

WELCOME TO BUCKNELL UNIVERSITY!

Library and Information Technology is here to help you with anything you need in terms of research or using technology. Our job is to help you in any way we can, so please stop by or contact us!

Our main service points, all of which are located on the main level of Bertrand Library:

TECHNOLOGY DESK

570-577-7777 techdesk@bucknell.edu

AIM: BucknellIT

- Computer repairs
- Get technology help
- Software training
- Video editing training

REFERENCE/INFORMATION DESK

570-577-1462 refdesk@bucknell.edu

AIM: BucknellLibrary

- Get library research help
- Make research assistance appointments with librarians
- General information questions

EQUIPMENT SERVICES DESK

570-577-7733 equipdesk@bucknell.edu

- Audio/video and other equipment loans
- Blank DVD and other media sales
- Assistance with video copying
- Laptop security locks

CIRCULATION DESK

570-577-1882 circdesk@bucknell.edu

- Borrow books, DVDs, course reserves, and other materials
- Library storage lockers
- Pick up holds and interlibrary loan materials

ASK Library and IT

The answers to many of your technology and library questions can be found in our Ask Library and IT knowledgebase, which can be accessed at <http://ask.bucknell.edu>. Here you will find thousands of answers to your questions about technology, library research, software, and so on!

LIBRARY HOURS

Mon–Thu: 7 a.m.–2 a.m.
Fri: 7 a.m.–10 p.m.

Sat: 9 a.m.–10 p.m.
Sun: 9 a.m.–2 a.m.



YOUR NETWORK SPACE

NETSPACE is Bucknell's file server. You have 600MB of space that you can use to store files on our network — they are backed up twice a day and accessible from anywhere on campus. Here's how it's set up:

PUBLIC: You can place files here for other people to view, copy, and access. Within your public space, you have two folders:

DROP BOX: Other people can copy files here — only you can view them

WWW: Place files here for your personal web page at Bucknell

PRIVATE: You can place files here, but only you can view them. Perfect for important papers, documents, etc.

CONNECTING TO NETSPACE

Windows: Start, Run, type \\netspace and hit Enter, then bucknell\username and your myBucknell password

Mac: Go, Connect to Server, type smb://netspace.bucknell.edu, then username and your myBucknell password

OFF-CAMPUS ACCESS

Bucknell network resources, such as your file services space and licensed software, are available from off-campus locations via high-speed internet connections if you install and run the virtual private network (VPN) software. To download and install the software required, go to **Ask Library and IT** and search for "VPN." The Library's research databases may also be accessed from off campus. Many of the databases allow you to log on with your username and password, so that you can search from any computer in the world.

ACCOUNTS AND PASSWORDS

You start at Bucknell with a single password, which you may change at any time. Some users like to have different passwords for different services, including email, Netspace, and myBucknell. You can change passwords from **www.bucknell.edu/accounts**. We recommend that you change your passwords frequently to prevent unauthorized access to your accounts.

COMPUTER LABS

We have open labs, which are available for use at all times, and teaching labs, which are open unless a class is using the lab. Schedules are typically posted outside the labs.

TEACHING LABS (Window-W, Mac-M, Linux-L)

Art 212 (M)	Bertrand 012 (W)	Breakiron 164 (L)	Dana 221* (W/M)
Dana 132* (W)	Dana 213 (L)	Dana 214* (W)	Dana 325* (W)
O'Leary 202 (W/M)	Rooke 9 (W)	Rooke 17 (W)	Taylor 203* (W)

OPEN LABS (Windows-W, Mac-M)

Library Courtyard/ Reference Area (W/M)	Dana Lobby (W) Rooke 10 (W)	Bison Cybercafe (W) Roser 30 (W/M)	Larison 127 (W) Smith 111 (W/M)
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*These labs are open 24 hours.

KEEPING YOUR LAPTOP SAFE

- Keep food and drink away from your laptop, especially your keyboard.
- Do not leave your laptop unattended in a public area like the library or Bison.
- Do not leave your laptop in a hot or cold car.
- If you leave your laptop in your residence hall room, be sure to lock the door.
- Always carry your laptop in a case or backpack.
- Label your laptop with your name.
- Never check your laptop as baggage at an airport.
- Back up your files regularly. For more information see: <http://www.bucknell.edu/backup.xml>