ISR @ Bucknell                                    Library and Information Technology

Fall 2002

# ISR@bucknell

Information Services and Resources, Bucknell University

# isr@bucknell

# ISR web pages have new look, new functionality

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

**Ryan LeBreton, Instructional Technologist**
*lebreton@bucknell.edu*

Do you ever try to find something on the ISR web pages and wonder where to look? Or find it odd that so many pages on the ISR site have a unique appearance and functionality? This summer, a Web Team met and worked to develop a new look and improved navigation for the ISR web pages. The redesign goals included:

▼ a first time visitor to the site should be able to find the right information intuitively.

▼ experienced users should be able to click directly on the most frequently used resources.

▼ users should be able to follow their trails of links backwards.

▼ users should always be able to tell that they are on an ISR web site because of a common layout and design.

The end result is a much different approach to the entire site, with an emphasis on more easily understandable terminology, common graphics and colors, and 'breadcrumb trails' that let you know where you are in the site. Users will find a much improved ISR staff directory, differentiation between library and computer resources, and a useful navigation bar that will appear on every page. The new site offers a clear, concise set of choices and options for the user, with direct links to such useful resources as the online catalog, email support, electronic reserves, research help, e-forms, computer training, and classroom and lab software locations. Bucknell faculty, staff, and students should be able to zero in on what they need, and if they can't, the navigation tool bar on every page has links to the directory, contact information, and online help such as the email and live chat services that both the Reference and Tech Desks offer.

In keeping with the goals of the organization, the redesigned site strives to offer Information Services and Resources to the campus community in a way that facilitates the learning process. The ISR Web Team appreciates any comments and feedback that you may have, so please let us know what you think by sending a message to isrwebteam@bucknell.edu.

# INSIDE

# The value of a good conversation

**By Gene Spencer, Associate Vice President for Information Services and Resources**
gspencer@bucknell.edu

> "In conversations together, we will need to wrestle with many issues that will define how ISR serves you over the next several years."

The start of a new academic year is always an exciting time for ISR. We have an opportunity to welcome back many people we have enjoyed serving in the past, and we get to meet many new people who have recently joined this wonderful community. For those of you new to Bucknell, you will soon realize that this is an extraordinary institution, with rich traditions, a dedicated faculty, inspiring students and a caring staff. I believe that every one of us comes to this place with a desire to help enrich the environment and provide an extraordinary experience for our students.

This is also an institution that values a good conversation. During the recent search for ISR's new associate vice president and since my appointment to that challenging new role, I have been gratified by the number of people who have wanted to talk about their hopes and dreams for ISR, and about their needs for the information, technology and services we provide. I have also been delighted to hear from people who revere the library as a sacred place (they don't want us to forget the value of books that we can hold in our hands) and from those who are passionate about the benefits of a powerful campus network (they want us to push forward with our digital future).

I recently received a copy of Margaret J. Wheatley's new book *Turning to One Another: Simple Conversations to Restore Hope to the Future*. As I read her work, I was immediately struck by the importance of her message for us today. Wheatley suggests some important questions: "Am I willing to reclaim time to think?"

"What is my faith in the future?" "When have I experienced working for the common good?" "What is my unique contribution to the whole?" She urges us to make the time to think about these questions and others that are important to us. And she challenges us to bring people together for the conversations that will follow.

Inside this issue of ISR@, you will read of a number of important improvements that ISR has put in place over the summer months. Many of these changes occurred because the right question was asked at the right moment, or a few people were willing to have a conversation about how to make a significant improvement. These conversations were well worth the effort.

The fall semester will be a time when the real work of the Bucknell Vision 2010 strategic plan will be upon us. In conversations together, we will need to wrestle with many issues that will define how ISR serves you over the next several years. How can ISR better support the academic mission? How can we better utilize the university's information resources to our greatest advantage? How can our staff provide the best possible service? How can we protect and preserve the resources we own and provide greater access to those we do not? Answering these questions will require rich conversations, and the Vision 2010 planning effort will be a wonderful context in which to have them.

I look forward to the challenges of a new academic year. There are many reasons to restore hope for the future, and I look forward to the conversations that will help shape the future work of ISR@Bucknell.

# ISR Technology Support:

## Fast, good, and there when you need us

by Jeannie Zappe, Client Services Group Leader

*jzappe@bucknell.edu*

**Resolving 80% of your computer issues at the first point of contact –** that's where it all began earlier this year when a group of ISR technology support staff met together to define how we could provide timely, reliable and consistent technology support. We knew this would not be an easy undertaking, but we accepted the challenge since we were eager to become a more efficient, more responsive organization.

Why are we embarking on this journey? As technology at Bucknell has become more and more pervasive on campus, our technology support personnel have struggled to keep up with the demand for support. Did you know that every person with an office has at least one computer now? In our previous model for technology support, our Tech Desk (staffed primarily by students assisted by staff members)

was the first point of contact, and the six departmental liaisons took on the issues referred to them by the Tech Desk. While many calls were resolved at the first point of contact, this model also often delayed responses until the "experts" could prioritize and respond to the problems assigned to them.

From focus groups we conducted in the spring of 2002, we learned that you really wanted to talk to a staff member on the phone during initial contact — but doing this meant that we needed to undertake a major reorganization of the units in ISR directly involved in providing technology support. Beginning earlier this year, our "work redesign" became truly a staff-driven process which focused on how we could provide the best possible technology support to the campus. The staff collaborated on everything from the beginning discussions, to analyzing

our processes, to handling all of the details of the implementation. Included in this reorganization are the Client Services staff, the Tech Desk staff, some of our hardware technicians, the Engineering Computing Support Team (ECST), our Learning Spaces (classrooms and labs) staff, and the Circulation Desk staff.

In order to accomplish our 80% goal and our other customer-focused technology support goals, our end result looks like this:

**1.** a group of staff working in a "call center," supporting faculty and staff during the work day.

**2.** student and walk-up support at the Tech Desk in the library through student assistants, supported by staff members.

**3.** a new technology support work flow system which will provide staff with stored knowledge and an efficient way to assign issues to staff members.

**4.** the option to dispatch someone immediately to resolve a problem if necessary.

**5.** a process to "escalate" issues directly to experts as needed.

And so, we're happy to introduce to you our "80% team": Cindy Campbell, Keelan Cleary, Mike Diehl, Ed Fochler, Rob Guissanie, Bud Hiller, Schelly Homan, Mary Ann Johansson, and Joel Wehr.

To sum up, our new model, which will be implemented between August 1 and August 12, will focus on supporting the campus through the following new and improved services.
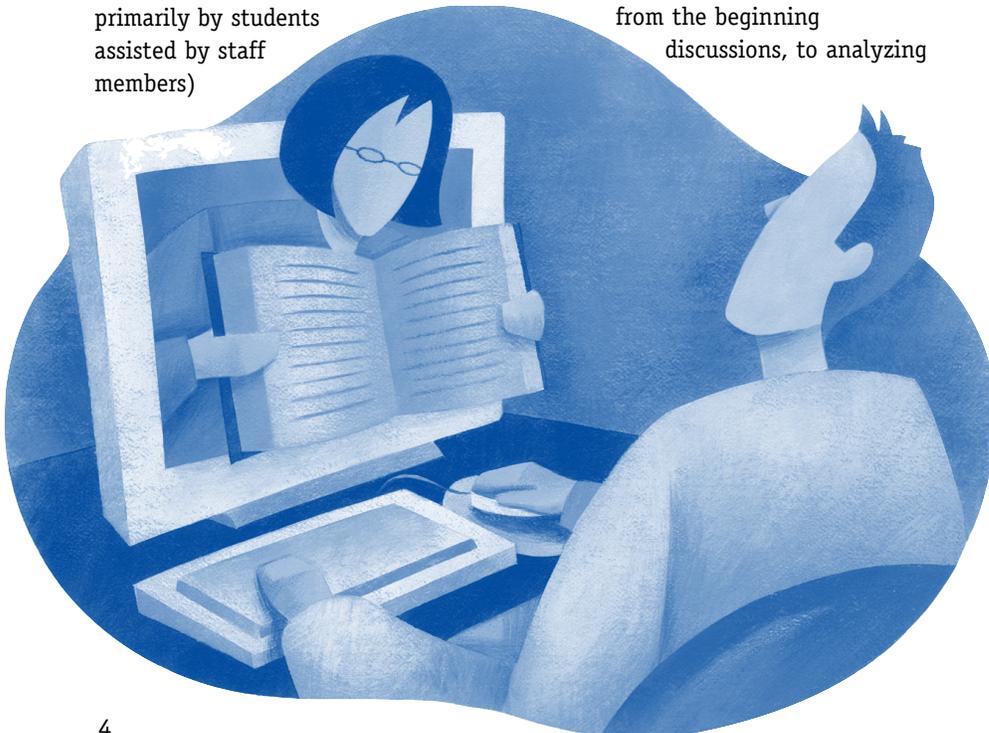
### Student and walk-up support at the Tech Desk

Student and walk-up support is provided through the Tech Desk, located on the main floor of the library. Both staff and student assistants will be scheduled to provide technical support from this location. The Tech Desk will remain open whenever the library is open.

### Faculty and staff phone support

Beginning August 12, all faculty and staff phone support will be provided by full-time staff during the work day (8am-5pm). Just call (x77777), email (techdesk@bucknell.edu) or use the link from the ISR web site to "Chat with the Tech Desk," and you will be connected directly with a staff member. If your request cannot be resolved on the phone by one of our experts, we will have the option to dispatch a technical support specialist to resolve your problem. Phone calls from classrooms and labs will also be connected directly to a staff member.

### Computing liaison program retired

Because we will now have our staff available to you by phone and dispatch during the work day, we are "retiring" our computing liaison program. This will allow our technical support staff to share in the support of the campus, providing expertise as needed, regardless of departmental assignments. Beginning August 12, please call or email our technical support staff at the Tech Desk to have all of your technical support requests resolved or routed to the correct staff member.

### New "ISR Representative" role implemented

By streamlining our support and more effectively utilizing our expertise, we anticipate more time to focus on being proactive with departments and campus constituencies and the individualized needs of departments.

### New tech support work flow system implemented

We are currently implementing a new technology support work flow system. This system will enable us to more efficiently track your requests and cases (tickets). In the future it will provide a "self service" module to access a knowledge base to search for both application and Bucknell-specific information. It will also provide the ability to submit and check the status of a request or case.

### Equipment for Check Out moves to Circulation Desk

In order to have the Tech Desk focus on technology support for students and walk-up, our equipment for check out (laptops, cameras, etc.) is now circulated through the Circulation Desk in the library.

### Personal computer support moves to the library

The Software Service Clinic (SSC), which provides software troubleshooting for personal equipment, has moved from the Computer Center to an area just behind the Tech Desk in the library so that it is more accessible.

### New Copy Center created in Tech Desk Courtyard

And lastly, a new Copy Center is now located in the far corner of the Tech Desk Courtyard. This location will provide you with easy access to lamination, tape duplication, and color copying equipment. Color printing is also available at the Tech Desk.

We are very excited about this evolution of our services, and we look forward to providing the best technology support possible to our campus community through our new processes. We invite your ongoing feedback on our new system and services once we have them in place.

# Technology on the Go

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

**Wireless – the ability to connect to Bucknell network services without using a wired connection. Cool stuff!**

The laptop, PDA, Pen Pad, and cell phone are all rapidly becoming part of our daily work lives. We want to be free to work and study whenever and wherever. This past spring, ISR offered a small wireless pilot study. This pilot consisted of providing, to a limited number of faculty, administrative staff, and students, the experience of accessing the web and other network services while using wireless networking.

The pilot provided feedback that has helped us further understand and enhance our wireless service. Pilot participants reported that access to web browsing, email, and day-to-day network services performed quite well. They were able to connect to the Bucknell network using laptops with wireless cards in Dana Engineering, the Library, the Bison, 7th Street Café, Roberts Hall Writing Center, and a small teaching lab in Olin Science. This summer the Bostwick Center has also been added to our group of wireless locations.

We anticipate that other areas on campus will benefit from wireless access, so we plan to add additional buildings and locations before fall semester 2003. In the coming months, we will work with our advisory committees to identify the best locations for wireless access on campus.

We plan to roll out our wireless networking service for laptops to the campus community later in the fall semester. Before you know it, you'll be able to eat lunch while lap-topping it at the Bison!

# Your ISR Representative
## Connecting You and ISR

**by Brian Hoyt**
*bhoyt@bucknell.edu*

Since early this spring, nearly twenty-five members of ISR have been engaged in a "work redesign" process focused on providing the campus with timely, reliable and consistent technology support. The outcome of this effort is a new model of support that will strive to solve 80% of your computing questions at the initial point of contact. In those cases in which we cannot solve your request immediately, we will dispatch a technical support specialist to resolve your problem (for more details about this effort, see "ISR Technology Support" in this issue of ISR@). We expect that this new model will allow us to streamline our technology support efforts and use our technical expertise much more effectively, allowing us more time to focus on understanding and anticipating the needs of each department.

As this model emerged, it became clear that it was time to "retire" our computer liaison program that has played such a large role in our current support model. If our technology support team resolves the vast majority of your technical requests, and redirects those requests that cannot be resolved immediately, who is going to build those proactive relationships between ISR and the campus community that were envisioned when the process began? Out of this question, the ISR Representative was born.

What can you expect from your ISR Representative? Initially, you can expect your "rep" to meet with your department and explain the role he or she will play in meeting your technical support needs. Over time you can expect your rep to engage you and your department in an ongoing dialog aimed at identifying your department's technology related goals, needs, and desires. Because your rep will have broad knowledge of the services available from ISR, he or she will be able to help you or your department make connections within ISR. Also, from time to time you can expect your rep to follow up with you about services you have received from ISR, to make sure that we are meeting your expectations and to find out if there is anything else we can do for you. Finally, your rep is the one special person that you can always contact about anything related to ISR — if the rep doesn't know how to help you, he or she will get you connected with the people in ISR who can.

The ISR Representative program has created two additional opportunities for ISR staff to be engaged with the campus community. First, because of the way the program is structured, we will be able to extend the rep program beyond traditional departmental and program boundaries to a wide variety of constituencies. In the near future look for reps for groups such as departmental secretaries, students traveling aboard, laptop users and Linux users, just to name a few. These reps will work with these specialized constituencies to help ISR understand and ultimately serve their unique needs. Second, because of the relationship focus of our new ISR Representative program, the librarians are joining forces with the technology support team to make the rep program a reality. The current library liaison will collaborate with the new ISR reps to bring the currently separate library and technology contact points much closer together, or in some cases unify them altogether into a single point of contact.

Just in case I haven't answered all your questions about the ISR rep program, below are responses to some frequently asked questions:

### 1) Will my ISR Representative be responsible for supporting my desktop computer like my computing liaison was?

— No, the Technology Support team will address your desktop computing issues and concerns. The best way to contact them is to call (x77777), email (techdesk@bucknell.edu) or use the link from the ISR web site to "Chat with the Tech Desk," and you will be connected directly with a staff member. If your request cannot be resolved on the phone, we will dispatch a technical support specialist to resolve your problem. Because your rep will be able to follow the progress of a request, he or she will be able to assist you in tracking the progress of your request.

**2) Whom should I contact if I have a general question related to an ISR service?**

— The best place to start with general questions is your ISR rep. The rep will have broad understanding of ISR's services and will be able to connect you with the people in ISR best able to address your need or request.

**3) If I need immediate assistance, should I contact my rep?**

— No, the best way to get immediate assistance is to contact the technology support team by calling (x77777), emailing (techdesk@bucknell.edu) or using "Chat with the Tech Desk." While all the reps will strive to respond to your inquiries in a timely fashion, they all have other roles in ISR and may not be able to get back to you immediately. Members of the technology support team will be staffing a call center to provide timely phone support during the work day (8 a.m. - 5 p.m.) and the walk-up support will be available at the Tech Desk in the library whenever the library is open.

**4) If I need information about purchasing hardware or software, whom should I contact?**

— This is a good example of a question to direct to your rep. He or she will consult with you understand what you need. If necessary, your rep will connect you with the appropriate experts in ISR to help you select the appropriate products.
In mid-August departments should have received a communication from ISR about who your reps will be. A full list of the ISR Representatives and how to contact them can be found on the ISR web pages. Those of us involved in this work redesign process believe that our new technology support service and our new rep program afford us a great platform for providing the best possible technology support to our campus community. As the fall semester progresses, we invite your ongoing feedback on our new support model and the ISR Representative program.

## ISR FIRST YEAR PROGRAM

**http://libweb.bucknell.edu/ learning_research_skills/fyp**

**ISR'S FIRST YEAR PROGRAM offers learning opportunities for first-year students to develop information literacy skills throughout the academic year.**

**For information and scheduling visit the FYP web page, under Learning Research Skills on the ISR home page.**

## LEARNING OPPORTUNITIES

◆ **ISR First Year Student Orientation**

◆ **Introduction to the University Library and the Internet**

◆ **Computing at Bucknell University**

◆ **TechnoStress Appointments**

# New Library Catalog for ISR/Bertrand Library

**By Isabella O'Neill, Librarian/Manager of Reference Services Program**
*ioneill@bucknell.edu*

ISR is pleased to announce that the SIRSI Corporation has been chosen to provide a new system and interface for the Bertrand Library's catalog. ISR is excited about the features that the SIRSI system offers Bucknell University users and ISR staff.

The ISR staff has been working hard over the past year to select the best library catalog system and interface for Bucknell University users. The change to a new computer system was initiated because the company that provided the library with its catalog since 1988, DRA, merged with the SIRSI Corporation during the past year. The company merger meant that ISR would have to select a new vendor to provide the Bertrand Library's catalog system. The search for a replacement library catalog system began last fall and since that time, ISR staff explored catalog systems offered by several library product vendors. After an extensive investigation, ISR selected the SIRSI Corporation as the vendor for our new library catalog system. The SIRSI Corporation has a 25-year history of serving a wide range of libraries, providing software and services that assist libraries in taking advantage of the rapid developments in information retrieval technology. Other academic libraries in Pennsylvania currently using the SIRSI library catalog system are Carnegie Mellon, Lehigh University, and Pennsylvania State University.

ISR's new catalog system uses the iLink software from SIRSI Corporation, which provides users with the many advantages of emerging technologies as well as continuing to provide the traditional attributes of the Bertrand Library's catalog. Features include access to the library's collections and to digital resources such as electronic books, journals, and links to Internet web sites. ISR staff is very excited about iLink's capabilities to offer Bucknell University users access to many enhanced features that were not possible with the previous catalog. Some of the features of the new catalog system that are available now or may be available in the near future include:

➢ Display availability of items

➢ Display subject-related search results

➢ Table of contents service for books

➢ Abstracts of titles

➢ Author biographies

➢ Book reviews

➢ Selected book jacket/cover art

➢ Ability to save, download, display, or e-mail search results

➢ Ability to connect to web site without losing a search

➢ New titles list

➢ Personal profiling and alert system for new authors, titles, and subjects

We are confident that the Bucknell University community will be pleased with the changes to the Bertrand Library's catalog system and its new interface. We also recognize that there will be an adjustment period, as everyone becomes familiar with the new catalog. ISR asks for the campus community to work with us as we smooth out any "kinks" with the new catalog system. At the beginning of the fall semester, ISR will host campus training for the new library catalog, which we will use as an opportunity to highlight the new catalog features mentioned above. Please watch for announcements of these sessions.

We welcome any questions or comments you might have about the new SIRSI library catalog system. Please do not hesitate to contact the Reference/Information Desk at x71462 or use the Help feature available on the ISR web site to email the Reference Desk with your question or comments. Tell us what you think of the changes!

# How to Get What You Want: Building the Library's Collection

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

*mcquisto@bucknell.edu*

One of the first things a new faculty member often does at the beginning of a semester is investigate the library collection. Your ISR library liaison is the best person to help you ensure that the collection provides the resources you need. Librarians have been assigned as ISR library liaisons to work with each of the academic departments on campus. Since we are knowledgeable in a broad range of print and electronic sources, we can help identify books, videos, journals, databases, and web sites available through the library to help you and your students. We particularly encourage new faculty to contact their ISR library liaison to discuss what resources we already provide and to put together a plan for obtaining any additional materials. If the library does not have what you need, we can help you to identify, select and order additional materials needed to strengthen the collection.

Even if you do not have a specific need at this time, it is a good idea to make your ISR library liaison aware of your teaching and academic interests. This enables us to draw to your attention new resources that may be of interest to you, and to ensure that your interests are reflected in the book acquisition approval plan.

## BOOKS

One method we use to acquire books is an approval plan. We have partnered with a book vendor to supply us with newly published books on an approval basis. Each week a new shipment of books is sent based on our specific collecting interests. Notification slips are also sent for the types of materials and subject areas where we tend to collect more selectively. All faculty members are welcome to come to the Approval Room on Level 2 of the library to review the selections.

Since the approval plan covers only newly published books, direct orders are placed for older books and other materials not covered under the plan. There are a number of ways you can order a book. The easiest way to request library materials is to complete a form on the ISR web pages. You can also send an email with all the pertinent information to orders@bucknell.edu. If you have a marked-up publishers catalog or brochure, you can send it to "ISR/Acquisitions" through campus mail.

## VIDEOS

The library collects videos and DVDs to support the curricular needs of the campus. You can order them through an online request form on the ISR web pages, by sending an email to orders@bucknell.edu, or by sending the brochure through campus mail. You also have the option to rent films or videos for classroom purposes if necessary.

## PERIODICALS

Journal subscriptions represent a long-term commitment of financial resources. Like all academic institutions, our budget for periodical subscriptions is carefully monitored. For this reason all requests for new journals received during the year are carefully reviewed in the Fall. The form to request new titles is available on the ISR web pages. The deadline for submitting requests for 2003 subscriptions is September 20, 2002.

## DATABASES

If there is a specific database you or your students need to use, you should contact your ISR library liaison. Access to online databases is often by subscription, or through a license arrangement, and your liaison can look into negotiating the details.

We appreciate your interest in the library collection, and hope you will be an active participant in building the collection by helping us select the best possible information resources for Bucknell University.

**Bucknell**
**Information Services & Resources**
**www.isr.bucknell.edu**

# Partners with Many: ISR's Collaborative Reference Service

**By Isabella O'Neill, Librarian/Manager of Reference Services Program**
*ioneill@bucknell.edu*

You may have read about the Library of Congress' efforts to create a collaborative digital reference service that would be staffed by a global community of libraries and institutions, but you may not have known that ISR has been a partner in this collaborative reference effort since late last year. The Library of Congress has now partnered with OCLC, one of the world's leading library vendors, in a joint venture to provide the QuestionPoint service. QuestionPoint is a shared, global reference service that is available to a world-wide group of subscribing libraries and institutions, including ISR's reference services.

The idea of providing all types of libraries across the world with an opportunity to facilitate reference services on the web was conceived by the Library of Congress. A main goal of the service is to create a digital reference environment, staffed by librarians, that will create a sharing of professional library expertise and resources. More than 100 libraries and institutions have joined the collaborative reference project to date, and have agreed to answer and submit relevant questions among themselves to expand their reference service capabilities and to better serve their local users. ISR will begin its participation in the QuestionPoint service at the beginning of the fall 2002 term. As a participant in the collaborative reference service, ISR will contribute to the global reference effort by answering questions from other participating institutions. We will be able to "escalate" appropriate reference questions from Bucknell users into the QuestionPoint service, and tap into the resources and expertise of the global library network. Participating in the

QuestionPoint service means that ISR will offer Bucknell University researchers yet another viable reference service, one that will be especially beneficial to those researchers with specialized needs.

For the present, library staff will mediate the process of submitting questions to the QuestionPoint service; however, enhancements to the service are expected shortly and will most likely allow us to modify the QuestionPoint configuration in reference services. If you have any questions concerning the QuestionPoint service or the collaborative digital reference service, please contact the Reference/Information Desk at x71462 or use the Help feature, available on the ISR web site to email the Reference Desk with your questions or comments

# Bucknell's New Email Virus Protection Service

{VIRUS?}

**by Michael Dahlberg, Systems Integrator**
*dahlberg@bucknell.edu*

In response to the dramatic increase in the number of computer viruses distributed via email, on June 26 ISR initiated a new service called the Email Virus Protection Service. Within the first 24 hours of operation, over

4000 virus-infected messages were removed. In addition, the new service has helped identify the infected systems which produce these messages. Many people in ISR and the campus community have worked to clean

these systems, resulting in a drop in the average number of infected messages to about 700 per day.

Use of this service is simple: set the outbound mail server in Eudora, or

any program that you use to read and send email, to smtp.bucknell.edu, and the inbound or POP mail server to mail.bucknell.edu. When you compose a message, you will be sending it out through smtp.bucknell.edu, which will scan the message for viruses and then pass it along to mail.bucknell.edu for ultimate delivery to the intended recipient. While this can add as much as one minute to the delivery of an email message, the benefit of a virus-free inbox not cluttered with large infected attachments will far outweigh the inconvenience of an increased delivery time.

Messages scanned and found to be virus-free will have the following line near the top of the email message: "X-MailScanner: Found to be clean." If an email is sent to you with a virus-infected attachment, then you will receive the original message with the attachment deleted, the text "{VIRUS?}" in the Subject: line, and a short text message appended to the email with the name of the attachment and why it was deleted. Attachments with the extensions .reg, .chm, .cnf, .hta, .ins, .jse, .lnk, .pif, .scf, .scr, .sct, .shb, .shs, .vbe, .vbs, .wsc, .wsf, .wsh, and .xnk are also

removed, since they may contain viruses that are not normally detected.

It is important to remember that email is only one way to become infected with a computer-related virus. To minimize the chance that you will lose data as a result of a virus, keep your desktop anti-virus software up to date. Norton Antivirus corporate edition is available free to Bucknell faculty, staff, and students!

If you have any questions or concerns about this new service, please do not hesitate to contact the Tech Desk at extension 7-7777 or via email at techdesk@bucknell.edu.

# EQUIPMENT FOR CHECK-OUT

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

ISR recently has made some changes to enhance the many services we offer to the Bucknell community. One of the services that has been redesigned and relocated is the equipment that borrowers can check out. In order to provide greater convenience and efficiency to the campus community, laptop computers, digital cameras, camcorders, and other equipment formerly available from Media Services at the Tech Desk can now be checked out at the Circulation Desk on the main floor of the Bertrand Library.

We would like to share with you some Frequently Asked Questions concerning policies and procedures for borrowing equipment from ISR:

**Q. For how long may I borrow equipment?**
**A.** All equipment (excluding laptops) has a default loan period of three days. Laptops have a two week loan period.

**Q. How do I reserve equipment?**
**A.** Equipment can be reserved at the Circulation Desk or by calling x77733.

**Q. How do I know what type of equipment is available?**
**A.** Please go to the ISR web site to view a list of available equipment. Follow the link from Circulation and Reserves to Equipment for Check-out.

**Q. What do I need when I come to pick up the equipment?**
**A.** Equipment must be picked up and returned by the person who has reserved the equipment or by a designated proxy. A Bucknell ID is required at time of pickup for identification purposes.

**Q. Are there specific hours for pick up and drop off of equipment?**
**A.** Reserved equipment can be picked up or dropped off during normal library hours. Staff assistance with the use of the equipment is available during specified hours, which are

posted at the Circulation Desk and on the ISR web site.

**Q. What happens if borrowed equipment is overdue?**
**A.** In order to fulfill the reservations of others relying on the equipment, individuals who have an overdue item will receive a late fee notice via email commencing with the first day after the due date. The late fee for equipment is $5.00/day; laptops are $25.00/day.

For more information on the equipment available for check-out, visit the ISR web site, locate the heading for Circulation and Reserves, and follow the link to Equipment for Check-out.

**Please stop by and check us out at our new location!**

# Bucknell

Circulation Desk . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .71882
ISR Office – 221 Bertrand Library . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .71557
ISR Office – 101 Computer Center . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .71795
Library Hours . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .71881
Reference/Information Desk . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .71462
    Email the Reference Desk . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .Ref1@bucknell.edu
    Reference By Appointment . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .Ref1@bucknell.edu
           or follow the link to Chat with the Reference Desk
Electronic Reserves . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Bud Hiller . . . dhiller@bucknell.edu . . . 73288
Reserves . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Barbara Stockland . . . bstockla@bucknell.edu . . . 73294
Scheduling a computer lab . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .reservelab@bucknell.edu
Software Service Clinic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .ssc@bucknell.edu . . . 77777
Technology Desk . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .helpdesk@bucknell.edu . . . 77777
           or follow the link to Chat with the Tech Desk
Equipment for check-out . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Marcy Siegler . . . siegler@bucknell.edu . . . 77733
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 *new* Web site ......... http://libweb.bucknell.edu

Campus Virus Information . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .click on Computing on Campus -- Viruses

ISR First  Year Program . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .click on Learning Research Skills -- First Year Program

ISR Student Job Openings . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .click on Employment Opportunities

ResNet . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .click on Computing on Campus -- Resnet

Bucknell Sound Booth . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .http://www.bucknell.edu/SoundBooth/

Bucknell University Athletics . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .http://www.bucknellbison.ocsn.com

International Focus Semester . . . . . . . . . . . .http://www.departments.bucknell.edu/vp_academic_affairs/programs/focus/