Spring 2009

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Library and Information Technology

USING WIMBA TO ADD VOICE TO ONLINE DISCUSSIONS

*by Leslie Harris, Instructional Technologist and
Mike Weaver, Instructional Technologist - Lead*

One of the goals of foreign-language teaching is to help students converse in the "target language." In the past, that has sometimes involved recorded exercises in language labs, as well as oral discussions in class. Educators recognize, however, that such environments are "unnatural" or at least highly awkward for students, and they are not always effective in getting the majority of students to speak or to speak often. In a language lab, the audience is usually the professor (via the recording equipment), and the purpose is to fulfill an assignment. Within a classroom discussion, the audience is the professor and one's fellow students, but typically only a few students are able to participate during each class session.

Wimba Voice Board is a new tool that allows faculty to combine the benefits of online discussions with student practice in oral conversation. Wimba Voice Board is a threaded discussion board that uses voice, and is fully integrated with Blackboard. A student records his/her message using a simple recording tool in Wimba, and posts that message to the voice discussion board, which can be part of a Blackboard course. Fellow students then listen to the recording and respond to it, once again as a recorded voice message. The Wimba Voice Board thus has the interactivity of a discussion board, with an actual audience (one's fellow classmates) and oral language production.

The Wimba Voice Board is just one part of the Wimba Collaboration Suite that Bucknell is currently licensing. Another Wimba voice tool, Wimba Voice Authoring, makes it easy for faculty members to record audio content and post it on a Blackboard course site. For more extensive posting of audio content, faculty can use the Wimba Podcaster to create recorded audio files that students can access through Blackboard, via an RSS reader, or download onto their iPod or other MP3 player. Students can use the Wimba Podcaster to create their own podcasts, or they can record comments on the professor's podcast. Wimba Voice Email allows faculty to send an audio email message to their students. Students can click on a link to reply, again in the form of an audio recording.

In addition to the Wimba Voice tools, Wimba includes a separate series of features called the "Wimba Classroom," which allows for real-time class sessions delivered via the Internet. The Wimba Classroom includes a comprehensive suite of tools for voice and video presentations, as well as participant discussion. The basic Wimba Classroom environment includes a presentation "space" that can be augmented by audio and video of the speaker or other participants. Within that space, presenters can display and annotate various kinds of content such as PowerPoint slides or images. They can also share any application with participants. For example, a faculty member can work on an Excel spreadsheet and make it visible to all who are connected. There are tools for chat, polling, and creating group "breakout" rooms. Presentations can be archived for later access, so that students can view a recording of the full class session.

If you would like more information on Wimba, you can visit the Wimba Web site at www.wimba.com. If you have any questions about using Wimba at Bucknell, please email itec@bucknell.edu.

For additional information regarding instructional technology tools, contact any member of the ITEC team at itec@bucknell.edu.

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FROM THE CIO

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GREETINGS FROM THE BERTRAND LIBRARY!

We see the library and instructional technology as integral to the academic process, and with that comes a necessary focus on faculty. Recently, Library and IT initiated a search for an Associate Director for Research Services and Instructional Technology. We recognize that these two groups serve our primary program of supporting faculty innovation as well as being chief conduits between the vast array of information resources and technology tools Library and IT provides and the many diverse needs and interests of our faculty.

The interests of our faculty are something that we've taken an active role in celebrating. In the fall, Library and IT, in conjunction with the Provost's Office, hosted the faculty authors' reception, where we recognized 52 current and retired professors who have recently published books. This spring, we hosted a faculty scholarship reception, which celebrated other types of publications, such as articles, films, dance performances, and so on. Over 50 faculty members participated in this event as well. These events go a long way towards our goal of the library being the intellectual center of campus.

Other academically oriented projects we are working on include exploring options for e-Portfolios, which would allow faculty and students to create repositories of their work. Library and IT has also been involved in the curriculum revision process, as Nancy Frazier, our Instructional Services Librarian, is a member of the Arts and Sciences Curriculum Committee. The new curriculum will include components of information literacy and technological competency.

Everyone is talking about budgets, and we are looking at this as an opportunity to focus on strategic initiatives which will enable Bucknell to come out of the global financial crisis in a much stronger position. Since my last article, I am pleased to offer you updates on some of the projects and initiatives that I discussed last time:

Data Warehouse/Document Imaging: We are pleased to report that following an extensive review by Library and IT , along with ad hoc committees with representation from most administrative offices, Bucknell has decided to implement SunGard's Operational Data Store and Enterprise Data Warehouse solutions. These solutions will manage our enterprise data for various offices. Out of the same decision process, we have also decided to implement a comprehensive document imaging solution for digitizing documents.

These major advances in our use of technology for a consistent view of our institutional data will allow us to create a virtual one-stop shop for electronic data used by Bucknell in a wide range of areas, including admissions, alumni relations, development, finance, human resources, and more, as well as to protect and preserve documents efficiently.

Portal: Many exciting changes are coming for myBucknell. Throughout the spring, our online services group will be building, testing, and running focus groups and usability tests. New features to look for this summer include: browsability/searchability, increased integration with Blackboard and Zimbra, a new events calendar, a new landing page, and easier customization (with drag and drop capabilities). Be on the lookout for more news as the semester progresses.

As you can see, Library and IT is extremely busy as usual. However, that does not mean that we are too busy for our users. If you have any suggestions for us, or would like to discuss any aspect of our services, my door is always open.

Best wishes for the remainder of the semester and the summer!

PARAM BEDI, Chief Information Officer
Library and Information Technology

TEACHING WITH TECHNOLOGY: VIDEO AS A TEXTBOOK

by Jason Snyder, Librarian for Online Services and Judy Zebrowski, Librarian for Arts and Humanities

Every summer, a group of Bucknell students travels to Northern Ireland for the Bucknell in Northern Ireland program (BUNI). BUNI is an intensive three-week, two-course, research-based program with a thematic concentration that remains constant over the years. Before the students journey to Derry, they prepare with information sessions at Bucknell, so that they can "hit the ground running" when they arrive in Northern Ireland, already having in-depth knowledge of the topics and issues they will be studying abroad.

The problem that Carl Milofsky, one of the program directors, discovered is that there are no suitable print texts for the students to read during the pre-sessions to prepare them for the trip. Professor Milofsky says students in the program have the unique perspective of being American students in Northern Ireland, and there is really nothing written for American students to fully understand current events and history there.

In previous semesters, Milofsky and his co-teachers spent a week of the orientation pre-session on introductory lectures, but soon realized that they had to "create a new way of teaching" to better prepare the students for their upcoming experiences. That new way of teaching became using streamed video lectures that students could watch at their leisure. "Watching a video works... it's better than reading because of its flexibility and convenience," Milofsky states. Over the years, the program directors had accumulated hours of video geared specifically to BUNI, including lectures presented by Northern Irish speakers, interviews Professor Bill Flack conducted with important figures in the country, and visual images of the countryside and the cities. These hours of tape were converted to digital files, of which students were required to view six hours, to orient them to the studies they were about to undertake.

The students were divided into groups and required to create ten minute video clips from this library of footage (and from other sources of their own choosing) on one of six subject areas. The six subject areas were: (1) mural art; (2) the civil rights movement in Northern Ireland; (3) the Bishops—perspectives from the Catholic and Anglican Bishops during the conflict years in Derry; (4) Integrated education; (5) perspectives of political leaders; (6) the "peace studies" perspective on conflict. The ability to choose a topic of interest allowed students to share their own understanding with the rest of the group. Library and IT staff members Meredith Field and Deb Balducci served as consultants for the group: assisting with digitizing all of the original video clips and uploading to portable hard drives, showing students how to edit footage using iMovie, and being on call during the orientation period to assist students with any video editing issues.

While most of the students had finished their video projects before leaving for Northern Ireland, two students had field placements in Derry, which involved taking extensive field notes and shooting and editing video. These students worked closely with the Nerve Centre, a youth-oriented media organization in Derry. Consultants from the Nerve Centre accompanied them around Derry to shoot footage that could be used in their final video project. According to Professor Milofsky, "Since the Nerve Centre is equipped to edit and produce video, the students also worked on editing during their field placement days and they received expert supervision from one of the videographers who works at the Nerve Centre." These two students worked throughout the program and over the remainder of the summer, after returning to Lewisburg, on their video projects.

"You have to create a new way of teaching…"

▶**FRUITS OF LABOR**   *The fruits of the students' labor in Northern Ireland, and collaboration with Nerve Centre and Library and IT staff can be seen on the Bucknell website. The video made by Casey Sims '10 is available at: http://www.bucknell.edu/x48358.xml, and as Milofsky puts it, "does an excellent job of conveying our experience in Northern Ireland."*

SEEING IS BELIEVING:
LIBRARY STACKS USED AS ART

by Jennifer Clarke, Assistant Director Collection Development & Access Services

A classic Chinese story relates that beauty is in the eye of the beholder. That story likely resonates well with students in Professor Rosalyn Richards' Art 131 Elementary Drawing class, given their Fall-term assignment in Bertrand Library's lower-level stacks. Richards challenged students to on-location perspective drawing of the library stacks – not only as a tool for teaching drawing, but also as a way to showcase the library's rich Art and Architecture monograph collection.

What was the assignment about?
Students were asked to use the principles of one-point and two-point perspective in a drawing of the library stacks. They also experimented with pen and ink drawing, attempting to create a variety of tones through mark making and cross hatching.

What was your inspiration for this assignment?
Students were learning perspective in a studio setting with still life. I thought it would be more interesting for them to go to a location that would challenge them to draw architecture.

Why did you consider the library a good location?
The library is a perfect location to practice perspective drawing due to architecture, such as book stacks, which is specific to a library. There are no distractions from the main subject matter, and the spaces are complex enough to challenge students.

Did you have another purpose for the assignment?
I wanted students to browse the art book collection for their next assignment and learn more about the collection. Many of them checked out art books during our visit. The library is a quiet place to work with lots of hidden corners and hallways. It has many interesting views. It is also conducive to serious work. There are good work areas [for drawing], such as floor space and tables, which was also a consideration.

What other campus locations have you used?
The greenhouse was used for a different assignment. We have also used the Weis Center.

How did the students respond to the assignment?
They really enjoyed it. Some returned to the library to work more on their drawings after class critique. I think they like to put their skills to use in a variety of locations on campus, instead of always staying in the Art Building classroom.

Professor Richards will be showing some large scale graphite drawings with Chinese artist Deng Guoyuan at Tianjin Academy of Fine Arts Museum in Tianjin, China. The itinerary of the exhibition is Fall 2009: Tianjin, China; Spring 2010: Vanderbilt University Fine Arts Gallery, Nashville, TN; and late Fall 2010: Samek Art Gallery, Bucknell.

"THE FRIENDS OF THE LIBRARY"
ENHANCE BUCKNELL EDUCATION

*by Mary Ann Williard, Assistant Curator
of Special Collections*

The Friends of the Library was founded by President Arnaud Marts and Librarian Eliza J. Martin in 1936 to solicit funds and books for Bucknell's library. Generous gifts from the Friends of the Library have enriched Special Collections over the years.

Janice Mann, Associate Professor of Art & Art History, is particularly pleased with a recent Special Collections purchase of a facsimile of the ninth-century *Moutier-Grandval Bible*. The original was produced in Tours during the Carolingian era. According to Professor Mann, the very large facsimile's illustrations and decorated letters, the main concern of art history students, reflect →

EMPOWERING USERS WITH PASSWORD STATION

by Bud Hiller, Technology Desk Manager

All users want their data, passwords, files, and e-mail to be secure. With the introduction of Password Station, Library and IT has a package that helps to resolve this issue for at least one component of network security.

Library and IT has undergone a number of security audits recently in order to review our policies and prevent unauthenticated access. As examples of why this is important, an unethical user who found a Bucknell username and password could send spam around the world, or a compromised computer could open up the university's network to malicious programmers. We have put safeguards in place to prevent a wide variety of these practices.

The most recent audits have focused on our password system, which allowed users to set insecure passwords (as few as 6 characters, without complexity requirements) and keep them for as long as they wanted. In order for us to meet industry security standards, Bucknell needed to make significant upgrades to its system of creating and maintaining passwords across campus.

At the same time, users have been severely restricted for years in their options if they have lost or forgotten their passwords. At the tech desk, student assistants do not have the authority to look up or distribute passwords to Bucknellians who might be traveling or studying abroad. The desk was limited to asking users to physically visit the desk with a photo ID in hand – not a problem for a student in Swartz Hall, but a huge issue for a staff member traveling in Vietnam.

Password Station resolves this dilemma. The system enforces a secure set of standards, including an expiration date of six months, and much higher complexity requirements. It also gives users the ability to reset their own passwords after answering a set of known security questions. Students traveling in Italy, or staff members at a conference in Seattle, or faculty members studying African cultures in Togo, can simply go to Password Station online, rather than calling or emailing the Tech Desk, in order to resolve password issues.

Password Station is a tidy solution to a messy problem, and one that users will come to appreciate over the years. Of course, secure passwords do not guarantee computer security. For instance, this past fall, Bucknell fell victim to an email scam where users were asked to email usernames and passwords to an unauthorized external site which simulated the university. Despite numerous attempts at education over the years, enough Bucknellians responded , and the resulting spam caused Yahoo, AT&T, and Hotmail servers to stop accepting any mail with a Bucknell address. No matter how secure your password is, no safeguards can protect you if you simply hand it to an unscrupulous user. For the vast majority of Bucknellians, however, Password Station will serve as an excellent defense against internet scams.
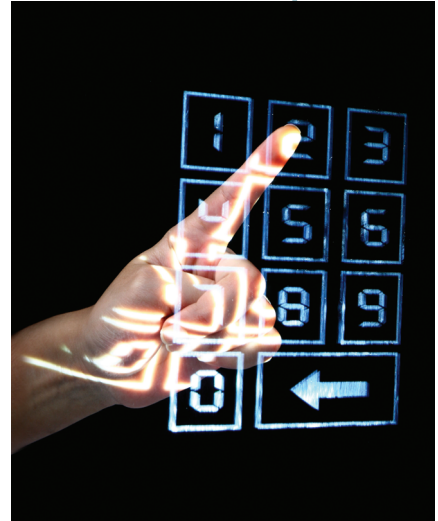
No matter how secure your password is, no safeguards can protect you if you simply hand it to an unscrupulous user.

that era's interest in "reviving the visual language of the visual culture of the Roman Empire."

Access to fine facsimiles of medieval manuscripts like this gives Professor Mann's students an immediate and intimate "hands on" experience they would not otherwise have through online digital representation or reproduction in a book. For Mann, the producers of these facsimiles "spare no expense or effort to replicate the color, texture, line and even the errors of the real manuscripts." The students can experience the physical properties of the book and study images that are as good, if not better, than the original, which could neither be touched nor seen outside a museum case.

An additional value to studying the *Moutier-Granval Bible* is that Professor Mann's students can greatly enhance their educational experience by comparing this facsimile to the three insular gospel book facsimiles, the *Book of Durrow*, the *Lindesfarne Gospels* and the *Book of Kells*, also found in Special Collections. The visual language of these manuscripts could not be more different. Comparing the facsimiles side by side, her students see the differences in artistic style and traditions, often providing the starting point for discussions about broader issues as the "past comes alive."

NEW LIBRARY AND IT STAFF

by Lynda Thaler, Cataloging and Acquisitions Specialist

CARRIE RAMPP

Every day when Carrie Rampp steps into the Bertrand Library, she imagines what it might be like in three, five, or ten years. As Bucknell's new Director of Library Services, she is responsible for examining and evolving the library and its collections and services to meet the University's needs. She oversees all of the traditional library functions, along with instructional technology, a critical component of the University's academic program.

Carrie is turning her immediate attention to transforming the building's space for added attractiveness and functionality, especially for students. The new carpet on the first floor is one of several improvements that library users will notice. As the library evolves from a mission of acquiring and storing materials to one focusing on access, she is evaluating the physical holdings and their use.

What does Carrie see when she enters the Bertrand Library of the future? Will there still be books on the shelves? Carrie says the book format is perfect in so many ways. It is extremely portable, easy to store and maintain, affordable and fairly "green". For many types of reading material, nothing beats the book. Physical media, such as DVDs and CDs, though, will be replaced by streaming media. Fewer public computers will be provided as students carry in their own, ever smaller, devices. Comfortable, people-oriented spaces will make the library an inviting place for events to happen: lectures to attend, performances to hear, exhibits to see, and new technology to try. Academic services that directly support student learning will be based in the library, as will classrooms and collaborative space for group projects.

Carrie has undergraduate and graduate degrees in history and a Master's in library science. She retains an abiding appreciation for history and developed a real love for libraries while working as a graduate student in a special collections library. That opportunity allowed her to combine practice as historian with skills she would later use as librarian. Before coming to Bucknell, Carrie spent nearly a dozen years in various IT and administration positions at Middlebury College in Vermont.

CHRIS WEBER

Across campus, Bucknell users make phone calls, send e-mails, and interact with websites, often without a thought to how it happens. What users may take for granted is not only the myriad of wired and wireless connections, but the people who work diligently to assure the reliability and security of it all. Overseeing this impressive operation is Chris Weber, recently named the Director of Technology Infrastructure. A Bucknell University graduate, with a B.S. in Mathematics, Chris has spent thirty years working in computing services at his alma mater. In his new position, Chris will be responsible for the Systems Integration, Telecommunications, and Networking & Information Security workgroups.

Remembering his days as a programmer tucked away in a hard-to-find office, Chris now finds it refreshing to be out and about, working with a variety of people on campus. For instance, he's been involved in connecting Bucknell alumni to online resources and will be providing the technology infrastructure for Bucknell's expansion into downtown Lewisburg. He also now wears a tie to work every day!

With network security of top concern to everyone in the field, Chris is helping Bucknell build redundancy into its systems so as not to expose single points of failure. The phone systems will be more resilient and data storage will be split between two physical locations. Another issue at the forefront for academic technology units is copyright. Peer-to-peer trading of music and movies across the network, for instance, is problematic for college campuses and of particular concern to Chris.

Over the years, creative thinking has kept the work interesting for Chris. He recognizes that the freedom to innovate is not only a tradition here, but keeps the staff in forward-thinking mode. Chris recalls the days of the mainframe, when computers were the domain of an elite group of geeks. Computers are now commodities that most of us own. As Chris reaches for the iPhone in his pocket, checking for meetings and messages, he realizes he could not live without it.

DEBRA COOK-BALDUCCI

TONIA SUTHERLAND

What's an office to do with the ever-expanding quantity of paper and electronic correspondence, reports, statistics and publications? What to keep and for how long? How to store and where? What are Bucknell University's legal and fiscal responsibilities with regard to records access and retention? Tonia Sutherland has been hired into the new position of Records Management Coordinator to establish a comprehensive and campuswide program addressing such issues at Bucknell.

A Lewisburg native, Tonia is happy to return to her hometown, where her earlier employment at the Public Library for Union County inspired her to become a professional librarian. Tonia eventually attained the position of University Archivist at the University of Massachusetts Amherst. As archivist, Tonia was involved in all aspects of collecting, preserving and providing access to university records. She is most proud of the valuable finding aids that she prepared for the collection. At Bucknell, Tonia will report to the Curator of Special Collections/University Archives and consult with university staff familiar with the relevant legal matters.

Records management has become a priority at academic institutions as they endeavor to preserve institutional history, take advantage of new opportunities for storage in digital formats, and provide access to critical information, especially records vital for the continuance of university business under adverse circumstances. Tonia's familiarity with the groupings and hierarchy of typical university records will be of benefit to Bucknell. Although she is located in the Bertrand Library, expect to see Tonia in offices all over campus. She will take an active role in helping staff inventory paper and electronic records, decide on retention periods, create a schedule for eventual disposal of some items, and determine storage format and location for others. Once a process is established and office personnel are trained, the records management program can be implemented across campus.

FORM AND FUNCTION ENHANCEMENTS AT THE LIBRARY

by Mary Jean Moser, Circulation Services Team Leader and Carrie Rampp, Director of Library Services

The new year brought several changes and enhancements to the look of the library and to how various spaces in the building are used. Most noticeable was the carpeting replacement on the entire first floor, a project that included adding tiled flooring in front of the library café. As with any remodeling project of this scope, we took advantage of the opportunity to re-envision how spaces on both the first and second floors of the building could best be configured. We've made the following changes:

▶ The microform equipment and cabinets have been relocated near Reference/Information Desk, improving the ability of staff to assist users with these items.
▶ In the former microform space on Level 2, we created a well-lit, airy reading room, in response to requests from students for more comfortable seating.
▶ Current periodicals have been consolidated to a single reading room, thereby freeing up more study space for students. Multi-purpose furnishings and comfortable seating have been added.
▶ The Equipment Desk will begin lending laptops.
▶ There are now new beanbag chairs on Lower Level 2.
▶ Many "greening" efforts have taken place: new high efficiency light bulbs, all stacks lights on ten-minute timers, more recycling bins and reminders to be smart about paper use.

Library and Information Technology staff continually review how our collections, services, and spaces are used. We welcome your ideas about how we can improve the library to meet the needs of our users.

YOUR GIFTS TO BERTRAND LIBRARY ENSURE ACCESS TO VALUABLE RESOURCES

Thanks to a generous gift from the Leinbach Family Library Fund, Bertrand Library provides America's Historical Newspapers, an extensive database of fully searchable, historical American and Hispanic American newspapers, to the Bucknell community. The valuable tool, says Michael J. Drexler, Assistant Professor of English, opens up the past in ways that were completely impossible five years ago. Drexler, who uses the source for his own research, asks students to track the ways words and concepts evolve. "I encourage them to use the newspaper database to get a more holistic view of how words were used in the past and how definitions and usages change over time." For information on giving to Bertrand Library, contact Development and Alumni Relations by phone 570.577.3200, by fax 570.577.3664 or by email *gritzer@bucknell.edu.   http://www.bucknell.edu/Giving.xml*

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ALUMNI PROFILE: JEFF BOULTER '96
DREAMER, INNOVATOR, YAHOO! ARCHITECT

by Greg Amarante, Systems Integrator

Not all students wait until they have a degree to start a successful career. Jeff Boulter '96 graduated from Bucknell with a B.S. in Computer Science and Engineering, but developed his earliest technological innovations while he was a student working for Library and IT.

In 1995, Jeff created the web's first personalized news aggregator, CRAYON. Three years after graduation, Jeff conceived, designed, and built LAUNCHcast, a revolutionary application for personalized streaming radio. Serving as an engineering manager after Yahoo! acquired LAUNCH, Jeff was promoted to Director of Engineering in 2006. Jeff is now Chief Architect for Yahoo!'s Video Platform Group, and is based in Boston.

Over the winter break, I had an opportunity to ask Jeff a few questions about his success and impressions of the future of technology:

▶ *You once commented: "My vision of an ideal job is that people will want to pay me for coming up with ideas and implementing them." What factors, before and after graduation helped you realize that vision?*

Mike [Weaver '71, Bucknell Library & IT] threw a lot of random projects at me. Most required me to learn about something new and explore what's possible. Some ideas worked, some didn't, but Mike gave me a lot of flexibility to learn and play. Developing that curiosity in technology has helped a lot in my career. Often I'll learn about some new programming language or tool and play with it for fun. Later I may find it's exactly what I need to complete a project at work.

Yahoo! has also been a good place for me to learn as well. While I can't say that I spend all day just dreaming up ideas, there are plenty of opportunities to innovate. Some of my "hacks" have graduated to become actual products and others have won awards in our own internal judging.

▶ *What is your vision of the internet over the next 10 years?*

Social networks like Facebook reversed the model of content discovery. To find interesting content before, you had to weed through an overwhelming amount of text, audio and video. Now it's become much more of a collaborative effort, with people you know sharing what they find interesting and you contributing back to that knowledge.

That sort of application has only become possible as content has become more open and easier to incorporate into other sites. I see a lot more of that happening as sites open up through web services. By opening up Yahoo!'s services, we can allow others to do that work for us.

▶ *What advice would you offer Computer Science students who want to follow in your footsteps?*

Continuing to learn new things is key. It's easy to stick with what you know, but that may soon be obsolete. Developing a natural curiosity for learning is what keeps things fun and interesting. A career in Computer Science takes a lot of patience, time and a deep interest.

▶ *How would you respond to those who might say that you just happened to be in the right place at the right time?*

I would agree that I've been extraordinarily lucky in my career to date. But that luck usually came after I developed a particular passion for something and worked very hard on it for a long time. So maybe it wasn't all luck.