

Fall 2001

# ISR@bucknell

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## The Real Time Thing: *RefDesk Live* & *TechDesk Live*

By Isabella O'Neill, Librarian/Manager of Reference Services Program  
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It began happening last fall in Reference/Information Services when a real time service was initiated as a way of addressing the needs of our users who seemed to be working more from their homes, offices and dormitories. When perplexed by a research question or needing some direction about the process of their research, users could simply stay connected to the Internet, visit the ISR web pages and find a link to the real time service, "Reference Chat." Alas, the software we used for the "Reference Chat" service was not all that we wanted so we could provide service to our users working outside the Bertrand Library building. We needed software that could be more interactive while allowing us to continue "chatting" with users. So, Reference/Information Services staff began to search and search and search . . .

At the same time, the Technology Desk staff and Client Services were grappling with the same questions and decisions that reference was facing. Reference/Information services, Technology Desk, and Client Services staff wanted to provide assistance and access to resources to users both quickly and seamlessly and deliver it

An ISR staff member will take your "call" and start "chatting" with you so they may determine your question or guide you through its resolution.

to the user's remote work environment with a minimal disruption of their work. How could ISR provide its resources and services in an effective way to Bucknell University users who were not working in the Bertrand Library building? We agreed that Reference/Information, Technology Desk, and Client Services wanted software that would facilitate full interactivity with remote users and allow ISR staff to respond to questions from users as quickly as if they had walked

The logo for RefDesk LIVE, featuring the text "RefDesk LIVE" in a stylized, orange, serif font against a white background with a subtle orange gradient.

into the Bertrand Library building for assistance. So, Technology Desk staff began to search and search and search . . .

### **And the software was found.**

ISR is pleased to announce its new real time services, *RefDesk Live* and *TechDesk Live*. Available to use whenever the Bertrand Library building is open, *RefDesk Live* and *TechDesk Live* will be able to provide you with an alternative avenue when you are working elsewhere on campus and need assistance quickly with a research, computer, or media related question. The *RefDesk Live* and *TechDesk Live* services each have separate portals for either a research or computer/media question; however, both services will be using the same software. Entering and using the service is simple: a session is initiated by entering your e-mail address or a question in the query box from the *RefDesk Live* or *TechDesk Live* links on the ISR web pages. An ISR staff member will take your "call" and start "chatting" with

*continued on page 7 "RefDesk"*

## Meet the ISR staff!

### Administrative Staff

Back row: Gene Spencer, Pam Mitchell, Ray Metz  
 Front row: Peggy Phillips, Kelly Stover, Joanne Powell, Nancy Dagle



**Managing Editor:** James Van Fleet  
**Editors:** Candice Busch, Jennifer Perdue, Mary Jean Woland  
**Photographer:** Debra Balducci

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# New Beginnings

By Ray Metz, Associate Vice President for Information Services and Resources

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Every fall semester those of us in higher education are reminded of new beginnings. We see the new students arrive with enthusiasm and with an increased sense of freedom and the possibilities of college. It's always exciting to see . . .

As I begin my last months of work at Bucknell, I see so many new beginnings. There are obvious new beginnings for me as I move to Michigan: new job, new role, new colleagues, new house, new neighborhood, new church, etc. But it's a great time of new beginnings for ISR as well. ISR services have a strong history of quality and change, so I don't anticipate problems. But I do anticipate new beginnings, new leadership, and new relationships among staff. Beginning to see the Bucknell Vision 2010 have an impact on ISR's planning process. Beginning to work with the new team of administrators that President Rogers has brought to Bucknell - a team that understands the importance of information services and resources to Bucknell's future.

What I hope some staff have seen during the past four years is that with a change in leadership comes opportunity for growth and change in positions and work. Because of that I look forward to hearing what changes and opportunities each of the staff take advantage of during the next few years. Bucknell, ISR, and all of the work world is hungry for staff members who grow and morph their responsibilities -- and still get the work done! I believe that many of the ISR staff have done this successfully and I know we've tried to acknowledge that with appropriate job changes and adjustments over the years.

## Finally, a few random thoughts...

- What I love about Bucknell - its amazingly collegial and supportive culture!
- What I love about ISR - the people.
- What I love about Bucknell faculty - no matter what happens around them, their focus on providing a quality education is inspiring.
- What I love about Bucknell staff - we really ARE all teachers.
- What I love about Bucknell students - by the time they leave they are ready to be leaders of positive change for the world. If I have to turn the world over to another

- generation, I'd be happy to turn it over to Bucknell grads.
- What I love about ISR staff - willingness to give it a try and make it successful -- you ARE the best!
- What I love about the campus - the brick, the grass, the arched windows, and the towers of Rooke Chapel and the Bertrand Library.
- What I love about CAC, ACC, and ULC (the hairball committees - say them out loud pronouncing them as kack, ack, and ulk...) - the true leadership of ISR lies in these awesome groups!
- What I love about Academic Council - how much everyone there cares!
- What I love about Lewisburg - the safety, the lack of traffic, and the friendliness.
- What I love about Gene Spencer and Nancy Dagle - the best friends I'll probably ever have the chance to work with!
- What I love about Joanne Powell - she is the smartest administrator I've worked with at Bucknell.
- What I love about Roberta Sims - she really understands Bucknell's mission and brings that awareness to being the University Webmaster.
- What I love about Peggy Phillips - she cares so much!
- What I love about Kelly Stover - she is the most encouraging and supportive person I've ever worked with.
- What I love about Pam Mitchell - from the beginning she understood the ISR approach to work - service is support ...
- What I am most thankful for - that Derrek has been able to learn so much by becoming a Bucknellian!
- What I've learned from the experience - so much that I'll be writing and speaking about it for years to come, but more importantly I'll be living it for the rest of my life... Bucknell and ISR have changed my life. Forever! Thanks!

"Those who have torches will pass them on to others." *Plato*  
"Thanks for passing me yours. I pass this one to ISR and Bucknell. Carry the flame high!"

# ARE YOU INTO BLACKBOARD?

By Debra Cook Balducci, Graphic Specialist; Ryan LeBreton, Web Developer; Michael Weaver, Systems Integrator; Mary Beth James, Systems Integrator; Brian Hoyt, Engineering Computing Instructional Administrator; Cindy Ray, Learning Spaces Analyst  
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Last spring ISR & ITEC introduced the campus to Blackboard (Bb), a course management software that provides faculty and students with centralized access to online course documents, various communication tools, and online quiz and gradebook features. Since the introduction, there has been a high degree of faculty interest, and many short workshops have been offered to demonstrate the ease of Blackboard's use. There are currently 181 Bucknell courses using Blackboard.

## What can Blackboard do for you?

Blackboard makes communication a snap with a wide variety of options. When students first log in, any announcements made by their instructors are displayed prominently on the front page. Instructors and students can communicate asynchronously or synchronously using the discussion board or chat facilities. The discussion board allows students and faculty to post messages that are organized by topic and date, which can be read outside of the time and location constraints of the classroom setting. The chat facility enables a real-time discussion among participants in the course and is enhanced by a built-in whiteboard that allows the chat participants to add annotated graphics. A log of the chat session is archived for later viewing.

Any member of the class can email other members of the class, groups of the class, or the entire class easily out of Bb. Blackboard also gives class

**Blackboard provides  
the ability to track activity  
within a course site, providing  
statistics on when and for  
how long a student logs in,  
a record of documents  
examined, and how  
many times each page  
is accessed.**

members the capability to share documents through digital drop boxes. Groups can have their own private discussion boards and chat facilities. Taken together, these features make Bb a great tool in support of collaborative class projects.

Blackboard is also a tool that can help users manage document delivery by granting the ability to post course documents online. Syllabi, assignments, lesson plans, audio, and video can be uploaded in a variety of formats for images (jpeg, gif), video (QuickTime, Windows Media), and documents (PowerPoint, Word, Excel). If documents exist elsewhere, such as inside an E-Reserves course or on another web site, links to those materials can easily be generated and organized.

The quiz/survey feature allows instructors to administer evaluations,

with scores automatically recorded into an electronic gradebook. Students may access only their own grades (if the instructor permits that), while the instructor may view grades and summary statistics for the entire class.

Another noteworthy feature of Bb is a course calendar that integrates personal and course related events. Students and instructors have access in one convenient location to all calendar events for each of the courses in which they are enrolled.

## Are you ready to use Blackboard?

If you want to join the growing group of faculty who uses Blackboard to support their courses, just contact us. We'll set up a site for your course, add the students, take care of the roster during the drop-add period and, if you'd like, come to your class to get your students trained on how to use Bb. Try to attend one of our workshops; check Notes & Notices for our Bb Workshop offerings. If there is not a workshop to fit your schedule, please call to set up an individual tutorial.

To view Blackboard courses online at Bucknell, go to <http://www.Bb.bucknell.edu> and "Login." If you have questions or comments about this service, you can e-mail [ITEC@bucknell.edu](mailto:ITEC@bucknell.edu), or use the feedback button provided on the Blackboard web page.



# Greetings, Bucknell Community!

By Paula Contreras, Librarian / Information Specialist for the Humanities  
[pcontrer@bucknell.edu](mailto:pcontrer@bucknell.edu)



**M**y name is Paula Contreras, and I'm the new Humanities Librarian at Bertrand Library. My duties involve serving as liaison to the Departments of Foreign Language Programs, Art and Art History, Music, Spanish and Classics. I will also be concentrating on collection development and maintenance for non-print resources: videos, DVD's, audiocassettes, music CD's and multimedia CD-ROM's, 16 millimeter films (yes, we have some of those) and any other non-print formats you can name. I also perform more "traditional" library duties, such as serving at the Reference Desk and teaching User Education sessions.

I grew up on the "left coast" in

San Diego, California. Yes, I do miss the weather (particularly in winter!) but California doesn't have the glorious greenness that abounds in the mountains of Central PA!

Professionally, I come to Bucknell by way of the University of Chicago, and Oberlin College: two academic institutions that couldn't be more different in their respective traditions in, and approaches to, education in the humanities. Although their philosophies were very different, each provided me with an invaluable education in working with humanists, and with the academic research process in general. All of these experiences have helped me to grow as a professional – something I hope you'll see reflected in my work here at Bucknell.

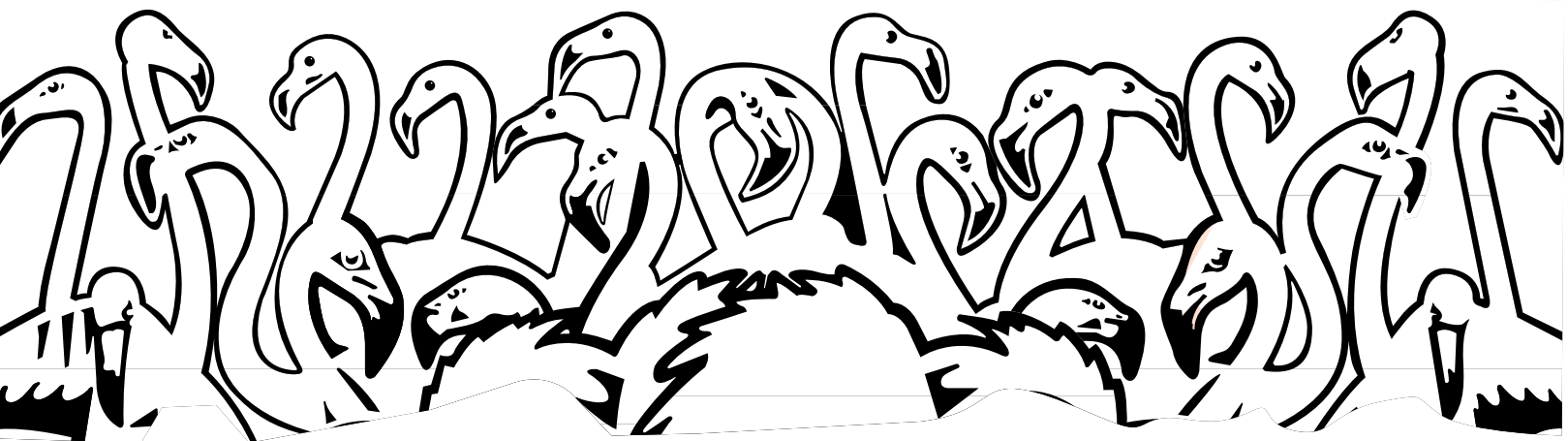
In the years to come, I hope to assist in developing a library collection that is tailor-made to the curricula offered in "my" departments, as well as assist in providing resources that serve the campus community as a whole. I love working with faculty and students, and I'm thrilled to be here.

## BERTRAND LIBRARY EXTENDS HOURS

By Sue Hales, Technology Desk Leader  
[hales@bucknell.edu](mailto:hales@bucknell.edu)

Information Services and Resources (ISR) is pleased to announce that the Bertrand Library hours have been extended during the academic semesters. The Bertrand Library will remain open until 1:00 am Sunday through Thursday, increasing access by six additional hours per week. Circulation Desk, Reference / Information Desk, and Technology / Media Desk services will remain available during all hours the library building is open. Friday and Saturday hours will remain the same, with the library closing at 10:00 pm. Closing time during reading period and final exams will not change; during that time, the library will remain open until 2:00 am Sunday through Thursday, and until 11:45 pm Friday and Saturday.

We would like to thank the Bucknell Student Government (BSG) for initiating the discussion about this issue, and for working closely with ISR to determine appropriate changes to the Bertrand Library hours.



## W h o ' Y a G o n n a C a l l . . .

By **Kathleen McQuiston, Program Manager for Information Resources Selection**

*mcquisto@bucknell.edu*

**G**etting ready for a new semester is tough enough for veteran faculty members but it can be almost overwhelming for new faculty. They are often unaware of the information services and resources available to them, or how they might go about accessing these resources. It's nice to know there is somebody you can turn to for help.

A subject librarian has been assigned to work with each of the academic departments and programs on campus. Not only can they provide you with an overview of ISR's services and resources, subject librarians themselves are invaluable resources for faculty and students. Since they are familiar with a broad range of print and electronic sources, they can help identify books, videos, journals, databases, and web sites available from ISR to help you and your students.

If the library does not have what you need, your subject librarian can help you to identify, select, and order additional materials needed to strengthen the collection. Depending

on the nature of your requests, your subject librarian may suggest using Gladys Brooks funds for your purchases rather than the regular library budget.

In 1986, the Gladys Brooks Endowment was established for the Bertrand Library as a grant from the Gladys Brooks Foundation. New faculty members can use these funds to purchase library materials in their areas of teaching and research. The funds can be used to support the acquisition of books, videos and other one-time purchases. However, the money cannot be used for journals subscriptions or electronic resources.

Your subject librarian can offer ideas on teaching your students about library research. They can provide your classes with specialized instruction using the resources best suited for their particular projects. Librarians can help you develop the information literacy component required in Foundation Seminar courses. They can also provide subject specific or in-depth consultation and reference service for individuals and small groups.

Even if you don't have a specific question or concern at this time, it's a good idea to make your subject librarian aware of your teaching and academic interests. This enables them to draw your attention to new resources and services you might be interested in.

So whether you want to find out more about the Gladys Brooks fund, set up a library session for your students, or find out how to go about developing a web site for your class, who 'ya gonna call? ... Your subject librarian.

**See names listed at top of page 7**

## Call your Subject Librarian:

Art and Art History	Paula Contreras	pcontrer@bucknell.edu	.73231
Biology	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Chemical Engineering	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Chemistry	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Civil and Environmental Engineering	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Classics	Paula Contreras	pcontrer@bucknell.edu	.73231
Computer Science	Jim Van Fleet	vanfleet@bucknell.edu	.73235
East Asian Studies	Jake Carlson	jcarlson@bucknell.edu	.71998
Economics	Dot Thompson	dthompsn@bucknell.edu	.73232
Education	Dot Thompson	dthompsn@bucknell.edu	.73232
Electrical Engineering	Jim Van Fleet	vanfleet@bucknell.edu	.73235
English	Isabella O'Neill	ioneill@bucknell.edu	.73230
Environmental Studies	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Geography	Jake Carlson	jcarlson@bucknell.edu	.71998
Geology	Jim Van Fleet	vanfleet@bucknell.edu	.73235
History	Nate Rupp	nrupp@bucknell.edu	.73243
International Relations	Jake Carlson	jcarlson@bucknell.edu	.71998
Management	Dot Thompson	dthompsn@bucknell.edu	.73232
Mathematics	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Mechanical Engineering	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Modern Languages	Paula Contreras	pcontrer@bucknell.edu	.73231
Music	Paula Contreras	pcontrer@bucknell.edu	.73231
Philosophy	Judy Zebrowski	zebrow@bucknell.edu	.73242
Physics	Jim Van Fleet	vanfleet@bucknell.edu	.73235
Political Science	Jake Carlson	jcarlson@bucknell.edu	.71998
Psychology	Kathleen McQuiston	mcquisto@bucknell.edu	.73309
Religion	Judy Zebrowski	zebrow@bucknell.edu	.73242
Sociology and Anthropology	Jake Carlson	jcarlson@bucknell.edu	.71998
Spanish	Paula Contreras	pcontrer@bucknell.edu	.73231
Theatre & Dance	Judy Zebrowski	zebrow@bucknell.edu	.73242
Women's Studies	Pam Ross	rossp@bucknell.edu	.73233

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*continued from front page "RefDesk"*

you so they may determine your question or guide you through its resolution. ISR staff may ask permission to view or share your computer screen so we can demonstrate how to search a database or resolve a computer problem. A whiteboard feature on the software allows ISR staff to type instructions to you about the searching process or assist you with a computer or software problem. Depending upon your question, ISR staff may also deliver or "push" web pages to your desktop so you have immediate access to the information you need.

You may wonder about the confidentiality of a transaction that is taking place via the Internet. You may rest assured that just as your interactions with Reference/Infor-

mation and Technology Desk staff are held in the strictest confidence, *RefDesk Live* and *TechDesk Live* sessions are treated in the same manner.

At ISR, we are excited about this opportunity to serve you better, no matter where you are working. We are also excited about sharing software between the Reference/Information Desk and the Technology Desk that will be providing quick service to our users in the places where they are working. We hope that you will visit the *RefDesk Live* or *TechDesk Live* service on the ISR web pages and give it a try.

P.S. Remember to fill in the short survey at the completion of your transaction. We look forward to your feedback.





**By Lisa Veloz, Client Services Analyst and Training Coordinator**

*lveloz@bucknell.edu*

**I**SR is launching a new service this fall that we think will prove to be indispensable to the Bucknell community in the era of technology. Element K is an online training resource giving you access to hundreds of interactive, computer-based tutorials.

Element K tutorials are fast, effective, and a fun way to become proficient in a number of software packages. From novice to advanced training, Element K tutorials allow you to learn software from Microsoft Word to Macromedia's Dreamweaver. There are tutorials for Flash and for working in Windows 2000.

With Element K tutorials, you set your own pace and work on them at your convenience; they are available 24 hours a day, 7 days a week, from any computer connected to the Internet. With your personal account, you can save your work and restart tutorials at the point at which you stopped. You can work on multiple tutorials simultaneously

and even keep track of your progress with the periodic assessments built into many of the tutorials.

Whether you need to learn how to design web pages with a multitude of software, how to construct a relational database in Microsoft Access, or how to edit videos in Adobe Premiere, the interface in Element K is ideal for learning in a practical way. By imitating the application itself, and allowing you to complete actual procedures rather than just read about them passively, the hands-on interface becomes a powerful teaching tool.

Visit <http://www.isr.bucknell.edu/techtraining/elementk> to learn how to create your own personalized Element K account. Once you register, you can log on using your self-selected username and password. You will be able to access your account at <http://www.elementk.com> from any computer connected to the Internet. For more information about Element K contact Lisa Veloz ([lveloz@bucknell.edu](mailto:lveloz@bucknell.edu)).

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**By Linda Forster, Supervisor Serials Processing**

*lforster@bucknell.edu*

## ***Broken Link? We need YOUR help to fix it!***

**A**s we continue to explore the many information resources available in electronic form, the ISR web pages may occasionally provide you with a "broken link." Perhaps it is a site you have frequented before, and you now receive a message telling you that the "page cannot be found" or you are "denied access." If you discover a broken link, PLEASE let us know! Things (URL's, publishers, the rules) change quickly and frequently and sometimes we're the last to know. Tell someone at the Reference/Information Desk, or send an e-mail message to [lforster@bucknell.edu](mailto:lforster@bucknell.edu) and we will check on the problem and get back to you with whatever we discover; hopefully with a handy solution.

In the past several months, we had trouble with access to one source when its server moved to the UK; for another


journal title, our subscription lapsed when we switched vendors for that title. A very frequent problem is access to "free" online journals, whose publishers decide to switch to access by paid subscription only. You can let us know if such titles are important enough to warrant consideration for a continued subscription.

Even traditional paper subscriptions experience changes we aren't aware of: one library user missed the weekend sections of the *London Times* she was accustomed to reading. Each of these situations was called to our attention by a patron – and we appreciated it! We do check links periodically; but, with YOUR help we can be certain everyone can really get to the information and resources we want to provide.

# The Odyssey of ILLiad

By Candice Busch, Borrowing Coordinator, Interlibrary Loan

*cbusch@bucknell.edu*



**Y**ou may recall, if only vaguely, the first chapter in the odyssey of ILLiad, our new Interlibrary Loan software, which was announced via a campus wide e-mail in May of 2001. At this writing, we are beginning Chapter Two, and the Interlibrary Loan Department would like to bring you up to date on the progress of our transition from the current ILL system to ILLiad. Perhaps first we should refresh your memories with a recap of our initial introduction. It went something like this:

*We interrupt this program to bring you a special announcement...*

*The Interlibrary Loan Department here at Bucknell can be considered a composite of the finest that advertising minds have had to offer in recent history: We take a licking and keep on ticking; we have been known to spell "relief" in more ways than one; and we deliver for you! What could be better than that, you ask? The answer is this: We can make the service New and Improved!*

*On June 4, ILL is installing a new system called ILLiad, which will update the existing methods we use to locate, access, and obtain library materials for the patrons of Bertrand Library. During the time of transition, from the current system to ILLiad, we anticipate a short interruption in our regularly scheduled program of receiving requests and providing materials.*

*Look for additional information about the new ILL form, the benefits and procedures, and other interesting information about ILLiad in upcoming Notes and Notices and additional campus-wide memos.*

*Thank you for your patience and understanding.*

Since that announcement was made, the ILLiad system was installed, and tested by a group of brave volunteers (okay, we bribed them with lunch), who boldly forayed where no Bertrand Library patron had gone before. To the best of our knowledge, no Cyclopean monsters devoured any of our comrades-in-arms. By submitting requests through the new system, test-patrons

and ILL staff alike found and corrected some quirks, thereby allowing us to maximize the user-friendliness and efficiency of the system.

The good news is that the projected "short interruption in our regularly scheduled program of receiving requests and providing materials" never took place, and the better news is that we do not anticipate that the transition will necessitate any disruption of services in the future. The link to ILLiad was made available on the ISR Home Page, effective August 22, and the ILL department is confident that the streamlined processes of ILLiad will make the old E-form seem cumbersome by comparison. Ease, efficiency, and accessibility to information appear to be a few of the advantages that comprise the best news offered by the ILLiad system!

So, what's the bad news? There isn't any! We expect to continue to refine ILLiad to be ever more specific to Bucknell users, and toward that end we welcome your comments and suggestions as you familiarize yourself with the system. ILL very much appreciates your cooperation as we continue our quest to serve the patrons of Bertrand Library!

# Get the book you need from PALCI



By **Mary Jean Woland, Circulation Services Team Leader**  
*woland@bucknell.edu*

## ***What is PALCI?***

The PALCI Borrowing Program is a service that enables you to borrow books directly from other academic libraries in Pennsylvania that are members of the Pennsylvania Academic Library Consortium Inc. (PALCI). You search a combined catalog of participating libraries and generate electronic requests directly to other libraries to borrow books that aren't available at Bucknell. This system works if we don't own the book or even if you want a book that has been checked out to another borrower. At this time, only books are provided through this service. If you cannot find what you are looking for on PALCI, you can still submit an interlibrary loan request from the ISR web site.

## ***Who is eligible to use the PALCI Borrowing Program?***

All current Bucknell University faculty, staff, and students may request books from other PALCI libraries.

## ***Why should I use the PALCI***

### ***Borrowing Program?***

Using PALCI for book requests offers some advantages:

- It's simple and direct.
- You're driving your own research and you can see which other libraries have the books you want.
- You're able to search simultaneously the catalogs of 20 academic libraries, including several research libraries, with combined collections of over 31,000,000 volumes. More libraries are coming on board soon.
- Books currently checked-out from the Bertrand Library may be requested from another PALCI member library.
- You can check the status of your PALCI request at any time by logging in to your own PALCI account.
- PALCI books are usually delivered within an average of 5-7 days.
- You'll receive an e-mail notification when the book has arrived at the

Bertrand Library, and be able to pick it up at the Circulation Desk.

### ***How do I place a request?***

To access PALCI, go to the ISR home-page and then click on Research Tools > Databases > Alphabetical > PALCI Borrowing Program and follow the instructions, or go to *http://palci.library.pitt.edu/~ursa/BUCKNELL\_login.html*. If you search for a book title in the Bertrand Library catalog, you will also see a link at the top of the web page, Other Libraries, that will take you to a PALCI Borrowing Program link.

### ***Where do I pick up and return materials?***

You can pick up and return the books you requested at the Circulation Desk in the Bertrand Library.

If you have any questions about submitting requests or checking the status of your requests, please contact the Circulation Desk at extension 71882 or by e-mail at [palcireq@bucknell.edu](mailto:palcireq@bucknell.edu).

SEE THE NEW WEB SITE

Special Collections/University Archives:  
<http://www.isr.bucknell.edu/scua/index.html>

**Have a question? Or a tip you'd like to share with the campus community?**

**Send your questions or tips to [isr@bucknell.edu](mailto:isr@bucknell.edu).**



**By Bud Hiller, Web Access Consultant**  
[dhiller@bucknell.edu](mailto:dhiller@bucknell.edu)

**Q. I've heard that we will need passwords for ERes courses beginning this semester. Why is that?**

Yes, ERes, the electronic reserves system at Bucknell, will require faculty members to provide a password for each course this fall. The password, which can be any length or combination of characters, will help us to restrict access to course materials to those students who are enrolled in the course. The reason for this is to further refine Bucknell's adherence to the Fair Use guidelines of copyright law as these are understood by both educators and publishers. While the copyright laws are open to interpretation, here at Bucknell University we are trying to protect the rights of writers and publishers, and at the same time take advantage of the

guidelines that allow faculty and students to use these materials in the classroom or the dorm room!

For each class using ERes readings, the faculty member should tell students what the password is, and make sure students understand that staff in the library or at the Technology/Media desk can not find or reveal passwords for individual courses.

**Q. Are there any other changes in the ERes system?**

While course passwords limit access to ERes materials, two additional changes will improve service for the students. The system will no longer be limited by IP address to users on the Bucknell University campus network. Staff and students wishing to access materials can do so from anywhere

they have Internet access (from home during breaks, for example). In addition, the system moved to a brand new server in August that should greatly speed up access time to individual articles. The four year old server had a Pentium processor running at only 200mhz, with 256MB of RAM and only 4gb of hard disk space. The new server has a Pentium 4 processor that runs 5 times faster, with 1gb of RAM and 36gb of hard disk space. The performance of the ERes system should be greatly enhanced for all users.

***"Coming soon to a Technology/Media Desk near you . . ."***

**By Marcy Siegler, Technology Services Specialist, and Cindy Campbell, Information Commons Assistant**  
[siegler@bucknell.edu](mailto:siegler@bucknell.edu), [ccampbell@bucknell.edu](mailto:ccampbell@bucknell.edu)

The Technology/Media Desk is a resource for equipment you can borrow to meet many of your academic needs. As of September, our pool of laptops and digital cameras will be upgraded to include newer models with a wider range of capabilities. We will also be adding a few new items, such as a DVD player with an attached monitor. One of our main goals is to accommodate the technology needs of the campus community. Take a minute and stop by or call the Technology/Media Desk at extension 77777 for information on equipment availability. We have a brochure at the desk that explains our loan services and provides a list of the equipment we can lend. You can also view the list of Technology/Media Desk equipment on the web at <http://www.isr.bucknell.edu/techmedia/items.cfm>.

## ISR Quick Reference

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	<a href="http://www.isr.bucknell.edu/eforms/eref.html">http://www.isr.bucknell.edu/eforms/eref.html</a>	
Reference By Appointment	<a href="http://www.isr.bucknell.edu/eforms/appointment.html">http://www.isr.bucknell.edu/eforms/appointment.html</a>	
RefDesk Live	<a href="http://www.isr.bucknell.edu/refdesk_live/">http://www.isr.bucknell.edu/refdesk_live/</a>	
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
TechDesk Live	<a href="http://www.isr.bucknell.edu/techdesk_live/">http://www.isr.bucknell.edu/techdesk_live/</a>	
Telephone repairs, billing, voice mail		. . . 71810
User Education and training		
Computing	.Lisa Veloz . . . lveloz@bucknell.edu	. . . 71796
Library	.Judy Zebrowski . . . zebrow@bucknell.edu	. . . 73242
Web development	.Roberta Sims . . . rsims@bucknell.edu	. . . 73310

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



## Wandering our Web site...

Bucknell Wallpaper for web designing	<a href="http://www.bucknell.edu/web_info/wallpapers/index.shtm">http://www.bucknell.edu/web_info/wallpapers/index.shtm</a>
Citation Guides for writing research papers	<a href="http://www.isr.bucknell.edu/respath/citationguides.cfm">http://www.isr.bucknell.edu/respath/citationguides.cfm</a>
Employment Opportunities in ISR	<a href="http://www.isr.bucknell.edu/jobs/">http://www.isr.bucknell.edu/jobs/</a>
Getting Around (local information)	<a href="http://www.isr.bucknell.edu/fyp/get_around.cfm">http://www.isr.bucknell.edu/fyp/get_around.cfm</a>
Media Equipment loans	<a href="http://www.isr.bucknell.edu/techmedia/locations.cfm?ID=39">http://www.isr.bucknell.edu/techmedia/locations.cfm?ID=39</a>
RefDesk Live	<a href="http://www.isr.bucknell.edu/refdesk_live/">http://www.isr.bucknell.edu/refdesk_live/</a>
Residence Hall telephone information	<a href="http://www.isr.bucknell.edu/phones/index.html">http://www.isr.bucknell.edu/phones/index.html</a>
Special Collections / University Archives	<a href="http://www.isr.bucknell.edu/scua/index.html">http://www.isr.bucknell.edu/scua/index.html</a>
TechDesk Live	<a href="http://www.isr.bucknell.edu/techdesk_live/">http://www.isr.bucknell.edu/techdesk_live/</a>
Technology Guides and Manuals	<a href="http://www.isr.bucknell.edu/techguides/">http://www.isr.bucknell.edu/techguides/</a>