National Maintenance Contract: important update

Also in this Issue:
Frequently asked questions
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Joanne Casey

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Following the preliminary announcement of Campus Agreement 3 in May 2001, we waited for the detailed proposal which we believed might be more favourable than version 2. The details were delayed month by month until in November a release date of 1 December was announced. This was shortly followed by an indefinite postponement until “Spring/Summer 2002”. Consequently we immediately started on the process of acquiring Campus Agreement 2 (as we could have done all along!). The expectation is that by the time you read this the agreement will be in place.

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National Maintenance Contract for Computer Hardware and Peripherals

Doug Moncur

As you may be aware the Computing Service can place equipment, mainly computers and printers, which is not covered by a warranty or other maintenance contract, on a maintenance contract for you at a very favourable price.

This was because we could take advantage of the National Maintenance contract which meant we could offer cover for a PC or laser printer for around £30 per annum.

Cover was provided under this agreement either by Getronics or Xenon.

Getronics have indicated that they will no longer provide cover beyond the end of the contract, 31 July 2002, and, that any renewals placed after 01 January 2002 will have an expiry date of 31 July 2002.

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Further information will be provided in Keynotes and on the web as it becomes available. If you are affected by this agreement you will receive an email from the Computing Service in due course regarding the expiry and renewal of your contract. It is essential that you respond promptly to any such message as failure to do so may lead to your PC or printer not being covered by a maintenance contract.

University news ticker

continued from page 1

announcements using a simple application which will run on a java-enabled computer. The application has two main interfaces - a ticker interface displaying headings in a scrolling window, and a static interface displaying simple lists of headings. Clicking headings will display the message details. Users will be able to choose which announcement streams to display, and will be able to start, stop, and iconise the client. The announcement system is optimised for communicating with large numbers of recipients and is intended to be used in place of email for such purposes. Field trials involving the Communications Office, the Archaeology department and the Computing Service will be carried out in January. Shortly after we expect to roll the system out for general use. Full information on how to use the system will be published early in the new year. In the meantime if you have any queries please contact Chris Kilgour (crhk1) in the Computing Service.
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Try resetting Netscape as follows:
• Log out of any Netscape sessions you have open.
• Go to Start | Programs | Utilities & Extras | Systems & Supported Utilities.
• Double click on Reset Applications’
• Click on the drop down arrow, and select Netscape Communicator. Click OK.

When loading up Netscape again, do so through Start | Programs | Network Access rather than via a desktop shortcut. You will see a message that begins: ‘To run this application a number of files need to be installed on your disk’. You should click OK to this.

Normally, this will rectify the problem. If not, then please contact Computing Service in the usual way.

The Computing Service have asked me for my PC name. How do I find out what it is?

Often when a problem is reported, we need to know the name of the faulty PC. On most machines it can be found on a sticker on the front of the base unit. If not, it can be located in the following ways:

Windows 95
• Go to Start | Run.
• In the box marked ‘Open’, type ‘winipcfg’. This will bring up an ‘IP Configuration’ window.
• Click the ‘More info>>’ button. The PC name can be found under ‘Host Name’.

Windows 2000
• Go to Start | Programs | Accessories | Command Prompt.
• At the prompt, type ‘ipconfig /all’.
• The second line is the host name.

I’ve heard that a new virus is circulating. How do I update my Sophos Anti-Virus?

It is important to update Sophos regularly, as older versions cannot protect against new viruses.

To update Sophos on a Windows 95 PC when the monthly upgrade is released (announced via Message of the Day), you need to go to Start | Programs | Utilities & Extras | Systems & Supported Utilities and double click on Install Sophos Anti-Virus. On the first screen you should click Next, on the second click Close, then Next. Select ‘Upgrade existing installation’, and click Next. Finally click Finish. Sophos will then give you the option to sweep your system for viruses using the update virus recognition files.

To update Sophos between monthly upgrades when a new virus appears, go to the Sophos home page at: www.Sophos.com. In the Latest Viruses list, click on the virus you wish to protect your machine against. Follow the instructions to download the .ide file to your Sophos folder - probably C: Program Files/Sophos Sweep. Sophos will update the next time you restart your computer.

More information on Sophos can be found at: www.york.ac.uk/services/cserv/sw/sophos/sophos_antivirus.htm.

Check the Hints and Tips pages on the web (www.york.ac.uk/services/cserv/help/) for answers to more FAQs, or contact the Information Desk with other Computing Service queries. Contact us in person (for our opening hours see: www.york.ac.uk/services/cserv/advice/desk/, by phone (3838), email (infodesk) or submit an enquiry direct into our Enquiry Tracking System at: www-db.york.ac.uk/cfm/csrv/ets/enqintro.cfm.
**New online staff and student directory**

*John Byrne*

A new online staff and student directory will go live on Wednesday 23 January. The directory will hold many more details than the current system such as preferred forenames, internal address, additional email address and telephone number, personal web site, and so on. If you are a member of staff or a student will have an entry in the directory. You will be able to edit certain fields in your entry and you will be able to decide which fields are to be seen by users of the directory.

About a week before the system goes live you will have access to a web-based configuration tool which will allow you to decide how your entry will appear to users. You can either use the tool yourself or ask your Departmental Computing Officer or the Computing Service to make the changes for you. If you decide not to configure your settings then the following defaults will apply:

**Staff fields seen by other staff:**
personal title, initials, surname, department, internal address, username, email, telephone

**Staff fields seen by students:**
personal title, initials, surname, department, username, email, telephone

**Staff fields seen by others:**
personal title*, initials, surname, department, email

**Student fields seen by staff:**
personal title, initials, surname, main department, college, username, email

**Student fields seen by other students:**
personal title*, initials, surname, main department, username, email

**Student fields seen by others:**
none

* denotes gender-neutral titles such as Dr, Prof, etc

Full details of the system including how to use and configure it will be available early in January. In the meantime if you would like further information please contact John Byrne in the Computing Service.

**Web News**

*Kriss Fearon*

**Web Committee**

Web Steering Group became Web Committee over the summer and it now has a new membership including representatives from Teaching Innovation and Development Committee and the student body. See: [www.york.ac.uk/coord/docs/webcttee.yrk/](http://www.york.ac.uk/coord/docs/webcttee.yrk/)

**Web Forum**

A forum and mailing list has been set up for departmental web officers. Chaired by Chris Ellwood from the Library, it will meet once a term. A working group is currently looking into the role of DWOs within departments and is due to report back to the Spring Term meeting. See: [www.york.ac.uk/coord/docs/webforum.yrk/](http://www.york.ac.uk/coord/docs/webforum.yrk/)

**Accessibility**

Web Committee has been considering ways of ensuring that YorkWeb is compliant with the Disability Discrimination Act. Accordingly, it has set a standard of compliance of AA with the WAI guidelines and organised a series of staff training workshops for the spring term. This will begin with an open session explaining the meaning of the legislation, its importance, and demonstrating some of the technology. More information will be sent out to web information providers early in the spring term.
We are pleased to announce that Aleph from Ex Libris has been selected as the new library system after a rigorous selection process. We also plan to purchase MetaLib which provides a platform for managing the hybrid library environment of electronic and traditional print resources. It is planned that Aleph will go live in July 2002 and MetaLib in 2003.

The Aleph system will offer Library users a range of new and enhanced functions which we will phase in from July onwards. We will also be reviewing all our procedures over the next couple of years to ensure we take full advantage of the improvements to work flow which Aleph will facilitate.

Examples of new services for users include:

- A web-based public catalogue which we can customise to suit the needs of York users.
- Complete loans history available to each user via their library record.
- Saved search strategies which can be run on a regular basis, with results emailed automatically to the user’s specified address.
- Emailing and saving of search results.
- Enhanced search features on the catalogue, including full Boolean searching, date limiting, and Library of Congress Subject Headings for the most recent stock.
- Direct linking to web resources (including electronic journals and databases) from the catalogue.
- Online suggestions for acquisition of new items for Library stock.
- For teaching staff, online requesting of items to be put into the Reserve short loan collection.
- Annotated reading lists.
- Integrated access to and navigation through electronic resources wherever they are held with MetaLib serving as a gateway to local and remote resources.

Ex Libris has an impressive range of international customers (including MIT and Harvard in the US) and a growing number of UK customers (including the universities of Bristol, Nottingham, Loughborough, Lancaster, KCL and UCL). The company has a strong record of development, and the system is designed to handle the current and future needs of the modern hybrid library, an important part of the Library Strategy.

Aleph will run on the latest Sun server - a Sun Fire V880 UltraSparc III with 4x750Mhz processors, 8Gb RAM and 6x36Gb disk drives. There will also be a test server (another Sun Fire V880, but of a lower specification) which will allow us to test upgrades and changes to the public catalogue before making them live (something which has not been possible on our current system). The Computing Service will house and manage the servers on behalf of the Library under a Service Level Agreement. This will ensure the servers are kept up to date with the current OS upgrades and security patches and are included in the Legato backup system which will provide improved security.

The YIMS Project Manager and the Head of MIS have both been involved in our selection process to ensure that the new system has the potential to link with systems acquired in the YIMS Projects. In fact, Aleph uses Oracle as the underlying database which fits well with YIMS developments.

Users have already been involved in the selection process and we hope to continue this during implementation, particularly in designing the public catalogue. There will be much more flexibility in how we organise and present the catalogue so we will have to make decisions on presentation, etc. which we have never had the opportunity to do before.

If you have any questions or would like further information about the new Library system, please contact: Chris Ellwood, Head of Subject Services, and Systems and Project Manager (cve1).
Contacting the Computing Service

Computing Service
University of York
Heslington
YORK YO10 5DD

www.york.ac.uk/services/cserv/

Information Desk

The Information Desk is your first point of contact with the Computing Service
Telephone: ext 3838
Email: infodesk
Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (may be closed for training Wednesdays 2pm-3pm), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

Computing Service Staff

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Ext.</th>
<th>Username</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Mike Jinks</td>
<td>3801</td>
<td>kmj1</td>
</tr>
<tr>
<td>Departmental Secretary</td>
<td>Lorraine Moor</td>
<td>3801</td>
<td>lso1</td>
</tr>
<tr>
<td>Head of Infrastructure</td>
<td>Robert Demaine</td>
<td>3808</td>
<td>rld1</td>
</tr>
<tr>
<td>Head of User Services</td>
<td>John Illingworth</td>
<td>3803</td>
<td>jjw1</td>
</tr>
<tr>
<td>Head of MIS</td>
<td>Kay Mills-Hicks</td>
<td>2101</td>
<td>knh8</td>
</tr>
<tr>
<td>Head of Technical Services</td>
<td>Doug Moncur</td>
<td>3815</td>
<td>dgm1</td>
</tr>
<tr>
<td>Head of Systems</td>
<td>Andrew Smith</td>
<td>3809</td>
<td>abs4</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Brian Souter</td>
<td>3814</td>
<td>bs1</td>
</tr>
<tr>
<td>Head of Networking</td>
<td>John Mason</td>
<td>3813</td>
<td>jmv13</td>
</tr>
<tr>
<td>Information Officer</td>
<td>Joanne Casey</td>
<td>3805</td>
<td>jmc8</td>
</tr>
</tbody>
</table>

Linda Bailey 3800 lcb6
Sue Bolton 2102 sjb28
Mike Brudenell 3811 pmw1
Lisa Burklinshaw 3818 jk3
John Byrne 3812 jcb1
David Chambers 3742 dac6
Michael Clark 3745 mpc3
Arthur Clune 3129 aci22
Paul Conacher 4346 pac1
Steve Downes 3741 sa21
Debra Fayter 3839 df3
Ken Finch 4452 kj1
Rob Fletcher 3816 rpf1
Kevin Gardner 3739 pkg4
Chris Gowland 3823 cg1
Sarah Hall 3827 seh11
Peter Halls 3806 pjt1
Sue Hodges 3839 sh32
Geoff Houlton 2100 gph2
Jenny Jackson 4455 jj5
Chris Kilgour 4454 crk1
Fergus McGlynn 3805 fem6
John Marsden 3832 jmp1
Darren Munday 3821 dam6
Nicola Normandale 4695 ncn1
Phil O’Connell 3825 pao1
Aimee Phillips 3897 amp1
Tamsyn Quormby 4347 tq1
Colin Rea 3817 cr9
Chris Reece 3807 car7
Peter Roberts 3802 prd1
Sam Scott 3817 svw2
Daniel Shelton 4349 ds23
Philip Smailles 3833 prs1
Simon Thompson 3894 stj8
Pete Turnbull 3804 pmn1
Sam Vines 3749 scv1
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Staff fields seen by others:
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Student fields seen by staff:
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* denotes gender-neutral titles such as Dr, Prof, etc

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A forum and mailing list has been set up for departmental web officers. Chaired by Chris Ellwood from the Library, it will meet once a term. A working group is currently looking in to the role of DWOs within departments and is due to report back to the Spring Term meeting. See: www.york.ac.uk/coord/docs/webforum.yrk/

Accessibility

Web Committee has been considering ways of ensuring that YorkWeb is compliant with the Disability Discrimination Act. Accordingly, it has set a standard of compliance of AA with the WAI guidelines and organised a series of staff training workshops for the spring term. This will begin with an open session explaining the meaning of the legislation, its importance, and demonstrating some of the technology. More information will be sent out to web information providers early in the spring term.
New Library system chosen: Aleph from Ex Libris

Chris Ellwood

We are pleased to announce that Aleph from Ex Libris has been selected as the new library system after a rigorous selection process. We also plan to purchase MetaLib which provides a platform for managing the hybrid library environment of electronic and traditional print resources. It is planned that Aleph will go live in July 2002 and MetaLib in 2003.

The Aleph system will offer Library users a range of new and enhanced functions which we will phase in from July onwards. We will also be reviewing all our procedures over the next couple of years to ensure we take full advantage of the improvements to work flow which Aleph will facilitate.

Examples of new services for users include:

- A web-based public catalogue which we can customise to suit the needs of York users.
- Complete loans history available to each user via their library record.
- Saved search strategies which can be run on a regular basis, with results emailed automatically to the user's specified address.
- Emailing and saving of search results.
- Enhanced search features on the catalogue, including full Boolean searching, date limiting, and Library of Congress Subject Headings for the most recent stock.
- Direct linking to web resources (including electronic journals and databases) from the catalogue.
- Online suggestions for acquisition of new items for Library stock.
- For teaching staff, online requesting of items to be put into the Reserve short loan collection.
- Annotated reading lists.
- Integrated access to and navigation through electronic resources wherever they are held with MetaLib serving as a gateway to local and remote resources.

Ex Libris has an impressive range of international customers (including MIT and Harvard in the US) and a growing number of UK customers (including the universities of Bristol, Nottingham, Loughborough, Lancaster, KCL and UCL). The company has a strong record of development, and the system is designed to handle the current and future needs of the modern hybrid library, an important part of the Library Strategy.

Aleph will run on the latest Sun server - a Sun Fire V880 UltraSPARC III with 4x750Mhz processors, 8Gb RAM and 6x36Gb disk drives. There will also be a test server (another Sun Fire V880, but of a lower specification) which will allow us to test upgrades and changes to the public catalogue before making them live (something which has not been possible on our current system). The Computing Service will house and manage the servers on behalf of the Library under a Service Level Agreement. This will ensure the servers are kept up to date with the current OS upgrades and security patches and are included in the Legato backup system which will provide improved security.

The YIMS Project Manager and the Head of MIS have both been involved in our selection process to ensure that the new system has the potential to link with systems acquired in the YIMS Projects. In fact, Aleph uses Oracle as the underlying database which fits well with YIMS developments.

Users have already been involved in the selection process and we hope to continue this during implementation, particularly in designing the public catalogue. There will be much more flexibility in how we organise and present the catalogue so we will have to make decisions on presentation, etc. which we have never had the opportunity to do before.

If you have any questions or would like further information about the new Library system, please contact: Chris Ellwood, Head of Subject Services, and Systems and Project Manager (cvel).
### Contacting the Computing Service

**Computing Service**

University of York  
Heslington  
YORK YO10 5DD

**Contact Information**

- **Telephone:** (01904) 433800  
- **Direct dial:** (01904) 43 followed by ext no.  
- **Fax:** (01904) 433740  
- **Email:** username@york.ac.uk

**www.york.ac.uk/services/cserv/**

### Information Desk

The Information Desk is your first point of contact with the Computing Service.  
Telephone: ext 3838  
Email: infodesk

Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (may be closed for training Wednesdays 2pm-3pm), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

### Computing Service Staff

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Ext No.</th>
<th>Username</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Mike Jinks</td>
<td>3801</td>
<td>kmj1</td>
</tr>
<tr>
<td>Departmental Secretary</td>
<td>Lorraine Moor</td>
<td>3801</td>
<td>lsn1</td>
</tr>
<tr>
<td>Head of Infrastructure</td>
<td>Robert Demaine</td>
<td>3808</td>
<td>rld1</td>
</tr>
<tr>
<td>Head of User Services</td>
<td>John Illingworth</td>
<td>3803</td>
<td>jji1</td>
</tr>
<tr>
<td>Head of MIS</td>
<td>Kay Mills-Hicks</td>
<td>2101</td>
<td>kmh8</td>
</tr>
<tr>
<td>Head of Technical Services</td>
<td>Doug Moncur</td>
<td>3815</td>
<td>dgm1</td>
</tr>
<tr>
<td>Head of Systems</td>
<td>Andrew Smith</td>
<td>3809</td>
<td>abs4</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Brian Souter</td>
<td>3814</td>
<td>bs1</td>
</tr>
<tr>
<td>Head of Networking</td>
<td>John Mason</td>
<td>3813</td>
<td>jrn13</td>
</tr>
<tr>
<td>Information Officer</td>
<td>Joanne Casey</td>
<td>3805</td>
<td>jnc8</td>
</tr>
</tbody>
</table>

Linda Bailey  3800  lcb6  
Sue Bolton     2102  sjb28  
Mike Brudenell 3811  pmb1  
LisaBurkinshaw 3818  ljb4  
John Byrne     3812  jcb1  
David Chambers 3742  dac6  
Michael Clark  3745  mpc3  
Arthur Clune  3129  ajj22  
Paul Conacher  4346  pac1  
Steve Downes  3741  ad21  
Debra Fayter  3839  df3  
Ken Finch      4452  kfl  
Rob Fletcher   3816  spf1  
Kevin Gardner  3739  pgk4  
Chris Gowland  3823  cgl  
Sarah Hall     3827  ssh1  
Peter Halls    3806  pjh1  
Sue Hodges     3839  sh32  
Geoff Noulton  2100  gnh2  

Jenny Jackson  4455  jf  
Chris Kilgour  4454  czk1  
Fergus McGlynn 3805  fnm6  
John Marsden   3832  jpm1  
Darren Munday  3821  dam6  
Nicola Normandale 4695  necn1  
Phil O’Connell 3825  paco1  
Aimee Phillips 3897  ampl1  
Tamsyn Quormby 4347  tq  
Colin Rea      3817  cr9  
Chris Reece    3807  cr7  
Peter Roberts  3802  prd1  
Sam Scott      3817  sms2  
Daniel Shelton 4349  dsc23  
Philip Smailes 3833  pjsml  
Simon Thompson 3894  sj8  
Pete Turnbull   3804  prl  
Sam Vines      3749  scovdl  
Timothy Willson 2123  ftswl  