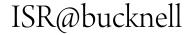
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Library and Information Technology

Fall 2001



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DECEMBER 2001 • VERSION 4 • RELEASE

Check Us Out!

irculation Services at the Bertrand Library has one overarching goal: to help our borrowers get the materials they need as quickly and easily as possible. During the last two semesters, we've changed some policies and procedures to make it easier for you to use the library collections.

Loan Periods: Those confusing 7-day loans are gone. Almost every item (except 3-day videos/DVDs) in the library circulating collections can now be checked out for 3 weeks. And almost every item can be renewed.

Renewals: We're doing our best to reduce obstacles, restrictions, and "consequences" (aka, fines!) while still being true to our mission of preserving and protecting the collections. Now, not only can all Bucknell borrowers renew videos or DVDs for a total of three loan periods or 9 days, but students can also process that renewal online. And students can renew any books or other materials charged to their account online by using the "Your Account" feature. Even items that are already overdue can be renewed so that your fines total doesn't keep growing while you are away from campus. And books borrowed through the PALCI system can be renewed online for one additional loan period of 28 days.

Access to E-reserves: Here's the scenario: you're in Florida visiting Grammy and Grandpa and you just

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

cir·cu·la·tion: verb

the act of passing from person to person or place to place, especially into the hands of readers. **ser**•**vice**: *noun* the work performed by one that serves <good service>; see also HELP, USE, BENEFIT as in <glad to be of service.>

realized that you left the printouts of articles critical to your paper back in your dorm room! The articles are on electronic reserves but you can't get to them from the Kinkos in Sunnytown, Florida can you?? Good news: yes, you can! Bucknell users can now access E-reserves from off campus as well. The use of instructorselected passwords for each course allows us to open access to users who are not on a computer with a Bucknell IP address.

For Bucknell family members: We even have good news for the families of Bucknell faculty and staff. No more borrowing restrictions on videos/ DVDs, music CDs, or multimedia for staff spouses/partners. Dependents will still need to have their BU parent check out videos/DVDs for them. Improved Web pages: You can learn more about these changes and other explanations of policies on the newly redesigned Circulation and Reserves web pages at www.isr. bucknell.edu/Circ or /Reserves. Some of the additional content includes complete borrower policies for all types of users (faculty, staff, spouses, dependents, and alumni). There is also information on reserving the graduate/honors thesis study carrels and a Frequently Asked Questions (FAQ) page for the recall process.

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Contact information for all circulation staff members is available from the website and easy links to all of the online forms that are available to the Bucknell community.

Meet the ISR staff!

Instructional Technology Group

(left to right) Debra Balducci, Mary Beth James, Ryan LeBreton, Mike Weaver, Brian Hoyt, and Cindy Rea

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

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. Other interested individuals may subscribe by contacting the managing editor.

Please send subscription requests or comments to: *isr@bucknell* c/o James Van Fleet Information Services and Resources Bucknell University Lewisburg, PA 17837 e-mail: *isr@bucknell.edu* or call (570) 577-3235

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

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ERes v4
Revealing Alerts
WANDERING OUR WEB SITE

Finding Our VOICE

By the editors, isr@bucknell isr@bucknell.edu

e're interested in your opinions. The editors of this newsletter would like to open a dialog with our readers, a very diverse population, concerning the topics covered in the isr@bucknell newsletter. This publication is usually sent to Bucknell University faculty and administrative staff, graduate and special students, members of the Friends of the Library, and to library organizations at other colleges and universities. In our September issue, we make a special effort to reach first year students and new faculty, to introduce them to ISR resources that they will find useful as they begin their academic career at Bucknell.

Our goals are to provide information about ISR services, resources and collections; to present issues affecting ISR and Bucknell; and to share organizational news of interest to our campus community. Over the past four years a complex Information Services and Resources (ISR) organization has evolved under the leadership of Ray Metz, incorporating many different campus departments and staff, services, and infrastructure. If we are successful, the isr@bucknell newsletter will help our readers to make sense of the ISR organization, to understand its role at Bucknell, and to obtain the greatest benefits from it.

In the past year we have featured articles on information resources, including tools such as Blackboard, Element K, and ILLiad; databases such as Web of Science; and web pages such as the Sheary

local history project. The isr@bucknell newsletter highlights services such as TechDeskLive, Voice Mail on the web, and multimedia equipment for loan. We address such varied issues as Circulation policies, maintaining accurate web links to information, and virus protection. The editors solicit articles written by or with faculty, highlighting some product or service of ISR that supports the academic mission.

Although the newsletter is written almost entirely by ISR staff, we seek to collaborate with contributors outside of ISR. And most importantly we now ask you, our readers, for your feedback and suggestions. Please help us to "find our voice" and send us your comments on past editions and your ideas for topics to cover in future editions. With your contributions, we can continue to present you with a quarterly newsletter that is informative and useful. Send us your comments:

Email: isr@bucknell.edu

isr@bucknell c/o James Van Fleet Information Services and Resources Bucknell University Lewisburg, PA 17837



Getting Beyond the Mainstream

Librarian/information Specialist for Networked Resources By Pam Ross, rossp@bucknell.edu

e are pleased to announce the addition of two new full-text databases to our collection, *Ethnic NewsWatch* and *GenderWatch*. Both databases should be helpful to anyone who needs a fuller understanding of ethnic, cultural and demographic diversity within the United States.

Ethnic NewsWatch includes the full text of about 700,000 articles, published in over 200 newspapers, magazines and journals of the ethnic, minority and native presses. These articles range from 1990 to date, and are available in English or Spanish. Ethnic NewsWatch provides us with access to "alternative" news sources; publications less likely to be included in our other news databases. Most, but not all, of the titles are published within the United States and represent the diversity of the American population. Examples of titles include the Arab American News, Black Issues in Higher Education, Ethiopian Review, Hispanic Times, Jewish Week, Navajo Times, New York Amsterdam News, and Russian Life.

GenderWatch provides full text of over 80,000 articles from over 175 publications from the 1970's to date. Most of the materials range from 1990 to date. Scholarly journals, magazines, newspapers, newsletters, regional publications, books, booklets, pamphlets, conference proceedings, and governmental, non-governmental and special reports are all included. *GenderWatch* publications include <u>The Advocate</u>, <u>Asia-Pacific</u> <u>NGO Work Group Media Information Packs</u>, <u>Diversity Folio, Feminist Teacher, Harvard Gay & Lesbian Review, Journal of Feminist Family</u> <u>Therapy, Journal of Men's Studies, Lilith</u>, and the <u>National Women's Health Report</u>.

If you are interested in getting a more diverse view of the story in news, culture and history, check out *Ethnic NewsWatch* and *GenderWatch*. Both of these products are available from the ISR web site, in our alphabetical list of databases, the Research Pathfinders, and the library catalog.

For more information about these databases, and others, please contact the Reference Desk at 71462or your subject librarian.

Departmental Cellular Loaners

The ISR/Telephone Office has Digital Cell Phones that can be loaned out on a short-term basis. The cost is \$1.25 per day. The coverage area is the entire state of Pennsylvania. Charges include long distance, air time, and other associated fees. There is a charge of 15 cents per minute for long distance and 60 cents per minute for roaming.

If you would like more information on our Cellular Loaners, please contact Peggy Straub x71810.

Check out our web site! http://www.isr.bucknell.edu/phones/facstaff/index.html

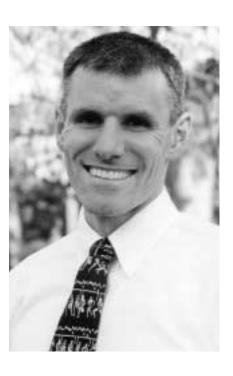
Welcome our new member of Client Services

By Bob Guissanie, Client Services Analyst

rguissan@bucknell.edu

i there! My name is Rob Guissanie and I am the new Client Services Analyst in ISR. My primary responsibilities include liaison and computer support for the Natural Sciences Departments (Biology, Chemistry, Environmental Studies, Geography, Geology, Mathematics, Physics), Campus Activities & Programs, Community Health Promotion, Dean of Students, Housing and Residential Life. Multicultural Affairs. and the Women's Resource Center. I am also working the Tech Desk and, of course, "performing other duties as assigned."

I am originally from the "Garden State" of New Jersey (and have heard most of the jokes that go along with that fact!). After graduating from Marlboro High School, I headed off to Penn State University where I earned a Naval ROTC scholarship. I graduated from PSU with a BS in Management Information Systems and a commission to serve the next several years in the US Navy.



During Desert Storm I was assigned to the "front lines" of Newport, Rhode Island, where I attended Surface Warfare Officer School. By the time I finished the war was over and I met my ship, the battleship USS Wisconsin, upon its return to Norfolk, VA. I spent the remainder of my Naval career in Norfolk serving both on the destroyer USS Caron and at the Naval Doctrine Command.

After leaving the Navy I returned with my wife to Central Pennsylvania and a position at Penn State. For eight years I worked as a team leader for the College of Agricultural Sciences, supporting faculty and staff at University Park and serving the 75 regional and county extension offices throughout the state. During that period the college migrated from an entirely Macintosh environment to a mixed-platform environment incorporating Windows 98 and Windows 2000 workstations.

Outside of work, I coached crosscountry and track & field teams at Penns Valley Area High School. Finding that a tremendously rewarding experience, I expanded my horizons to coaching preschool age children in our local AYSO soccer league. Very different levels of coaching, but if you have a desire to experience athletics in its purest form, or are just looking for some great entertainment, you absolutely must go to a Youth Soccer game!

My wife and I and our two sons (4 and 18 months) live in Centre Hall. Yes, it is quite a long commute, but I can think of very few that could be more beautiful. I am very excited to be a part of the Bucknell Community and look forward to serving you as a member of ISR!

GOVERNMENT INFORMATION ON THE WEB

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

hen I was studying political science as a graduate student, my second home was the library. Every time I made my way up to the second floor to the stacks of political science books, I'd pass by a dim, remote corner of the library that appeared to be filled with dusty material and very few people. On the top of a nearby desk sat a sign that read "Ask me about Government Documents," and although tempted to do just that ("Hey, how 'bout those Government Documents?"), I never did. Glancing at the surrounding stacks, I figured that "Government Documents" primarily consisted of things like farm reports from the 1930s or dry analyses of outof-date regulations. I knew there was probably something of use to me in those stacks, but I didn't have the time or the motivation to take the extra effort to explore Government Documents; they had their own catalog, separate from the library's main catalog, and a cryptic call number system that I didn't understand.

Years later, and after a change in career aspirations, I took a course on Government Documents (as a graduate student in library school). I learned that the U.S. government is the single largest publisher in the world, producing and publishing information on just about any subject you could imagine. Sure, government publications include reports on farms and obscure regulations, but they also include a wealth of information and analysis on current topics that could have made my life as a student a lot easier had I known about them.

Since becoming the Government Documents coordinator here at Bucknell University, I am faced with many of the same problems that the librarians at my graduate school must have faced. How do I publicize a collection that has some great information but is difficult, if not actually forbidding, to use? Fortunately for me, my situation is much easier to address than it was at the graduate school I attended. First, the government has come a long way in making information more accessible by loosening restrictions on depository libraries and by placing information online. Second, I was lucky enough to inherit an extremely well run government documents department that was already addressing this issue. Thanks to the efforts of my predecessor and our cataloger, Barb Hollenbach, the government documents in our collection published after 1976 are included in the library's online catalog; documents published before 1976 will be added in the near future. Students here at Bucknell do not have to search in a separate catalog or index to find government documents; instead government

resources are retrieved and displayed with the rest of your search results. Finally, my fellow librarians have incorporated government information, where appropriate, into our library guides and resources. Many of our Subject Pathfinders contain a section on electronic government information for that subject. The *Statistics@ISR* page also contains links to, or citations of, government resources.

The new government information web page is our latest attempt to make government information more accessible and comprehensible to Bucknellians and to the wider community. We have organized the government information page around the subjects that are likely to be of interest to both of these groups. The "Overview" section contains information about Bucknell's collection of government documents (including how to access them through the

Government Information

OVERVIEW

- About the Government Documents Collection at Bucknell
- Finding Government Information at the Library (print and electronic)
- Government Finding Aids & Search Engines
- Other Local Government Information Depositories

■ LEGISLATIVE (Congress)

- How to find a Bill and Other Types of Legislation
- How to find a Law
- How to find a Hearing
- How to find a Committee Report or Committee Print
- How to find information about a Representativeor Senator

library catalog) as well as how to search for government documents and information outside of Bertrand Library. Most of the other sections on our government information page are organized based on the branch or level of government (Legislative, Executive, Judicial, International, PA State and local). The remaining sections include: "Important Documents" which contains links to items such as the Constitution of the U.S. and the Federal Budget; Federal and Pennsylvania state government "Forms"; and "Subjects" which contains pages of government information we deemed helpful to our users based on our observations and the feedback we received.

Given the complex nature of government information, we believed that simply providing a list of links to government resources would not solve the problem of making government information more accessible. In many instances, displaying the title of a government site does not help the viewer determine the nature of the information to be found on this site. Furthermore, the viewer often needs to be aware of the overall context in which government information is

■ JUDICIAL (Court System)

- How to find a Court Case
- Information about the Court System

EXECUTIVE (President & Agencies)

- How to find a Regulation
 Information About the Current or Past Presidents
- Federal Agencies (IRS, EPA, State Dept., etc.)

FORMS

- PA Drivers License Forms
- Passport Application
- Tax Forms & Publications(Federal)

■ PA STATE & LOCAL

- PA State Information
- Local Information

being provided in order to find and make use of the information sought. To address this situation, we have provided annotations to many of the government resources listed in the individual web pages to try to give users an idea of the types of information they will find in that resource. In addition, many of the individual pages include explanatory text to introduce the viewer to the framework they'll need to understand in order to find and utilize the government resources and information effectively. For example, the "How to Find a Bill and Other Types of Legislation" page outlines the types of legislation created by Congress, as well as how they are cited. The accompanying explanatory text won't replace a good civics 101 course, but it will help viewers understand how and why government information is organized. Finally, government information is accessible to the Bucknell University community through the library's subscription to the Lexis-Nexis databases, which include Academic Universe, Congressional Universe and State Capital Universe. In order to help users who may not be familiar with these databases, we have written brief tutorials

■ INTERNATIONAL

- Information about ForeignGovernments
- Embassies and International
 - Organizations (UN, NATO, etc.)

IMPORTANT DOCUMENTS

- Bill of Rights
- Constitution of the U.S.
- Economic Report of thePresident
- Federal BudgetU.S. Government Manual

SUBJECTS

- Census & Genealogy
- Elections & Campaigns
- Grants & Government Funding
- Political Parties & Public
- Action Committees (PACs)
- Documents in the News

on how to do a basic search in the Lexis-Nexis database appropriate to their information needs. Please note that if you are not a current faculty, staff or student at Bucknell University, you will need to come into the library to use the Lexis-Nexis databases.

The government information web page is accessible from the ISR homepage by placing your cursor over the word "Collections" and selecting "Gov't Info" from the list of options that appears in the center of the screen. The direct URL is: http://www.isr.bucknell.edu/govdoc/

Despite attempts to make it easier, Government Documents and other sources of Government information can still be difficult to track down and to use. The call number system used by the government (SuDoc numbers) does not resemble the Library of Congress system that we use for most of our collection and can be confusing. Accessing government information from microfiche or CD-ROM is also a challenge. So, please don't hesitate to "Ask me about Government Documents" if you are having difficulty finding the information you need.

Virus Update

SirCam

Code Red

By Chris Young, Client Services Analyst young@bucknell.edu

o you recognize these names? These are some of the viruses recently found on computers at Bucknell. Many faculty, staff and students have had personal experience with computer viruses. The number and types of computer viruses are increasing, and they are bombarding computers at Bucknell. These viruses cause problems ranging from consuming email quotas, bogging down the network, and disabling programs, to disabling entire operating systems.

Information Services and Resources (ISR) has taken several steps to protect Bucknell and student computers from virus attacks.

ISR strongly recommends Eudora as the standard email package on Bucknell-owned computers. We are often asked why we don't recommend Outlook as email software. Viruses can attack more easily through Outlook; many viruses replicate by sending copies to all of the recipients in Outlook's address book.

How ISR protects your computer from viruses.

ISR provides antivirus software for all Bucknell-owned computers and maintains a web page to provide one location for information about viruses. Go to http://www.isr.bucknell.edu/ virus; then to the *Protecting Your Computer* section. Documentation on viruses and instructions on how to use the antivirus software are found there.

M

The dramatic increase in computer viruses and worms over the last two years demonstrates that these steps, although proactive, are still not enough. ISR recently purchased a license for Symantec's Norton AntiVirus product for all registered students, making virus protection software available to students at no cost.

This new Bucknell software license also covers home computers owned by faculty and staff. Students who aren't on ResNet and faculty/staff can check out a CD called Internet Tools from the Bertrand Library Reserve Desk for a 3-day loan. Norton AntiVirus 7.5 and Eudora 5.1 software are included on this disk and can be easily installed.

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elis

Nimda

WE YOU

How can you protect your computer and your data from viruses?

- Keep your virus definitions up to date by scheduling a weekly automatic live update in Norton AntiVirus.
- Schedule a weekly scan of your computer's hard drive and your file services space (private and public folders).
- When ISR sends warnings about new viruses via the campus listserv, read these warnings so that you are aware of new viruses and how they masquerade.
- Next, immediately perform a live update so that your computer has the latest virus definitions.
- Make additional copies of important documents or keep those files in your file services space so that you have a backup copy in the event the working copy is destroyed.

Voice Mail on the Web

By Peggy Straub, Telephone Office Assistant straub@bucknell.edu

The ISR/Telephone Office is introducing a new system allowing faculty and staff to access their voice mailboxes online. This allows you to check your voice mail from any computer on or off campus. You can access your voice mail from any computer with an Internet browser, by navigating to *http://vmailweb.facstaff.bucknell.edu*. First time users will need to install the voice player software (which is a free download) to listen to messages online.

Each time you log on, your web browser will default to your unread/unheard messages. Your voice mailbox functions much like an e-mail interface. You will be able to view a list of callers and choose which message you would like to listen to first. You can listen to your voice mail either through your on-campus phone, or if your computer is equipped with a soundcard, you can listen through your computer. You can send a message using the telephone, or through the computer, if it is equipped with a microphone. The online voice mail system includes a directory service, limited to the system in which you are a member. Faculty and staff will not have access to the student directory from the voice mail web site; however, the Bucknell online directory at *http://www.bucknell.edu/directories* includes all campus voice mailbox numbers.

For more information, please call the Telephone Office at x71810.

http://www.isr.bucknell.edu/phones/facstaff/index.html

Have You Heard?

By Sue Heemstra, Telecommunications Technician

heemstra@bucknell.edu

In the realm of voice mail, "envelope information" refers to the date, time, duration, and source of a voice mail message delivered to your mailbox. While listening to a voice mail message, or at its conclusion, press 5 to access the envelope information.

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

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

If you have any questions, please call the Telephone Office at Ext. 71810.





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

For any number of reasons, a student might turn in a paper that doesn't quite meet all the academic standards of originality and acknowledgement of sources. In some cases, it might be that the student lifted bits or pieces (or whole sections) from an Internet source. What options might a faculty member have in order to track this type of academic dishonesty quickly and easily?

ISR administers an account with Turnitin.com, a service designed to stop Internet plagiarism and develop new technologies in education. Over the past year, Turnitin.com has been revised and improved, making it much easier for a faculty member to create a user profile, join the Bucknell University account, and begin the process of submitting text from student papers for review. Within 24 hours, the faculty member receives a complete report indicating the level of originality of the submission and links to web locations where content might have originated. If a professor chooses to check all papers in a class, all students enrolled in that course can submit papers directly to Turnitin.com. In addition, students can use Turnitin.com anonymously to review each other's work, from a simple web interface that can be utilized from anywhere.

Bucknell's account allows for unlimited submissions from any number of classes. Faculty who are interested in the service can view details at www.isr.bucknell.edu/plagiarism or contact Bud Hiller at 577-3288.

ERes v4

ERes FAQ: Can I check my ERes page to see how many times my students have been accessing my materials?

ERes includes a powerful statistics component that can quickly provide instructors with information on the number of course page views and the number of document views (or hits). These stats can be broken down by month or day and arranged in a variety of ways.

In order to access the usage statistics, faculty can log in to the Page Management function of their ERes pages (for **By Bud Hiller, ERes Manager** *dhiller@bucknell.edu*

information on usernames and passwords, contact *eres @bucknell.edu*). By clicking on Get Access Statistics faculty can select which stats they'd like to see and click on Continue to have them displayed on screen. This can be done at any time during the semester, from any location. For more information on how to use this useful feature of the ERes system, check out this URL:

http://www.isr.bucknell.edu/reserves/statistics.htm



ingenta

Faculty member caught charging REVEALING ALERTS to the library's account?

YES! And you can too!

By Jennifer Perdue, Supervisor of Acquisitions and Interlibrary Loan *perduej@bucknell.edu*

Reveal Research Alerts is the tool to use to receive email delivery of the table-of-contents of selected journals and the results of your search strategies. You can create them by searching *ingenta's* more than 25,000 document delivery titles as well as its 5,200 electronic titles. Any faculty or staff member can register with *ingenta* and then set up his or her account. In addition to the email service, you can search and order articles that are not included in your prescribed keyword search strategies or table-of-contents (TOC) delivery criteria.

In May 2000, CARL was acquired by *ingenta*, a global research gateway serving the online information needs of over 1.4 million visitors each month. More than 200 Bucknellians have established CARL accounts. As part of the merger, your CARL settings, search strategies and Reveal TOC options were merged into *ingenta*.

If you had a CARL account prior to the merger, the first time you log on to ingenta (http://www.ingenta.com/), you'll need to complete a personal information page. Your user name is your former **CARL profile number**. The password is the same password you used for CARL services. If you can't remember them, let me know and I'll obtain them for you. *ingenta* has added context sensitive help on almost every page, which I have found very useful. Be sure to enter "**Bucknell**" as the deposit account password for document delivery.

New users please email me (perduej@bucknell.edu) to schedule an appointment and we'll go through the registration process together.

Online, fax and Ariel[®] delivery options

The new site gives you the option to receive articles by fax if they are not available electronically:

- Online delivery: an article can be delivered electronically - direct to your desktop
- Fax delivery: fax delivery is available for those articles that cannot be delivered electronically.
- Ariel delivery: Ariel is delivered to your desktop rather than to a fax machine. Ariel delivery is available for those articles that cannot be delivered electronically. *Bucknell's* Ariel address is **134.82.47.56**. You'll need to input this address in your account when you register. At this time, Ariel documents are sent to the ILL department, and then routed immediately to you.

Saved Searches

This new feature enables you to save your searches within your personal folders, so that you can re-run them at a later date on new articles available at *ingenta*.com or use saved searches for your Reveal research alerts if you subscribe.

Marked List

Mark the articles you have identified when searching *ingenta*, then create a list, which can be printed or emailed to a colleague.

Bucknell

ISR Quick Reference

Associate Vice President for Information Services and Resources
Circulation Desk
ISR Office – 221 Bertrand Library
ISR Office – 101 Computer Center
Library Hours
Reference/Information Desk
ASK Onlinehttp://www.isr.bucknell.edu/eforms/eref.html
Reference By Appointment
RefDesk Livehttp://www.isr.bucknell.edu/refdesk_live/
Reservesdhiller@bucknell.edu73288
Scheduling a computer lab
Software Service Clinicssc@bucknell.edu77777
Technology/Media Desk
TechDesk Livehttp://www.isr.bucknell.edu/techdesk_live/
Telephone repairs, billing, voice mail
User Education and training
Computinglveloz@bucknell.edu71796
Library
Web development

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



INFORMATION SERVICES & RESOURCES

Wandering our Web site...

Campus Theatrehttp://www.thecampustheatre.com/
Dreamweaver Web Design Informationhttp://www.bucknell.edu/web_info/dreamweaver/index.shtm
Government Informationhttp://www.isr.bucknell.edu/govdoc/
ITEC: Instructional Technology Enhancing the Curriculum
Samek Art Gallerysamek_artgallery/index.html
$Telephone\ Guide:\ Faculty\ and\ Staff\ \ldots \ldots \ldots \ldots \ldots \ldots . http://www.isr.bucknell.edu/phones/facstaff/index.html$
Writing Centerbucknell.edu/writing_center/