

Spring 2004

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## Empowering the Exchange of Academic and Professional Content Online

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# Bucknell

**Information Services & Resources**  
Our customer's success is our success

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# OUR CHANGING DIGITAL WORLD

by Gene Spencer, Associate Vice President for Information Services and Resources  
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**A**t the beginning of each new year, I reflect on the passage of time, both what has passed and what lies ahead. It amazes me to think about how much has changed over the past decade. At the same time, I am excited and daunted by the changes we might see over the next ten years. Some of the lessons we have learned will continue to serve us well, but we will surely face our share of challenges and new lessons as we step into the future.

It was about a decade ago that we first talked to the Dean of Students about augmenting the *student code of conduct* to reflect the need for individuals to apply the same values and principles in the global electronic community that they must apply on campus. At that time, we were concerned with problems surrounding the forwarding of electronic "chain mail" (a form of junk mail that clogged up everyone's overworked and undersized mail server) and with the problems of "e-mail flames" (it was too easy to tell someone what you really thought of them through the "distance" of the network).

The words we chose for the student handbook in 1994 have held up pretty well, despite the momentous changes that occurred during the ten years that followed. We now have computers and networks operating hundreds of times faster than they once did. We built our residential network (Resnet) and connected virtually everyone directly to the Internet. We witnessed both the dot.com boom and bust. We can now purchase just about anything we want via the web, and we know that the majority of our prospective students first contact the university through Bucknell's website. We saw an explosion in the number of information sources available online. So much content is available on the internet that you could easily spend all of your waking hours sitting in front of a screen of one type or another. Some people do.

Clearly, we are citizens of a digital world. Of course, the digital world does not replace our physical environment, but it augments it in a significant and real way. How did we ever live without it?

The ever-expanding digital world does not come without its challenges. I believe that we have seen only the beginning of the legal battles between those who own the copyright to a variety of materials and those who want to trade

them freely. As a nation, we continue to wrestle with the balance of our right to privacy and the government's need to invade that privacy in the name of protecting us. And, unfortunately, we will continue to see a growing number and sophistication of viruses, worms, spam, fraud, identity theft, hackers and security breaches to disrupt it all.

For us in ISR, this is an exciting time. We continue to provide a first rate digital experience for the Bucknell community as we wrestle with all of the side effects that come along with it. In this newsletter, you can find many articles about the digital world at Bucknell. We invite you to make the most of the services and resources we offer, and we hope you remain active participants in the ongoing conversation about what it means to be a part of this increasingly digital world.



**"I am excited and daunted by  
the changes we might see over  
the next ten years."**

# ISR@Tips of the Trade

by **Bud Hiller, Technology Support Specialist**  
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**D**id you ever watch a fisherman tie knots? A good cook create a pie crust? A carpenter use a table saw? They're quick, and they use efficiency and economy of motion to zip through their tasks in half the time that it takes most people.

People who work on computers all day use shortcuts, too, but interestingly, when asked to share some of them, their suggestions are all over the mapped drive. But they all have the same desktop theme: if you can get from place to place with a minimum of fuss and movement, then your computing world is a much more comfortable place.

For example, as I write this article, I have five different programs open, and I would like to look at my desktop for a file that I need. Jeremy Dreese in ECST uses this nugget: in Windows, hold down the Windows key (next to the Alt key) and hit 'D'. Your desktop appears. Do it again, and your programs come back. Rob Guissanie in Tech Support uses the Windows-Tab to cycle through the open programs — they're highlighted at the bottom of the screen — and when you get to the one you want, hit Enter and you're

there! I use Windows-E to quickly open up Windows Explorer rather than looking for it by using the mouse to click on Start>Programs>Accessories>Windows Explorer. Glenn Fisher in DBIT put a shortcut to Explorer on his desktop so he won't have to go searching for this tool every time he wants a file.

true — you might have received a letter from Dianne that she didn't compose specifically for you.)

Everyone uses an Internet browser and you can find all sorts of time-saving features. Tom Olliver in Tech Support types a single word, like *cn*, in the address bar of Internet Explorer (IE), holds down the control key, and



Some tips simplify tasks in programs that we use all of the time. Shelly Homan in Tech Support uses Eudora on her Mac, and she's always searching for user names in the directory or composing emails. She uses *Cmd-Y* to open the directory, and *Cmd-N* to start a new email (*Ctrl-Y* and *Ctrl-N* in Windows). Dianne Guffey in Systems Integration found that rather than repeatedly writing the same emails, she saves as stationery the ones that she knows she'll re-use. Then when it's time to write that email again, she clicks on stationery, double-clicks on the letter she wants, and boom! She's got it done! (Sorry to let your secret out, Dianne. Yes, it's

hits Enter. IE will automatically add the *http*, the *www* and the *.com*. Mozilla and Safari are browsers that more and more people are using, in part because of this slick feature that Melissa Rycroft in Tech Support uses: Mozilla allows you to block those nasty unwanted pop-up ads with a single click, and they stay gone.

Kirsten Walter in DBIT double-clicks on a word or a paragraph to select the whole thing, then uses *Ctrl-C* to copy it and *Ctrl-V* to paste it. There's no need to click and drag, or use the mouse to click on *Edit>Copy*, and it works in a browser, or Word, or nearly every other application. Lisa Veloz has trained a thousand people



## Maxwell Award goes to ISR group

on their campus computers, but when I asked her for a favorite tip, she thought of the Format Painter in Word (the broom icon near copy & paste on the toolbar). If you set up a paragraph or a section with a certain format, like a font, font size, color, or emphasis, select it, then click on the Format Painter. Your cursor turns into a loaded format bomb, ready to be dropped on any unsuspecting, non-formatted bit of text with a single click. Double click it to be able to drop the bomb multiple times.

These tips are just some of the many ways you can make the time at your computer less of a drudge. But if you can't wait to sit down at your desk in the morning, and get started on a day at the screen, follow Ed Fochler's suggestion from Tech Support: after you type in your username, hit Tab to jump to your password prompt. If you mis-type your username, hit Shift-Tab to jump backwards. It'll highlight the wrong name, which means you don't have to hit the delete key or backspace – just type the right username, hit the Tab key, put in your password, and you're off, driving down the most overused metaphor in the business with one eye on the rear-view mirror and the other on the lookout for the next shortcut ahead.

More detailed information on all of these shortcuts and time-savings tips will be located on the ISR web page in the Knowledgebase section.



Participating in the re-design were approximately 30 staff members from Technology Support, Learning Spaces, Technical Operations, Systems Integration, the Engineering Computing Support Team, and Circulation.

The ISR Technology Support Work Redesign Team was recognized with a Maxwell Award for their extraordinary effort in redesigning work processes. The purpose of the Maxwell Award is to acknowledge, recognize and celebrate the exceptional collaborative efforts and unique contributions of individuals working in ad hoc groups, project teams, formal committees, task forces, or departments.

The outcome of the redesign has improved the service to the campus, and allows staff members to contribute in ways that match their individual strengths and interests. According to Gene Spencer, Associate Vice President for ISR, "Members of the staff often describe the seven-month redesign effort as 'rebuilding the wings while flying the plane,' because they were literally analyzing, designing and rebuilding their services and their organizational structure at the same time as they were providing the services that the campus needed of them."

These results are astounding. The group is receiving national attention in the form of conference presentations and the publication of articles describing the process. The reorganization effort is being seen as a model for a staff-driven process that yields amazing results.



## Meet StephanieAnn Alvasa DiBello

Technical Operations Analyst, Technical Operations Group

Meet StephanieAnn Alvasa DiBello. Such a gloriously melodious name begs for a nickname and she was knighted with one in her freshman year at Bucknell. She says that she made the

mistake of saying “Don’t call me Stephe” so, of course, she’s been Stephe ever since, which is now just fine with her.

Born in Spangler, PA and raised in Patton (“outside of Altoona”), Stephe graduated from Bucknell in 2000 and headed west to pan for gold as a member of the technical staff for the Tenon company, where she served as webmaster, document writer, bug reporter, beta tester, and resident graphic designer. As Tenon’s vein began to run dry, Stephe moved back to Johnstown, PA and commenced to establish her own antiques and collectibles business, the pursuit of

which afforded her the time and flexibility to find another computer job that she “really liked rather than just take anything that came along.”

Stephe currently occupies the position of Technical Operations Analyst in ISR, setting up, troubleshooting, repairing, and maintaining the hardware network connections and other assorted “behind the scenes type stuff.” Stephe says that the best thing about being a part of ISR is “working with many friendly people and learning new things.” When she isn’t in one of “those little closets that hum with happy computer noises,” or perusing eBay for “junk for sale cheap,” Stephe is at home in Lewisburg enjoying her two cats, Neo and Wembley. Lastly, the INTJs of ISR—the “Independent Thinkers” of the Myers-Briggs Type Indicator—can add another member to their ranks, and they can call her Stephe but just don’t call her away from Pennsylvania again because she’s glad to be back home.



## Meet Jennifer Harper

UNIX Systems Administrator, Systems Integration Group

As nicknames go, what woman wouldn’t want “Goddess” to be a part of it? Jennifer (don’t call her Jen...uh oh) Harper was dubbed “The Unix Goddess,” she says, “by a student who worked for me

a number of years ago and configured my full name in our call tracking application to The Unix Goddess.” (Who says geeks don’t have a sense of humor?)

Jennifer was born in Dublin, Ireland, raised in Alexandria, Virginia, majored in philosophy at Bryn Mawr College, and intended to study law upon her graduation in 1996. But then she discovered her interest in and aptitude for computer support and administration.

Bryn Mawr tapped Jennifer to be a junior Unix Systems Administrator, from which position she moved into that of LAN/Desktop Network Support Specialist, and eventually to

the rank of Senior System Administrator. After Bryn Mawr merged its library and computer center into a combined Information Services department, Jennifer became the Head of Systems and Support, supervising not only the Systems Administration team but also the Help Desk and User Support teams.

The position of Systems Integrator/Unix Systems Administrator at Bucknell appealed to Jennifer because she “decided that I wanted a job where I could focus on the technical aspects of system administration, particularly in the area of computer security.” She had also heard that Bucknell is a really nice place to work!

When she isn’t wearing her Unix Goddess crown, Jennifer likes to read and cross-stitch, and she also plays the flute, cello, and violin (alas, not the harp). She shares her Lewisburg home with two cats, Thalia and Shelby. Jennifer joins the ESTJs of ISR—“Life’s Natural Administrators”—and it looks like she’s going to fit right in.



## Meet Jennifer Shaffer

Library Technical Assistant, Circulation Services

Please welcome Jennifer Shaffer (but *do* call her Jen) to ISR. Jen hails from the busy metropolis of Mt. Pleasant Mills – “don’t blink or you’ll miss it!” Jen jokingly says that the exotic locale of Lewisburg is what brought her to Bucknell. Actually, working in an academic environment is what attracted Jen to the job.

Jen has a B.S from Cornell University, where she worked in the library as an undergraduate. So a warning to all of the Circulation students: don’t try to pull a fast one because

Jen knows all of the tricks. Her primary responsibilities at the Bertrand Library are overseeing the traditional Reserve Room and managing the stacks. Having worked previously as an archaeologist will come in handy when trying to dig up those esoteric, hard-to-find items. An adventure lover at heart, her favorite movies are *Indiana Jones and the Last Crusade* and *Lara Croft Tomb Raider*. (Notice a theme here?)

“Nessie,” Jen’s Scottish Terrier/Bichon Frise puppy, keeps her company at home, but I doubt he’ll be much help on a dig. Jen hasn’t taken the Myers Briggs Inventory Test yet, but describes her “type” as Fabulous!

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# USA PATRIOT ACT

by Nancy Dagle, Director of Information Integration  
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Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001, commonly known as the USA PATRIOT Act, was introduced to Congress shortly after the September 11th terrorist attacks and was signed into law five weeks later. The Act creates new law and amends more than fifteen different Federal statutes, such as the Computer Fraud and Abuse Act (CFAA), the Family Education Records Privacy Act of 1974 (FERPA), the Foreign Intelligence Surveillance Act of 1978 (FISA), Electronic Communications Privacy Act of 1986 (ECPA), and Federal wire tap and immigration laws. The Act overrides State privacy and confidentiality laws, while it expands the circumstances under which Federal authorities have the authority to monitor individuals or groups during investigations, including the use of digital communications and the Internet. Of particular concern to libraries is the Act’s potential to curtail library users’ privacy and confidentiality rights. While previously it has been possible for law enforcement authorities to search library records with a court order, the PATRIOT Act lowers the standards of evidence under which a court order may be obtained. It also prohibits staff from revealing that an investigation has taken place.

Examples of library records subject to seizure are circulation transactions, interlibrary loan requests, reference inquiries, and book orders. In consultation with the University Library Committee and General Counsel, ISR is reviewing all such records, with the goal of retaining only the information that is required to provide service, and for the least amount of time possible.

For more information on the Patriot Act, go to [www.lii.org/patriotact](http://www.lii.org/patriotact).



# *Sharing Music and Movies*

## *Copyright Law and Your Responsibilities*

by Jeannie Zappe, Director of Service Integration and Brian Hoyt, Director of Technology Integration  
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Do you know that most music and movie sharing is illegal? Are you aware of the risks you are taking when you do this?

The US Copyright Law (Title 17 of the US Code) governs the making of photocopies or other reproductions of copyrighted material regardless of the format of that material. There are serious consequences to sharing copyrighted material illegally over the Internet.

With the availability of high-speed Internet connections, Peer-to-Peer (P2P) programs were developed to allow people to share information in digital formats. In particular, P2P programs like KaZaA, Blubster, Gnutella, Morpheus, AudioGalaxy and others are commonly used to share music and movies without regard to copyright restrictions. Making copies of any copyrighted material without the right to do so is against both state and federal law, as well as University policy. Most commercially produced music and movies are copyrighted and cannot be freely shared. Many people who make illegal copies know it is wrong, but they don't understand the seriousness of the penalties.

The record and movie industries enforce copyright laws by using technology to detect those who run servers or simply download something illegally. The likelihood of being caught is increasing, and prosecutions will become more frequent. Recently, the RIAA (Recording Industry Association of America) has taken further action to subpoena the names of people who

are sharing large amounts of music. These subpoenas can lead to lawsuits, substantial financial penalties and perhaps jail time. In the spring of 2003, for example, four students at other colleges settled copyright claims against them out-of-court for approximately \$15,000 each. The DMCA (Digital Millennium Copyright Act) specifies procedures that Bucknell must follow when notified that an individual using our network is violating copyright laws.

Most sharing of music or movies violates the law that we are bound to uphold. In addition, members of our community must follow university-defined policies for appropriate use of technology resources. If you distribute copyrighted music and videos, you are putting yourself at risk of losing computing privileges, being charged by Bucknell's community judicial board, and facing prosecution under civil and criminal laws. Neither Bucknell nor ISR is in a position to protect you or your identity from this prosecution.

For more information about how to avoid having your computer used inadvertently by others for illegal P2P file sharing, you can consult the following web-sites:

[www.musicunited.org](http://www.musicunited.org) -of particular interest is the TAKE IT OFF link  
[www.riaa.org](http://www.riaa.org) - Recording Industry Association of America

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# Full-text Databases – Aggregators or Aggravators?

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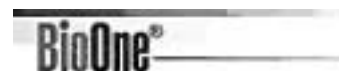
**A**lthough the Internet receives the most attention in the academic community for changing the way library research is done, full-text databases such as ArticleFinder and Research Library Complete are also major players. These databases are very popular among undergraduates as a starting point for their research, since they are likely to yield quickly a couple of full-text articles appropriate for most projects. Students greatly prefer to find articles that are full-text from the desktop rather than citations they need to track down and photocopy from print journals.

The purpose of these full-text databases is to provide a collection of articles in a database that is searchable by subject. The content covers a broad array of subjects from a variety of publications. In fact these resources are often called aggregator databases because of how they bring materials from diverse sources together.

Unfortunately librarians sometimes call these databases “aggravator databases” because of how the content fluctuates. The content is not fully controlled by the database vendor or the libraries subscribing to the database! Some titles are indexed selectively so not all the content from a

particular journal issue is included. For example, letters to the editor or book reviews may be omitted. Some publishers place “embargo” periods on titles, not allowing full-text content to be added to the database until after a certain amount of time has passed. This explains why the most recent issue or year of a journal may not be available full-text when earlier issues are. In extreme cases, publishers may pull their content entirely because they fear this type of access is hurting their paper subscription base or because they are developing their own electronic product for sale.

These aggravations are often not a concern to students who are searching by subject rather than looking for a specific article. The difficulties arise when people think of these databases as sources for complete electronic journals instead of electronic articles. These databases are not electronic journals nor are they journals that are available in their entirety online. We can better appreciate the value that these resources bring if we remember their purpose: a starting place for finding full-text articles on a particular subject.



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## The Library Journals Collection: CORE JOURNAL REVIEW



The University Library Committee initiated a Core Journal Review Project in 1998. The purpose of the project was to identify and to document the core list of titles needed by departments and programs in order to establish the basic level of support faculty require for their dual missions of teaching and scholarship. Each academic department and program was asked to evaluate all current journal subscriptions as well as those published within their discipline.

This initial Core Journal Review laid the baseline for our journal holdings, but departmental needs are constantly changing. Each year faculty members retire and new ones come on board. New courses are added while others are dropped. Curricula are modified or totally redesigned. To ensure that the journal collection keeps up with these changes, a review cycle was initiated in which each department would complete a Core Journal Review at least every three years. The departments of Economics, Geography, History, Management, Political Science, Psychology and Sociology and Anthropology completed reviews last spring resulting in some significant changes to our journal holdings. In an effort to build a collection that better fits Bucknell's needs, forty-three new titles will be added to the collection. The faculty also agreed to cancel twenty-four departmental titles in order to obtain these new titles.

## NEW TITLES

American Ethnologist  
Animal Cognition  
Annual Review of Neuroscience  
Anthropologica  
Appetite  
Applied Developmental Science \*  
Behavior Therapy  
Business & Society  
Business Ethics Quarterly  
California Management Review  
Canadian Journal of Latin American And Caribbean Studies  
Corrections Today  
Cultural Anthropology  
Cultural Geographies  
Entrepreneurship theory & practice  
Ethnos  
European Journal of Political Theory  
The Forum\*  
Geopolitics  
Identities: Global Studies in Culture and Power  
Information Systems Research  
International Journal for the Psychology of Religion\*  
Journal of Accounting and Public Policy  
Journal of Business Ethics  
Journal of Business Venturing  
Journal of Management Information Systems  
Journal of Material Culture  
Journal of Religion in Africa  
Medical Anthropology Quarterly  
Music Perception  
Nature Neuroscience \*  
Neuroimage  
Neuropsychanalysis  
Organization Science  
Peace & Conflict: The Journal of Peace Psychology \*  
Personality & Social Psychology Review \*  
Political Psychology  
Qualitative Sociology  
Review of International Economics  
Slavery and Abolition  
Transforming Anthropology  
Trends in Neuroscience

\* electronic only subscriptions

## CANCELLED TITLES

Asia Pacific Viewpoint  
B to B  
Canadian Geographer  
Canadian Review of Sociology and Anthropology  
Columbia Journal of Transnational Law  
Columbia Law Review  
Euromoney  
Harvard Law Review  
Hotel & Motel Management  
International Economic Review  
Journal of Anthropological Research  
Journal of Business Research  
Journal of Commerce  
Journal of Consumer Marketing  
Journal of Cost Management  
Journal of Financial & Quantitative Analysis  
Mergers and Acquisitions  
Organizational Behavior and Human Decision Processes  
Pharmacology, Biochemistry and Behavior  
Social Science and Medicine  
University of Chicago Law Review  
University of Pennsylvania Law Review  
U.S. Banker  
Yale Law Journal



## Construction in the Library

by Jim Van Fleet, Librarian / Information Specialist for Science and Engineering Resources  
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Beginning in January of 2004, there will be some construction going on in the Reference Office area on the main level of the Bertrand Library. The usual construction noise and dust can be expected during the first part of the spring semester, although we will do our best to mitigate any inconvenience to ISR users.

The first steps in this construction project have already been taken; the books in the reference collection have been shifted on the shelves, and the maps and atlases have been moved, but only a few feet from their old location! This space will become an expanded Reference Office area.

When the dust settles, there will be new offices for some librarians, providing better spaces for reference assistance

and consultations. Librarians providing reference and other public services will be centrally located, instead of being scattered throughout the Bertrand Library building. In the meantime, reference services are still available as always from the Reference Desk on the main floor. If you need to contact a librarian, check at the Desk, or dial x71462, since some of the staff will be housed in temporary office locations in other parts of the library building during the construction project. Librarian's individual phone numbers and email addresses will remain the same throughout the project.

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## Maintaining the Security of ResNet Computers

by Jeannie Zappe, Director of Service Integration and Brian Hoyt, Director of Technology Integration  
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In the fall of 2003, Bucknell's mail server was repeatedly attacked by a spam worm which sent tens to hundreds of thousands of bogus email messages in a short period of time bringing down our mail server several times. The attacks originated on various ResNet computers that either lacked Norton AntiVirus software, didn't have current virus definitions, or had an insecure operating system due to a lack of security patches or a vulnerable administrator password.

To protect the integrity of the mail server, ISR was forced to block these infected computers from sending mail through our mail server. Unfortunately, this situation could have been avoided if the students had taken the proper steps to ensure the security of their computers. Consequently, ISR asks for the cooperation of the student body in ensuring that all computers are properly secured, patched, and protected from viruses by doing the following:

- (1) Make sure that Norton AntiVirus is installed AND that the virus definitions are up-to-date.
- (2) Make sure that your computer has the most recent security patches.
- (3) Make sure that your computer has a secure administrator password.

Students who are not sure if their computer is "clean," protected, and patched properly should visit:  
[http://www.isr.bucknell.edu/ResNet\\_and\\_Personal\\_Computing/Security\\_and\\_Viruses](http://www.isr.bucknell.edu/ResNet_and_Personal_Computing/Security_and_Viruses)

If you need assistance installing Norton AntiVirus, updating your virus definitions, or patching your Windows computer, please contact Technology Support at x77777 as soon as possible.