network services. Some addi- tional features have been added:

- Modems have been increased from 48 to 128.
- Modem speed has been increased to support 56Kbps.
- Toll-free calling area has increased to include most of Central PA.

ISR will continue to provide technical support.

In addition, two fee-based services will be offered: Optional Personal Accounts through PTD (formerly Prolog), and Digital Subscriber Line within most of the Buffalo Valley Telephone Company calling area. We hope in the future to offer these new options at a reduced cost for faculty, staff, and students. Our web page "Remote Access for Bucknell Faculty, Staff, and Students," *www.isr.bucknell.edu/remote_access* outlines the guiding principles behind these improvements and the service details.

18 New Presentation Classrooms

by George Lincoln, Systems Integrator, and Cindy Ray, Systems Integrator

lincoln@bucknell.edu
rayc@bucknell.edu

As I write this, there is still conduit to be run, electrical work to be done, furniture, computers, networking closets to be built, miles of wire to be run, and projectors to be installed, but we are optimistic that we will have 18 new computer presentation classrooms installed by September 2000. This will bring the total number of classrooms equipped with computers and projection to 48. More than half of the classrooms on campus will be equipped with a computer and projec-tor that can be operated from the instructor's station.

As in the past, the Instructional Facilities Committee and CAC were both instrumental in the room selec-tion and approval process. The third floor of Olin is the site of the Instruc-tional Facilities Committees' renova-tions — where four classrooms are becoming three. Modestly sized cus-tom built instructor's stations are being added. These instructor's sta-tions will be equipped with a docu-ment camera, VCR, amplifier, comput-er, and TI presenter — a device that connects a graphics calculator to the computer projector which displays the image on the projection screen, thus enlarging the image so it is suit-able for viewing by the entire class. A control system will round out the equipment.

In these three classrooms, a con-trol system will link all of the media and computer equipment together, and will serve as a central operating point. No more juggling and strug-gling with projector and VCR remotes. No more cycling the projector on then off accidentally, because the on but-ton was held down a nanosecond too long. The control system should make these rooms easy to use; it acts as a standard interface, meaning the instructor presses the same button on the interface whether the projector or VCR is a Sony or a Panasonic. If the instructor knows how to use one classroom, then he or she knows how to use all of them. For the moment, these systems will exist only in these three rooms. If faculty deem them useful and desirable, the ISR Learning Spaces Team will explore the possibil-ity of installing control systems in other classrooms.

In addition to the three class-rooms on the third floor, Olin 254, 255, 264, and Olin 451 are also being upgraded to presentation classroom status. While these rooms will not have all the bells and whistles that the third floor will have, they will be equipped with permanent computer and projection capabilities. They will also be laptop-ready, as will all our new presentation classrooms. Thus, a total of seven presentation classrooms are being created in Olin.

In addition, six classrooms in Dana are being upgraded to presenta-tion classrooms. They are Dana 103, Dana 133, Dana 202, Dana 238, Dana 305, and Dana 352. With the addition of these rooms, nearly 100% of the classrooms in Dana will be presenta-tion classrooms.

This is true of Rooke and the new music building as well, with the addi-tion of Rooke 102 as a presentation classroom, two new classrooms in the new music building, and the recital hall there. We also created a presen-tation classroom in Art 201, the for-mer Music and Art building.

Any project this size requires a great many people working closely together. If it were not for the mag-nificent support of the Physical Plant, Engineering Computing Support Team, Technical Operations Group, Learning Spaces Team, and Calendar and Scheduling Coordinator, we would not have been able to make these improvements. Please remember that if you experience a classroom emer-gency in any of these rooms, or any classroom, you can call the classroom emergency hotline @ 73435, and a member of the Learning Spaces Team will be dispatched to help you. Also, if you'd like a walk-through of a pre-sentation classroom with a member of the Learning Spaces Team, please call the techdesk @ 77777, and they will begin the arrangements.

Finding Electronic Journals is Easy

by Kathleen McQuiston, Librarian/Program Manager for Information Resources Selection
mcquisto@bucknell.edu

Determining if the library subscribes to a particular newspaper, magazine, or journal has always been pretty straightforward. You just do a title search in the online catalog, and the search results will tell you if we currently subscribe and which issues we have on the shelves. But what about all those electronic journals that exist as web pages or digital archives? How do you know what you can access from your computer? The answer is the same. Simply search the online catalog by title. The online catalog includes not only all the journals the Bertrand Library subscribes to in print format, but it also includes over 400 electronic journals from sources such as *Project Muse, J-STOR,* and *IEEE,* to name a few. All these titles will have links from the online catalog to their web sites. More titles are being added all the time.

OK, but what about databases like *Article Finder* or *ABI-Inform*? Although they don't provide access to entire electronic journals, they are great sources for specific articles. How does one go about determining what journal titles they cover full-text? Once again, the answer is the online catalog. We've added over 3,600 records to the online catalog for journals whose full-text articles are included in *Article Finder, ABI/Inform,* and *Research Library Complete.*

So the next time you come across a journal reference you want to pursue, you don't need to remember if we have access through *J-STOR's* archives, or *Article Finder's* database, or if we have it in print. All you need to do is check the online catalog.

★ **Student** ★ **Contest** ★ **WINNERS** ★ **Student** ★ **Contest** ★ **WINNERS** ★

Student Photographic Contest

Last spring, students were invited to submit a photograph that captured a special "vista" of Bucknell. The contest ran in conjunction with the "Vistas: Timeless Beauty" exhibit in the James A. Russell Exhibit Area, Lower Level I of the Ellen Clarke Bertrand Library. First prize, a $50 Bookstore Gift Certificate, was awarded to Leigh Klimowicz '00 and second prize, a $25 Bookstore Gift Certificate, went to Alisa Grosser '02. Winning photos may be viewed at *http://www.isr.bucknell.edu/exhibits/contest.html.*

Bucknell

Associate Vice President for Information Services and Resources
    metz@bucknell.edu 71557
Circulation Desk 71882
ISR Office – 221 Bertrand Library 71557
ISR Office – 101 Computer Center 71795
Library Hours 71881
Reference/Information Desk 71462
    ASK Online . . . . .http://www.isr.bucknell.edu/eforms/eref.html
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    Reference Chat . . . . .http://www.isr.bucknell.edu/Refchat
Reserves
    dhiller@bucknell.edu 73288
Scheduling a computer lab . . . . .reservelab@bucknell.edu
Software Service Clinic
    ssc@bucknell.edu 77777
Technology/Media Desk
    helpdesk@bucknell.edu 77777
Telephone repairs, billing, voice mail 71810
User Education and training
    Computing . . . . .Lisa Veloz . . . . .lveloz@bucknell.edu 71796
    Library . . . . .Judy Zebrowski . . . . . . .zebrow@bucknell.edu 71461
Web development . . . . .Roberta Sims . . . . .rsims@bucknell.edu 73310

If you are off campus, please dial 570-57 before each extension.

Wandering our Web site...
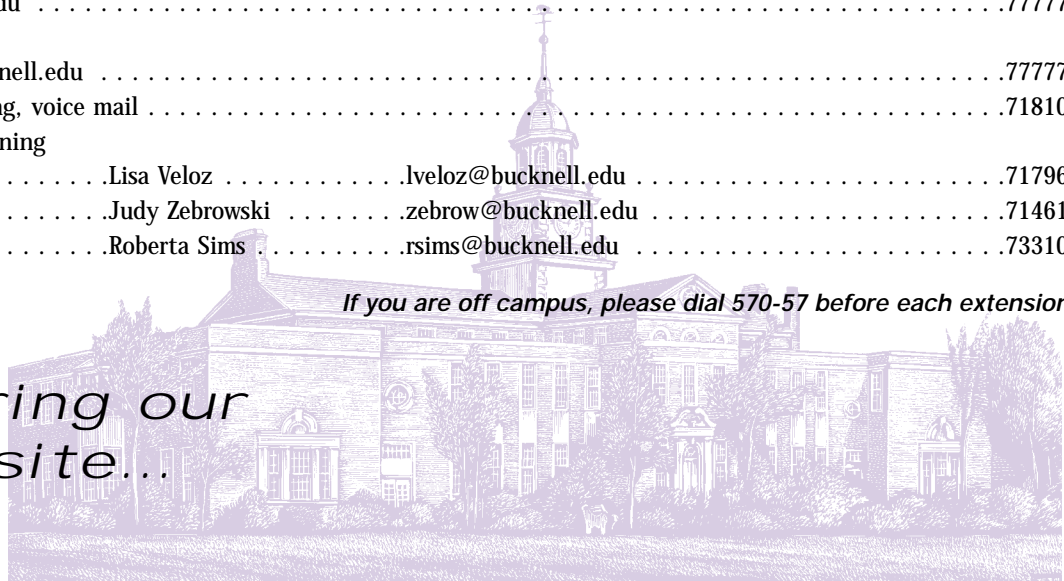
A Place in History . . . . .http://www.departments.bucknell.edu/isr/sheary/

A Web of On-line Dictionaries . . . . .http://www.yourdictionary.com/

Bucknell in London . . . . .http://www.departments.bucknell.edu/bucknellinlondon/

Bucknell Outing Club . . . . .http://www.orgs.bucknell.edu/outing.clb/

Bucknell University Program in Animal Behavior . . . . http://www.departments.bucknell.edu/Animal_Behavior/

Geologic History of Central Pennsylvania   http://www.departments.bucknell.edu/geology/History/Introduction/Intro.shtm

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