

Spring 2001

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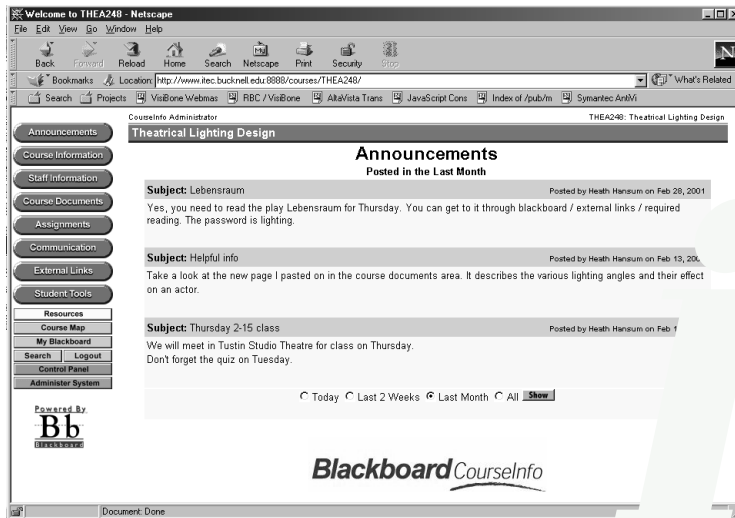
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Blackboard Rocks

by Deb Balducci, Graphic Specialist, Mary Beth James, Systems Integrator, and Ryan LeBreton, Web Developer

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What is Blackboard?

ITEC and Bucknell now support Blackboard CourseInfo version 4, a course management system that provides a web site with a uniform, user friendly interface, centralized access to all online course materials, and 24/7 communication that allows instructors to interact with their students in a variety of ways. This article will provide an overview of some of the features of Blackboard that are currently being used by Bucknell faculty.

The Features

Posting course documents online with little or no preparation is the heart of Blackboard (Bb). Documents such as syllabi, assignments, lesson plans,

sound clips, and video files can be posted in a variety of file types including PowerPoint, Word, Adobe Acrobat, JPEG, and html. Links can be made to external web sites containing relevant or interesting material, and categorized by topic.

With a Blackboard course, communication is not limited to a printed document. A discussion board allows students and faculty to post messages that are organized by topic and date and can be read without the constraints of time or location. A chat facility enables a real time discussion among members of the course, and a log of the chat session is archived for later viewing, if desired. Any member of the class may send email to the

entire class at once, eliminating the need for a class listserv. Announcements posted by the instructor are prominently displayed on the front page for each student who logs in.

Blackboard tracks all activity within a course site, providing statistics about login time and session length, and a record of documents examined. A gradebook feature enables the instructor to record and view each student's grades, while individual students can access only their own.

There are a variety of additional tools for both students and teacher. The quiz/survey feature allows for creation and administration of online evaluations, which can be scored later by hand or by Bb. A course calendar integrates personal and course related events. Students and teachers have access to all calendar events for each of the courses they are enrolled in.

Who is using Blackboard?

www.blackboard.com claims to have 3.1 million users at 1400 institutions using Blackboard version 5, which will be available here in the fall. Closer to home, we currently have 1200 students enrolled in 120 courses.

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- Appletree Alley
- Citation Searching is Here
- Bucknell Banner Web
- Ask ISR

Meet the ISR staff!

Client Services

from left front: Melissa Rycroft,
Chris Young, Lorraine Eisenhuth,
Lisa Veloz,
second row: Mary Ann Johansson,
Schelly Homan, Will George
third row: Lynn Hertz, Jean Zappe,
Seth Greiner
back row: Russ Eisenhuth, Mike Diehl



Managing Editor: Jennifer Perdue
Editors: Jim Van Fleet, Chris Young,
and Mary Jean Woland
Photographer: Debra Balducci

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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Bucknell University
Lewisburg, PA 17837
e-mail: *isr@bucknell.edu*
or call 570-577-3252

isr@bucknell is available on the Web at <http://www.isr.bucknell.edu/pubs/>.

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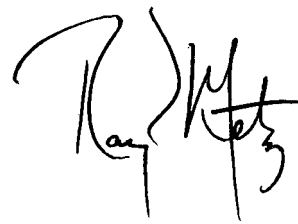
THE CURRICULUM ROCKS!

by Ray Metz, Associate Vice President for Information Services and Resources
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One of the conversations that is occurring on many campuses concerns the appropriate role of instructional technology in higher education. And on some campuses there is a strong mandate — make this campus a leader in the use of instructional technology. While many people at Bucknell are thinking about the issue of instructional technology, there is at present no established mandate or formalized plan. At the same time you can see from the front page of this newsletter that we are trying to provide tools to support those faculty who want to incorporate various levels of technology into their classes.

What is most important at Bucknell is the curriculum and the teaching/learning relationship between student and faculty. It is the faculty and the curriculum that determines the role of instructional technology here - a much more enlightened approach than if we simply mandated the use of instructional technology into the Bucknell experience. This means we have a variety of levels and a variety of approaches to using such technologies at Bucknell. It also means that ISR is committed to remaining flexible in its continued support of faculty interests and needs.

As Bucknell fulfills President Rogers' mandate to undertake a new



strategic planning effort, the curriculum will undoubtedly again be a topic of conversation. Faculty focus will be on improving the curriculum. Will that strategic planning effort have any impact on the role of instructional technology? I'm not sure, but if it does it will be because we are all trying to improve the Bucknell academic experience -- not because technology is a "strategic" initiative and not because it's the "trendy thing" to do. One of the best things about Bucknell is its history of doing the right thing for the right reason. Having the curriculum guide the use of instructional technology at Bucknell is obviously the right thing to do.

The curriculum rocks! The faculty rock! Instructional technology? It supports the other two...

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1. Richard Pauling
2. Lynda Thaler
3. Paula Contreras
4. Jim Van Fleet
5. Joanne Powell
6. Cindy Ray
7. Ray Metz
8. Don Rea
9. Melissa Rycroft
10. Gene Greiner
11. Barbara Hollenbach
12. Nancy Haupt
13. Tom Carl
14. Bud Hiller
15. Sabrina Kirby

UNCOVER: A Current Awareness and Document Delivery Service

by Jennifer Perdue, Editor
perduej@bucknell.edu

Have you ever wished that there was an easy way to keep informed about recent literature in your field? Bertrand Library and UnCover can help! Bucknell faculty members can enjoy all the services of UnCover, such as the Reveal Table of Contents and document delivery services. Bucknell's site license allows every faculty member the opportunity to create an UnCover profile. Once your profile is created, electronic tables of contents from journals that you've selected are delivered directly to your email at no charge to you. We also maintain a deposit account so that you can order documents and journal articles directly, thus bypassing traditional interlibrary loan. Most articles are faxed directly to you within 24-48 hours, and many are available immediately to your desktop.

All faculty who are not already familiar with the service are invited to contact their library liaison or Jennifer Perdue (73252) for more information and to schedule an appointment to set up a profile. You'll need information from your liaison about Bucknell's account in order to use the service.

Some information from UnCover's web site is copied below. Also read



Professor Andrea Halpern's article about the ways that UnCover has helped in her research.

- UnCover is a database of current article information taken from well over 18,000 multidisciplinary journals.
- UnCover offers you the opportunity to order fax copies of the articles from this database.
- UnCover is easy to use, with keyword access to article titles and summaries.
- UnCover Reveal is an automated alerting service that delivers the table of contents of your favorite periodicals directly to your e-mail box. The Reveal service also allows users to create search strategies for their favorite topics.
- UnCover SOS is a level of document

delivery created for users who simply want to forward orders to UnCover.

- SOS continues the tradition of responding to customer needs and providing the most innovative, automated and efficient document delivery available anywhere.
- Over ten million articles are available through a simple online order system. Five thousand citations are added daily.
- Articles appear in UnCover at the same time the periodical issue is delivered to your library or local newstand, which makes UnCover the most up-to-date index anywhere.
- The UnCover Reveal Alert service delivers tables of contents from the latest periodical issues directly to your e-mail box and your stored search strategies are automatically run each week against new articles added to the database, and the results e-mailed.

Go to <http://uncweb.carl.org/> for more information.

by Dot Thompson, Librarian,
Faculty Outreach Coordinator
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On March 15, ISR linked via satellite to a PBS teleconference, *Technology-Driven Planning: Principles to Practice*. There is a great deal of evidence illustrating the importance of planning in colleges and universities, especially in looking at the role and the value of technology. How can we plan for technology when we cannot know what the future holds? How can we ensure that technology serves our students in the best possible way? These are difficult questions which require ongoing examination.

Although none of the schools represented closely matched Bucknell, the stories of the four participants were informative. The president of two small liberal arts colleges presented a success story for laptop campuses. Their surveys indicated that students' laptop use increased the level of class participation, students' responsibility for their own learning, and improved their technical skills. An IT administrator at a large state university cited the importance of providing physical facilities, both new and existing, equipped to support technology to make all spaces "information enabled," to ensure that the four walls of the classroom did not restrict the faculty or the students. One school required a "digital portfolio" before students could graduate to confirm their mastery of technology to some degree. This "portfolio" was seen as an entrée to better jobs and as advantageous for graduate schoolwork.

There were common agreements in several areas. All agreed that it is imperative that the role of technology must be one of support to the academic mission; technology should improve pedagogy. Repeatedly, the mantra was given: learning must precede change. And it was recognized that change and learning is coming at us more quickly than ever before and is more difficult to manage.

What does this mean to Bucknell? We must be aware of the importance of planning for technology and we must question how best to plan for it, implement it, and use it.

If you are interested in learning more, the teleconference was videotaped and is available through reserves under ISR, "Technology-Driven Planning: Principles to Practice."

Faculty Focus

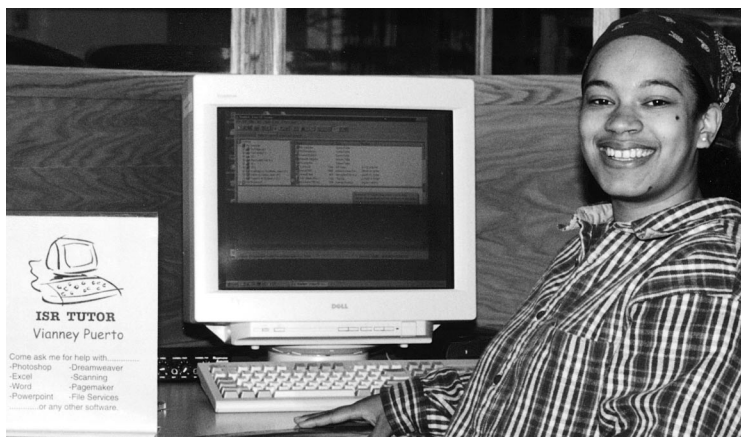
USING UNCOVER REVEAL

by Andrea Halpern,
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I have been using the UnCover Reveal article notification service since its inception, and find it an extremely convenient and useful tool to keep up with literature in my research and teaching fields. I take advantage of both the Table of Contents feature and the keyword search feature. In the former, you can designate up to 50 journals whose tables of contents will be sent to you on a periodic basis (sometimes there is a lag between publication date and the notification). In the keyword search, you can designate up to 25 phrases that will be checked against titles in the entire UnCover database (not just the journals in your journal list). You can use Boolean operators (OR, AND) in the usual way to refine and expand your search sets.

Results of the searches are typically sent out en masse, one email per search, to allow quick scanning, and deletion if necessary. In addition to keeping track of literature myself, I find the email format handy to forward information to students, or to cut and paste into other documents for later reference. Both types of searches can be modified as often as you like via the UnCover Reveal website, using a secure access with a password. Articles can be ordered as faxes directly from the emails sent to you, or for better readability (albeit slower response time), you can retype the information on Library e-forms for InterLibrary Loan for journals we do not own or for photocopying from journals we do own.



Technology/Media Desk Review

by Marcy Siegler, Technology/Media Consultant and Lisa Veloz, Client Service Analyst

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Wow, it doesn't seem possible, but the desk has been in operation for over a year and a half. We have become a permanent fixture as one of the service desks in the Information Commons. It feels good to be part of a service organization that takes pride in providing great customer service. Let's review what was available then and what we have added for your convenience. Computer and Media consulting are still the number one service provided at the desk. The desk is staffed by experienced students and staff available to give support to the Bucknell community.

Equipment check out has always been available but we have added a few new pieces. A complete list of our loaner equipment and information about our loaner policies can be found at: www.isr.bucknell.edu/techmedia/items.cfm

All of these items are available for check out at the desk and we suggest that you call and reserve ahead of time to assure availability.

The Technology Courtyard currently has 28 workstations available to faculty/staff/students.

- Each workstation has a scanning bed.
- Five stations have CD Burners available.
- The Technology Learning Center (TLC) consists of manuals, videotapes and CDs on the various software applications that are available on the courtyard stations. This collection has been placed for easy browsing and it provides tools to enhance your skills in a number of specific areas.

Student Trainers are also available from Sunday through Thursday evenings. They are usually seated at a courtyard station waiting to assist a user with a software problem. They also offer some training for those who would like to learn more about a specific application. No appointment is necessary; simply look for the station that has a sign with the trainer's name.

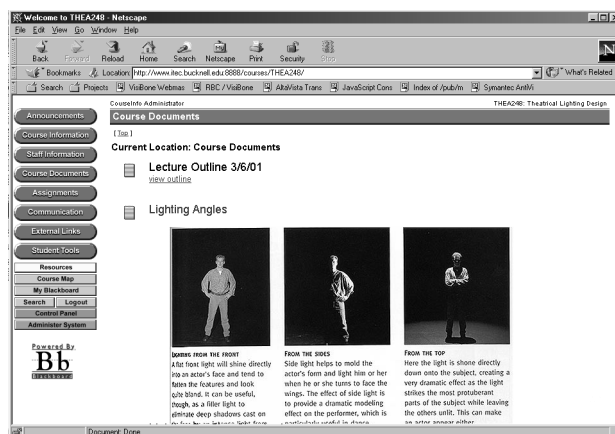
The staff at the desk welcome your comments/suggestions that would help us become more aware of your needs so that we can better serve you. You can email your thoughts to the desk staff at techdesk@bucknell.edu.

continued from front page "Blackboard"

Heath Hansum and Chris Zappe have given us permission to use screen shots of their courses as illustrations in this article. Our survey of Bb users during the fall '00 semester shows that the students found Bb helpful and easy to use.

Ready to use Blackboard?

If you want to join the group of faculty who use Blackboard to support their courses, please call us to ask for a tutorial. We'll set up a site for your course, add the students, and after half an hour of instruction you'll be uploading documents to your course site and creating engaging discussion forums. If you'd like to use Bb for fall semester, plan to attend our workshop scheduled for late May. To view Blackboard courses online at Bucknell, browse to <http://www.itec.bucknell.edu>, and follow the "Blackboard CourseInfo Courses" link.



The Company We Keep

by Martha Holland, Reference Assistant, ISR

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As Groucho Marx said, "Outside of a dog, a book is man's best friend. Inside of a dog it is too dark to read."

1. *Fountainhead* by Ayn Rand. "I picked this up at a yard sale, started reading it and found it fascinating."
2. *Why Religion Matters: the Fate of the Human Spirit in an Age of Disbelief* by Huston Smith. "I am interested in books on religion, in books that describe what happens to our spiritual side in an increasingly materialistic age." I am also reading *Girl With a Pearl Earring* by Tracy Chevalier, "a book about the Dutch painter, Vermeer, and how a maid in his household becomes a model for one of his paintings. I read this because Vermeer is one of my favorite painters. I wish I could step into one of his paintings."
3. *Death du Jour* by Kathy Reichs. "I read lots of mysteries for fun, and I picked up this new one by Reichs at Barnes and Noble. It is an interesting story about a forensic anthropologist in Quebec. I am also reading *Don Quixote* in Spanish. Which one I choose to read depends on whether I want to work or relax!"
4. *Morel Hunters*, which is a book about the culture of mushroom hunters (those who hunt mushrooms to eat). "Yes, I would recommend it to other mushroom hunters or to those who want to read about the sociology of a fringe group. The family is also listening to *Harry Potter and the Goblet of Fire* on tape when we go on long car trips."
5. *Thimbleberries: Guide for the Weekend Quilters* by Lynette Jensen. "I have always wanted to be an artist but can't do anything with a brush and paint. Quilting allows me to be an artist. I love putting the pieces of cloth together and watching the result."
6. *Peter the Great* by Robert Massie. "My sister told me to read this book. It

Below are comments from ISR staff on what they are currently reading. See if you can recognize your colleagues by the company they keep. Answers are on page 3.

reads like a story rather than a dry old history book. I highly recommend it to anyone who wants to learn about Russian and European history and enjoys doing so."

7. "I'm reading *High Five* by Ken Blanchard which is a book about teams; *Learning that Lasts* by Marcia Menkowski, a huge book that presents theories and strategies for learning that lasts; and *A Confederacy of Dunces* by John Kennedy Toole, a comic novel about wacky characters in New Orleans and a great book to read out loud to my wife every night."
8. *The Well at the World's End* by William Morris, a "luddite fantasy novel written in the nineteenth century as a reaction to the Industrial Revolution;" and *Shadows of the Mind* by Roger Penrose. "Penrose is a world famous mathematician and a leading critic of artificial intelligence. In this book, he presents a mathematical argument that consciousness cannot be computationally reproduced. The nature of consciousness is a personal academic quest, and I recommend it to those with a similar passion."
9. *Latchkey Dog* by Jodi Andersen. "I got this free at the ALA midwinter conference. It is a lovely book about how our changing lifestyles have affected our relationships with our pets."
10. *Timeline* by Michael Crichton. "My son gave me this for Christmas to get me to read something else besides Cisco manuals. This book is about historians in 1999 employed by a tech billionaire-genius who plans a theme park featuring artifacts from a lost world. When the project's chief historian sends a distress call to 1999 from 1357, the project leader doesn't tell the younger historians the risks they'll face trying to save him."
11. *Real Life at the White House* by John and Claire Whitcomb. "A very

interesting survey of all the Presidents through Clinton, their First Ladies, and their daily lives in the White House: the household budget, renovations they made, friendships and animosities. I highly recommend it to anyone interested in American history."

12. *Abolishing Performance Appraisals: Why They Backfire and What to Do Instead* by Tom Coens, Mary Jenkins, and Peter Block. "I saw the authors on a talk show on television. In this book, they look at performance appraisals, in the traditional sense, and why they don't work. I recommend it because it pertains to what's going on in ISR."
13. *Cardinal of the Kremlin* by Tom Clancy. "I read a lot of Clancy's books. My wife got this one for me for Christmas. It's a very suspenseful novel." This book is about two men who possess vital data on Russia's Star Wars missile defense system.
14. *Stones from the River* by Ursula Hegi is set in post WWI Germany and is about a disabled kid. "I read this when I am depressed and I want to stay that way. I always read lots of books at the same time, which is good because different books fit different times and different moods. I am also reading *Lake Wobegon Days* by Garrison Keillor because it occurred to me while listening to his program on NPR that we own this book."
15. "I'm reading *Bodhisattva Archetypes* by Taigen Daniel Leighton, which is part of my ongoing study of Zen Buddhism; *Roadside Dog*, by Czelaw Milosz—not a book about dogs but a book of prose poems by the Polish poet. I'm also reading *The Non-Designer's Design Book* by Robin Williams (not THAT Robin Williams!), an excellent introduction to graphic design for the visually illiterate."



Citation Searching is Here!

by Jake Carlson, Librarian for the Social Sciences and Government Information
and
Jim Van Fleet, Information Specialist for Science and Engineering Resources

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Have you ever wondered how many times an article you published has been cited by others? Have you had problems finding information on a topic that is difficult to express with a keyword? ISR would like to announce that we now offer access to a new database, the Web of Science. The Web of Science includes the Science Citation Index and the Social Sciences Citation Index (the Arts & Humanities Citation Index database is available via First-Search.) These online citation indexes provide a means to search the bibliographies of journal articles. Not only will you be able to access the bibliography of an article, you can also view subsequent articles that have cited information from the original article and see the number of times the original article has been cited. Furthermore, citations that fall within the years of coverage under our subscription (currently 1998 — present and growing) are hyper-linked, allowing easy accessibility to pursue an author's work or works focused on a particular idea or concept. Citation indexes are the only research tool that

will let you search forward in time from a particular published article.

Science Citation Index contains cover-to-cover information (including letters, editorials, reviews, etc.) from over 6,000 journals, while the Social Sciences Citation Index contains cover-to-cover information from over 2,200 journals. Web of Science will automatically search both databases, unless you choose one. The Web of Science home page offers two searching options. "Easy Search" features step-by-step searching, with lots of explanation and help screens. An Easy Search by Topic even prompts users with questions about how they would like to display their search results. Easy Search will indicate how many articles appear in the Web of Science databases, but will only display up to 100 articles on your topic.

Most researchers will prefer the many additional features of a "Full Search." Both databases allow searching by primary author, topic (keywords), journal title, author's affiliated institution, and by cited reference. For articles published from 1998 to the present, the database includes searchable abstracts, and all of the

secondary authors. Additional features included in a Full Search are the ability to limit searches by year or even by current week or month, the option to save a search and rerun it at a later date, and the ability to print, e-mail or save results to a file, or to export results directly into Endnote citation manager software.

The Web of Science can be found on the ISR web pages as a link from the list of databases, by searching the library catalog (for "Web of Science", or "Science Citation Index," for example), and from the science or social science research pathfinders, under the heading for "specialized databases." We are currently linking to the database through an introductory page that explains our license agreement for Web of Science. Experienced searchers can save a step by creating a bookmark and linking directly to the Web of Science home page, but please remember to log out properly when you conclude your search.

ISR staff will be offering in-depth training sessions for faculty and staff interested in utilizing the citation databases to their maximum potential.

Hmm....what did I buy at the bookstore last month?



How much did I earn last year?

Did I pass French?



How many students are registered for my Tuesday evening class?

These questions, and many more like them, used to take numerous phone calls and too much time to get answers. NOT anymore, not since BANNER Web arrived!



by Chris Young, Client Services Analyst – BANNER Support
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Bucknell's BANNER Web provides instant access to personal information from any location. Web for Faculty was implemented in October 1997, Web for Students in August 1999, and Web for Employees in January 2000.

Bucknell BANNER Web can be accessed through the Bucknell homepage by clicking the icon found at the bottom of the page. The two components of Bucknell BANNER Web are public access information and secured access information. Public access information, which is accessible by anyone, contains no personal information. It allows users to view course descriptions, a campus directory, a closed course list, and a nearly-closed course list. Non-Bucknell financial aid information for students is also available in the public access area. The secured access area requires a Personal Identification Number (PIN) to access the information.

All active employees and current students can access the secure area and view information pertaining to them and to their job. They can view personal information (address(es)), phone number(s), and e-mail address and change their PIN number). Employees can view information about pay, current and past jobs, time off current balances

and history, and tax forms. They can also view information about transactions and an up-to-date balance on university accounts.

Members of the faculty who log into Bucknell BANNER Web can view additional information as well. Class schedules, class lists, grades, advisee lists and selected student information are all available in one convenient place. There is also departmental access that grants individuals access to view course sizes, majors, and advisor lists.

Students use Bucknell BANNER Web to view their class schedule, any holds, and their grades and transcripts. They also can review financial aid requirements and awards.

Individuals with a PIN can also access "Your Account" from the library on-line catalog to see what books or materials are currently charged, associated due dates, fines or fees, requests and other library information.

The Registrar generates PINs for students. Faculty and staff PINs are generated as part of the employment process. The ISR Technology Desk can help resolve issues related to lost or disabled PINs.



ACCOLADES For the Imprints of Appletree Alley



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

...the book is a lasting artifact...a record of our civilization, a work worthy of the craftsman's dedication.
—Barnard Taylor, Press of Appletree Alley

From 1981 through 2001, the Press of Appletree Alley produced 24 exquisite literary artifacts of artistic elegance and superb craftsmanship. Now, reluctantly, because proprietor Barnard Taylor is experiencing increasingly impaired eyesight, the Press is closing its doors. "A Tribute to the Press of Appletree Alley" is on display through August 10 in the Bertrand Library lobby and on Lower Level 1, an exhibit which highlights the hallmark limited editions of the Press.

On April 19, from 12-1 p.m. in the Traditional Reading Room on Level 2 of the library, Information Services and Resources hosted a Knowledge & Information presentation featuring the Press of Appletree Alley. Speakers included Press Associates Ann de Klerk, former Director of Library and Information Services, and internationally acclaimed author and founder of the Stadler Center for Poetry, John Wheatcroft. Well-known artist and

Professor of Art, Rosalyn Richards, and award-winning master binder Don Rash, discussed the complex technical aspects of illustration and binding.

The realization of Barnard Taylor's dream to print beautiful books, the not-for-profit Press of Appletree Alley in Lewisburg followed historic letterpress tradition. Every volume was hand typeset, printed by hand, and hand-bound to enhance the intent of the authors. Taylor had grown up following in the footsteps of his uncle, H. Weston Taylor, illustrator for the *Saturday Evening Post* and *Cosmopolitan* magazine. After earning undergraduate and graduate degrees in Fine Arts, Barnard Taylor began his career as a designer for a Philadelphia publisher, and retired as Manager of Public Relations at the Geisinger Medical Center. After a lifetime of working in the field of artistic design, he then began an intensive study of printing by hand, receiving advice and encouragement from John

Anderson, of the highly regarded Pickering Press, and world-renowned woodcut engravers John DePol and Valenti Angelo.

The Press of Appletree Alley produced several unique series, including the works of Poets-in-Residence, editions drawn from the Anglo-Irish manuscripts in Special Collections and the Series in contemporary fiction, with the writing of famed alumnus, Philip Roth.

Now housed in the great libraries of America, Ireland, and Australia, the distinctive apples on the tree of the Press device will always symbolize imprints of rare beauty, literary quality, and the highest standards of craftsmanship.

**The Press of Appletree Alley
deserves a place of its own.**

—Mike Stevens, WNEP, Channel 16
"On the Pennsylvania Road"
February 19, 2001

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.

by Sue Hales, Technology Desk Leader
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The Bucknell campus has been subjected to several serious virus attacks recently. The following questions address some of the issues concerning viruses.

Q: I use Outlook to read my email. Why doesn't Bucknell support this software, especially when so many people use it?

A: ISR strongly encourages people to use Eudora rather than Microsoft Outlook or Outlook Express to read their email. Although this software comes pre-installed on many computers, and therefore many people use it, it can be very problematic.

The issue that is of the most concern is Outlook's "friendliness" to computer viruses. Email messages are sent as text files. In Eudora, you can read a text file and not automatically execute virus code. You would actually have to double-click the attachment in order to run the virus on your machine. However, Outlook has the ability to automatically run javascripts that are embedded in the text of your email message simply when you read the message. A virus author can put a javascript into the text of an email message, and that javascript can tell your computer to run the virus attachment. Therefore, just reading the email in Outlook, even if you haven't opened the attachment, can

infect your computer and spread the virus to many others. If you are using Eudora, you have a chance to delete the virus attachment before it hurts you or anyone else; with Outlook, you don't get that opportunity. The Tech Desk can help you install a copy of Eudora onto your computer. Bucknell has purchased a site license for our mail server, so you don't have to pay anything to use it.

Q: What is ISR doing to cut down on the number of virus attacks that are happening on campus?

A: ISR regularly checks for viruses on our servers: Admin Depts, Academic Depts, Students A-K, and Students L-Z (the U: and X: drives). If we find one or more infected files in your personal space, we will send you an email notification of that fact. ISR recommends Norton Anti-Virus, and installs that software on all Bucknell-owned machines. This software can be used to protect your computer against viruses and disinfect files.

In an exciting development, ISR is testing out a new service which will automatically check all incoming and outgoing email for virus-infected attachments. The idea is that any email attachment with a virus would either be disinfected or deleted (if disinfection failed). The intended recipient of the email would still receive the original message, but text appended to the bottom would notify

them that the email's attachment was infected and what was done about it. If this new service stands up to its promise, it should drastically reduce the number of infections we have on campus. But, email is not the only way viruses can spread: floppy disks, zip disks, CDs, etc., can all carry viruses. Even if this new service is adopted, everyone will still need to protect their individual computers with virus detection software.

Q: How can I protect myself from virus attacks?

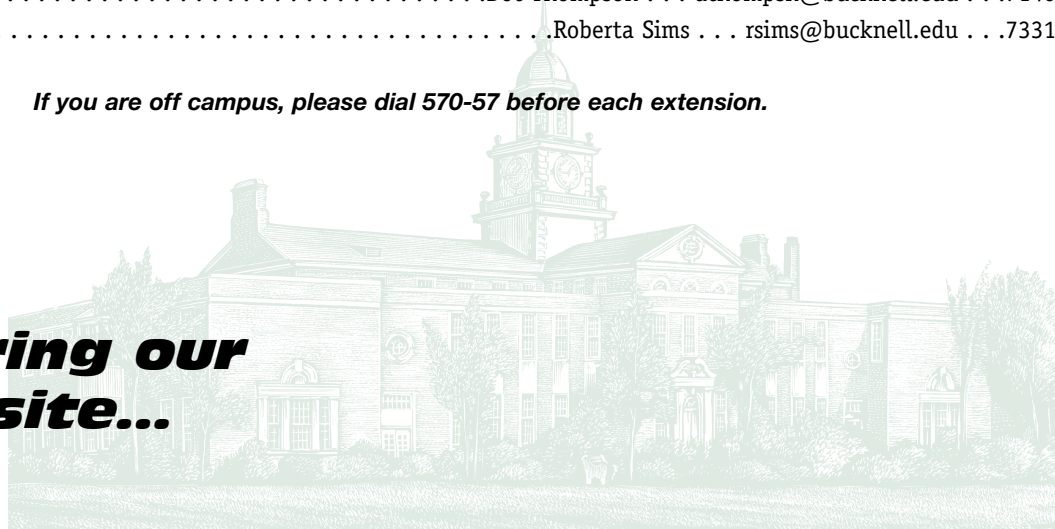
A: There are some important steps that you can take to protect yourself:

- Install Eudora and use it to read your email, rather than Outlook or Outlook Express (see above).
- Don't open attachments that you aren't expecting, even if they come from a friend. Viruses can automatically send themselves from your friend's computer without your friend ever knowing.
- If your computer doesn't already have Norton Anti-Virus or some other good virus protection software, make sure it gets installed. (You can purchase Norton for personally-owned machines at a very reasonable price.)
- Regularly update your virus definitions from your software's web site so that it can detect even the latest viruses.
- Keep a copy of your important files (such as your thesis) in your personal file server space or on a removable disk; then if files on your computer are damaged in a virus attack, you will still have copies of critical documents.
- If you receive an email notice that some of the files in your personal file space are infected, move quickly to disinfect them by running virus-cleaning software such as Norton Anti-Virus (the Tech Desk can help you with this, if necessary).

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