


March 1998


Vol. 2 No. 12

 **University
Partnership...1**

 **Internet
Account
Changes 3**

 **Did You Know:**

- **Client/Server?
Interactive?...4**
- **Guest
Accounts 4**
- **E-mail Tip 5**
- **How to Deflect
Spam 5**
- **New Mail
Converter 6**
- **CyberCash ... 6**

 **Computer Repair
Service's New
Website 6**

 **University
Libraries: Disser-
tation Abstracts
Database at 1.5
Million 7**

 **University
Library News**

- **Database
Updates 7**
- **7th ARL
Directory 9**
- **E-Journal
Updates10**

 **Report Abusive
Users11**

Information Technology

Newsletter

Technology Enhanced Learning

We recently distributed the following Technology Enhanced Learning (TEL) announcements to the University community; they're included here for those who missed them or who wish to follow-up on certain aspects.

Initiatives Beginning February, 1998

Ann Hill Duin, Vice Provost for Instructional Technology and University Partnerships

The Office of the Executive Vice President and Provost is pleased to announce the following campus-wide technology enhanced learning initiatives for February to June, 1998. Support for these initiatives comes from the Office of the Executive Vice President and Provost, the Digital Media Center, Educational Development Systems, Center for Teaching and Learning Services, Academic and Distributed Computing Systems, Office of Information Technology, and the Faculty Consultative Committee.



Technology Enhanced Learning

A goal of our university is to integrate new models of teaching and learning using distance education methods and information technologies into the mainstream instructional practices of the colleges and faculty. Indeed, there should be less emphasis on the differences between distance learning and resident learning. Thus, I encourage use of the term "technology enhanced learning" to focus our efforts on providing learners with maximum flexibility and support regardless of their location (Duin, 12.4.97).

Small Grants Program for Technology Enhanced Learning

- Information: <<http://www.extension.umn.edu/smallgrants.html>>
- Proposals due March 2

The purpose of the Small Grants Program (20 grants, maximum of \$10,000 per grant) is to encourage innovation for faculty involved in developing and implementing technology enhanced learning initiatives, particularly those developed for both the resident and off-site learner. Collaborative projects are encouraged.

A faculty review committee will make selections, awards will be announced March 15, and faculty may begin work March 30. Recipients will also receive training, invitations to specific seminars, and the possibility of showcasing their initial projects on May 20, 1998 at the Technology Enhanced Learning Conference and Exhibit, discussed below.

Master Internet Volunteer Project

- Information: contact Sue Engelman <sengelmann@extension.umn.edu> <<http://www.agricola.umn.edu/MIV>>
- Begins March 30

The goals for this project are to increase knowledge in the use of instructional technology, to facilitate faculty, student, and staff development of innovative instructional delivery methods, and to pilot and evaluate this idea for expansion in 1998-99.

Beginning March 30, this project will take place from 3:00 to 5:00 the first six Mondays of Spring term. The initial audience will be 25 faculty, staff, University alumni, graduate students, and students from diverse parts of the University who will take this 12-hour course and volunteer back twelve hours to fellow colleagues before June 15.

University Forum on Technology Enhanced Learning

- Information: contact Tom Cook <thc@tc.umn.edu> <<http://www.mes.umn.edu/~MVU>>

We have reserved the Coffman Theater from 2:30-5:00 on March 11 for a University Forum on Technology

Enhanced Learning. This will include a panel presentation moderated by Victor Bloomfield, Chair, Faculty Consultative Committee. The purpose of the forum is to inform faculty about current initiatives in this area and to initiate discussion of the critical issues surrounding these efforts and our involvement in Minnesota Virtual University.

Awards for Innovation in Technology Enhanced Learning

- Information: <<http://www.umn.edu/dmc/portfolio/TEL-awards.shtml>> or contact Shih-Pau Yen <yen@boombox.micro.umn.edu>
- Applications due April 13
- The Application form: <<http://www.umn.edu/dmc/portfolio/TEL-awards-form.shtml>>

These awards (20 awards, \$3,000 each) will go to faculty who have significantly contributed to the use of technology enhanced learning methods.

Awards will be announced May 1. Each winner will receive an invitation to present at the Technology Enhanced Learning Conference and Exhibit.

Technology Enhanced Learning Conference and Exhibit

- Information: contact Shih-Pau Yen <yen@boombox.micro.umn.edu>
- May 20, 1998

On May 20, 1998, Academic and Distributed Computing Services, a unit of the Office of Information Technology, will sponsor this conference and exhibit. The event's purpose will be to showcase the above grant recipients and award winners as well as the Master Internet Volunteer project and other technology enhanced learning initiatives underway at the University.

Specific attention will go toward making this experience available to the K-12 and business communities.

■ Compiled by Christina L. Goodland, Digital Media Center





Internet Account Changes

Out with the Old-Style Interactive Accounts In with the New Premium Interactive Accounts

Basically, the latest Internet account changes will make users pay for more costly resources if they use them.

For example, client/server software puts less of a load on the central system than “interactive” software. So we’re continuing to offer Client/Server Internet Accounts at no charge, but we’re

requiring users to pay if they want to maintain or set up an Interactive Account.

Confused about interactive and client/server?

When you hear client/server, picture software such as Netscape, Internet Explorer, POPmail, and Eudora. When you hear interactive, picture computer terminal transactions and Telnet and FTP.

March 1st Change

On March 1st we ended old-style Interactive Accounts for students. By Fall 1998 we expect to wean all University accounts from the old-style interactive ones.

Client/Server Accounts

All qualified University faculty, students, and staff are still eligible for a Client/Server Internet Account—at no charge.

Interactive Accounts

Interactive Internet Accounts are still available—for a fee. They’re now called Premium Accounts, a label that more accurately reflects this package of services.

Pay for a Premium Account and you can set up a personal web page. If you want to use Pine (mainframe e-mail software) or other UNIX Shell services, you need this type of account. Premium accounts include:

- 20 megabytes of disk space for a personal web page and CGI programs
- Telnet access via the Menu shell or a UNIX shell of your choice

- also 20 megabytes of disk space for your files, mail folders, etc.
- Access to SPARCWorks C, C++, FORTRAN, and Pascal compilers

(Note: to transfer information to and from your personal web space, you need to use Telnet/FTP. You can use specialized personal computer FTP software to handle these tasks.)

A History of Changes

Early adopters of e-mail and Internet access relied on mainframe software. Even when the World-Wide Web began to make more people aware of the value of client/server software, many of those early enthusiasts continued to use Telnet to access mainframe-based e-mail software.

Before Fall 1992 some faculty, staff, and graduate students had access to e-mail—some through department run programs, others through their research accounts on the central mainframe. After the Fall of 1992 we gave all qualified students, faculty, and staff access to e-mail and the Internet from our centrally managed system. Initially, few people availed themselves of that access; the incentives weren’t high enough partly because the number of people exchanging e-mail had not reached a critical mass.

By Fall 1995 there was a significant increase in Internet account use. That fall we changed how new accounts were set up. New accounts automatically had client/server privileges and had to make a special request to activate interactive services. There was no fee for the change. However, since more people used client/server e-mail software, such as POPmail, many never used the interactive option.

In January 1997 we introduced a new Premium Interactive account that added a number of features to our old-style Interactive Account. During 1997 we offered this Premium Internet Account, for a fee, to all new account owners.

In March 1998 we will move all pre-existing student, old-style Interactive Accounts to Premium Interactive

Did You Know?

▼ Client/Server versus Interactive

The joint term client/server means little to many people—even though they frequently use that category of software. To access the web you use client/server software. You run the web client (browser) software on your personal computer, and you use it to access information stored on another machine, a web server. Typically the client and server functions run on separate machines in a computer network and both functions play significant roles. You may have discovered how big a role your personal computer plays if you've considered upgrading your web browser (client software) and found that your computer setup is not powerful enough to benefit from the changes in the new software.

On the other hand, Interactive Internet Accounts don't have a lot of reciprocal action. In this case interactive means exchanges between mainframe computers and terminals or computers running terminal software. Today few people actually use terminals; those who need terminal-type access typically use Telnet, dedicated FTP, or tn3270 software on their personal computers or workstations to interact with a mainframe. In terminal sessions the mainframes do almost all the work. This leaves the other computer very little to do. Since maintaining enough central computing capacity to handle an increasing load of *interactive* transactions in a timely manner would be very costly, we've been gradually moving away from providing free interactive accounts.

▼ You can Still Use Telnet & tn3270

Once you log onto the Internet you can still use Telnet, FTP, and tn3270 software even if you don't have an Interactive Account—you just cannot access the central Telnet/Mail server.

Whenever you use Telnet, FTP, and tn3270 software to access another computer, you need guest account privileges or a valid account and password to gain access to that computer's resources. For example, the University Libraries grant **guest access** to many of LUMINA's resources.

Accounts. As of March 1, 1998, we will no longer offer students the old-style interactive accounts.

Notice to Students

Below are a few excerpts from the e-mail notice that was recently sent to students. For many students the appropriate action was to do nothing. Since they had never activated the Interactive Account privileges, they had no mail or files to protect.

We are offering you the choice of converting your existing old-style interactive account to a new Premium Interactive account (for a fee), or letting it revert to a Basic Client/Server account (no fee).

Which account type is best for you

Basic Client/Server - This type of account is for those who use software such as POPmail, Netscape, Internet Explorer, and Minuet. Personal web pages may not be set up with this type of account.

Premium Interactive - This type of account is for those who: use e-mail programs such as Pine; require terminal or Telnet access to the central e-mail servers; or wish to have a personal web page.

If you are unsure which type of account you require, please call the HelpLine at 626-4276 and select Internet Help to receive assistance with your decision. HelpLine hours are Monday - Friday 8 am - 5 pm.

How to convert to a Premium Interactive account

1. Use a web browser such as Netscape to see this URL: <http://www.umn.edu/validate>
2. Log in, using your userid and password
3. Select the Directory Update Form. The "Account Options" section of this form can be used to buy the new-style premium account.

Web browsers are also available at all Public Computing Facilities on campus; ask a lab attendant for assistance.



Did You Know?

▼ You Can Read Your E-mail in More Than One Location

You don't need to use Telnet and Pine to leave messages in a central mail box so you can access them from a different student lab or office.

Several programs let you selectively leave messages on the central server so you can access them from different locations. For more information on one solution, read our April 1997 article: <http://www.umn.edu/oit/newsletter/0497-itn/email_preview.html>.

▼ You Can Set Up Your E-mail Account to Deflect Spam

When you set up e-mail software it needs certain information to complete tasks, such as what server is holding mail that is waiting for you. Different software gives different labels to the information it needs, but generally the labels include terms like server or host.

To take advantage of the anti-spam methods that have been setup for central e-mail accounts, set your client e-mail software's SMTP (outgoing mail) server address to <smtp-gw.tc.umn.edu>. Some programs call this feature an SMTP gateway.

Note: departmental e-mail system administrators who have special setups, should have their sendmail processes pointed to <relay.tc.umn.edu>.

What's Spam?

Spam is junk e-mail. It's mail that is bulk-mailed to people to who have not requested it, differentiating it from e-mail that you get because you subscribed to some mailing list.

Quick Configuration Guide

You'll find a more detailed list of the configuration information you'll need to set up your University Internet account at this website: <<http://www.umn.edu/adcs/network/config.html>>.

Cost & Payment Options

The cost for a Premium Interactive account is \$10 for 3 months. Dayschool students will be presented with 2 payment options via the web:

1. Pay via Cybercash with Visa or Mastercard
2. Pay via StARs (Student Accounts Receivable) and the Bursars office will send you a bill

All other students will have only the first selection.

If you are unable to use the web to make your payment, you may pay by cash or check in person. The office is in 190 Shepherd Labs, and the hours are 8 am to 4:40 pm Monday through Friday.

If you DO NOTHING

If you DO NOT wish to continue Interactive service, DO NOTHING. Your account will change to Client/Server after February 28th, 1998. This will result in a loss of any central server files, and loss of Telnet and Interactive Access. If you do not have any central server files, use Telnet, or have a web page, you will not notice any change in service.

If you need assistance with making changes to your Internet software, you can call the HelpLine at 626-4276. HelpLine hours are Monday-Friday 8-5.

■ Mary Kelleher, Academic and Distributed Computing Services.

Related Newsletter Articles

Available from <<http://www.umn.edu/oit/newsletter>>:

- Campus-wide E-mail Project: cisnews, September 1992
- An Improved E-mail System (maroon and gold name changes, limited simultaneous interactive sessions, and more): cisnews, September 1995
- Modem Access Changes: August 1997
- Internet Account Fees and Payment Methods: October 1997
- Client/Server versus Interactive: January 1997

Did You Know?

▼ Mac POPmail II Mail Converter

This announcement is for those who are using very old versions of POPmail and want to update it. To convert messages from versions prior to POPmail II 2.3 you must use the *Mail Converter* application. The older version of this application did not work with Apple's OS 8, but Mail Converter 1.0.2 does. You can download it from the software updates section of the ADCS website: <<http://sw-updates.micro.umn.edu/Software/mac/>>. It's also available from the Mac Information Server in the Internet Applications/Mail Clients folder. You reach that server through AppleShare; it's an menu Chooser option.

▼ cyberCash; Safe Cash

You can pay for many charges associated with your University Internet account with a CyberCash charge to your VISA or Master credit card; this is a secure way to handle financial transactions on the Internet. A detailed table of Internet account services and fees was printed in our October newsletter: <<http://www.um.edu/oit/newsletter/1097-itn/table1.html>>. Note: since that table was printed we've expanded the HelpLine hours in Shepherd Labs and 150 Coffey to 8 am to 5 pm.

CyberCash Mail

Academic and Distributed Computing Services operates its own secure CyberCash mall. For more information about CyberCash you can visit their website: <<http://www.cybercash.com>>.

Computer Repair Services' New Website

<http://www.umn.edu/crs>



Computer Repair Services, formerly Engineering Services, now offers state-of-the-art technology through our new website! You can request service on-line or request a **GopherCare** extended warranty contract quote through our web page. Just go to our new website and double-click on the appropriate link; it's that simple: <<http://www.umn.edu/crs>>.

Once Computer Repair Services (CRS) receives your request, we will send you back a confirmation.

Expedite Service

Now available by popular demand, Computer Repair Services is offering a new Expedite Service for the University Community! For a \$75 fee, Computer Repair Services will respond to your service call ASAP (within four business hours). We have dispatched, certified technicians assigned specifically to the expedite calls. This is a valuable option for those who find themselves in a "time crunch."

Technical Tip for Laptop Users

If you have "feet" on the bottom of your Apple or PC laptop, use them whenever possible. Laptops are designed to dissipate heat. Using the feet will allow for greater air circulation around the computer. If a laptop is used without the feet, the heat will build up and radiate from the bottom of the computer. This could result in degraded laptop performance or damage.

Computer Repair Services

Please contact Computer Repair Services for your computer extended warranty contracts and your computer repair needs!

- Free Parking at: 2716 Summer Street NE, Minneapolis, MN 55413
- Web Address: <<http://www.umn.edu/crs>>
- Service: 627-4525
- Contracts' Customer Service: 627-4570
- FAX: 627-4696

■ Renee Wright, Academic and Distributed Computing Services



Dissertation Abstracts Database Now Tops 1,500,000

University
Libraries

Nancy K. Herther, University Libraries <<http://www.lib.umn.edu>>



In November, UMI Company announced that they added the 1,500,000th doctoral dissertation to their Dissertation Abstracts Database.

UMI publishes over 90 percent of all dissertations submitted annually to accredited institutions of higher learning in North America, as well as from a growing number of colleges and universities in Europe and Asia. In 1996 alone UMI published nearly 55,000 doctoral dissertations and master's theses.

Over 200 Million Pages

All 1.5 million dissertations in UMI's database have been indexed, abstracted, archived, and are available for searching by all current students, faculty and staff of the University through the **INDEXES** option in LUMINA: <<http://www.lib.umn.edu/index/subj.html>>.

To celebrate the landmark, UMI has provided some interesting facts about the databases and dissertations in general.

The average length of a dissertation is 205 pages. Laid end-to-end, the 205 million pages of dissertations published during the past 60 years would extend nearly 35,600 miles, enough to circle the world almost one-and-a-half times at the equator. Viewed from a high-tech perspective, 205 million pages contain more than 800 gigabytes, or 800 billion bytes of information, roughly the same amount of data found on nearly 1,400 CD-ROMs.

Background

Before 1938, colleges and universities did not generally share their collections of dissertations. That changed in the late 1930's when Eugene Power,



Library Database Updates



New Databases Available for Searching

Several new databases are now available on both in-house and remote library web pages:

- ABI Inform, a business/management database (from UMI)
- Handbook of Latin American Studies (from Eureka)
- Index to Foreign Legal Periodicals (from Eureka)
- Inside Information Plus, a database of contents page information (from Eureka)
- SCIPPIO Art and Rare Book Sales Catalogs (from Eureka)

- World Law Index Part 1: Index to Hispanic Legislation (from Eureka)
- Contemporary Women's Issues (from FirstSearch)

Hopefully, we will be able to give you more complete information on these databases in upcoming issues of the *Information Technology Newsletter*.

Note: Using ABI/Inform may be difficult, initially, from remote sites. If you experience difficulties, please contact one of the Libraries' reference units.

Inspec Database: Changes in Accessing It

For some time the Library has used FirstSearch for access to the INSPEC database (this database primarily covers physics, computer science, and electrical engineering). In order to better control our costs and to improve functionality, we have changed access. A new version of INSPEC is now running on our own OVID/BioMedSearch server. Users of other BioMedSearch databases — Current Contents, MEDLINE, etc. — will find the OVID software familiar.

■ Nancy K. Herther, University Libraries

Figure 1: Some Useful Search Fields in Dissertation Abstracts

Field	Explanation	Example (Telnet version)
title	words from title	ti:estrogen
subject	words from title, descriptors or abstracts (default searching mode)	su:agronomy
author	author of the dissertation	au:zhang chun
abstract	words from the author's abstract	ab:insurance
advisor	major advisor listed by author	ad:donald r riley
descriptor	words for the descriptors or subject headings given to the dissertation	de:personnel
institution	institution granting degree	in=university of minnesota

founder of UMI (then known as University Microfilms International) began providing universities with abstracts of doctoral dissertations, microfilm master negatives, and positive microfilm copies of dissertations. More information about UMI and its history is available on the web at <<http://www.umi.com>>.

In late January 1998, UMI announced the completion of a long-term project to catalog the entire microform collection of doctoral dissertations and masters theses from the University of Chicago. The collection of 32,000 titles, accumulated during the past century, has been added to UMI's Dissertations Abstracts database.

Looking at Dissertations More Closely

The Dissertations Abstracts database (DISS) can be searched in LUMINA using either a Telnet (type-and-hit <Enter>) or web (point-and-click) interface. The database is the same in either case. Looking up to see how many of the 1.5 million dissertations came from here, I typed **in=university of minnesota** in the Telnet version and found 23,944 records — an impressive total! I found 608 that had the University as a subject (**su:university of minnesota**) and 1653 that mentioned or discussed the MMPI (Minnesota Multiphasic Personality Inventory), the psychometric test developed here at the U.

One can search the database to see which faculty advised on which dissertations as well. For example, H. Ted Davis, Regents Professor of Chemical Engineering, was listed as adviser on nineteen of the dissertations (found by typing in **ad:h ted davis**).

The most recent University of Minnesota dissertation I found in the database was *Quantitative Characterization of the Developmental Kinetics of Plant Somatic Embryos* by Chun Zhang in 1997. His advisor was Professor Wei-Shou Hu. The earliest dissertation from the University I found was by Charles Burke Elliott, titled *United States and the Northwestern Fisheries: A History of the Fisheries Question*, for which he was granted a doctorate in 1888.

Searching the Database

Figure 1 gives you some basic information on some of the most important search options for searching DISS. Dissertations are a rich source of information on new and emerging research fields and, since most include extensive background or literature reviews, they can be very helpful to anyone looking for a quick summary of current thinking on some topic, a brief overview or history of some event or person, etc.



Future Dissertations

Throughout academe, institutions are looking at new, high tech methods of accessing, storing and using dissertations. One major project is the Networked Digital Library of Theses and Dissertations, which includes the Universities of Florida, Georgia, Wisconsin, Toronto, Virginia, Michigan Tech, as well as Clemson, Vanderbilt and Virginia Tech. They are

experimenting with ways of making the process of creating, storing and accessing dissertations a free, fast, on-line system. Their goals are to: improve library services, help students and faculty learn about and create digital libraries, help students learn about electronic publishing and digital libraries and find better, faster ways to access and share knowledge.



7th Directory of Electronic Journals, Newsletters and Academic Discussion Lists



In January the Association of Research Libraries (ARL) announced the 7th edition of the Directory of Electronic Journals, Newsletters and Academic Discussion Lists. It is available at <<http://www.arl.org/scomm/edir>>.

Fully Searchable Version

Now in its seventh year, the Directory includes over 7,000 listings of journals, newsletters, zines, and professional e-conferences accessible via the Internet and has become the standard reference work for these resources. The Directory is edited by Dru W. Mogge, ARL Electronic Services Coordinator, of ARL's Office of Scholarly Communication. For the first time, a complete, fully searchable version of the Directory is available on the web.

The Directory is organized into two main sections: E-Journals and Newsletters, and Scholarly and Professional E-Conferences. The E-journals section is compiled and maintained by ARL, while the E-conferences entries come from Diane Kovacs of Kovacs Consulting. New with the 7th edition is a much expanded subject guide

covering both sections; an index of keywords, publishers/distributors, and titles is also included. In addition, organization and layout of the journal entries have been enhanced for ease of use. For each entry, title, description, URL/subscription information, ISSN, costs, first issue date, frequency, and contact information is included. Each journal entry includes peer-review status and back issue availability; each list entry indicates whether it is moderated or not and if archives are available.

More Information Than 6th Edition

This year's directory includes over 3,400 serial titles, twice as many as were included last year. Summary analysis of the entries in this year's directory indicate that, out of 1,465 titles categorized as electronic journals, 1,002 are peer-reviewed and 708 charge in some manner for access.

In the 1996 edition, 47 journals were peer-reviewed and 168 were only available on a fee basis. Increasingly, traditional print

publishers are making their titles available electronically. These exist both as e-versions of their paper products and as new electronic products that supplement or replace the print journal. Scientific journals constitute the greatest number of entries in the journals section, with 29 percent. Fourteen percent of the journal titles are categorized as arts and humanities journals, while 28 percent are social science titles.

The on-line version of the directory offers users the ability to browse through individual entries or to search for specific items. Search options include searching by title, description, publisher, peer review basis, or subject. Also included on-line is the thesaurus used to classify the entries, thereby allowing users to search by specific keywords. All web-accessible e-journals have a link from the directory entry to the journal's actual site. The electronic version of the directory is available as a stand-alone product; purchasers of print copies automatically receive access to the e-version.

■ Nancy K. Herther, University Libraries

Continued: Dissertation Abstracts Database

Visit these websites for more information and examples of this today:

<<http://scholar.lib.vt.edu/theses/>>
<<http://www.ndltd.org/etd>>

Here at the University of Minnesota, History Professor John Howe is chairing a Graduate School committee charged to make recommendations to the school concerning the desirability of filing MA theses and PhD dissertations digitally. They hope to have their work completed and recommendations concerning an initial pilot program prepared by early Spring quarter.

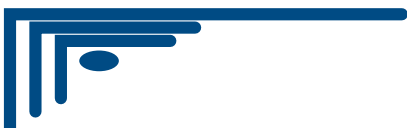
Give it a Spin Yourself!

DISS is very easy to use. If you encounter any difficulties using the database, FirstSearch has built-in help menus that you can use or you can connect with any reference unit in our Libraries system for assistance.



The University Libraries offer a wide variety of free classes and tours of our facilities, services and collections. These are listed in the various web pages and under **Library Services/Classes** on our web page: <<http://www.lib.umn.edu/services/classes.html>>.

■ Communications about this column can be sent to: *Nancy K. Herther*, Ed/Psych Reference Service, University of Minnesota Libraries, 108 Walter Library, East Campus; 4-2020; <n-hert@tc.umn.edu>



All of these journals are available to current students, staff and faculty of the University of Minnesota through the **Electronic Journals** option in LUMINA: < <http://www.lib.umn.edu/ej/ej-title.html>>.

More Back Issues

On January 1, 1998 several JSTOR journals were updated to include an additional year of content. Journals updated in January include:

- American Political Science Review v.1-88, 1906-1994
- Contemporary Sociology v.1-21, 1972-1992
- Demography v.1-29, 1964-1992

Electronic Journal Updates

- Ecological Applications v.1-5, 1991-1995
- Ecological Monographs v.1-65, 1931-1995
- Ecology v.1-76, 1920-1995
- Journal of American History v.1-79 (Issue 3), 1914-1992
- Journal of Asian Studies v. 1-51, 1941-1992
- Journal of Higher Education v.1-63, 1930-1992
- Journal of Military History v.1-58, 1937-1994
- Journal of Money, Credit and Banking v.1-24, 1969-1992
- Journal of Philosophy v.1-89, 1904-1992
- Review of Economics and Statistics v.1-74, 1919-1992



New JSTOR Electronic Journals

- Annual Review of Ecology and Systematics v. 1-23, 1970-1992
- Journal of Applied Econometrics v. 1-6, 1986-1991
- Journal of Industrial Economics v. 1-39, 1952-1991
- American Sociological Review v.1-57, 1936-1992
- Annual Review of Sociology v. 1-18, 1975-1992

More information about the new journals may be found on their journal information pages.

■ Nancy K. Herther, University Libraries



Where to Report Abusive Users?

abuse@umn.edu • nts@nts.umn.edu • 625-0006

Q: Someone has contacted our office asking who do they contact to report a problem with a University of Minnesota Internet user. Does the University of Minnesota have a specific address to report abuse?

A: One choice is to send e-mail to <abuse@umn.edu>; this is a good contact point for complaints about spam originating from umn.edu accounts and for other non-emergency abuse situations.

You actually have several places you can report abuse. The services noted below are staffed around the clock, 7 days a week.

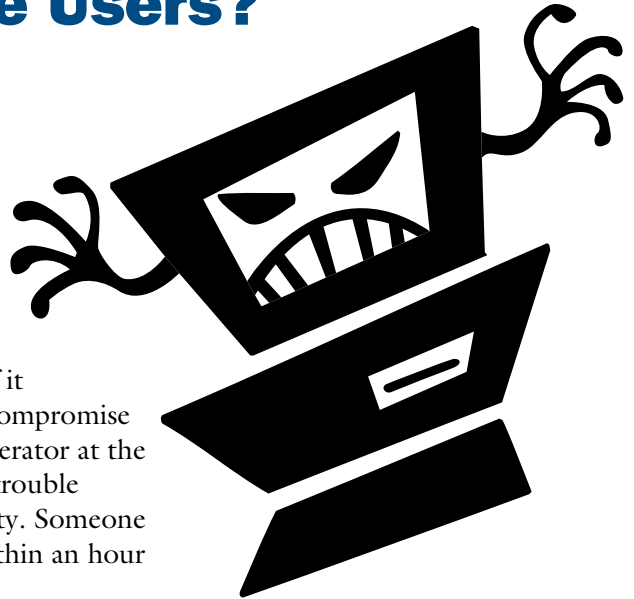
In general, security and general network misbehavior should be

reported to the NTS (Networking and Telecommunications Services) Trouble Desk at 625-0006, especially if it's a current (in-process) incident, or if it involves intrusion or compromise of a host. Have the operator at the Trouble Desk open a trouble ticket related to security. Someone should contact you within an hour or two.

Routine or non-emergent abuse or incidents may also be reported to <nts@nts.umn.edu>. You will receive an immediate e-mail robotic acknowledgment, and your issue will be examined by a

human being by the end of the next business day.

■ John Ladwig, Networking and Telecommunications Services



INFORMATION TECHNOLOGY NEWSLETTER

Hardcopy Subscription Request

Add Cancel (if possible, include mailing label) Change as shown

Name _____

If University of Minnesota Twin Cities Campus Mail:

- Use your departmental mailing address. Do not use your personal office address.
- Mail processed through the Hospital mailroom must be addressed to a UMHC Box number.

Department _____

Department Mailing Address _____

Campus Mail Building Code _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

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Some funds are provided by the University of Minnesota Book Center, which does not represent any manufacturer, distributor, or retail outlet and is not responsible for any error or change in price, description, or availability with respect to any product or service.

▼ Help**Monday–Friday**

CCO (BASIS/AIS/CCS), 7 am–4:30 pm 624-0555
 central systems: IBM, EPX, NVE, UZ, VX, VZ
 web: <http://www.umn.edu/cco>
 Internet/E-mail, 8 am–5 pm 626-4276
 by e-mail for U of M: help@tc.umn.edu
 Microcomputers, Distributed Systems 626-4276
 8 am–5 pm, 152 Shepherd Labs and 50 Coffey Hall
 1-4 pm, 93 Blegen – web: <http://www.umn.edu/adcs/>
 NTS: 24-hour Repair/Trouble Desk 625-0006
 web: <http://www.nts.umn.edu>
 Password: Forgot it? Call the ADCS helpline 626-4276
 Students go, in person, to any Microcomputer helpline.
 Training Library, ADCS Short Courses 625-1300
 web: <http://training.micro.umn.edu/>
 Abuse • security, network misbehavior 625-0006
 • other, non-urgent abuse reports abuse@umn.edu

▼ General**Phone**

Computer Store, Williamson Hall 625-3854
 Computer Repair Services/Engineering Services 7-4525
 CUFs 4-1617
 Digital Media Center 5-5055
 Disability & Computing Services voice/tty 6-0365
 Data Custodians • Data Warehouse Databases varies
 IDEA web: <http://notes.ais.umn.edu>
 NTS (Networking & Telecom Services) Helpline 6-7800
 Statistical Software Support:
 including SAS and SPSS 4-3330

▼ Web and Internet Addresses**Quick Guide**

- Internet/E-mail account management/validation
<http://www.umn.edu/validate>
- Information Technology Newsletter
<http://www.umn.edu/oit/newsletter>
- LUMINA (Library) – <http://www.lib.umn.edu>
 via Telnet/TN3270: admin.ais.umn.edu
- Office of Information Technology (OIT)
<http://www.umn.edu/oit>
- Modem Usage (current activity on your account)
<http://www.nts.umn.edu/services/modemusage.html>
- UM Bookstores – <http://www.bookstore.umn.edu>
- UM News Server: news.tc.umn.edu
- UM Students: manage your academic program
<http://www.umn.edu/tc/students/academic.html>
- UM Twin Cities – <http://www.umn.edu/tc>

▼ Dial-in Computer Access

Internet/SLIP/PPP: up to 28,800 bps (V.34) 627-4250
 Internet/SLIP: ADI and ITE (with MKO) 3-0291
 SecurID Access High Speed (V.32) 19200-N81 6-1061
 2400-N81 (no parity/8 data bits/1 stop bit) 6-7770

Associate Vice President and Chief Information Officer,
 Donald R. Riley, Professor 626-9816

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