

Information Technology

Newsletter

May 2001
Vol. 6 No. 1

Telephone
System Upgrade
Project1

OS X for the
Macintosh6

Microsoft
TechNet8

Novell Support
Connection9

Qwest Online
White and Yellow
Pages14

May 3! UCS
Moves to 2218
University Ave ...15

University Libraries

•Government
Info Revealed10

•OECD Documents
and Statistics12

•News Briefs13

The University Telephone System Upgrade Project

A short history and overview of the new system

In December 2000, the Regents of the University of Minnesota approved the Telephone System Upgrade Project. This project will replace and upgrade the central telephone systems which provide voice services for all University Twin Cities campus telephones. The present system was installed in 1984 so it is now 16 years old.

We currently have nearly 35,000 voice lines on campus served with three Intecom switches. These switches have become difficult to maintain, and vendor support for the current system will terminate by 2003. The University's need for expansion, more advanced telephone features and new technology led to approval of the project.

Project dates and Website

The upgrade schedule, weekly information, news and announcement will be available at the project Website: <http://www.umn.edu/oit/telephoneupgrade/>



The present system was installed in 1984.
The Website for the current project upgrade is:
<http://www.umn.edu/oit/telephoneupgrade/>

directions and near term options. Based on these findings, a formal Request for Information (RFI) and subsequently a Request for Proposals (RFP) was prepared by the University Telecommunications Committee in 1983.

With the looming breakup of AT&T and the giant Bell Networks, competition for long distance and telephone equipment as well as ownership of a private system became a more viable option for the University. (AT&T built, installed and maintained 1000s of miles of cable and wire, millions of residential telephones and business telephone systems, as well as a sophisticated network of switching stations directing calls to proper destinations. They also gave us “POTS,” plain old telephone service.)

AT&T had two problems: competition and a decline of basic phone service to the public. In 1968, an FCC (Federal Communications Commission) decision allowed customers to own their own telephone equipment. (Prior to that decision, AT&T owned and leased all telephones.)

Then another FCC ruling allowed MCI (Microwave Communications Inc.) to compete for intercity services. In 1969 MCI offered cheaper long distance service over microwave towers. Previously, AT&T had subsidized local service with long distance revenues; now AT&T was continually scrutinized over long distance pricing by state and federal regulators. By January 1982 Judge Harold Greene signed the divestiture into law and the breakup of the Local Operating Telephone Companies (known among congressional staff as akin to breakup of the Holy Roman Empire) was done.

The litigation had started with President Nixon and continued through Ford, Carter and Reagan.

University of Minnesota among the first

The University of Minnesota was among the first private organizations to purchase and maintain a telephone system. Previously, the University’s telephone services had been provided by the local Northwestern Bell Telephone Company. The University had approximately 16,000 main lines and 2,000 extensions. All our telephone numbers began with 373 and 376 exchanges.

18,000 telephones were served by No .5 Crossbar (XBAR) Central Office PBX Switch served out of downtown Minneapolis at the 7th Avenue Central Office—and the old cabling was the heavy 25 pair copper inside wire serving all the telephones.

The new University Hospital and student residential halls presented major expansion needs. New features such as call forwarding and call transfer, office automation technology and electronic mail were established. A more critical problem was current expenses: the University’s substantial cost of station moves and changes paid on monthly bills.

Major financial savings would be realized by moving the telephone customer administration to the University.



The survey of telephone users in 1981 produced some interesting comments:

- “2 to 4 people answer each call for the office. We never get our messages.”
- “Several people answer a single line”
- “Busy signals all day long”
- “No answer during work hours”
- “Too many phone calls, remove my phone”
- “Need speaker phone mechanism for transferring calls to other departments on the St. Paul campus. This is a major frustration to outside callers. People throughout the University need to be reminded periodically that our outside image is greatly influenced by telephone manners. If we were a business department on telephone procedure we’d be broke. Come to think of it, we are broke.”



Functional specifications and recommendations of the study were presented to the telecommunications committee of the University after the survey of the traffic measurements, voice features, data communications and network design were completed. Several switching and transmission alternatives were examined for the telecommunications network design. The committee compared and considered various options: distributed PBXs, digital switches using pulse code modulation for encoding analog voice signal and data switches, multiplexed lines, baseband/broadband coaxial systems, digital PBX and wide band network alternatives to provide intercampus high speed communications.

Integrated voice and data systems were given more attention. Economic factors, ownership and access, greater technological availability, and a software controlled network for both packet and circuit switching for voice and data became more possible.

Data communications were being considered at the same time as the voice system. Since most telephone switches could not provide data communications, several local area networks (LANs) were considered. At that time, LANs were a new technology and not widely tested or used extensively. Small areas of campus were considered for inclusion in an experiment that would lay the ground work for development of new applications.

Local area networks were coaxial cable-based systems that carried information at 1Mb/s or higher over limited distances; these coaxial networks were an expensive investment. Analog transmission facilities operated at 4.8kb/s and were expected to go to 56kb/s using digital transmission. The evolution was natural toward the expected growth of digital technology with light waves and fiber pushing digital signals (on DS3, 44.763Mb/s over 672, 64kb channels vs T1 analog transmission of 1.544Mb/s over 24, 64kb channels). Light wave also offered low transmission loss.

At the time, the University data network consisted of this equipment run by the departments indicated:

Burroughs mainframe	Hospital
CDC	Health Science Computing
CDC & Cray mainframes ..	UCC (University Computing Center)
DEC VAX	Image Processing Center
IBM mainframe	St. Paul Computing
IBM SNA environment	ADP (Administrative Data Processing)

Most terminals that accessed these mainframes were operating at speeds of no more than 1200 baud.

For long range growth the University Telecommunications and Network Committee planned an extensive light wave distributed network with central control and basic building connections to begin the LAN framework. This light wave framework is now in place, interconnecting most University buildings on a fiber optic infrastructure. Through ethernet technology the new network provides dedicated services to all residential halls and most off-campus locations as well as the entire Twin Cities campus.

At this time Telecommunications Operations and Services supports 1,582 etherswitches on campus; 36,000 etherjack connections at 10Mb/s, network connections to private departmental LANs, modem pool access and is introducing wireless access.

The telephone switch choice fulfilled many of the campus' early voice and data connectivity needs through boxes connected to the telephones: the DOBs (Data Option Board), DIUs (Data Interface Units), LANMARK (a 1Mb/s circuit switched ethernet interface) and the ADI (Asynchronous Data Interface). Some of these ADIs are still in use on campus!

With the new technology, modern switching systems and competitive pricing, the University's data network flourished rapidly and efficiently.

Previous upgrade: rewiring the entire campus

As recommended by the study, this first Intecom telephone system offered the features and capabilities required for voice needs. Intecom had a prestigious reputation and offered the University the best technology available. The large campus and distance limitations were overcome with networking three separate telephone switches placed strategically at East Bank, Health Sciences and St. Paul locations.

The entire campus was rewired with new twisted pair copper wire; new telephone sets were purchased; and three new telephone exchanges were acquired for the expansion needs. The new telephone prefixes were the 624, 625 and 626 exchanges; later, 301 was added for all the residential halls. Off-campus locations and non-University buildings continue to use Centrex Services and have 627 telephone exchanges; 5 digit dialing, long distance access and voice mail features are available through University and Qwest contracts.

By November 1984, feature-loaded services were installed and operational. Standard features were: call transfer, call forwarding, last number redial, abbreviated/quick dial, callback and hold. Additional features of call park and call pickup were available by request. Later offerings included the ACD (Automatic Call Distribution) systems, 911 information and authorization code dialing for students (personal account codes similar to credit cards).

The old black rotary dial telephone sets were replaced by digital phones with lights and liquid crystal displays, or the simple STEs with the ever present TAP button and VRUs (Voice Response Unit) repeating "enter." All faculty and staff were given a new private DID (Direct Inward Dial) telephone number.

The software controlled central switching database gave the University access and control for moves and changes. Single direct billing to the customers replaced the old double billing from Northwestern Bell and the University Telecommunications Department. The cutover and complex transition of 1984 was successful; but as a precaution we operated two simultaneous systems, side-by-side, for three months.

The economic gains of ownership and central administrative control enabled the University to offer and maintain competitive rates of service. The current pricing is less than it was in 1985.



The current upgrade

The Intecom E-PointSpan was selected from among six vendors as the best solution for the University's specific needs and requirements. An upgrade is the most cost effective, least disruptive solution to the University's ongoing service needs; and it is the safest transition at this time. The central switch and the operating system will be upgraded. All features and services will remain the same but the upgrade will allow new features to be introduced. Here are some of the upgrade's specific gains and advances:

The advances in the telecommunications technology are changing the way we think about telephones, and our expectations are reflective of them.

- Smaller: about one-fourth of the present system.
- Expandable: for capacity and growth.
- Energy efficient: requires minimal cooling.
- Massive call volume handling: 10 times the present volume — 500,000 call-completion per hour versus current 60,000 per hour.
- Fault tolerant system: 6 survivable partitioned units throughout campus.
- Single central database/central control.
- New features: caller ID, last-call-return and call waiting suspension.
- Application links: such as 911 database and group alert messaging.
- Expanded area of service, such as off-campus buildings via IP distribution.
- Digital phone expanded distance of 4000' on one single pair wire versus two pair in use now.
- Single pair wire digital technology, freeing half of present inside wire in use and extending cabling availability.
- Reduced maintenance and labor.
- New Automatic Call Distribution features and Call Center Applications.

The Telephone System Upgrade will replace the core infrastructure of the University's telephone system and replace the telephone sets with new telephone equipment. This upgrade is expected to serve the needs of the University for the next 10 years.

For more information access the project's Web page: <http://www.umn.edu/oit/telephoneupgrade/>

■ Shahnaz Y. Coyer, Telephone System Upgrade Project

OS X for the Macintosh

A first look

Apple's Mac OS (operating system) has long been regarded as easy to use and learn, and Mac OS X (pronounced "ten") continues in that tradition. With the introduction of Mac OS X Apple has succeeded at keeping a firm foundation under Mac OS and putting a pretty face on Unix, which has long been the operating system of choice for mission critical systems.

A new look

Apple has refined the user interface extensively, making it even easier to use than previous versions of Mac OS. The Mac OS X interface now revolves around the Dock. The functions of the application menu, the control strip and the customizable Apple menu have been consolidated into the Dock. This Dock is anchored at the bottom of the screen and is visible all the time (if you want it visible).

The Finder has long been the jumping off point when using a Macintosh. Apple has fine-tuned the Finder, giving the user more options for navigating and customizing windows. Documents can now be previewed in the Finder.

Each user has a Home for easy organization of files. The Trash now resides in the Dock, so windows cannot obscure it. No more dragging disks to the Trash to eject them; the Trash will change to "Eject" when you drag a disk.

Every day items like "Open" and "Save" as well as other dialog boxes have been streamlined. Open and Save dialogs make navigating for files easier and more consistent with the Finder. Recent Places and Favorite Places gain greater importance in Open and Save dialog boxes and Finder windows. Dialog boxes are now sheets attached to windows, so you know what application presented them.

Graphics have always been an important part of Mac OS, and Mac OS X takes that a step farther. All graphics are based on the PDF (Portable Document Format) standard, making it easy to turn any printable document into a PDF file. To access PDF documents you can use Adobe's Acrobat Reader software, which

allows people to access, open and print formatted documents on many platforms without the original application software or fonts.

The functions of the application menu, the control strip and the customizable Apple menu have been consolidated into the Dock.

Use of color and motion is seen throughout the interface to hint at the function of buttons. For example, to close a window you click the red button. To minimize a window to the Dock, use the Yellow button; and use the green button to maximize the window.

A new foundation

Built on a Unix foundation, Mac OS X brings preemptive multitasking, protected memory, symmetric multiprocessing, and advanced memory management to the Macintosh platform. If you didn't understand that sentence, it means Mac OS X performs better and is much less prone to crash, freeze or hang.

The Unix foundation of Mac OS X also brings with it extensive multiple user support. Setting up Mac OS X for more than one user is a snap and more flexible than Multiple Users of Mac OS 9. Each user has their own preferences, e-mail, bookmarks and documents that only he/she can access. Each user can also have a

Mac OS X performs better and is much less prone to crash, freeze or hang.

personal Website with Personal Web Sharing. Personal File Sharing is also retained in the new Mac OS.

For those that long for a CLI or Command Line Interface, you will find “Terminal” in the Utilities folder located in the Applications folder — and you can enjoy “tcsh” all day long. If you want to write your own software, the Developer Tools CD, included with the Mac OS X package, will give you the compilers and tools you need.

Moving forward

Applications “Built for Mac OS X” are being released every day. These applications will be able to take advantage of all the features listed above and many more. For information on whether your favorite applications are built for Mac OS X already or if they are coming soon, check out: <http://www.apple.com/macosx/applications>

As with previous Macintosh OS upgrades, Mac OS 9 applications continue to work with Mac OS X.

Adobe expects the next release of each of their products to be built for Mac OS X, starting with Illustrator 10 in May. In the fall, Microsoft expects Office 2001 to be built for Mac OS X; and many developers are bringing new applications to Mac OS X, like LightWave 3D, Maya and MoneyDance.

As with previous Mac OS upgrades, Mac OS 9 applications continue to work with Mac OS X. Since this is a very complex system upgrade, some applications may not work as expected. Applications written for Mac OS 9 run in the “Classic” environment and will help you reminisce about the pre-Mac OS X days. The “Classic” environment requires Mac OS 9.1. But no need to

worry; Apple throws the Mac OS 9.1 CD in the box for free. If starting up Mac OS 9.1 is necessary, it’s as easy as changing the Startup Disk in the System Preferences or Control Panels.

There are things that are a part of Mac OS 9.1 that are missing from Mac OS X. Those features are expected to be available in an update to Mac OS X in the next few months. Some of the things you may need to restart into Mac OS 9.1 for are DVD video playback, Disc Burner functions and third party drivers for printers, scanners, network resources and other peripherals.

Purchase information

You can purchase Mac OS X now at the University’s TechMart Website for \$69.00: <http://www.techmart.umn.edu>

Apple expects to begin pre-installing it on all Macintosh systems this summer. Apple is also preparing Mac OS X Server that will include file services, print services, Web services, QuickTime Streaming services, the WebObjects development environment and client management features.

Test drive

If you would like to try before you buy, the Technology Helpline in 152 Shepherd Labs has Mac OS X available to test.

System requirements for Mac OS X

- 128MB of RAM
- and one of these systems:
 - iBook • iMac • Power Mac G3 or G4
 - Power Mac G4 Cube • PowerBook G3 or G4 (original PowerBook G3 and processor upgrade cards are not supported)

More information about Mac OS X is available online at: <http://www.apple.com/macosx>

■ Michael A. Nelson, OIT Technology Helpline

OS X is \$69 at TechMart: <http://www.techmart.umn.edu>

Microsoft TechNet Program

We have a site license

Microsoft TechNet is a central information and community resource designed for IT (Information Technology) professionals. The TechNet program includes technical briefings, special offers, a Website and an electronic newsletter in addition to the CD subscription. This program is site licensed for the University of Minnesota by Academic and Distributed Computing Services (ADCS).

Designed to meet the technical information needs of anyone who plans, evaluates, deploys, maintains or supports Microsoft business products, the TechNet program will keep you informed about Microsoft strategies and industry trends. It will also provide you with the kind of “how-to” information you need to be successful. TechNet serves as a forum to share information, ideas and opinions with your peers in the IT community – and with Microsoft.

Updated monthly on numerous CDs

The Microsoft TechNet product delivers the most complete and current source of Microsoft technical information on evaluating, planning, deploying, managing and supporting Microsoft business products. Up-to-date technical information is provided every month. It includes the complete Microsoft Knowledge Base and the latest Resource Kits, Service Packs, drivers and patches, deployment guides, white papers, evaluation guides, and much more. There are more than 200,000 pages of content. It is a good resource for anyone who needs to make high-level decisions on technology, deploy new systems, or troubleshoot desktops servers or entire messaging systems.

A roadmap to help you find your way

TechNet contains a wealth of information delivered on numerous CDs each month. This article provides a roadmap to the contents of the TechNet CDs that are currently available via ADCS. We update these CDs monthly so you can quickly view the files contained on each CD.

Some of the subjects that are covered include those shown in Table 1.

Table 1: Some subjects covered by Microsoft TechNet

128-bit Encryption
BackOffice 4.5 Resource Kit
BackOffice Resource Kit, Second Edition Utilities
Client Utilities
Exchange Server 5.0 Service Pack 2
Exchange Server 5.5 Service Pack 2
Internet Information Server 4.0 Resource Kit Utilities
Microsoft Knowledge Base
Seminar Online CD 1
Seminar Online CD 2
Seminar Online CD 3
Server Utilities
Service Packs CD 1
Service Packs CD 2
Software Library Archive
Technical Information, Supplemental Drivers and Patches
Windows NT 4.0 Option Pack
Windows NT 4.0 Resource Kit
Windows NT 4.0 Service Pack 4
Windows NT 4.0 Service Pack 4 128-bit Version
Year 2000 and Other Resources

Because this product is site licensed, any University of Minnesota employee can have access to it.

- Web access: the TechNet CDs can be viewed or downloaded via a Web browser or FTPd at <http://dvd.ndis.umn.edu/>
- Novell access: Novell users may access the server via the University_of_Minnesota Novell tree at the following location: `\\Oit-info_nw\CDROMS`

For more information on how to access these TechNet CDs, please contact Phil Kachelmyer at phk@umn.edu.

■ Mike Snyder, NDIS Manager, Academic and Distributed Computing Services

Novell Support Connection

If you install, maintain or troubleshoot a Novell network or network applications, the Novell Support Connection CDs provide fast, easy and portable access as your first point of reference for technical information. The CDs are ideal for getting quick answers to technical questions without having to pick up a phone

The Novell Support Connection CD's powerful search engine quickly pinpoints the information you need using custom menus and Boolean logic, or you can browse through product documentation and technical updates. The CDs include the following:

- Technical Information Documents or TIDs (more than 40,000)
- Software updates, patches and drivers (more than 1,200)
- Product documentation (more than 200 manuals)
- Novell AppNotes (includes Developer Notes)
- Novell's Yes, Tested & Approved Bulletins (more than 20,000)
- Extra CDs, such as the Client CD, the Discontinued Products Information CD, the Novell Forums CD and the Consolidated Support Pack

Updated monthly

The Novell Support Connection CDs contain all the latest files, patches, drivers and technical information you need to keep your network running smoothly. Updated monthly, these CDs offer a wealth of information for the information technology (IT) professional administering Novell related products.

If you install, maintain or troubleshoot a Novell network or network applications, the Novell Support Connection CDs provide fast, easy and portable access as your first point of reference for technical information.

Site license

This program is site licensed for the University of Minnesota by Academic and Distributed Computing Services (ADCS). The following URL will connect you directly to Novell's information page, should you care for a more in depth description of this product: <http://support.novell.com/additional/nsc-prodinfo.html>

- Web access: the NOVELL CDs' files may be viewed or downloaded via a Web browser or FTPed at <http://dvd.ndis.umn.edu/>
- Novell access: NOVELL users may access the server via the University_of_Minnesota Novell tree at the following location: \\Oit-info_nw\CDROMS

For more information on how to access these CDs, please contact Phil Kachemyer at phk@umn.edu.

■ Mike Snyder, NDIS Manager, Academic and Distributed Computing Services

NDIS: Network & Desktop Integration Service

NDIS is a functional area of University Computing Services (UCS). NDIS delivers a suite of products and services focused on increasing productivity and lowering the costs of departmental desktop computing.

Offered both as individual "a la carte" selections, or packaged together as total system solutions for departments, these centrally managed, highly leveraged products and services provide a compelling

alternative to individual and isolated departmental support strategies.

More information is online at: <http://www.umn.edu/ndis>

Government Information Revealed!

Julia Wallace, Government Publications Library, <http://govpubs.lib.umn.edu/>

“A popular government without popular information, or the means of acquiring it, is but a Prologue to a Farce or a Tragedy; or, perhaps, both. Knowledge will forever govern ignorance; and a people who mean to be their own governors, must arm themselves with the power which knowledge gives.”

James Madison, 1822

Fulfilling Madison's vision

Fulfilling Madison's vision is becoming both more efficient and more complex, as the government makes more and more of its information available online.

Libraries play an important role in helping the public find the government information they need. Universities have received printed publications from Congress since 1813; and while print publications continue to be distributed to libraries, many of the official publications of both Congress and the executive agencies are now available online, and some are released only in that form. So, how do you find what you need? And how do you know what format it might be in?

The University Libraries can help in a couple of ways, through the catalog and through Libraries Websites. Records for new and continuing government publications, regardless of format, can be found in MNCAT, the Libraries' online catalog. Hot links are included to take you directly to the full text of documents that are online. Some new electronic titles recently added to MNCAT include:

- *Animal welfare and ethics resources for youth and college agricultural educators.*
- *DoD USS Cole Commission report.*

- *Accountability for war crimes: progress and prospects.*
- *Youth violence: a report of the Surgeon General.*

Some online titles will also be found in the Libraries in paper, microfiche or on CD-ROM. MNCAT will show all locations.

Did you know?

- **Over 40%** of all the online titles in the Libraries catalog, MNCAT, are U.S. government documents.
- **GPO Access, online service** of the Government Printing Office (GPO), contains over 116,000 titles on its own servers and points to more than 83,000 others, for a total of over 200,000 government titles online from that one source.
- **GPO Access averages** about 26 million document retrievals per month.
- **GPO Access includes** the very popular *Ben's Guide to U.S. Government for Kids* which includes information on how laws are made and lots of links to other government Websites for children, teachers and parents. Access Ben's Guide at: <http://bensguide.gpo.gov/>
- **Congressional Universe's** historical module indexes over 330,000 Congressional reports and documents from the Serial Set, more than 40,000 published hearings and 22,000 unpublished hearings, 14,500 committee prints and 4,000 Senate executive documents and reports.

GPO Access

The Government Printing Office's online service, *GPO Access*, is one of a very few government Websites established by law (P.L. 103-40).

GPO Access provides official versions of the major legal publications, such as the *Federal Register*, *Code of Federal Regulations*, *Congressional Record*, and *United States Code*, as well as thousands of other individual publications and periodicals. It also includes a suite of finding aids to help the public locate U.S. government information online. For example, you can find a list of government Internet sites or browse a guide to government Internet sites by topic. Find GPO Access at: http://www.access.gpo.gov/su_docs/

What about older U.S. publications?

Much recent government information is now online, but most older materials (this might mean anything older than just a few years) are not available in electronic form. Some agencies and libraries are making efforts to digitize earlier publications; but for most older materials, one must use tangible formats in the Libraries.

So, how do you find out what is available? It is not as easy as it sounds, but here are some guidelines:

- All U.S. government publications since 1976 are listed in MNCAT.
- Congressional publications from 1789 to the present can be identified through *Congressional Universe* (see below); and virtually all of these may be found in the Libraries, even though many will not show in MNCAT.
- For pre-1976 publications from executive agencies, there is no online index; but paper indexes in the Government Publications Library in Wilson Library can be used to locate them.
- Ask in the Government Publications Library or send e-mail to <govref@umn.edu> to inquire about any specific government publication.

Looking for Census 2000 Information?

You know that most of the information from the census is being released online, but can you find what you need? The University Libraries are trying to smooth the way by linking to federal and Minnesota sites with census data and background material. The intent is to provide not too much, not too little, but a site which will provide general users with an amount of information which is "just right." Check out the frequently updated Website at: <http://govpubs.lib.umn.edu/guides/census2k.phtml>

New indexing for historical congressional publications

Congressional Universe, an online index from the Congressional Information Service (CIS) and Lexis-Nexis, is available to University students, staff and faculty through the LUMINA gateway, or directly via: <http://web.lexis-nexis.com/congcomp>

In January of 2001 the publisher added an historical module which provides indexing for Congressional publications from 1789 through 1969. This rich resource for legislative research includes indexing for congressional hearings (including unpublished hearings), committee prints, documents and reports from the Serial Set and others. Virtually all of the publications indexed are available in the University Libraries in paper or in microfiche collections purchased from the publisher. Some are in the Law Library.

■ Communications about this article can be sent to: Julia Wallace, Government Publications Library, Wilson Library, West Bank; j-wall@umn.edu

**GPO Access provides
official versions of the major legal publications.**

Organization for Economic Cooperation and Development

OECD Documents and Statistics Online

The Organization for Economic Cooperation and Development (OECD) is the international organization of the industrialized, market-economy countries. It is a major publisher of research, policy and statistical information, not only on the United States and other OECD countries, but also on the transition economies and developing countries.

OECD now available online

The Libraries have traditionally obtained virtually all OECD publications for its collections; but starting in 2001 the publications are also available to students, staff and faculty online. The online service includes the full text of all periodicals and studies since 1998 and a wide variety of statistical databases previously available only on diskettes or CD-ROM.

The gateway to OECD online collections is *SourceOECD*, available via the LUMINA gateway or from its entry in MNCAT, the Libraries catalog, or directly via: <http://www.sourceoecd.org/>

Eventually, links from MNCAT will be made for individual titles.

From the Welcome screen

From the Welcome screen, the user may choose topics (called themes) on the left side to locate studies, reports and printed statistical publications. Once a theme is chosen, a new menu specific to that topic appears on the left side of the screen. Abstracts are provided, and users may select the Full Text link for complete articles. For the text of OECD periodicals such as *Main Economic Indicators* or *OECD Economic Surveys*, choose Periodicals from the top of the screen, then the desired periodical.

If presented with a screen which asks for Username Access or Direct Access, select Direct Access.

Statistical databases are accessed through the Statistics link at the top of the screen. Currently 24 databases

are available, with more to be added. Some data goes back to 1960. Select a database from the list of titles and key words on the left of the screen. Once a specific group of statistics has been chosen, you are presented with an option to look at Details or Data Availability.

Selecting Details will bring you an abstract of that table, giving important information about the countries covered, the variables available and time period. Data Availability takes you to the access control layer, where clicking on Deliver Data will open a new browser containing the interface to the table itself.

Step-by-step prompts

Clear step-by-step prompts permit you to create a table with the parameters you specify. You may then download your table in Excel or comma delimited format, or the specialized Beyond 20/20 format.

It is still changing

The entire SourceOECD collection is still changing, with a number of improvements and additions anticipated. But already the User Guide and information within each section can help develop useful searches. In addition, the database provides the option for frequent users to create their own password which is tied to the University Libraries subscription, to facilitate easy access from off-campus. Look for the link to My SourceOECD.

■ Julia Wallace, Government Publications Library, <http://govpubs.lib.umn.edu>

The gateway to OECD online collections is *SourceOECD*, available via the LUMINA gateway or from its entry in MNCAT, the Libraries catalog, or directly via: <http://www.sourceoecd.org/>

University Library News Briefs

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

Wiley Interscience, new electronic journal package

The Libraries now have access to the Wiley Interscience electronic journal package. Interscience is comprised of 330 titles going back to 1996. The subjects covered include:

Business, Finance & Management; Chemistry; Computer Science; Earth Science; Education; Engineering; Law; Life and Medical Sciences; Mathematics and Statistics; Physics; and Psychology.

Access to this package is a three year deal brokered by the Committee on Institutional Cooperation (CIC), which includes the coordinate campuses.

Links will be added to the MNCAT records for each title, and there is already a link to the Wiley Interscience site on our Electronic Journals Web page: <http://www.lib.umn.edu/cgi-bin/wil.cgi>

Major census cataloging project completed

A major cataloging project, which began last summer, has been completed by Libraries staff. All foreign censuses have now been cataloged in MNCAT and have been moved from the Wilson Annex to the regular Wilson collections. These popular materials are now more available for users both bibliographically and physically.

The final tally was 2,885 pieces on 409 records. Countries from Argentina to Western Samoa are represented. The largest collection came from Japan, with Great Britain a close second. Major census collections from 11 European countries and 10 Central and South American countries are included, as well as censuses from the USSR, Thailand and Papua New Guinea. Small numbers of census-related publications from 32 other countries were also cataloged. An easy way to find these in MNCAT is to search by subject, starting with country name followed by census (e.g., Peru—Census). This is a significant milestone in clearing the backlogs of uncataloged library materials. ■

Limiting your MNCAT search by language

With the latest updates to MNCAT, users can now easily limit their searches by language. We also have a few guides at our Website to help users find the codes and understand how they work.

Please check out one of these URLs for specific information and search tips:

- How to Limit MNCAT Searches by Format and Language — this one includes codes for frequently searched languages:
<http://www.lib.umn.edu/help/orientation/handouts.phtml>
- Library of Congress language codes — the whole list:
<http://www.loc.gov/marc/languages>

■ Nancy K. Herther, Social Sciences Bibliographer, 170b Wilson Library; 612-624-2020; n-hert@umn.edu



SourceOECD: <http://www.sourceoecd.org>

Qwest Online White and Yellow Pages

A growing number of consumers and businesses now use online directories to find business information.



Often called Internet directories or Internet Yellow Pages, these online directories can help because many include Website links in their directory listings.

To better serve the needs of Internet users, Qwest has released a new version of their Internet Yellow Pages, which is used in fourteen Western and Midwestern states. This online version differs from the traditional Qwest Dex Internet Yellow Pages in that it is localized to Minneapolis, St. Paul and the Twin Ports of Minnesota and Wisconsin. It can be accessed via the NDIS Web server and is available to all students, staff and faculty of the University of Minnesota.

- Localized Dex: available via NDIS: <http://dvd.ndis.umn.edu/>
- Traditional Dex: <http://qwestdex.com>

Benefits of localized Dex

- **Accuracy**
In July 1998, Sundel Research found the Qwest Dex Internet Yellow Pages service to be more than 46 percent more accurate than its nearest competitor.
- **E-Commerce Options**
Qwest Dex has expanded its offerings to include search options, e-mail and Website links as well as local banner advertising.
- **Paper reduction**
By switching to this online version, paper usage is reduced.
- **Content**
There are literally millions of Yellow and White Pages listings, search options, online consumer guides, e-mail and Website links, local banner advertising and Website development and hosting.

Access options

- Web access: the Qwest files may be viewed and downloaded via a Web browser or FTPed at <http://dvd.ndis.umn.edu/>
- Novell access: Novell users may access the server via the University_of_Minnesota Novell tree at the following location:
`\\Oit-info_nw\CDROMS`

For more information, please contact Phil Kachelmyer at phk@umn.edu.

■ Mike Snyder, NDIS Manager, Academic and Distributed Computing Services



Information Technology Newsletter Subscription Request

Add to paper copy mailing list.

(You can also email this information to: oitnsltr@tc.umn.edu)

Name _____

If University of Minnesota Twin Cities Campus Mail:

■ Use your departmental mailing address. Do not use your personal office address.

■ *Optional:* Include Campus Mail Code: <http://umn.edu/lookup>

Department _____

Department Mailing Address _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

You can **FAX** the coupon to 612-625-6817.

Published monthly by the Office of Information Technology, editor, Mary Kelleher, <oitnsltr@tc.umn.edu>.

Paper subscriptions are free but are mailed only within the USA. Electronic versions are available on OIT's Website as HTML (web) and PDF (Acrobat) documents: <http://www.umn.edu/oit/newsletter>

For alternate subscription information, see: <http://www.umn.edu/oit/newsletter/subscription.html>

▼ Help

Phone: Area Code = 612

Computer Misuse or Abuse (also see Procedure 2.8.1.1)

- Emergency Network Help Line 625-0006
- Non-emergency, e.g., spamming: abuse@tc.umn.edu

1 Help • 7/24/365, unless otherwise noted 301-4357

■ CCO: central systems, PeopleSoft

- web: <http://www.umn.edu/ccco>
- by email: x-help@cafe.tc.umn.edu

■ Internet, Email, Microcomputers, Distributed Systems

- call-in Monday–Thursday • 8 am–11 pm
- call-in Friday • 8 am–5 pm
- call-in Saturday • noon–5 pm
- call-in Sunday • 5 pm–11 pm
- walk-in 8 am–5 pm, M–F:
152 Shepherd Labs; 93 Blegen; 50 Coffey Hall
- web: <http://www.umn.edu/adcs>
- by email for U of M: help@tc.umn.edu

■ Passwords: new and forgotten ones

■ NTS-TAC: Technical Assistance Center

- web: <http://www.nts.umn.edu>

▼ Dial-in Computer Access

Internet/PPP/SLIP: up to 53kps if v.90 612-627-4250

(56k K-flex, Flex56, X.2 protocols are unsupported)

Modem Usage (current activity on your account)

www.nts.umn.edu/services/modemusage.html

▼ Web and Internet Addresses

Quick Guide

Information Technology Newsletter

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

Internet/Email account management/validation

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

MNCAT/LUMINA (Library) – <http://www.lib.umn.edu>

Office of Information Technology

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

Onestop Services – <http://onestop.umn.edu>

Techmart – <http://www.techmart.umn.edu>

UM News Server – news.tc.umn.edu

▼ General

Phone: Area Code = 612

Threats, UM Police Department 911 on campus

- off campus 624-3550

Technology Training Center 625-1300

- web: <http://www.umn.edu/adcs/info/training.html>

Computer Accommodation Program – voice/tty... 626-0365

U Computer Services/Computer Repair Serv 624-4800

Digital Media Center 625-5055

Statistical Software Support:

- including SAS and SPSS 624-3330

Associate Vice President and

Chief Information Officer, Steve Cawley 612-625-8855

Newsletter subscription information and archives at <http://www.umn.edu/oit/newsletter>

©2001 by the Regents of the University of Minnesota. All rights reserved. The University of Minnesota is committed to the policy that all persons should have equal access to its programs, facilities and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation. This publication is available in alternative formats upon request.

Twin Cities campus address label trivia: the 2nd number after the Rec# is the Campus Mail delivery code, <http://umn.edu/lookup>

May, 2001 [pantone295,1205]

Delete/Cancel

Change Name

Change Address

Change Other

Add

If you cancel or change, please tell us the Rec#.

Just tear off the end page and send the entire mailing label to us. Or send email to: oitnsltr@tc.umn.edu

Nonprofit Organization
U. S. Postage
PAID
Minneapolis, MN
Permit No. 155

Information Technology Newsletter
University of Minnesota
Office of Information Technology
190 Shepherd Labs
100 Union Street SE
Minneapolis, MN 55455-0421

