Fall 1998

ISR@bucknell

Information Services and Resources, Bucknell University

The ASK desk always at your service

by Terri Pyer, Reference Assistant
pyer@bucknell.edu

You are checking the bibliography of a paper you hope to submit tomorrow. It is 2 a.m. and you just noticed that you are missing a page citation from a journal you perused at the library last week. The library closed two hours ago. You have classes tomorrow morning and meetings all afternoon. What can you do?

If you can get to a computer or a telephone, your problem can be solved before lunch. With the help of the library's remote reference services, you can ask your question at any time and receive an answer within twenty-four hours, often sooner. How is this done? By taking advantage of our electronic reference services or after-hours voice mail.

■ **ASK online**. The library provides a collection of electronic forms to make your research easier. (Choose E-forms from the ISR home page). One service found there is ASK online, where you can submit a reference question through e-mail. Reference e-mail is checked and answered twice daily when the library is open. This service is for answering quick, factual questions, like when you need detailed bibliographic information. It's also useful when you cannot predict when you will be available to get an answer by phone.

■ **Voice mail after hours.** When the library is closed or the telephone line at the ASK desk is busy with another question, our voice mail system will take your message. Your call to the desk (x1462 on campus) will be answered during library hours. So that we can help you quickly, you should briefly and clearly state the nature of your question, and when and where you would like to be reached with the answer. This service is also perfect for the quick, factual question, such as the correct title of a book, a volume or page number for a journal article, or the stock market symbol for a company.

■ **Reference services by appointment.** Finally, when your research needs are more complicated, you may use the E-Forms to set up an appointment with a reference librarian for face-to-face, one-on-one assistance. You may specify a librarian who is a specialist in your field of research. If your question is about how to conduct research at the library in general, an appointment will be made for you with any available librarian. This service is perfect for the library user who needs extended assistance or instruction for long-term research projects or thesis work.

Terri Pyer helps a student at the ASK desk in the library. You can visit the ASK desk in person or take advantage of our after hours services.

isr@b

W **elcome to the inaugural issue of** *isr@bucknell,* **the newsletter for Information Services & Resources.** We'll be publishing the newsletter four times during the academic year. The types of articles we'll be bringing you include information on new or changing services and ISR organizational focus and changes. We'll have articles reporting technological trends and new technologies, and library research tools and services. In addition, we'll look at information technology (IT) in academe, and how IT is being used in the classroom by faculty and students in support of the academic mission. Each issue will include a short article from Ray Metz, our Associate Vice President for Information Services & Resources. The "Ask ISR" column, where you have an opportunity to ask a question or share a tip, will appear in each issue. Each newsletter will also feature an ISR web page. Suggestions and comments are always welcome. We hope you enjoy this first issue of *isr@bucknell!*

INSIDE

ISR: on target and ahead of schedule

by Ray Metz, Associate Vice President for Information Services and Resources
metz@bucknell.edu

As we began our second year in ISR, I reflected on who we are and what we have accomplished during the first year. Composed of the staffs and services of CCS and the library, ISR is right on target in its direction and, in most ways, is ahead of schedule compared with other universities that have merged Library and computing services into one organization.

We have a lot to be proud of in how we fulfill our role as a primary service organization that supports the academic mission of the university and provides related administrative systems/services.

As a service organization, we are successful if we are doing, and doing well, what our users want us to do. ISR is fortunate to have several university groups that provide ongoing insight, encouragement, and support. The University Library Committee (ULC), under the leadership of **Brian Williams**, Chair, has worked hard this past year to be more actively involved in the library's plans and directions. The Committee on Academic Computing (CAC), with **Mitch Chernin** and **J.T. Ptacek** (last year's Chair and this year's Chair), does an amazing job of providing direction for how computing should and does support the academic mission. Led by **Dennis Swank** and **Glenn Fisher**, the Admin-istrative

Computing Committee (ACC), the most supportive administrative group I've ever worked with, ensures that the appropriate resources are allocated and priorities are set to address the computing needs of all administrative offices.

The merging of CCS and the library had nothing to do with something being broken; instead, it's all about capitalizing on the strengths of both organizations. Several articles in this issue describe initiatives we have undertaken to ensure that users can reach us and use our services from anywhere at any time.

Bucknell's standards of excellence for students, faculty, and staff are high. ISR, therefore, must keep pace with the demands for faster, better technology. The other articles in this issue address our ongoing efforts to provide leading edge technology.

What all of our products and services have in common is that we keep in sight our primary goal: to support the academic mission. We'll keep doing what we do well, listen to our users, and frame strategic plans that will serve us and you well into the future. In the coming months, we will

be working with faculty to provide higher-end support for specific academic needs. We are now actively planning for changing space needs for our services and for our staff. And we are planning improvements to Banner functionality and telephone services.

This is a great place to work! Knowing what our users want, working with a supportive faculty and administration, and having the best staff I could ever ask for makes it a pleasure to be a part of Bucknell University.

Change
your little black book

Telephone numbers at Bucknell are changing. As of December 5, 1998, our region will start using the new 570 area code instead of 717. At the same time, we will start using the 577 exchange to consolidate all Bucknell telephone numbers, replacing the 523 and 524 exchanges previously used on campus. In most cases, the four-digit extension number will remain the same. For example, the Computing Help Desk number will be 570-577-1035, and the Library ASK Desk number will be 570-577-1462.

The End of an Era

by Gene Spencer, Associate Director for Computing and Information Services
gspencer@bucknell.edu

S ometime late in the month of December 1998, an important event will occur, largely unnoticed by most of the campus community. CP-6, the mainframe system that has served the campus community since the spring of 1981, will be turned off for the final time at Bucknell.

Once "state of the art," our CP-6 mainframe was purchased from Honeywell Information Systems and first installed in April 1981 at a cost of $1.1 million. Because we needed to run both our aging CP-5 mainframe and the newer, faster CP-6 system for a number of "conversion" years, a new building was built to house the new mainframe.

A significant number of the staff from Bucknell Computer Services (as CCS was then known) spent a decade writing hundreds of systems for CP-6. Those systems were comprised of thousands of programs and millions of lines of code, all of which was written solely for Bucknell's use. Those systems processed applications for admissions, handled payroll processing, registered students for classes, recorded grades and paid the University's bills, along with countless other administrative chores. At one time it even served the academic community with packages such as SPSS, Minitab and programming languages such as Fortran, Pascal and Basic.

As the University's attention turned to networking, microcomputing and client/server systems, CP-6 quickly became a weak link in our digital arsenal. Once the fastest computing device on campus, CP-6 is now less powerful than our oldest PC. Since it could not be connected to the network in a meaningful way and it could not utilize commercial applications systems, CP-6's days were numbered.

During the past 5 years, we have been hard at work to design and implement a strategy for the systems that would replace those that ran on CP-6 and take us into the next millennium. In mid-December, the last such system will "go live" and the need for CP-6 will have slipped gracefully into the past. While many of us will be happy to see the end of this era and its limitations, several of us in ISR will fondly remember the system that forms a significant part of our computing heritage at Bucknell. As we celebrated the arrival of CP-6 on campus, we will celebrate its departure.

Peggy Straub (left) and Dianne Guffey, operators for ISR, in front of the tape drives that have backed up CP-6 since 1981. These and the CPU will be turned off for the last time at the end of this year.

This month's feature ISR web page is...

The Tip Wizard! *Located at http://www.isr.bucknell.edu/ help/tipwiz, the Tip Wizard contains a wealth of information, including answers to frequently asked questions on most of our supported software on campus. The tips are organized by application or topic, and you can even add your own. Be sure to check out the library tips, which include great hints for narrowing searches and finding exactly what you want. Need to know how to set up vacation mail next time you're out of the office? You'll find those instructions under the "E-mail" link in the Tip Wizard.*

The Tip Wizard was created by **Keelan Cleary '00,** *ISR Computing Help Desk Consultant.*

**Research Tools &
Library Collections**

**Help & Computing
Documentation**

Bucknell University
**Lewisburg, PA 17837
717-524-1882**

Just for You

Search

**Rights &
Responsibilities**

E-forms

**Table of
Contents**

**About
ISR**

The new ISR web pages

**by Pam Ross, Librarian/Information
Specialist for Networked Resources**
rossp@bucknell.edu **&**
Melissa E. Rycroft, Reference Assistant
rycroft@bucknell.edu

By now most of you have used ISR's new web pages *(http://www.isr. bucknell.edu)*. We've merged the old library and CCS pages, kept what was good in each and combined information where appropriate. You will still find research tools and library collections and computing help and documentation. All of the information about electronic forms is now in one "E-forms" category. Popular features, like the faculty services section on the old library page, led to the creation of special pages just for faculty, students, staff, and visitors. Organizational information went into a category entitled "About ISR", which will probably be appreciated by our colleagues at other universities.

As we created the ISR web pages, we considered different user styles, web searching techniques, and information needs of our diverse user group. You can now browse, jump, and search your way through our large web site. You'll automatically get the proper front page regardless of which browser you are using.

If you are using Netscape 3.0 or higher, or Internet Explorer (IE) 4.0

or higher, you can use the ISR front page in two completely different ways. You can click on the major categories such as "Research Tools and Library Collections" to see all pages within that category. Or, if you place your mouse over a category, you can click on one of the "quick links" such as E-reserves in the center of the screen. If you use one page frequently, bookmark it for direct access.

The Research and E-forms pages provide access to an incredible number of links. Both sections are arranged in a hierarchical fashion to

guide you from the type of service or resource to a smaller category. We used the Java programming language on these pages to make it easier to browse these extensive hierarchies. The old Research page used javascript, which loaded quickly but was slow to use. Browsers that don't use Java are automatically directed to non-Java versions of these pages. If you have a slow computer and a high version of Netscape/IE, you may wish to choose the non-Java pages by selecting this option on the Research page.

If you want to go directly to the page you need without any guidance, just refer to the Table of Contents on the front page, which is essentially a "text-only" list of pages. Most higher level pages also have a box near the bottom of the page to "jump" to our most highly used pages. And of course, we have a search engine that searches the full text of most ISR pages.

We hope that you find the new ISR web pages easier and faster to use.

5

The desktop computing replacement plan

by Mark Ritschard, Systems Integrator *ritschrd@bucknell.edu*

every 5 years

every 2 years

One of the biggest challenges in the world of computing is keeping up with the pace of hardware and software development. New releases of software quickly consume the power of new hardware and the replacement question is always on the horizon. Bucknell has addressed the replacement issue by implementing the *Desktop Computing Replacement Plan* for faculty and staff computing equipment.

For planning purposes, all computing equipment at Bucknell is divided into three broad categories: desktop, departmental, and laboratory and teaching. The replacement plan is designed for desktop computing equipment; that is, computers (and any internal devices or boards) and external peripherals that are assigned to a faculty or staff member for his or her individual use. Networked printers supporting the ongoing mission of a department are also considered desktop computing equipment.

The Desktop Computing Replacement Plan provides for the replacement of computing equipment by department. Every five years a department will be upgraded with new standard computers, printers, and software. That year is considered *Year 1*. After Year 1, the department may submit requests every two years for upgrades, new computers, additional peripherals, or software.

The plan is *not* an expectation that all computers will last five years, nor does it assume that computers can be installed and not moved or touched for five years or that all faculty and staff can get five years of usefulness from a computer. However,

minimizing the number of machines that are replaced more frequently than every five years has great advantages. Faculty and staff now know when new machines will be installed and are able to plan for necessary upgrades to existing equipment.

For many years, an ad hoc request and replacement scheme worked well as more computers were being added to the campus each year. However, in 1995, it became clear that Bucknell was entering an era of rapid technology replacement. Computers would have to be replaced on a regular basis and funding would need to be dedicated to account for replacement needs, separate from funding to add additional computers.

Starting in the summer of 1995, the Committee on Academic Computing (CAC) and the Desktop team of Computer & Communication Services (CCS), now part of ISR, implemented a scheduled computing equipment replacement plan for all faculty. In 1997 when the Administrative Computing Committee (ACC) realized the success of the academic replacement plan, the Desktop team was asked to implement a similar plan for administrative offices. The summer of 1998 was the last

implementation year for the administrative replacement plan. Hence, the summer of 1999 will be the first year in which all desktop computing equipment at the university will be replaced according to a scheduled replacement plan.

For information on when a department will get new computing equipment, see the CAC home page for academic departments or the ACC home page for administrative departments. Committee pages can be found at *http://www.bucknell.edu/programs/committee.shtm*. Further details about the replacement plan can also be found on the CAC and ACC web pages.
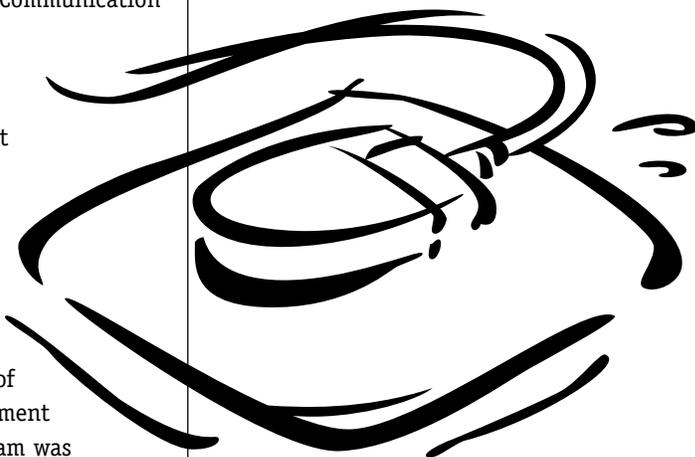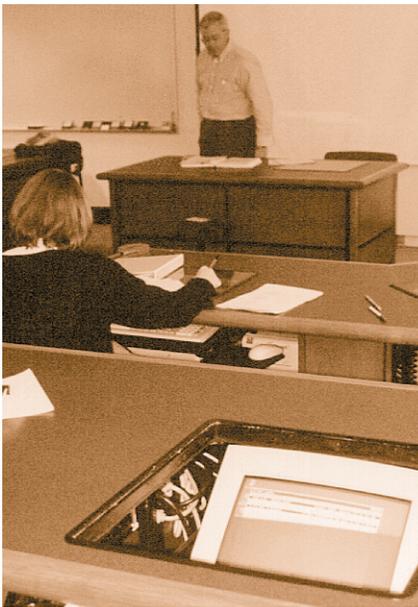
Windows 95 teaching labs

Windows NT Workstation 4.0

by George Lincoln, Labs and Teaching
Facilities Team Leader
lincoln@bucknell.edu

Bob Needham, Assistant Professor of Management, teaches in the newly renovated Windows NT lab in Taylor 203. During the summer of '98, this facility — funded largely through a generous gift from Johnson and Johnson — was redesigned into an electronic classroom and received new Dell computers installed with Windows NT.

L ast year we began testing Windows NT Workstation in our computer teaching lab environment. We chose carefully, selecting Rooke 17 as a pilot project location since the equipment had just been replaced, and since the lab was lightly scheduled. After two successful semesters of running NT Workstation in Rooke 17, it was time to evaluate our successes and failures with it, and determine how we should proceed.

One drawback of using Windows NT Workstation in the labs is that the software process is often more complex and lengthy than with Windows 95. Another concern was the need to teach Windows 95. These classes occur in the teaching labs, and having more than one lab available is desirable for scheduling flexibility. In addition to the desire to be able to teach Windows 95, we were concerned about legacy DOS applications requiring device drivers, as well as Windows 95 applications incompatible with NT.

By configuring the computers to be dual boot, meaning that they can use both Windows NT Workstation and Windows 95, we have been able to honor all software requests in labs. For example, a Modern Languages course required a Windows 95 application that does not work under Windows NT. We were able to install this application under the Windows 95 operating system. Also, a chemistry application uses a DOS license manager. Again, we installed this on the Windows 95 side. In addition, Windows 95 workshops can still be taught. Equally important, the overwhelming majority of applications are running under the Windows NT workstation environment and are therefore more secure. NT Workstation allows us to set user permissions at the file level, and protect applications from the accidental reconfiguration or accidental deletion.

We also employed a strategy to help us cope with the time commitment required to add a new application under NT Workstation. We incorporated a program called Keyserver, a license manager, which allows us to restrict the number of concurrent copies of an application to the number owned. This is significant because applications are now accessed from a location convenient to the user, instead of from a machine that the application was installed on. Thus, applications are easier to find and more applications are available from each Windows NT teaching lab than in previous years.

NT Workstation is presently installed in Rooke 17, Dana 227, Taylor 203, Dana 134 electronic classroom, and is being installed in a chemistry departmental lab. All in all, it has been a smooth transition. There have been a few nagging problems, mainly requiring permission modifications. With each new application installed, it will be necessary to determine needed permissions. We have seen some machines drop printer connections, but rebooting the machine has always restored printer connections. We are seeking Microsoft's help to solve this problem. We also value your help. Despite the fact that the look and feel of NT Workstation is very similar to Windows 95, it is a major change. If you are experiencing problems in any of the NT labs, please don't hesitate to let us know.

ResNet is in full swing!

by Gene Spencer,
Associate Director for
Computing and Information Services
gspencer@bucknell.edu

ResNet, the connection of all residence halls to the University's high-speed data network, is now in full operation. As of August 25, 1998, all students living in campus housing and in fraternity houses may access the network. Through ResNet, they gain access to digital library resources, electronic mail, software, the global Internet, faculty web pages and other services.

Currently, about 1700 students are connected to the network, utilizing over 53% of the ports that were installed. This number is double the connections that were in use last year, and we expect the percentage to increase each year, as more students fully appreciate the value of having their own computer connected to the campus network.

The $1.6 million ResNet project took over three years to complete and involved the efforts of many people throughout the University. **John Jantzi** of ISR planned and led the implementation project, which rebuilt the existing network to vastly increase its capacity and reliability. **Dan Malick** coordinated the project to rewire the residence halls (performed by Buffalo Valley Telephone Company). **Don Rea** led the efforts to build a new support system of over 30 Residential Computing Consultants, who would deliver computing support directly in the residence halls for the first time. Key members of the project were the members of the **Physical Plant, Residential Life** and the office of **Reservations, Information and Conference Services.**

Bucknell University now enjoys a network infrastructure in its residence facilities that is second to none. As students and faculty continue to develop new ways to use this resource, we will continue to monitor its capacity, reliability and function, making improvements to keep well ahead of demand.

This is history in the making for ISR and for Bucknell. The real beneficiaries of this effort are our students and faculty. Since ResNet will forever change how students learn, access information, communicate and interact with the rest of the campus, the University's extraordinary academic program can only improve as a result of this new resource.

E-RESERVES: A different way to teach

by Bud Hiller, Reserves Technical Assistant   *dhiller@bucknell.edu*

Tom Solomon is a physics professor who is teaching two foundation seminars this semester. He had an idea for a non-traditional method of getting his students to work together, but he couldn't figure how to make it work. He wanted to have his students read and comment upon each other's papers but he didn't want this to take all week — he wanted students to turn papers in on Wednesday and be ready to talk about them on Friday. The answer: ERes™!

While ERes™ wasn't specifically designed to handle situations such as this, it did the trick. We kept everything electronic to save time. Tom talked to his students in advance, told them how to find electronic reserves, and gave them my e-mail address. They were to email group papers (four from one section; five from another) to me on Wednesday. Once I got them, I converted them to PDF and placed them on the e-reserves course web page that afternoon. Students were able to read all of the papers, send e-mail comments directly to Tom, and discuss all of the papers in class on Friday. With traditional reserves, there would have been no way to process the nine papers and ensure that all 30 students would have been able to get access to the papers on Thursday in time to read them and send comments to the professor. Our students would have fielded dozens of requests that day for Foundation Seminar papers, which would have been copied over and over again. Electronic reserves allowed us to quickly mount the reserve items and guaranteed access from multiple users across campus. E-reserves allowed Tom to teach in a way that he couldn't have imagined a couple of years ago. If you'd like to learn more about electronic reserves, visit *http://coral. bucknell.edu/~eres/*.

Science and engineering resources on the web

by Jim Van Fleet,
Librarian/Information Specialist for Science and Engineering Resources
vanfleet@bucknell.edu

Bucknell University faculty, staff, and students have a world of information at their fingertips, thanks to the web. The challenge for ISR is to make the very best of these information sources available. We negotiate with publishers, private companies, and scholarly societies to give us access to the information they provide electronically. Two exciting new examples of electronic access are the "Engineering Information Village" and the "e-MATH Home Page".

Our trial subscription to the EI Village, *http://www.ei.org/village/hp_norm.htm* includes access to *Compendex Web, http://CPXWEB.ei.org/,* the web equivalent of the *Engineering Index*.

Compendex is a database of journal articles, conference proceedings, technical reports, and web sites, 1990 to present, which can be searched by keyword, author, title, or journal name. One great advantage for Bucknell researchers is the ability to search the publications of the Institute of Electrical and Electronics Engineers. The Bertrand Library subscribes to the complete package of IEEE journals and transactions, and *Compendex* makes finding articles in them easy. Whether the topic is improved traffic safety or the best engineered materials for golf clubs, earthquakes or black holes, *Compendex* can point you to appropriate information sources. Researchers in every field of engineering, computer science, physics, geology, or any science discipline should find *Compendex* useful.

The EI Village is more than just *Compendex*. The curious researcher will find links to online journals and other informational web sites. "EI Monitors" is a table of contents service for core journals that will provide custom e-mail delivery of weekly updates directly to the desktop. Bucknell students can find career leads and job postings. Faculty can network with colleagues worldwide. As our trial subscription continues, we hope that Bucknellians will send us feedback on the usefulness of the EI Village!

The American Mathematical Society has created a similar resource for their members, and Bucknell is now an institutional member, allowing access to the "e-MATH Home Page" at *http://www.ams.org/.* Under the heading of "Publications & Research Tools" is the AMS index to the world's mathematics literature, *MathSciNet: http://www.ams.org/msnmain?screen=Review*.
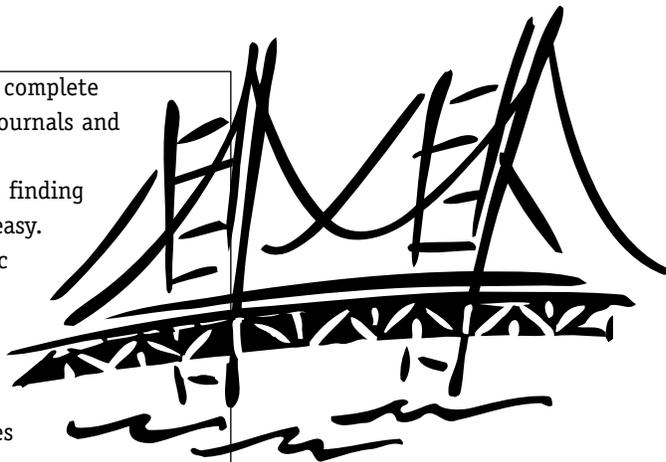
This incredible version of *Mathematical Reviews* on the web indexes mathematics books, journals, and conferences from 1940 to present.

For a number of titles subscribed to by the Bertrand Library, *MathSciNet* even offers links directly to online journal articles. The SIAM Journals (Society for Industrial and Applied Mathematics) can now be searched and read online.

As with EI Village, e-MATH is more than access to a searchable database. It reflects the interests of a community of scholars. There are links to employment and career opportunities, to "What's New in Mathematics", and even to information on "Government Affairs & Education" issues affecting mathematics and science policy.

The Wild Wonderful web

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

The place: Boston.

The event: Web '98: Design & Development, organized by Miller Freeman *(www.mfweb.com)*.

The results: Some of the top practitioners and visionaries in the field of web development gathered for a week-long conference to share practical advice, tips and tricks, showcase new development tools, conduct design workshops, and offer a glimpse into the future.

That future, it turns out, is upon us. Web development tools, standards, and protocols are advancing at incomprehensible speeds. Therein lies the paradoxical beauty of the web. The excellent web tool you bought yesterday grows obsolete in six months. The favorite site you bookmarked last month vanishes overnight. Technology you only dreamed about last year has now come and gone. Anything and everything is possible. That was the underlying message of Web '98.

Organized into six tracks — Strategy, Information Design, Visual Design, Usability, Programming, and Backend — the conference had something for everyone. In the virtual world I can be in two places at once, but in Boston, I had to choose between competing sessions. Here are some highlights from sessions I attended.

The keynote speaker: John Maeda, Director of the MIT Media Laboratory Aesthetics and Computation Group (MIT ACG), and two of his students shared past and current projects. Maeda's projects explore spatial arrangements and challenge the way we interact with computers. His work, projected on two enormous screens, took you on a technological journey. At one point he aimed a small camera at himself, projecting a kaleidoscopic moving image of his silhouette. To learn more about MIT's ACG, check out *acg.media.mit.edu*. To see the beauty of Maeda's work, go to: *www.maedastudio.com*. (Check out the "One Line Project," an attempt to draw a line around the world — you can add your own line!)

Retooling the Visual Web: According to Andrew Zolli, the future of imaging lies in the PNG format (Portable Network Graphics). PNG (pronounced "ping") picks up where GIF and JPG leave off. PNG offers better compression, supports 64-bit color (that's *trillions* of colors!), can be semi-transparent, and makes images searchable through metadata. In other words, PNG images are gorgeous and beyond your wildest pixel-compression dreams. (Zolli, one of the creators of PNG, said to look for browser support for PNG in 1999.) Other imaging formats in the works include MNG (Multimedia Network Graphics) in place of animated GIFs and PNP (PinUp), a format that utilizes wavelets, a new branch of math that encodes differential changes (infinitely faster than JPGs). Check out the PhotoQuilt 2000 project at *www.kodak.com*, a photo mosaic project — you can even add your own photos.)

New Web Imaging Tools: Graphics and color guru Lynda Weinman *(www.lynda.com)* – author of the most beautiful and instructive web graphics books I've seen yet — demonstrated Image Ready (Adobe) and Fireworks (Macromedia), two wonderful new image compression tools. Unlike Photoshop, which is ideally suited for print graphics, these new tools were designed exclusively for web graphics manipulation and optimization. Create roll-overs, animations, imagemaps, buttons, and more, as well as optimize your images and lock-in browser safe colors, all in one tool. Check out *webreview.com/wr/pubwr/web98east/18/weinx1.html* for Lynda's head-to-head comparison of the two products. Lynda's final recommendation? If you can afford it, buy both. Trial versions can be downloaded off the web (Fireworks at *www.macromedia.com* and ImageReady at *www.adobe.com*).

Other interesting sessions included a "shootout" between three web publishing tools: Dreamweaver, Drumbeat and Cyberstudio's GoLive! (I vote for Dreamweaver.); a personal storytelling panel; the future of digital comics; XML (yes, it's coming; no, it's not going to replace html); and a free form web-design critique session. The conference also included a floor show, an on-line lounge for web browsing on T1 connections, and a one-day web-design contest between two teams. For more highlights of Web '98, take a look at Web Developers' News at *www.bucknell.edu/web_info*.

*Have a question? Or do you have a tip you'd like to share with the campus community? Send your questions or tips to **isr@bucknell.** Contributions that we use in the newsletter will be rewarded with a small token of appreciation. We look forward to hearing from you! This month's Q & As come from the ISR staff.*

Ask ISR

Library research

Q: I need to find some current research for a library assignment. Where do I begin?

A: The best place to start for almost any library-based assignment is ArticleFinder. This interdisciplinary database indexes over 3,000,000 articles and is updated daily! Plus, many of the articles are available full-text right on the computer screen. *(Dot Thompson, Librarian/Manager of User Education Services, Bertrand Library)*

Color printing

Q: Does Media Services do color laser printing?

A: Yes. IMS has recently obtained a Tektronics Phaser 560 color laser printer to provide high quality color-printing support to the campus community. To have your documents printed in color is as easy as a quick visit to IMS. Bring your disk or access your network file server space from one of the several Windows and Macintosh workstations at IMS. You can print your document to paper or overhead transparency with no charge for paper printouts and a minimum fee for overheads. We anticipate this service will be a highly used resource, so please plan ahead for large projects. Priority will be given to instructional projects. *(Debra Balducci, Graphic Specialist)*

Good e-mail addresses

Q: Should I be using computer names such as coral and mail in my e-mail address, such as username@coral.bucknell.edu?

A: No. When you are sending mail to anyone at bucknell, you should simply send the message to "username@bucknell.edu". We have several mail servers on campus and by not specifying a server name you allow the mail to be automatically routed to the correct mail server for that individual. If you specify a server name, such as username@coral.bucknell.edu, the mail will be delivered to that server and if the individual does not check his/her mail on that server it will just sit there unread.
(Jim Spriggle, Client Services Analyst)

Messy desktop?

Q: Confession time! The desktop of my Mac looks like the floor of my office — completely covered with junk. Every couple of weeks I toss this desktop detritus into a folder and use the Find command when I need to locate it at a later date. Is there something else I could use to reduce this unending clutter?

A: Apparently Aladdin Software has been observing the work habits of the silicon slobs among us, for they've created a tool for just this problem. Aladdin Desktop Magic is an application/extension combination that allows you to hide and reveal items you've placed on your Mac's desktop.

Not only is this helpful to the untidy, but it can be put to practical use for those who want to create sets of desktop items for different projects. For example, you can create a Graphics set that includes all the files and folders for a newsletter you're working on. Another set might contain saved Word files. Yet another could include all the junk you downloaded during your last Internet excursion.

Aladdin Desktop Magic is shareware and costs $19.95. The demo's good for 30 days and you can download it at *http://www.macdownload.com*. *(Lynn Hertz, Client Services Analyst)*

Mailing labels

Q: I use Word 97 to make mailing labels. This works fine, but I'd like to change the font used for the labels. Is there a way to do this?

A: Yes, you can change the label font and font size. The method isn't apparent, though. Let's start from the beginning. Pull down the Tools menu and choose Envelopes and Labels. When the dialog box opens, right-click in the Address entry box and choose Font. When the Font dialog box opens, you can choose a font, font size, and even font color and other formatting. After you make your choices, click OK to continue. *(Lorraine Eisenhuth, Client Services Analyst)*

ISR Quick Reference

INFORMATION SERVICES & RESOURCES

ISR Library ASK Desk 1462
ISR Computing Help Desk . . . . helpdesk@bucknell.edu . . .1035
Circulation 1882
Library and Media Services hours 1881
Media Services 1109
Reference . . . . libref@bucknell.edu . . .1461
Reserves . . . . dhiller@bucknell.edu . . .3288
Scheduling a computer lab . . . . .reservelab@bucknell.edu
Telephone repairs, billing, voice mail 1810
User education and training
    Computing . . . . .Lisa Veloz . . . lveloz@bucknell.edu . . .1796
    Library . . . . .Dot Thompson . . . dthompsn@bucknell.edu . . .1461
Web development . . . . .Robert Sims . . . rsims@bucknell.edu . . .3310

ISR/Bertrand Library office 1557
ISR/CCS office 1795
Associate Vice President for Information Services & Resources . . . . metz@bucknell.edu . . .1557

If you are off campus please dial 717-524- before each extension.
After December 5, 1998, please dial 570-577- before each extension.

Wandering our web site...

Web design contest for students . . . . .www.bucknell.edu/web_info/contest_page.shtm
Bertrand Library movie holdings . . . . .bertrand.bucknell.edu/home/video/movies
Use the search engine of your choice . . . . .www.isr.bucknell.edu/engines.html
Test your password for "crackability" . . . . .www.isr.bucknell.edu/eforms/testpass.html
Interlibrary loan request form . . . . .bertrand.bucknell.edu/home/forms/ill_forms/ill.html
How to reserve a computer lab . . . . .coral.bucknell.edu/~mmdev2/request
First Year student information .www.isr.bucknell.edu/help/usered/First_Year/firstpage.html
Apply for a Gladys Brooks grant . . . . .www.isr.bucknell.edu/gb.html
Computer related technical support links . . . . .www.isr.bucknell.edu/help/on_your_own/infoonline.html
Personal computer repair . . . . .www.isr.bucknell.edu/help/ssc
Appropriate usage of computing and networking . . . . .www.isr.bucknell.edu/aup.html
Residence hall phone information . . . . .www.isr.bucknell.edu/phones
How to cite electronic resources . . . . .www.isr.bucknell.edu/research/tura.html
Web page design . . . . .www.bucknell.edu/web_info