

Fall 9-2005

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RefWorks Helps Researchers Write and Cite

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RefWorks is web-based bibliographic software that enables users to collect references from anywhere, at any time, and turn them into a personalized database. RefWorks can store references in folders for each research project the user is pursuing. The references are searchable, duplicates can be removed, and references can be sorted by date, author, or source as the database grows. RefWorks references can even

include abstracts, links to full-text online, or the actual full-text of articles, making it a powerful tool for organizing research.

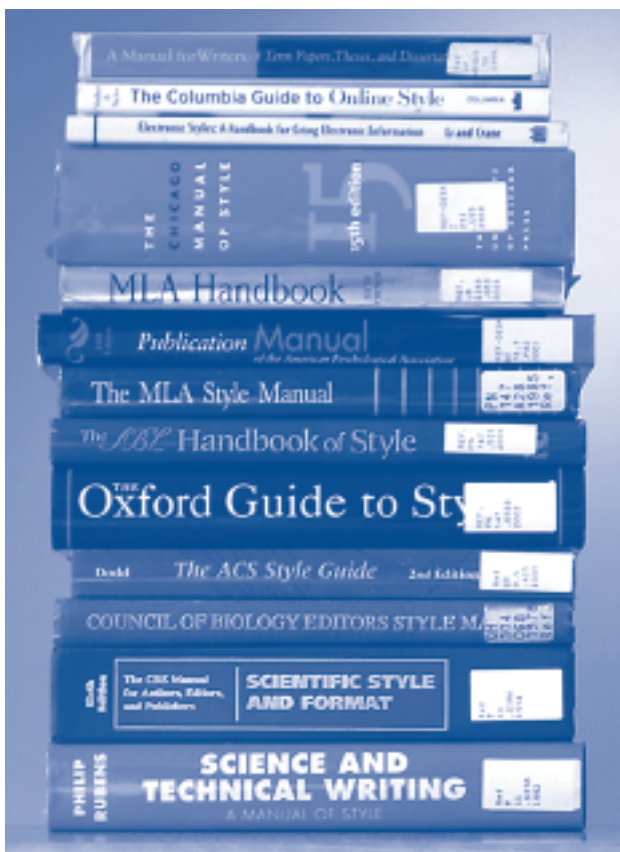
References can be added to RefWorks manually or imported from many of ISR's databases, including the library catalog. EndNote or other bibliographic files can be easily converted into RefWorks files. RefWorks files can be shared with others, or worked on by a group. References can be inserted into Word documents in a variety of citation formats, such as APA or MLA, allowing the creation of a bibliography, footnotes, or endnotes in a research paper.

Students will appreciate RefWorks for the ability to format references into any of over 350 citation styles, and print out a bibliography of sources. No more guessing whether the journal article title should be in italics or quotation marks, or how to

Students working on group projects will also appreciate the ability to share a group folder in RefWorks, combining their efforts to create a complete bibliography of sources on their research.

list all the authors of a paper being cited. RefWorks installs a plug-in into Microsoft Word called "Write-N-Cite" that allows the user to insert references directly into a research paper from a RefWorks folder. One click of a button formats the entire paper in the desired bibliographic style. Students working on group projects will also appreciate the ability to share a group folder in RefWorks, combining their efforts to create a complete bibliography of sources on their research.

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Bucknell

Information Services & Resources

Our customer's success is our success



The Bertrand Library

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The “Little Things” Can Make a Profound Difference

by **Gene Spencer**, Associate Vice President for Information Services and Resources
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At 1:00 a.m. on Thursday, August 25, 2005 something unusual happened in the Bertrand Library. The lights stayed on and the doors remained unlocked, as the operations and activities within the library continued for yet another hour beyond our normal closing time. This seemingly small change is quite symbolic of other changes that are happening throughout the university during this exciting and ambitious time.

Since Fall semester 2001, the library staff have kept Bertrand Library and its services open for study and research use until 1:00 a.m. from Sunday through Thursday nights. This extension in hours was made after students and the University Library Committee asked us to augment the former midnight closings. Our reviews of building use during the last hour each night continue to indicate that the students appreciate the extra time, as we often find over 100 of them leaving the building at its regular closing time.

In his inaugural address, President Mitchell identified the academic core as the first of five major areas of focus for the current strategic planning effort. That focus clearly suggests that this is an appropriate time for us to rethink assumptions that may have a direct impact on the intellectual climate on campus. Changing the hours of operation in the library can be a small but positive contribution to that effort.



“...this is an appropriate time for us to rethink assumptions that may have a direct impact on the intellectual climate on campus.”

Over the summer months, Provost Mary DeCredico helped us to plan and provide resources for an increased set of library hours that included staying open until 2:00 a.m. Sunday through Thursday nights during the semester, as well keeping the building available for study 24 hours during the

two weeks that comprise the end of classes, the reading period and the final exam period.

Along with providing resources for this change, Provost DeCredico asked that we also research the need for and viability of earlier openings on Saturday and Sunday mornings (currently 10:00 a.m.), as well as possible later closings on Friday and Saturday nights (currently 10:00 p.m.). As students’ needs change, as our campus becomes more diverse and as the university builds on its strengths in the academic core, we may find the need to further extend our hours of operation to meet the needs of those who study and work here.

The little things can make a profound difference, as we found with the addition of the Bertrand Library Café; it has had a profound effect on the utilization of the library over the two years it has been in operation. We may also find that extending our hours of operation could have a similarly transformative effect on increasing student use of the library and its resources. At some point, we may even find the need to keep the library open 24x7 from the first minute of classes until the last minute of finals.

Students, Technology, and the Classroom – What Makes Today’s Students Different?

by Mike Weaver, Instructional Technologist-Lead, mweaver@bucknell.edu

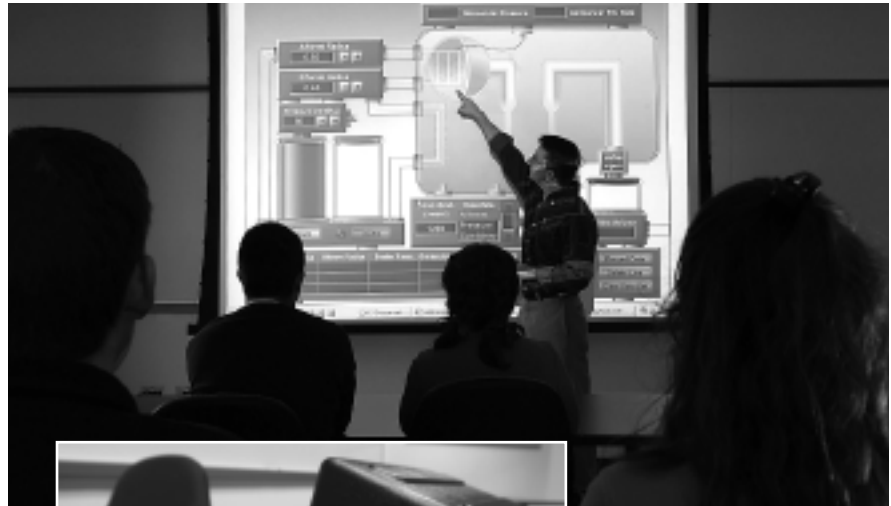
Much research has been done on what distinguishes today’s college students from those of previous generations. According to that research, there are some very real differences. Technology plays an important role in their lives. Today’s students (the ‘Net Generation’) have had access to cable TV and video games all their lives. The Internet, cell phones and Instant Messenger are integral parts of their culture and identity.

These lifestyle differences have had an impact on today’s students. “Virtually all those who study the Net Generation believe that their preference for experiential, hands-on learning is a distinguishing characteristic.”[1] They are visual communicators. They can easily integrate the physical and virtual worlds. They learn best through discovery. They multi-task easily and ignore things that don’t interest them. And they like to work in groups.

In their personal lives, email is no longer the tool for communication. It’s cell phones and Instant Messenger.

Today’s students have a different perception of technology than many of us. Something is ‘technology’ only for a short while – until it becomes common. Instant Messenger isn’t technology – it’s just a way of communicating with friends. A cell phone isn’t technology. Add the newest features – a picture phone, for example – and today’s students will consider it technology for at least a little while.

This leads us to one of the great ironies. Ask students about technology in the classroom, and they will most often think of Microsoft Powerpoint. Powerpoint is hardly new. While Powerpoint has the potential to be an effective tool for engaging students in the classroom,



That leaves us, as educators, with a few things to think about as we explore the application of technology to the educational process:

just the fact that a teacher uses Powerpoint is no guarantee that he or she will be successful. Powerpoint can be just as boring as a sixty-minute lecture. Learning how to use technology to enhance the learning experience is the key.

Students don’t view classroom technology as an end in itself. They see it as a tool. While they may like to have 24/7 access to course materials through a mechanism such as Blackboard, they still prefer face-to-face interaction with faculty.

Of course, not all students have the same experience or capabilities with technology. Some are more capable than others, though many would be reluctant to admit any shortcomings.

Students don’t view classroom technology as an end in itself... they still prefer face-to-face interaction with faculty.

- How can we take advantage of the unique characteristics of today’s students?
- Looking at the technology that students are currently using in their personal lives, what might we use effectively in the extended classroom?
- What can we do to improve our own use of technology in the classroom?
- What can we do to accommodate the varying abilities of our students with technology?

If you are looking for more information on the Net Generation, a good place to start is the EDUCAUSE website at http://www.educause.edu/Browse/645?PARENT_ID=780. Of particular interest is the collection of articles on *Educating the Net Generation*, edited by Diane G. Oblinger and James L. Oblinger [1], at <http://www.educause.edu/ir/library/pdf/PUB7101.pdf>

ISR'S "SECRET SERVICES"

by **Jeannie Zappe**, Director of Service Integration
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and **Kathleen McQuiston**, Research Services Librarian
mcquisto@bucknell.edu

Well, they aren't actually secrets but we suspect that not everybody knows about them!

Need Some Serious Help with Your Research?

Librarians and the Reference/Information Desk staff are available by appointment to provide extended assistance for the research and information needs of Bucknell faculty, staff, and students. A one-on-one appointment with a librarian or Reference/Information Desk staff may be used to help you develop a starting point for your research, guide your ongoing research or instruct you on the use of library and research resources. Whatever you need, you can request an appointment by contacting the ASK Desk at x71462 or go to [ISR > Doing Research > Ask a Librarian > Research Appointments](#).

Need a Book that Someone Else Has Checked-out?

Thought you had to wait for them to return it? You can request the same title through EZ-Borrow or ask to have the book recalled. Books requested through EZ-Borrow usually arrive in about three to five days. You will receive an email telling you that the book is being held for you at the library's circulation desk. A recall is a request by a current Bucknell faculty member, staff member or student for material charged to another borrower. The easiest way to recall an item is to look it up in the online catalog and then click on the PLACE HOLD button that will appear on the full record when an item is checked out. The person who has it will receive an email asking them to return the item in seven days, and you will be notified when they have done so.

For more information about using EZ-Borrow go to [ISR>Collections and Borrowing> Interlibrary Loan>What is EZ-Borrow?](#)

For more information about Recalling Items go to [ISR > Collections and Borrowing > Circulation Information > Recall Information](#).

Tired of Lugging all Those Library Books Back and Forth?

Consider depositing them in the Book Bank, a secure area behind the circulation desk where students can store their materials. The Book Bank is ideal if you have a major project



on which you are working, but don't want to have to carry a dozen library books home every night and bring them back the next day.

Applications for the Book Bank are available at the circulation desk. For additional information about the Book Bank, contact the circulation desk at x71882.

Need Help Writing that Paper?

Writing Tutors can help you with any stage of the writing process. Tutors are available in the Library Sunday through Thursday evenings from 8 p.m. to 11 p.m. There is no need for an appointment. Just drop by the Writing Center table near the Map and Atlas area, behind the Research Services Office, on the Main Floor of the Library and a tutor will help you.

Wish You Knew What New Books the Library Has?

The Library acquires tens of thousands of new books each year. Want to know which are the most recent? Check out the New Materials link available from the Library Catalog for a list of the new books acquired during the previous month. There are also links for New DVDs and Videos and for New Music CDs.

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ISR's "Secret Services"

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Wish You Could Access the Library's Databases and E-Journals from Home?

Now you can! For online databases and electronic journals subscribed to by Bucknell, access is restricted to Bucknell students, faculty and staff only. However, if you are off campus and click on the links for the Databases or E-Journals pages, you will be prompted for your username and email password. Once you have been authenticated as a Bucknellian, you will be able to access these resources.

Need Software for Your Personally-Owned Computer?

Did you know that you can get software CDs at the Tech Desk? Available software includes the Internet Tools CD ("I-Tools"), a variety of tools for your home computer such as Eudora, Symantec Anti-Virus, a variety of browsers, Meeting Maker, Ad-aware, Spybot, Acrobat Reader and the VPN (virtual private network) client, which will map Bucknell drives for you at home. Our Microsoft agreement also allows faculty and staff to pick up a Microsoft Office CD for installation on their home computer.

What's in the Self-Service area in the Technology Courtyard in the Library?

The Self Service area in the back of the Technology Courtyard contains equipment for video duplication, audio duplication,

and small lamination jobs. Color printing and overhead printing can be done at the Tech Desk.

Need help using these services? The Tech Desk offers walk-up assistance to all members of the university community whenever the Library is open.

Worried about Plagiarism?

Bucknell has an account with Turnitin.com, the nation's premier service for faculty who are interested in determining if their students might have plagiarized a web site or another person's work in the course of doing their research. Turnitin.com specializes in helping faculty ferret out problems in papers by checking them against a database of over 100,000 online papers as well as performing a complete search of internet sources.

For more information, go to the ISR web site > Support for Teaching > Detecting Plagiarism at Bucknell.

Need Equipment for Your Research or a Project?

You can check out a wide variety of equipment from Equipment Services. Some of the most popular requests for students, faculty and staff are the digital cameras and camcorders. Faculty and staff may check our laptops and projectors. You can even checkout a megaphone if you need one!

For complete information about the equipment you may borrow, go to the ISR web site > Collections and Borrowing > Borrowing Equipment

RefWorks helps researchers write and cite

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Faculty will find RefWorks a valuable tool for organizing information sources, and creating a lifelong database for research projects. Many of the citation styles available allow an author to format contributions to submit them for publication in specific scholarly journals. Reference folders can be shared with colleagues anywhere, using RefWorks or simply as text files. RefWorks folders can be made accessible as "read only files" to students for a class assignment.



The link to Refworks can be found on the ISR web site under the menu item "Doing Research." This link also appears in a portal channel in *myBucknell*, and under the Help tab in "Research by Subject." Bucknell users will be able to sign up for a personal account and create their own unique Log-in Name and Password. Feel free to email Refworks@bucknell.edu with questions, and watch for RefWorks workshops and training opportunities offered by ISR this fall semester.

May the (Web) Force Be with You

by **Roberta L. Sims**, University Webmaster, rsims@bucknell.edu

Over the summer, the Web Development team transformed from a quiet, hard-working pair into a boisterous, creative foursome. We are overjoyed to have Ryan LeBreton and Ritsu Katsumata, both web developers, join our team. For a single, glorious day we reveled in the notion that we had more people-power than we did projects. Then reality hit, and now we are all neck-deep in work.

Many of you already know Ryan LeBreton, either from his days as an undergraduate chemistry major at Bucknell or from his years as an Instructional Technologist with ITEC. Ryan brings to the team over seven years of web development, design, and programming experience, as well as significant experience teaching Photoshop, Dreamweaver, and other web-related software. Since moving to Web Development, Ryan has stepped right into a full workload, participating in the recent redesign of the Alumni and Parents site, including designing an interactive map for the Bucknell Alumni Association (www.bucknell.edu/Alumni/Get_Involved/Find_a_Club.html), designing the revolving graphics and profiles found on the front page, and much more. Ryan's versatility, his ability to wear so many web development "hats", and his talent for remaining calm in the face of deadlines, competing priorities, constantly ringing phones, and endless email requests are traits that we are grateful for daily.

Ritsu Katsumata brings over 15 years of professional experience to the table, ranging from free-lance photography, television, and graphic work in New York and Portland, to managing a creative ad team in Tokyo, to web design work in the Architecture department at

Cornell University. Ritsu is a skilled graphic designer who works with Flash, Photoshop, and other web development tools. She recently designed a Flash version of Russell Dennis' Photo History of Bucknell (www.bucknell.edu/about_bucknell/photohistory/). She also works with sound files, often composing her own music. Keep an eye out for the debut of iBud, a web enhancement in



Ritsu and Ryan

the works to rival your iPod! (You can hear Ritsu perform her own compositions on violin in November in the Natalie Davis Rooke Recital Hall.) Ritsu, who lives in Williamsport with her two daughters, ages 3 and 6, and her husband, Stafford, a photographer, says that after three months at Bucknell, she still can't get over how nice everyone is here. But we are the lucky ones, benefiting each day from Ritsu's enthusiasm, creativity, good humor, and out-of-the-box thinking.

Please drop by the Web Development center and meet our new staff. We're excited about the upcoming year now that we have a multi-talented, four-person team to cover all the bases.

A New Service Point for Learning Spaces Requests – x77733

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

In August, Equipment Services became the main service point for all classroom, lab, media, and loaner equipment support. The Equipment Services desk is located at the far right end of the circulation desk in the Bertrand Library. Because over 95% of our “learning spaces” classrooms and labs are technology-equipped, ISR is able to offer this simplified and streamlined service. Many requests for classroom/lab equipment assistance can be resolved by a consultation or a suggestion to use another room.

- If you need to check on the availability of the equipment or software in a lab or classroom, call x77733.
- If you need to reserve equipment, call x77733.
- If you need to schedule a walk-through of a lab or classroom to become familiar with the technology in place there, call x77733.

Please note, though, that software support and general technology questions are still fielded by Technology Support by calling

x77777. (For example, if you have a PowerPoint question, call x77777).

You can find a listing of Learning Spaces services on the ISR web site under Classrooms and Labs > Learning Spaces Services.

For classroom and lab emergencies, please continue to call our Classroom Emergency Hotline at x73435. Please be sure to identify yourself and give us your exact location.

The Book of ISR

by Matt Clobridge, Technology Support Assistant, mclobrid@bucknell.edu

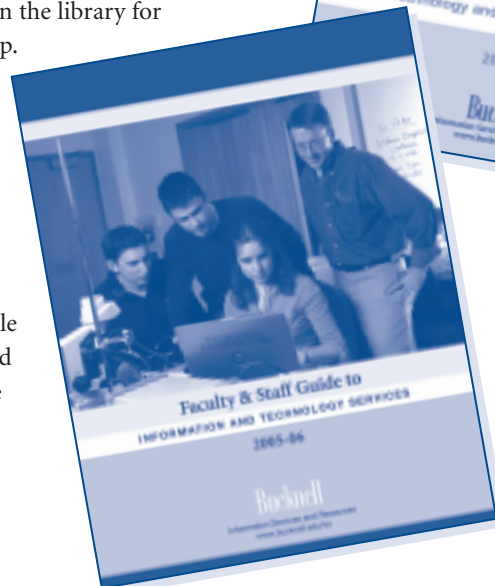
The ISR website is great for finding the information you need about Bucknell’s library and technology services. But what if you prefer getting your information in print, or you are simply away from your computer? Everything you need to know about ISR can now be found in printed guide books. Whatever your role at Bucknell, there is a book for you.

The *Student Guide to Technology and Information Services* covers everything from E-Res to ResNet. Faculty and staff can turn to the *Faculty & Staff Guide to Technology and Information Services* to learn what ISR has to offer. Both guides contain information unique to their audience as well as content that applies to everyone at Bucknell. In addition, a “How to…” section is included which

walks you step-by-step through the most common computing and telephone tasks such as changing your passwords and checking your voice mail.

The student guide was distributed to all first-year students at orientation and is also available in the library for anyone to pick up.

Faculty and staff were mailed a copy of the guide in August. Additional copies of each guide are available in the library, and PDF versions are accessible from the ISR website.



Constructing Collections: The Humanities Digital Image Database and AMICA

by Abby Clobridge, Librarian/Digital Technologist, aclobrid@bucknell.edu



ISR is pleased to announce the addition of two new collections of digital images: the Humanities Collection and Art Museum Images from Cartography Associates (AMICA).

The first collection, Bucknell's Humanities Digital Image Database, has been created to provide access to digital images for faculty to use in classroom teaching. Most of the images in this collection have been licensed explicitly for this purpose from vendors; the rest of the images are photographs taken by the Bucknell community and were donated to the collection.



Our second new collection, AMICA, is a licensed collection of over 100,000 images from museums all over the world including the Metropolitan Museum of Art, the Art Institute of Chicago, Whitney Museum of American Art, and the Asia Society. AMICA will be available to the entire collection; right now it is available to faculty in selected departments and by request.

Images in AMICA and the Humanities Collection represent a wide range of topics, cultures, and subject matters. Some examples of themes or subject areas indexed in the collections include war, Hinduism, Buddhism, mosques, love, and Napoleon.

One caveat: because these images are licensed to Bucknell strictly for course-related purposes, please abide by copyright restrictions. Images from our collections are not to be used for publication or distribution outside of the Bucknell community.



Both collections can be accessed through Luna Imaging Inc.'s Insight software. A complete instruction manual (including installation instructions) is available from the ISR web site > Digital Projects & Collections.

From Insight, you can search by keyword, artist, title, and other fields; zoom in on details of images; create and save groups; export images to PowerPoint; or use Insight's presentation capabilities. You are also able to search other collections including a sampling of the Samek Art Gallery's permanent collection.



Images are being added to both collections on a regular basis. Please contact Abby Clobridge (aclobrid@bucknell.edu or 73913) to request images for inclusion in the collection, donate personal images, or schedule a demonstration of the software.

“Good is the enemy of great . . . the vast majority of companies never become great, precisely because the vast majority become quite good — and that is their main problem.”

Jim Collins in *Good to Great*

Collections Beyond Bertrand

by **Lynda Thaler**, Library Technical Assistant, lthaler@bucknell.edu

The Bertrand Library aims to meet the needs of many, and most of the entries in the online catalog reflect books housed in the library building. But scattered around campus are libraries with more focused collections that many of our borrowers have not traditionally been able to take advantage of because these collections were not in the library’s catalog. Those books, journals and media shelved in resource centers in the Botany Building, Marts Hall, and Roberts Hall are now searchable in the online catalog.

The goal of a project, begun in the 1990s, was to make these valuable holdings accessible by searching the Bertrand Library’s online catalog. Working with each resource center’s materials one at a time, cataloger Barbara Hollenbach entered a descriptive record for each title, along with call number and building location.

Students and faculty can now easily find just what they’ve been looking for among the hundreds of titles available in the Career Development Center, the LGBT Awareness Center, the Race/Gender Center, and the Women’s Resource Center.

Expanded Library Hours

The Bertrand Library has expanded hours! The library is now open Sunday through Thursday until 2 a.m. We will also be open 24 hours during the last two weeks of the semester.

Our regular hours are now:

Monday – Thursday: 7:45 a.m. – 2 a.m.

Friday: 7:45 a.m. – 10 p.m.

Saturday: 10 a.m. – 10 p.m.

Sunday: 10 a.m. – 2 a.m.

Summer Changes in ISR's Resources and Services

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

The summer of 2005 was a busy time for the many members of ISR. Here's a brief summary of what's new or different in campus information and technology resources and services.



Wireless networking. As of August, Bucknell is a wireless campus! All academic and administrative buildings on campus now have wireless networking. In addition, all co-curricular locations (such as lounges) in residence halls are wireless. Several "green spaces" on campus are also wireless: the Academic Quad, Smith Quad, Science Quad, and McDonnell Amphitheatre. Now you can take your laptop and use the network just about anywhere!

Learning Spaces services now at x77733. Effective Monday, August 15, Equipment Services became the new service point for all classroom, lab, and media requests and reservations, as well as loaner equipment support. Located at the far right end of the circulation desk in the Bertrand Library, Equipment

Services can be contacted at x77733. (In the past, you would have called Technology Support at x77777 for assistance with these Learning Spaces services.) You can find a listing of Learning Spaces services on the ISR web site under Classrooms and Labs > Learning Spaces Services.

***NOTE:** For classroom and lab emergencies, please continue to call our Classroom Emergency Hotline at x73435 and be sure to identify yourself and let us know exactly which location you are calling from.*

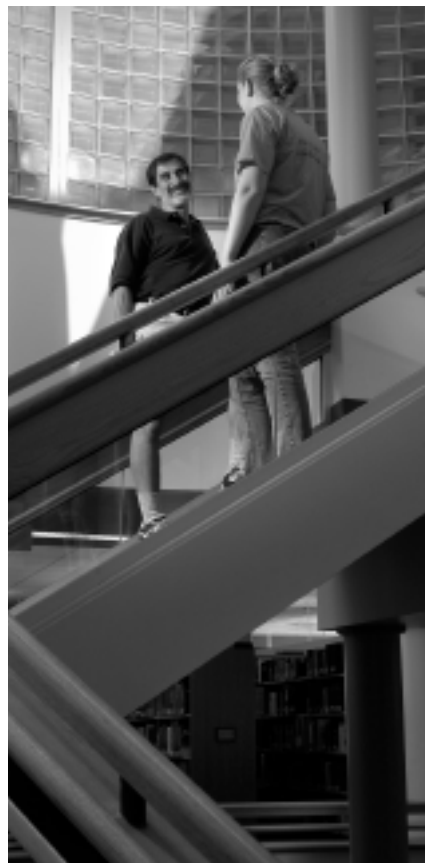
RefWorks: new bibliographic software. RefWorks is web-based bibliographic software that enables users to collect citations from anywhere, at any time, and turn them into a database of references. Citations can be added to RefWorks manually or imported from many of ISR's databases, including the library catalog. See the full article in this issue for more information on this exciting new service.

Campus email lists moderation. Because of the huge increase in the volume of email being sent to the campus email distribution lists (CAMPUS, FACSTAFF, STUDENTS, etc.), ISR needed to change how these lists are managed and moderated. We moderate messages (reviewing to ensure that they adhere to the campus list guidelines) only twice daily — 7:30-8:30 a.m. and 1:30-2 p.m. We will review messages on a first come, first served basis, and those we were unable to finish

within the time period will be moderated during the next moderation time. Therefore, you should plan accordingly in sending your messages to the lists. To ensure the fastest possible delivery of your message, please verify that your message conforms to the campus list guidelines: http://www.bucknell.edu/Library_computing/Technology_Support/Email_Services/Listservs/Guidelines.html.

Sending a complete message with all required information will prevent unnecessary delays when our Postmaster has to return your message for correction.

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Summer Changes in ISR's Resources and Services

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eRes moves to ILL. Faculty: Please note that our e-Reserves service is now part of Interlibrary Loan (ILL). If you have e-Reserves materials to post online or questions about current postings, please contact eres@bucknell.edu, or at x73249. Information about ERes services is located at <http://eres.bucknell.edu/>.

New usernames for new students, staff and faculty. Beginning last spring with the authentication of our alumni and parents in *myBucknell*, Bucknell

began issuing lifetime email addresses. In order to do this, we needed to change the way we were creating usernames. Usernames now consist of several initials, followed by three digits (e.g., abc001). You may have noticed these new usernames for the new first year class, as well as any new employees. Don't forget to make use of your Address Book feature in your mail application so that you don't have to worry about remembering a username!

Wandering our web sitewww.bucknell.edu/isr
Research by Subject	researchbysubject.bucknell.edu
Technology Learning Resources	Technology_Support/Technology_Learning_Resources/index.html
Our buy a laptop programwww.bucknell.edu/isr/buy_a_laptop
Classroom walk through requestClassrooms_and_Labs/Classrooms/Classroom_Requests/Walkthrough.html
ISR representativesAbout_ISR/ISR_Staff_Directory/ISR_Representatives.html
Back issues of ISR@About_ISR/ISR_Publications/ISR.html
View and reserve loaner equipmentCollections_and_Borrowing/Borrowing_Equipment/View_Loaner_Equipment.html
Wireless availability	Technology_Support/Wireless_Networking/index.html
Library hoursLibrary_Facilities_and_Services/Hours/index.html
Cell phone plans and servicesTelecommunications_and_TV/Cellular.html
Modify your campus wide list subscription	Technology_Support/Email_Services/Listservs/Campus_Wide.html