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Bucknell's New WebMail Service

By Michael Dahlberg, Systems Integrator
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In mid-August, ISR initiated a new service that allows Bucknell users access to their email account using a web browser from any computer attached to either Bucknell's network or the Internet. This service, called WebMail, can be used by pointing your web browser at https://webmail.bucknell.edu. The login page requires your username and email password. After login, you can read mail messages stored on the mail server, respond, and create new messages. Some of the more advanced features of WebMail allow you to spell check messages, filter messages into different mail folders, and maintain an address book. In essence, it can do all the functions that an email account on Yahoo! or HotMail can, with some added benefits. Unlike these commercial services, all traffic between your web browser and Bucknell's WebMail server is encrypted. As a result, it is nearly impossible for a person to read an intercepted message or password. In addition, since WebMail uses Bucknell's mail server to store and retrieve email, your email quota is usually much larger than the commercial services (Bucknell's current email quota is 100 Mb of messages).

In the spring 2002 semester, a group from ISR and the Engineering Computing and Support Team started a project to determine the best available product for Bucknell's Webmail service. The WebMail service in use today was chosen based on input from faculty, staff, and students.

> **In essence, it can do all the functions that an email account on Yahoo! or HotMail can, with some added benefits.**

The popularity of this service has proven very surprising: at peak times the WebMail server will handle over 250 simultaneous connection attempts. While the server hardware easily accommodated this traffic, the default software configuration required some tuning. As a result, there were initially some brief, unplanned WebMail outages. Further, the popularity of the WebMail server has added an additional load to Bucknell's main email server. These problems are constantly reviewed and fixed.

The WebMail Help System was identified in the pilot project as a weakness. ISR is currently working to incorporate a custom help system into WebMail (http://libweb.bucknell.edu/Computing_On_Campus/E-mail_support/Using_webmail). A number of enhancements for WebMail are being assessed for feasibility: incorporation of a mechanism for changing an email password, email quota determination, and integration of the Vacation Mail and Mail Forwarding interfaces into WebMail.

Meet the ISR staff!

ISR Leadership Team

(left to right)
Jeannie Zappe, Brian Hoyt,
Nancy Dagle, and Gene Spencer

INSIDE

The Leadership Imperative

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

When has leadership helped you to be more effective? What are the most critical characteristics of good leadership? How can leaders best support your work? What are your hopes and dreams for effective leadership? These are interesting questions that I hope you will find worthy of your time and reflection.

Earlier this summer, I was faced with the prospect of reorganizing the leadership structure within ISR to best prepare us for the opportunities and challenges that lie ahead. Although we have a culture that values leadership at all levels, it was clear that we needed a relatively simple structure that could be easily understood and that supported the work of our extraordinary staff.

During the months of May and June, I invited everyone in ISR to reflect on the questions posed above and to help me understand the elements of leadership that were the most important to them. Sixty-five people accepted the invitation. The resulting conversations provided a wealth of insights and ideas, most of which have formed the foundation for thinking about a new leadership team for ISR.

ISR's primary function is to create an information and technology environment that best serves the campus. Not surprisingly, there is much that takes place behind the scenes to pull that all together. Our people, our ideas, our resources, our advisory committees and the feedback from the campus community must all be *integrated* to design and build the kind of environment that will best serve your needs. For me, that *integration* is the key to making it all fit together.

Our new leadership team, launched in August 2002, is built on the theme of integration. Three new directors are now responsible for helping ISR to integrate its activities into a cohesive whole. They are also responsible for helping to integrate our efforts, resources and services into the academic, administrative and co-curricular work of the campus. I feel extremely fortunate to have three gifted and dedicated leaders to serve ISR in these new roles.

Nancy Dagle has become our new *Director of Information Integration*. Nancy came to the Bertrand Library in 1985, when she assumed leadership for the library's technical services. She has a BA in French Literature from Brown University, an MA in French Literature from Columbia University and an MS in Library Science from Simmons College. Nancy brings to the campus a long history of work within the library community and a commitment to providing high-quality information resources in a highly efficient manner.

Brian Hoyt is our new *Director of Technology Integration*. Brian has worked at Bucknell over the past decade, leading many efforts to leverage the advantages of technology in the teaching/learning environment. He holds three degrees from Bucknell University (a BS in Electrical Engineering, a BA College Major, and an MS in Electrical Engineering), as well as an MS in Instructional Technology from Bloomsburg University. Brian is devoted to finding new ways for technology to help people tackle problems they couldn't otherwise solve, and in planning strategically for the future.

Jeannie Zappe is our new *Director of Service Integration*. Jeannie joined the computer center in 1989, where she has provided years of leadership for our front-line technology support efforts. She holds a BS in Quantitative Business Analysis from Penn State University and an MS in Business Administration from Bucknell University. Jeannie brings a passion for providing excellent service and improved communications with the campus community.

I am excited about the leadership that Nancy, Brian and Jeannie will provide for ISR and for the campus in the months and years ahead. Their job descriptions state explicitly "to be successful, you must have a passion for professional development that includes developing leadership qualities in yourself and others." I cannot think of three individuals who are better suited for that role!

I will leave you with one additional thought about leadership. In the course of a single week not too long ago, several colleagues referred me to a new book called *Primal Leadership: Realizing the Power of Emotional Intelligence* by Daniel Goleman, Richard Boyatzis and Annie McKee. As the book describes, "intellect alone will not make a leader; leaders execute a vision by motivating, guiding, inspiring, listening, persuading – and, most crucially, through creating resonance." If you serve as a leader in any way or in any role, I strongly recommend this book. It may change your life.

Gene

VIRUS, ANTI-VIRUS

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

Since this summer, the Technology Desk has received a number of calls from faculty and staff who are not sure what to make of the messages in their email inbox.

Subject: {VIRUS?} A very humour game.

The email will go on to say something like:

Content-Type: text/html;

**This is a humour game
This game is my first work.
You're the first player.
I hope you would enjoy it.**

**---
The remainder of this message is from the Bucknell University E-Mail Virus Protection Service
----
The e-mail message above contained an attachment "rock.exe"which was believed to be infected by a virus. This attachment has been deleted and has been replaced by this warning message.**

Is it a virus? Are you safe or are you infected? What does this message mean and why have you received dozens of messages like this since the end of June? The answer to the biggest question is yes, you are safe – the message that you have received is an indicator that our anti-virus scanning software is doing its job. On average, it has been doing this job over 700 times a day across campus!

In June of 2002, we implemented an email anti-virus scanning service. All email that comes in to Bucknell email accounts or that is sent by Bucknell email accounts is automatically scanned for viruses. Mail actually goes through a server that scans for viruses or attachments that typically spread viruses. These attachments have such extensions as .reg, .chm, .cnf, .hta, . ins, .jse, .lnk, .pif, .scf, .scr, .sct, .shb, .shs, .vbe, .vbs, etc.

In the example shown above, what the message is saying in the subject line is "there may be a virus attached to this message." In the body of the message, there are a few words that are included with the message to try to get you to click on the attached file. The file itself, however, has been deleted by our virus protection service. The warning message goes on to say that, if the message came from a friend of yours, you should contact that person to let him or her know that you received an attachment that contained a virus. Most likely, you didn't recognize the return address. In either case, you have not received a virus at this point – you have merely received notification that a virus was attached to a message that had been sent to you, but the virus was deleted. You can just delete the message.

On a related question, some people have wondered how they seem to be sending out viruses when they have Norton Anti-virus installed and up-to-date. The answer can be found in the insidious nature of computer viruses. The person or address listed in the From: line very well may not be the person who sent the message. By clicking on the "Blah Blah Blah" icon on your Eudora toolbar, you'll be able to see the complete header for the email message. In the message from the example above, the header looks like this:

**Return-Path:
<GENOMA@mail.ono.es>
Received: from antigen.bucknell.edu
(antigen.bucknell.edu [134.82.9.20]
by marge.bucknell.edu
(8.12.4/8.12.4) with ESMTP id
g9HFF1cN003911
for <dhiller@bucknell.edu>; Thu,
17 Oct 2002 11:15:04 -0400 (EDT)
Received: from mta02.onolab.com
(smtp.ono.com [62.42.230.12])
by antigen.bucknell.edu
(8.12.4/8.12.4) with SMTP id
g9HFE0Qm007044
for <dhiller@bucknell.edu>; Thu,
17 Oct 2002 11:14:01 -0400 (EDT)
Date: Thu, 17 Oct 2002 11:14:00 -
0400 (EDT)
Message-Id:
<200210171514.g9HFE0Qm007044
@antigen.bucknell.edu>
Received: from Zdzdxbpi
([62.42.8.29]) by mta02.onolab.com
(Netscape Messaging Server 4.15)
with SMTP id H44SYG00.UC7 for
<dhiller@bucknell.edu>; Thu, 17
Oct 2002 17:13:28 +0200
From: daccess
<daccess@microsoft.com.ve>
To: dhiller@bucknell.edu
Subject: {VIRUS?} A very humour
game**

What does all of this mean? Well, it traces the path of the email message, including its trip through antigen.bucknell.edu, which is our anti-virus mail scanner, and

A New Humanities Librarian

By Jason Snyder, Librarian/Information Specialist for the Humanities
jcsnyder@bucknell.edu

My name is Jason Snyder, and I am the new Humanities Librarian here at Bertrand Library. I will be collaborating with Humanities faculty in the areas of collection development, user education, and enhancing access to Humanities information, in print as well as digital formats. I am also responsible for coordinating the media collection (DVDs, videos, laserdiscs, CD-ROMs, music compact discs, audio cassettes, vinyl LPs, and beyond!). Another duty that I am very much looking forward to is participating in the new ISR Representative program. I am especially happy to work for an organization such as ISR, where collaboration, ideas, innovation, flexibility, and service are so highly valued.

It is exciting to be back at Bucknell; I was an undergraduate and graduate student here, graduating in 1995 and 1998, respectively, and I worked here in the library as a reference assistant! During my time here as a student, I was an English major (with an education minor), and had the opportunity to learn from many great professors. When I arrived back on campus in early October, I was amazed at the changes in the campus, both physical and curricular, that have taken place in the four short years since I graduated. This is a beautiful, dynamic, and vibrant community, and for a lack of better words, it's great to be back!

I return to Bucknell by way of Middlebury College, where I worked as Electronic Services/Reference and Instruction Librarian, and the University of Maryland, College Park, where I was Manager of the Instructional Development and Support Center in the College of Information Studies (also known as the library school), while working on my Master of Library Science degree. In these positions, I gained experience in reference, user education, collection development, creating research guides, Web design, usability testing, and so on. Working in libraries at both a huge state university and a small liberal arts college has given me a unique set of experiences and skills that will enrich the work that I do here at Bucknell.

I am a native of the Susquehanna Valley; I grew up in Mifflinburg, so this truly is a homecoming for me. Not only have I returned to the area where I spent my formative years, but also to the institution and organization that were integral parts of my academic and professional development. I am absolutely delighted to have the opportunity to contribute to the academic community that gave so much to me.

Please stop by when you are in the library and say hello!

Jason Snyder

Mail, mail, and more mail...
all about our campus email distribution lists

By Jeannie Zappe, Director of Service Integration
jzappe@bucknell.edu

Our campus community depends on the use of several campus-wide email lists for communication. However, because of the amount of email that we all receive in today's electronic communication environment, it's important that we know how to use these lists appropriately and judiciously. Did you know that messages posted to the campus lists such as CAMPUS, STUDENTS, and FACSTAFF must follow specific guidelines? Please read on to become more aware of how, when and why you would want to use our campus email distribution lists to communicate with the campus community.

About the campus-wide lists

All of our campus-wide lists (please see the Campus-wide list addresses quick reference below), with the exception of the faculty list, are distribution lists moderated by ISR, meaning every message that is submitted to the list must be approved before it is distributed to ensure that messages meet list use guidelines and abide by the Appropriate Usage Policy (http://www.isr.bucknell.edu/Rights_and_Responsibilities/aup.asp). In addition, these lists are distribution lists, not discussion lists, so they may not be used to conduct a discussion. The faculty@bucknell.edu list is a closed, unmoderated discussion list for members only, meaning messages flow freely without intervention from ISR and message delivery is usually rapid.

Message delivery expectations

Message delivery is typically within one business day, although it can take longer if messages possibly violate the Appropriate Usage Policy, are resource-wasteful, or do not include the appropriate information (See Information guidelines below). ISR makes every effort possible to moderate the lists during normal workday hours, 8:30 a.m. to 4:00 p.m. weekdays. This can vary somewhat due to staffing demands and emergencies. When posting to any of the lists, please keep in mind that it can take an hour or more to reach the moderator if the list is busy, as it usually is in the afternoon.

Due to the large number of posts that are submitted to the lists, our policies prohibit reminders of meeting announcements for groups that meet on a regular basis. Reminders of events can be posted to the lists as long as the reminder is posted at least one week from the original announcement. In addition, Lost & Found, For Sale, and Ride Information messages cannot be posted.

Information guidelines

All messages must have a subject line that pertains to the announcement, or the message will be refused. If this happens, you will be notified and asked to resend the message. This can delay the posting, so please try to avoid this whenever possible. Messages posted to lists should not contain any advertisements for the email client you are using, or they will be rejected. Messages that could be considered controversial, or may provoke a discussion, are not allowed to be posted to these lists. All messages must also be sent from a Bucknell email address.

When posting event announcements, please include the name, location, sponsor, date and time, cost of the event, and the recipient of any proceeds. Events must be sponsored by an officially recognized Bucknell organization or one that is in the process of forming.

In order to use copyrighted pictures or other material, users must have been granted copyright permission to be used for this purpose. Messages containing copyrighted material used without permission will be rejected.

Size limitations

Messages can be no larger than 50k in size, which includes any attachments to the message. If you find your message getting too large to send, you may want to consider putting your information up on a web site and sending the URL instead of the entire message.

Formatting guidelines

Please keep in mind that formatting (colors, links, pictures, etc.) may not be able to be viewed by all email applications being used on campus. Format your email message sparingly.

Campus-wide list addresses quick reference

- *faculty@bucknell.edu* – Includes all faculty, retired faculty by request, and non-faculty receiving faculty meeting minutes.
- *facstaff@bucknell.edu* – Includes all faculty, all administrative and support staff, and retirees by request.
- *campus@bucknell.edu* – Includes all faculty, all administrative and support staff, all students, and retirees by request.
- *students@bucknell.edu* – Includes all undergraduate and graduate students.
- *firstyear@bucknell.edu* – Includes all first-year students.
- *sophomore@bucknell.edu* – Includes all sophomore students.
- *juniors@bucknell.edu* – Includes all junior students and sub-senior students.
- *seniors@bucknell.edu* – Includes all senior students.
- *graduates@bucknell.edu* – Includes all graduate students.
- *faculty-announce@bucknell.edu* – Includes all faculty, retired faculty, and non-faculty who receive faculty minutes. This list should be used by non-members of the faculty @bucknell.edu list who need to distribute an announcement specific to the faculty.
- *admin@bucknell.edu* – Includes all administrative staff. This list should be used sparingly, as most announcements probably pertain to the campus (campus@bucknell.edu), or to all staff (facstaff@bucknell.edu).
- *support@bucknell.edu* – Includes all support staff. Again, this list should be used sparingly, as most announcements probably pertain to the campus (campus@bucknell.edu), or to all staff (facstaff@bucknell.edu).

With the exception of the faculty discussion list, these are distribution lists and should be used accordingly by the campus community. At no time should the lists be used to conduct a discussion. Please note that the above lists can be "opted out" of by a member of the community, so they are not necessarily all-inclusive.

For more information

For more information, please visit Bucknell's email list web site: http://www.isr.bucknell.edu/Computing_On_Campus/E-mail_lists/. To view the web archives (previous postings) for the campus-wide email lists, visit: http://www.isr.bucknell.edu/Computing_On_Campus/E-mail_lists/archives.asp.

Thank you, in advance, for using these lists according to the recommended guidelines, so that we can all communicate quickly and well.

7:45 AM Opening Hour for Bertrand Library

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

Information Services and Resources (ISR) is pleased to announce that the Bertrand Library doors will be opened 15 minutes earlier, at 7:45 a.m. Monday through Friday, to accommodate your needs before 8:00 a.m. classes or office obligations. The change in hours began Wednesday, October 23rd and will remain in effect throughout the calendar year, including academic breaks and inter-sessions. Circulation/Reserves/ Equipment staff will be available to check out material and equipment. The Technology Support and Reference/Information Desks will be staffed beginning at 8:00 a.m.

Please check for additional information about Bertrand Library hours on the ISR web site at www.isr.bucknell.edu/Building_and_Service_Information/hours.asp.

If you have any questions regarding Bertrand Library hours, please feel free to contact the ISR Office at x71557.

Acrobat 5.0
## tips and tricks!

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

While Acrobat Reader is a wonderful program for viewing pdf documents, if you have the full version of Acrobat, you can also create documents that will be more useful and navigable for your users with just a few moments of editing.

DOCUMENT OPEN OPTIONS

Have you ever had a document open up so large that it filled your screen? You could barely see any part of the document without scrolling all around it! Acrobat allows you to control the magnification at which your document will open, and it will open that way for every person who accesses the file, whether it is on the web, on a single computer, or on a network. To do this:

- Open the document in Acrobat (all of these tips require the full version, not Acrobat Reader).
- Click on File>Document properties>Open options.
- Click on the pull down menu for Magnification.
- Select your preferred viewing option. Experiment with different styles – usually, you can select from Fit in Window, Fit Width, or Fit Visible. I find that Fit in Window allows users to see the whole page – if they need to, they can easily click on the magnifying glass or hit the Z key to zoom in
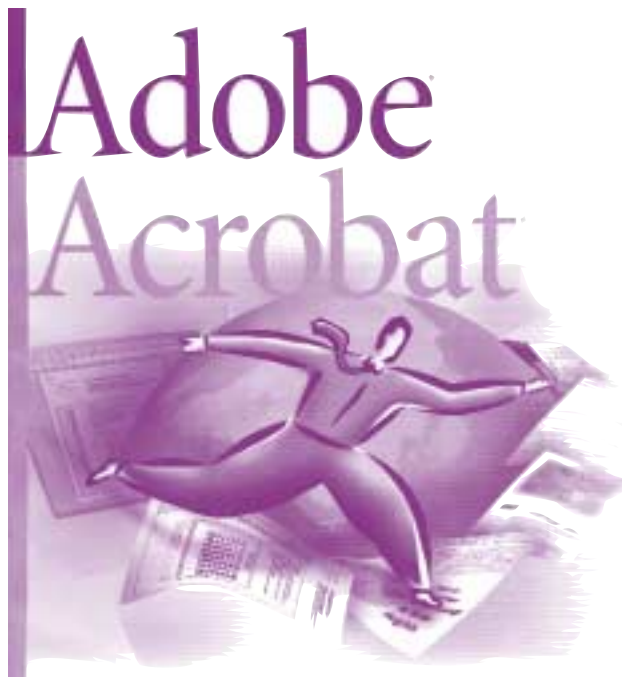
on an area they would like to see enlarged.
- Click on File>Save As and save the file. The next time that you or anyone else opens it, it will open with the exact magnification that you prefer.

NOTE: A related tip – Always use File>Save As in Acrobat, even if you are saving the file with the same file name. By default, Save As will optimize the file for fast web access, eliminate duplications in pages and backgrounds, and make for a smaller, faster-loading file.

ADD OR CHANGE A BIT OF TEXT?

Many people realize that Acrobat is not an editing program. If you are

looking at a pdf document and you would like to move text, add paragraphs, etc., you should really do all of that in your original Word or Pagemaker document, then recreate your pdf document. But sometimes you need to make only minor changes: alter a date or a name, add a small amount of explanatory text, insert a single line. That is possible with Acrobat 5, and very easy to do.

To change a few words on a page, or to insert a line of text:

Click on the TouchUp Text tool, which is the T-shaped icon on the toolbar. Note that the hand tool has become an I-beam. Note also that if you are viewing a pdf image, which is basically a picture of the page, you

will not be able to select or highlight any text in the document. Click where you would like to type a letter, or highlight text you would like to change. Note that you cannot select multiple lines – this feature is for very limited editing only! If you would like to insert a line on a blank area of the page, hold down the control key after selecting the TouchUp Text tool (option key on a mac) and click on your page. A blinking insertion point will appear – type your text, select Save As, save your file, and you have edited the document. If you would like to change the attributes of this text (font, type face, color, etc.), highlight the text after selecting the TouchUp Text tool, right-click, select attributes, and make the changes you desire.

To insert a larger amount of text:

Acrobat 5 has a number of features that allow you to make your document more flexible. One of them is the Free Text tool. Click on the down arrow next to the Note tool on your toolbar and select the Free Text

tool. Your mouse pointer will change from a hand to an object that you can use to draw a box – click and drag the pointer to create a box that is the size that you desire. You will have a blinking insertion point and you can begin to type in your text. Be careful – until you change your mouse back to the hand by clicking on the Hand tool or typing h, every point that you click on your document will become a Free Text box! You can delete any unwanted boxes, or change the color of the font/border or change the font size/color, by right-clicking on the box while using either the Hand tool or the Free Text tool and selecting either Delete or Properties.

Acrobat has many other features designed to enable the creator of the document to make it more friendly, more usable, and much more navigable than many other formats. You can quickly and easily create bookmarks to enable users to instantly click and advance to other pages in a document, make links to web sites or other spots in the document, create thumbnails of

pages, and move pages around in a document or even into another document. The Acrobat help guide is well written and concise – in fact, if you open it up (by clicking on Help>Acrobat help) you will see an excellent example of the use of bookmarks to make a 287-page document instantly more accessible.

If you have questions about these tips or any other Acrobat issues, please contact Bud Hiller at dhiller@bucknell.edu or 73288.

marge.bucknell.edu, which is our email server. But you can see that while the From: line says it is from daccess@ microsoft.com.ve, the header says that the message was **Received** from mta02.onolab.com. Whoever daccess is, he or she likely didn't send the message. What viruses frequently do is attack someone who is not protected, and go into the email address book of the victim. The names in the address book are then placed in the **From** field of virus-infected emails, which is why you will occasionally find infected email that appears to be from someone you know when, in fact, it is not. Bucknell's anti-virus scanning service eliminates many of the problems that can arise from people

unknowingly clicking on attachments that infect their own machines by eliminating the virus before it even shows up in your inbox!

Viruses can wreak havoc on users and the campus as a whole – ask anyone who has had to re-image their computer in the middle of the semester because a virus has made their data inaccessible. So if you receive a message that tells you a virus has been intercepted, you can happily delete it while feeling secure that at least that particular little worm didn't make it into your Apple (or Dell, or Gateway!).

SPSS 11.5 for Windows now available!

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

Faculty and staff users of the SPSS software can pick up a disk with the 11.5 update at the Tech Desk, or contact the Tech Desk at x77777 to request installation on their Windows computer.

New features include:

- All new tables – create tables more easily, preview your table, control output, customize data display by adding subtotals, changing variables, etc.
- Export your SPSS data files directly to SAS or save SPSS files as .sas syntax.
- TwoStep Cluster analysis identifies clusters in your data with state of the art algorithms.
- Export pivot tables directly to Excel.
- Export SPSS output directly to Word.
- Improved navigation through SPSS with the mouse wheel scroll.

Check Out PALCI

By Lona Sholly, Library Assistant, Borrower Accounts
sholly@bucknell.edu

Did you know that you can order a book on Monday from another Pennsylvania academic library and have it arrive before the end of the week, possibly as early as Wednesday? That is an advantage of PALCI, the Pennsylvania Academic Library Consortium, Inc. A request for a book triggers a simultaneous search of over 40 academic library catalogs. If the book you want is not available at Bertrand Library, you can initiate a request to borrow it. It only takes minutes to place a request, and will save you a trip to another library.

This service was temporarily interrupted in August while we converted to a new library system, but PALCI is again available to faculty, staff and students at http://palci.library.pitt.edu/~ursa/BUCKNELL_login.html   Or you can find the link provided on the ISR web page by clicking on Other Library Services > Interlibrary loan > Submit a PALCI Request.

Help for last minute researchers

By Jen Perdue,
perduej@bucknell.edu
Candice Hinckley, Borrowing Coordinator, Interlibrary Loan
chinckle@bucknell.edu
Kathleen McQuiston, Librarian/Program Manager for Information Resources Selection
mcquisto@bucknell.edu

Conversation overheard between a harried student and a reference librarian:

Yes, I can assist you with your research needs, even though your paper is due tomorrow. No, don't be embarrassed, many of your fellow classmates have been in today in a similar situation. Let's talk about your paper and I will help you identify appropriate resources relative to your topic. No, you don't have to limit your sources to those that we have here in the building, although the library collection is extensive and I'm sure that you'll find many items that will work. In addition, most of the full-text articles listed in the databases below are available to you from your dorm room or a campus computer lab. Relax, I've been in this business a long time and have been specially trained for situations just like this one. We've extended our hours, so you won't have to rush.

Bucknell students can relax and feel confident that there is always a staff member at the Reference Desk ready to assist him or her in finding resources and information. We help students focus, identify appropriate materials, and point out those that we have on hand in the collection or available full-text online. And, we have extended hours during final exams week.

Here's a partial list of the full-text databases that are available:

ArticleFinder - Our primary undergraduate journal article database. Includes some full text articles. Normally you should begin your search for journal articles here.

Research Library Complete - Citations and full-text of newspaper and periodical articles covering a broad range of subjects, including arts, business, humanities, social sciences, and sciences.

Lexis-Nexis Academic Universe - Full-text access to legal, news, business, medical, and reference information.

JSTOR - An archive of core, scholarly journals from a variety of subject areas. Coverage begins with the very first issue through all but recent years.

National Newspapers - Full-text articles from 27 newspapers, including the New York Times, Wall Street Journal, and Washington Post, plus other important United States, international, and minority-interest papers.

Wilson Select Plus - Full text articles in science, humanities, education and business.

Wandering our Web site...

Outage and Alert Center

The Outage and Alert Center includes up-to-date information regarding system, network and service availability. It provides information about protecting your computer from viruses, and network maintenance tips. Current outages and alerts can be found at the top of the front page of the ISR website. To find out more about the center or browse through our outage archive, click **Viruses and outages** from the **Computing on Campus** section of the ISR web page.

Online Manual Collection

ISR provides access to a collection of online technology manuals. The collection includes books on Microsoft Office, Dreamweaver, Java, Perl, Linux, Unix and more. It can be browsed by selecting **Guides and Manuals** from the **Learning Technology Skills** section of the ISR website.

FAQs

The Frequently Asked Questions (FAQ) section of the site provides answers to the questions we get asked the most, concerning our many services and resources. The questions have been divided up into categories that correspond to the main areas of the ISR site. Keep on the lookout for FAQs to be featured at convenient locations throughout the site. To browse through the ever-growing list, click the **FAQs** link that can be found in the black bar near the top of every ISR web page.

ISR Staff Directory

Visit the ISR staff directory to learn more about ISR staff members and the workgroups that make up our department. You can search the directory, browse by last name, or browse by workgroup. In addition, the staff directory includes links to pages that can assist you in determining who is your ISR Representative and Library Liaison. A link to the **ISR Staff Directory** can be found in the black bar near the top of every ISR webpage.

Help Options

Our help options menu provides links to ways to get help online. The menu features links to Chat with the Reference Desk (RefDesk Live) and Chat with the Technology Desk (TechDesk Live) services, as well as links to email either desk. Also included in the Help options menu is the classroom emergency telephone number that can be called for immediate service when technology fails during a class. A link to **Help Options** can be found in the black bar near the top of every ISR web page.

ISR Quick Reference

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

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
    RefDesk Live.....follow the links for Help Options ➔   Chat with the Reference Desk
Electronic Reserves . . . . .Bud Hiller......dhiller@bucknell.edu.....73288
Reserves . . . . .Barbara Stockland.....bstockla@bucknell.edu.....73294
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