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In Search of that Elusive Book Title

Using Library Resources and Websites to Verify Book Citations

**Nancy K. Herther,
University Libraries**

Need to verify a citation for your bibliography? Tracking down information on authors and books can be a very frustrating process. Today, the Libraries have a variety of on-line and print resources to help you. Although this article talks mainly about looking for book titles, the process involved and some of the resources needed for finding illusive articles will be discussed as well.

Step One: What Do You Know?

The first step is to gather all available information on the book (or other material).



- Do you have an *exact* title or just a partial title?
- Do you have the names of the authors?
- Do you know the date of publication or other information about the title?

Sometimes, even when you feel it is a hopeless task, you will have more information to use than you think.



Start With the Easy Options

One of the best first places to start would be with our own MNCAT database, available through our LUMINA interface: <<http://www.lib.umn.edu>>.

Using either the web version or the MNCAT Classic (Telnet version), you can easily check for information on our holdings — even with very fragmented information.

Example

Here is an example. A library client recently came in knowing that a “Dianne Fossey” wrote a good general book on primate anthropology but didn’t know where to turn. Using the Telnet version of MNCAT we were able to explore a few options (**k=fossey.au. and anthropology** and **k=fossey.au. and primates** and **k=fossey.au. and gorillas**) and eventually came up with Fossey’s famous book *Gorillas in the Mist*. We not only had the correct citation but found that two copies were in the Libraries system and one was available in the library we were in at the time.

More LUMINA Options

Two other excellent databases to try — also available through our LUMINA interface — are the RLIN and WorldCat databases.

RLIN

RLIN is a union catalog of 82 million items held in comprehensive research libraries and special libraries in RLG member institutions, plus over 100 additional law, technical, and corporate libraries using RLIN.

To search RLIN you can use a web interface or a Telnet version. Records in the database include the collections of the Library of Congress, the National Library of Medicine, the U.S. Government Printing Office, CONSER (Conversion of Serials Project), the British Library, the British National Bibliography, the National Union Catalog of Manuscript Collections, and RLG’s members and users, including the University of Minnesota Libraries.

Searching briefly in RLIN I chose to try to see what materials they would have on the subject of multimedia by typing in **find suw multimedia**. The database responded with over 1000 entries, organized by general subject heading. You can search by author, exact title or words from the title, etc. Searching for editions of John Woolman’s journals I found many entries with complete bibliographic information, along with holdings information at various libraries in North America and beyond.

WorldCat

WorldCat is another shared catalog database with over 38 million records of any type of material cataloged by OCLC member libraries. It includes manuscripts written as early as the 11th century, and the database is updated each day.

Using the Telnet version I found 9894 items on multimedia, and typing in only partial information on John Woolman’s Journals (**s au:woolman and ti:journal+**) I found 136 entries listing various editions of his famous journal.

Other INDEX Options

Some of the on-line INDEXES available through LUMINA index books along with articles from periodicals. This may be another way to quickly check for some title with only limited information. For example, both *ERIC* and *Psychological Abstracts* index books, journals and some other materials. So, this would be a place to search using whatever subject, author or title information you have available.

Even databases which cover only journals, such as *Education Abstracts*, may include the book review sections of journals, so you may find important author/title information using these databases.



Printed Resources in the Libraries for Older Books

Using one of the national bibliographies (such as the *National Union Catalog* of the United States or the French *Bibliothèque Nationale*), you may find your source. These huge collections are kept in the Wilson Library Reference area in the first floor of Wilson Library on West bank.

Books in Print and the *Cumulative Book Index* are other possible tools. The staff in Wilson Reference would be happy to help you with your research using one of these or other resources in their collections.

Going On-line

The University Bookstores has made the important *Books in Print* database available on-line: <<http://bip.micro.umn.edu>>. It is a massive collection of all of the books (they have traced) currently available for sale, with a strong slant to U.S. titles. The database is a bit difficult to get used to. Partial information can only be entered for author and title. Sometimes, although there may be a publisher listed in the publisher index, the publisher information will not come up when you look at the individual book entries.

In other cases, even when an item is in the database, a search by author or title will not pull it up. I tried to find the book *Worship in Song: A Friends Hymnal* and couldn't locate it by either title or author. However it was in the database by ISBN number. This database is



Two New Databases Available Through LUMINA

Recently the following two databases have been added to our impressive catalog of on-line databases available from the **Indexes** option in LUMINA: <<http://www.lib.umn.edu>>.

Population Index

A primary reference tool to the world's population literature. This database provides bibliographic citations with abstracts to books, journal articles, working papers and other documents on population topics. The database covers 1986 to the present and is produced by the Office of Population Research, Princeton University.

Social Work Abstracts

Covers the social work profession, theory and practice, areas of service, and social issues/social problems.

Highlights homelessness, AIDS, child and family welfare planning, aging, substance abuse, health care, and more. Also includes the Register of Clinical Social Workers, providing directory information such as name, address, telephone, certification, specialization, education, licenses and employment history for clinical social workers, primarily in the U.S.

The database includes bibliographic citations with abstracts for the literature covered, which includes journal articles, dissertations and other materials. The database covers 1977 to the present and is updated semi-annually. Produced by the National Association of Social Workers (NASW).

■ Nancy K. Herther, University Libraries

worth a look and is a good source for locating contact information, such as addresses, faxes, and phone numbers for publishers.

The publisher of the *Books in Print* series also publishes a *Books Out of Print* set and this is now available for free searching over the Internet at the publisher's website. You need to fill out a form to initially get a password, but once this is done you are free to use the database to look up out-of-print titles. This is worth looking at if you deal in older information and book materials on a regular basis:

<<http://www.reedref.com/bowker/>>.



On-line Bookstores

Most on-line bookstores offer some type of individualized search service if you want to find some book for purchase. Many also offer some excellent catalogs of books. Below are some of today's best.

Amazon Bookstore (www.amazon.com) and **Barnes and Noble** (www.barnesandnoble.com) deserve credit for creating useful websites with information of value for any reader. They both include sections of recommended titles, top sellers in various categories, listings of award winning books—from children's to the Booker and Nobel. Both search engines allow you to search for information on topics mixing this with dates of publication or other information. For example, you can search for the subject of multimedia and limit the retrieval to books published in the past two years. For the individual book records, you get not only complete bibliographic citations—with ISBN numbers—but also clips from published reviews (from such sources as *Library Journal*, *Readers Catalog*, *Publishers Weekly* and *BookList*).

Borders has a website (www.borders.com) but it is not a good resource for hunting for book information. They list it as 'still under construction' and we can hope they reach the high standards set by Amazon and Barnes and Noble.

Here are more, some of my personal favorites for looking for information on what's currently available, whether in-print or out-of-print:

The **Internet Book Shop** (www.bookshop.co.uk) is "Europe's largest on-line bookshop." It has 713 listings on multimedia. A great source for European titles; prices are given in British pounds.

Tattered Cover Bookstore (www.tatteredcover.com) is a Denver store with lots of nice, extra features, including an Electronic Book Aisle that lets you download digital books from various websites. Searching on multimedia as a subject, I got 845 hits.

WordsWorth Books (www.wordsworth.com) is an independent bookstore near Harvard; the store has over two million titles in over 100 different subjects. When searching for multimedia I retrieved at least twenty titles which have yet to be published, a good source for forthcoming titles.

Independent Resellers (www.independentreader.com) provides "advice and information on best new books recommended by leading independent book stores," including St. Paul's Hungry Mind. The reviews are good and recommended titles are solid choices. There are few scholarly or computer related titles, but still a good choice to keep up on current publishing trends.

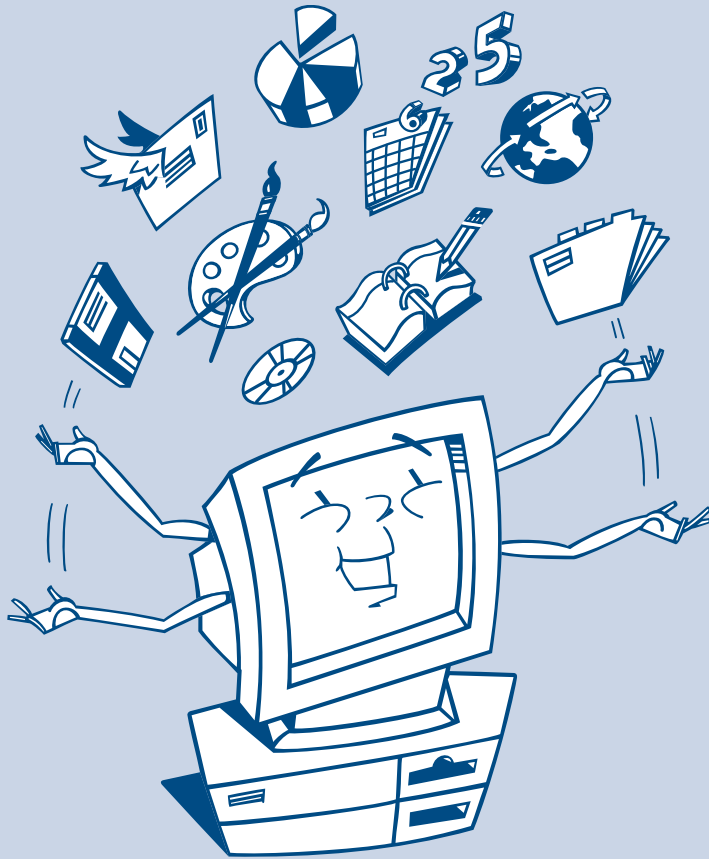
BookWire - Publishers Weekly on-line (www.bookwire.com) offers links to nearly 1000 publishers' sites and categorical guides to 500 book-sellers, 500 libraries and over 1000 other book resources. It includes an on-line version of *Publishers Weekly* and offers features from such standards as the *Hungry Mind Review*, *Boston Book Review*, and *National Book Critics Circle*.

BookWeb (www.bookweb.org), sponsored by the American Booksellers Association, offers a searchable directory of bookstores worldwide, live author chats, reviews and feature articles from *American Bookseller* magazine, etc. Their directory includes over 4000 independent bookstores.

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Spring Computer Training



A Whole Lota Learning

Academic and Distributed Computing Services (ADCS) offers a wide range of instructor-led classes along with seminars on topics that are too broad for a short hands-on course.

Faculty, Staff, and Students

Some of these classes have been developed with the Digital Media Center and are designed for faculty who are looking for ways to use technology to enhance teaching and learning in the classroom. Other classes are targeted to students and staff who are looking for basic computer skills or hands-on help mastering specific software packages, such as FileMaker, Access or Excel.

Visit our Website

Complete fee and registration information as well as current course descriptions and dates are available via this website: <http://training.micro.umn.edu/training>

Waiting Lists

If a class is filled, ask to be put on a waiting list. We will offer more sections if there is sufficient interest.

Customized Training

As you can see we offer training on a wide range of topics. We can provide customized training for University groups. Contact 625-4599 to set up classes at any of the ADCS training locations in St. Paul, West Bank and East Bank.

Self-Paced Training

We offer several self-paced training options.

CBT: Computer Based Training

For a fee University staff and faculty can take advantage of over 300 CBT courses. These courses are designed to run directly from your University office desktop. Training is available for a variety of Windows 3.1x/95/NT topics, including Microsoft Word, Novell NetWare, Lotus Notes, C++ Programming, and UNIX. Our CBT website has more information: <http://training.micro.umn.edu/training/cbt>

Audio, Video, CD-ROM Materials

We also offer self-paced training for no-fee to all University students, faculty, and staff. To reserve this material you must present your University ID. Our extensive collection includes audio, video, and CD-ROM modules that you can use on your own equipment or you can reserve one of our training centers. We have material for current and older versions of popular software, such as WordPerfect, as well as material on more advanced topics, such as UNIX.

Technology Enhanced Learning: Faculty Tracks



Faculty are using technology to enhance student-centered learning activities. For example, learners engaged in accessing information; communicating with each other, faculty, or professionals; collaborating; completing quizzes or exams; or working on self-paced tutorials can use multimedia and Internet tools to enhance learning. Technology enhanced learning can enable you to reach learners, regardless of their physical location.

Barriers to using technology in your teaching may include: learning how other faculty in your discipline are using technology for learning purposes; learning a 'new digital media' vocabulary; understanding how to plan, design, produce, implement, and refine technology enhanced learning; and gaining hands-on design and production experience. We can help. The Digital Media Center and ADCS have developed several tracks to help faculty and project managers get started. In the summer of 1996 we began to develop training tracks especially designed for faculty and their teaching teams. Based on feedback from faculty and their teaching teams, we continue to refine our training.

You can register for web, CD-ROM or presentation tracks or pick sessions individually from the Technology Enhanced Learning group. We also offer training on a broad range of Multimedia and

Electronic Presentations topics, such as PhotoShop and Premiere; and ADCS offers courses on relational database design basics, using statistics software and much more.

Web Track: 3 courses

This series is intended for those who want to make their course materials accessible via the web and learn about options that increase interaction.

1. Learn the Multimedia Process: Web (a seminar)
2. Exploring Multimedia: Creating Multimedia Web Pages (this hands-on course uses PageMill)
3. Writing Effective Hypertext (a hands-on course)

CD-ROM Track: 2 courses

This series is designed for those who are considering creating CD-ROM products, for example to distribute educational materials.

1. Learn the Multimedia Process: CD-ROM (a seminar)
2. Authorware: Basics (this hands-on basics course rotates with Director, another popular authoring tool)

Presentation Track: 2 courses

This series is intended for those who want to enhance their speech-style presentations and put those materials on the web. (PowerPoint is Microsoft's electronic presentation software.)

1. PowerPoint 4: Basics (a hands-on course for Macintosh users) *or* PowerPoint 97: Basics (a hands-on course for Windows 95 users)
2. Presentation Tools: Putting Your Presentations on the Web (a seminar)

Technology Enhanced Learning

These courses are also included in the web, CD-ROM and presentation tracks discussed above.

- Writing Effective Hypertext
- Using Technology to Enhance the Writing Process
- Putting Your Presentations on the Web (Presentation Tools)
- Learn the Multimedia Process: Web or CD-ROM

Multimedia and Electronic Presentations

We offer many courses in the following subject areas:

- CD-ROM Development
- Electronic Presentation
- Graphics
- Multimedia Development
- Project Planning
- Video
- Web Development

You can read about the Technology Enhanced Learning initiative in our March 1998 newsletter.

■ Linda Jorn, Digital Media Center





Seminars Limited Enrollment

These are short seminars, most range from 2 to 4 hours each. The Learn the Multimedia Process seminars are longer.

- Cold Fusion Overview
- *Changed* - Learn the Multimedia Process: CD-ROM
- *Changed* - Learn the Multimedia Process: Web
- PageMaker 6.5: Converting Print Documents to Web Documents
- Presentation Tools: Putting Your Presentation on the Web
- Relational Database Design Basics
- UNIX: System Administration
- Web Pages: Authoring Tools Overview
- *New* - Web Pages: CGI Scripts for Processing Web Forms
- Web Pages: Personal Web Space and Web Hotel



Hands-on Training Enrollment Limited to 10

- Access 97: Basics:
a 3-day, 6-hour class
- Access 97: Forms and Reports:
a 1-day, 3-hour class
- Access 97: Using Queries:
a 1-day, 3-hour class
- Authorware: Basics:
a 2-day, 6-hour class
- *New* - Computer Survival Skills for Students:
a no fee, 1-day, 2.5-hour class
- *Changed* - Excel 5: Basics:
a 3 day, 7.5-hour class
- *Changed* - Excel 97: Level I:
a 3 day, 7.5-hour class
- *Changed* - Excel 97: Level II:
a 3 day, 9-hour class
- *Changed* - Excel 97: Level III:
a 3 day, 9-hour class
- Excel: Basic Financial Data Downloading:
a no fee, 1-day, 3-hour class

- Exploring Multimedia: Creating Multimedia Web Pages (using PageMill): a 5-day, 15-hour course.
- Exploring Multimedia: Using Graphics Creatively: an all-day workshop

- FileMaker: Basics: a 2-day, 5-hour class
- *New* - FileMaker: Forms and Reports:
a 1-day, 3-hour class
- *Changed* - FileMaker: Passwords, Importing, and More: a 1-day, 3.5-hour class
- FileMaker: Relational Features:
a 2-day, 5-hour class

- Macintosh: Basics I: a 1-day, 3-hour class
- Macintosh: Basics II: a 1-day, 2.5-hour class

- *New* - Office 97: Integrating Word, Excel, Access, and PowerPoint: a 4-day, 16-hour class
- PageMaker: Basics: a 3 day, 7.5-hour class

- PhotoShop: Basics: a 2-day, 6-hour class
- PhotoShop: Scanning Images for Print or Electronic Publications: a 2-day, 6-hour class
- PhotoShop: Techniques for Web and CD-ROM Developers: a 2-day, 6-hour class

- *Changed* - PowerPoint 4: Basics:
a 2-day, 6-hour class
- *Changed* - PowerPoint 97: Basics:
a 3-day, 7.5-hour class
- *Changed* - Premiere: Video Made Easy for Web and CD-ROM Developers: a 3-day, 7.5-hour class

New for Spring 1998

- **Web Pages: CGI Scripts for Processing Web Forms.** This seminar will introduce you to the programming required for collecting and parsing information from web based forms.
- **Office 97 for Windows: Integrating Word, Excel, Access and PowerPoint.** This course will help you get started using MS Office 97 and provide an overview of its applications. The class covers integrating Office documents and features and using Office with the World-Wide Web.

Also New for Spring

- **Computer Survival Skills for Students**
- **FileMaker: Forms and Reports**



Free Internet/E-mail Orientations



All University of Minnesota faculty, staff, members of the alumni association, and currently registered students are

eligible for an e-mail (electronic mail) account. This e-mail account provides access to the University's dial-up modem pool and to e-mail and other Internet services, such as the World-Wide Web, Gopher, usenet news, and so on.

E-mail, the Web, and More

Throughout the year Academic and Distributed Computing Services holds free seminars to introduce members of the University community to these Internet services. The sessions will provide an overview of the campus network and demonstrate how to set up a University e-mail program, send and receive e-mail, and manage a University account. We also include a brief introduction to the World-Wide Web and other Internet services.

The orientation schedule is staggered. Meeting times take place on the East Bank, West Bank, and St. Paul



campuses and include morning, afternoon, and evening sessions. For exact meeting times look in the *Minnesota Daily* or access our website: <<http://training.micro.umn.edu/training/index.cfm>>.

■ Academic and Distributed Computing Services

- SAS: Basics: a 4-day, 12-hour class
- *Changed* - SPSS: Basics: a 3-day, 9-hour class
- UNIX: Basics: a 2-day, 5-hour class
- Using Technology to Enhance the Writing Process: 2-day, 6-hour class
- Web Browser and E-mail Basics: a 1-day 3-hour class
- Web Pages: Frames with PageMill: a 1-day, 3-hour class
- Web Pages: HTML and Adobe PageMill: a 2-day, 6-hour class
- Web Pages: HTML and Netscape Composer: a 2-day, 6-hour class
- Web Pages: Images and Tables with PageMill: a 2-day, 5-hour class

- Windows 95: Basics: a 2-day, 6-hour class
- Windows: Mouse Tutorial: this half-hour tutorial is a prerequisite for many of the Windows based courses.
- Word 6: Basics: a 2-day, 6-hour class
- *Changed* - Word 97: Basics: a 3 -day, 7.5-hour class
- *Changed* - Word 97: Beyond the Basics: a 3-day, 9-hour class
- Writing Effective Hypertext: a 2-day, 6-hour class

■ Academic and Distributed Computing Services



<http://training.micro.umn.edu/training>

A library client recently came in knowing that a 'Dianne Fossey' wrote a good general book on primate anthropology but didn't know where to turn. We explored a few MNCAT options (k=fossey.au. and anthropology and k=fossey.au. and primates and k=fossey.au. and gorillas), came up with "Gorillas in the Mist," and found that two copies were in the Libraries system.



More Places for Antiquarians

Still looking for more on those older books? Try these three sites which specialize in serving those in search of older, rare or out-of-print titles.

Advanced Book Exchange

<http://www.abebooks.com>

"The Internet's most popular service for buying and selling out-of-print, used, rare and antiquarian books." You can search by particular author/title/keywords or browse through their catalog by subject.

Bibliofind

<http://bibliofind.com>

With "over four million old, used and rare books offered here for sale by 1500 booksellers around the world" this site allows you to search from a single catalog, yet order/contact the individual dealer.

Interloc: The Electronic Marketplace

<http://www.interloc.com>

Where you'll find the "world's largest selection of out-of-print books." Their database includes over 3.4 million books, maps, autographs, etc.

A Metasearch Engine

MX BookFinder

<http://www.mxbf.com>

MX BookFinder is a metasearch engine covering all of the above bookstores, along with at least four others. It allows you to search by words from author/title/keywords, limit by whether you want a new, used/out-of-print edition and limit by the amount of money you wish to spend. Results are in a tabular format by store with author, title, format (paperback, hardcover, CD-ROM), price, ISBN and date of publication. (Thanks to Dennis Lien of Wilson Reference for this last, useful resource.)

Need More?

Stop by one of the Libraries' reference desks for even more information and assistance. Be sure to check our web page for additional links and information on books. The staff of the University Libraries will be happy to help you ferret out a suspect citation or find some new source of information, for research or recreation. Happy hunting!

■ 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

LUMINA is the on-line computer system of the University of Minnesota Libraries-Twin Cities, and includes MNCAT, the catalog of most of the books and periodicals in the Libraries' collections. Access to MNCAT is available free of charge with no password. Due to contracts with commercial vendors, many of the other databases available through LUMINA may be accessed only by University of Minnesota faculty, staff, and students; this restricted access also requires a campus e-mail username (ID) and password.

Computer Store

▼ Apple Higher Education “Spring Break 98” Promotion: March 16 to June 19, 1998

When you purchase Apple's PowerMac G3 desktop or minitower during the promotion period you can also choose one of these add-ons at no additional cost. To make your selection fill out a “Spring Break 98” coupon, which you must mail in with the usual fulfillment requirements, such as UPC label. Coupons are available at the Computer Store. For more information you can also visit Apple's campus website: <http://campus.apple.com/index.html>

- 32MB Additional Memory (RAM)**
Installation instructions will be included; however, installation is not included as part of this offer.

Estimated value: \$130 (this is the current Apple Store value).

- Virtual PC 2.0 with Windows 95** from Connectix

Connectix's Virtual PC 2.0 includes Windows 95. With this software you can run PC software—including business, entertainment, and home applications—right on your Power Macintosh. The estimated street price is \$150.



Table 1: PowerMac G3
Floppy Drive (1.44MB) and Mouse are Included • Monitors Not Included

G3 Order #	CPU Speed MHz	RAM MB	Hard Disk Gigabytes	CD 24x	SGRAM (video)	Cache L2	Keyboard included	Modem included	Zip Drive included	Price
DeskTops (DT)										
M6141LL/A	233	32	4	yes	2MB	512K	yes	no	no	\$ 1,549
M6202LL/A	266	32	4	yes	2MB	512K	yes	no	yes	1,799
MiniTowers (MT)										
M6431LL/A	233	32	4	yes	2MB	512K	yes	56K	no	\$ 1,805
M6142LL/A	266	32	6	yes	2MB	512K	yes	no	yes	2,268
and video I/O										
MiniTowers with 10/100 Base T (Ethernet) and IX Micro 2D/3D (graphics support)										
M6459LL/A	266	128	4UW	yes	6MB	512K	yes	no	no	\$ 3,430
M6494LL/A	300	128	4UW (two)	yes	6MB	1MB	yes	no	no	4,425

Expansion

G3 Series standard expansion capabilities include SCSI, PCI, and Ethernet; details available from this website: <http://www.apple.com/powermac/g3/expansion.html>

G3 technical specifications at this website: <http://www.apple.com/powermac/g3/specifications.html#minitowers>

Level 2 Backside Cache

“The level 2 cache is the link between level 1 on-chip cache and main memory. By relocating the level 2

cache from the logic board to the processor card (hence the name "backside"), the CPU can access level 2 cache directly using a dedicated bus specifically designed for this purpose. This enables the more effective use of level 2 cache, because even relatively large amounts of data can be stored and accessed rapidly and efficiently. As processor speed increases, so does the performance value of the backside cache. This design significantly speeds access to the level 2 cache and dramatically increases the overall system performance.” — Source: <http://www.apple.com/powermac/technologies/g3.html>



For more information visit this Connectix website:
http://www.connectix.com/html/connectix_virtualpc.html

Extended Service

Increase your service coverage to a total of 3 years (2 years longer than the standard service agreement). In addition to the extended Power Macintosh G3 warranty, the kit includes coverage for one Apple-branded display, keyboard and mouse at no additional charge. The purchaser of the system will be responsible for completing an enrollment card contained in the kit in order to receive the extended warranty. The estimated value is \$170.

▼ **G3 and Color StyleWriters 4100 and 4500**

The *Color StyleWriter 4000 Series Printer Software Update, Version 1.1*, described below, is a single file update; it was released February 9, 1998 and is available from this Apple support website:
<http://support.info.apple.com/te/te.qry?te=important&ID=Imaging>

A serial printer driver to be used when your computer is connected directly to the Color StyleWriter 4100 or 4500 printer using the serial cable that came with the printer. This update fixes communication problems in which documents fail to print with messages such as "The printer is not responding" or "Sorry, a system error occurred (-23)." This update also improves printing behavior in some low memory situations. If your printer is connected to a Power Macintosh G3 computer using the serial cable, or you experience these problems frequently, you should install the update.

If your Color StyleWriter is connected to your computer via a LocalTalk network, you do not need to install the update. Please refer to the Read Me file included with this software for complete details...

■ University Bookstores, Computer Store, RLO,
<http://www.computerstore.umn.edu>

Information Technology Newsletter

Hardcopy Add/Change Subscription Request

Add

Change (include mailing label if possible)

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.
- *Optional:* Include Campus Mail Code

Department _____

Department Mailing Address _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

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▼ 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
 Password: Forgot it? Call the ADCS helpline 626-4276
 Students go, in person, to any Microcomputer helpline.
 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 Desk 625-0006
 web: <http://www.nts.umn.edu>
 Training Library, ADCS Short Courses 625-1300
 web: <http://training.micro.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

- Modem Usage (current activity on your account)
<http://www.nts.umn.edu/services/modemusage.html>
- 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
- OIT – <http://www.umn.edu/oit>
- Students (manage your academic program)
<http://www.umn.edu/tc/students/academic.html>
- UM Bookstores – <http://www.bookstore.umn.edu>
- UM News Server: news.tc.umn.edu
- UM Twin Cities – <http://www.umn.edu/tc>

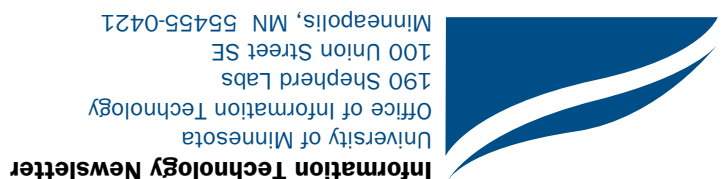
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Internet/SLIP: up to 28,800 bps (V.34) 627-4250
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 SecurID Access High Speed (V.32) 19200-N81 6-1061
 2400-N81 (no parity/8 data bits/1 stop bit) 6-7770

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