Key**notes**

York Extra: read all about it!
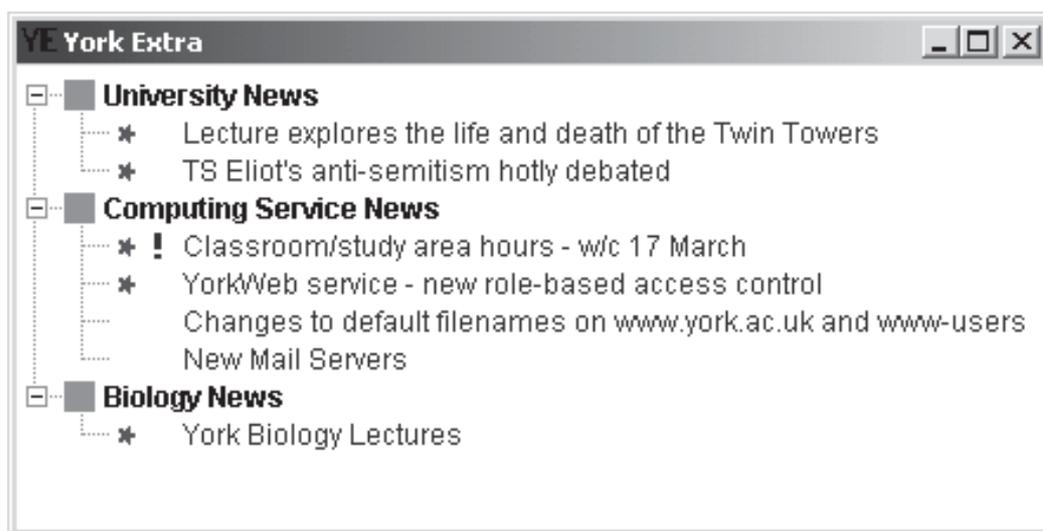
YE York Extra   _ □ ✕

- **University News**
  - ✳ Lecture explores the life and death of the Twin Towers
  - ✳ TS Eliot's anti-semitism hotly debated
- **Computing Service News**
  - ✳ ! Classroom/study area hours - w/c 17 March
  - ✳ YorkWeb service - new role-based access control
  - Changes to default filenames on www.york.ac.uk and www-users
  - New Mail Servers
- **Biology News**
  - ✳ York Biology Lectures

Volume 29, Number 4

From the Editor

Those of you who'd like to be able to control who can (and can't) access your web pages and applications will be pleased to hear about tools which allow you to set closely defined controls. Full details are on pages 4 - 5.

❈

York Extra is a news system which the Computing Service has developed in conjunction with the Communications Office. Some of you may remember its pilot incarnation as the 'news ticker'. It is now ready to launch, and John Byrne gives more information on pages 2 - 3.

❈

After extensive consultation, the new Service Guide has been agreed. Turn to page 6 for Mike Jinks' summary of the changes.

Joanne Casey

Contents

Feature articles

Keynotes on the web

Back copies of Keynotes can be found at: www.york.ac.uk/services/cserv/offdocs/keynotes/

Keynotes

Student Network Service
Robert Demaine and Matt Holmes

At the end of January the Computing Service distributed a questionnaire to all student bedrooms currently covered by the Student Network Service (SNS). There was a response rate of 10%, with a 70:30 split between registered and unregistered students.

The questions and average results are shown below: responses are measured on a scale of 1 to 5, with a score of 5 being the most positive answer:

How happy were you with the service?	4.4
Did you think the SNS was value for money?	4.4
Did you have trouble setting up your computer?	3
Were the Online guides useful?	4.2

The speed of the connection and 24/7 availability were the 'most liked' aspects of the service.

Network Access Service
Robert Demaine and Matt Holmes

The pilot Network Access Service launched by the Computing Service last November has been expanded. There are now 12 sockets in Kings Manor connected to the service and an experimental wireless access point has been made available in the Langwith library area. The Kings Manor connections are located in the upper floor study area in room KM/165 - the sockets are clearly labelled as NAS sockets.
These additions have seen the total number of registered users rise to 56, with an average of 17 sessions created per day. More information on the NAS service can be found at **www.nas.york.ac.uk**.

Draft Web Strategy
William Mackintosh

The University's draft Web Strategy has been under consideration by Web Committee and Information Committee during the autumn term. A printed copy of the Strategy was sent to all Heads of Departments at the start of the spring term for comment. The document is available online in Word and PDF formats:

www.york.ac.uk/coord/docs/ webcttee.yrk/stratcircular.doc

www.york.ac.uk/coord/docs/ webcttee.yrk/stratcircular.pdf

The Strategy outlines some proposed major changes to the University's web presence, which are designed to underpin future developments in online learning and to improve external marketing and internal communication. Aspects of the draft strategy may have implications for departments and feedback is most welcome. Further consultation will take place in the coming year.

Computing Service Lobby opening hours

Following a review of building security, the Computing Service Lobby area now only opens on weekdays 09.00 - 17.15 (16.15 on Fridays): the same hours as the Information Desk.

When the Lobby is closed, visitors with appointments can use the phone in the Security Centre to ring the person they are visiting. Users will only be able to collect printing sent to central printers during opening hours.

Correction: Associate Database Officers

In the last issue, we gave an incorrect URL for the listing of Departmental Associate Database Officers. The correct URL is:
www.york.ac.uk/services/cserv/ cfm/ados.yrk/ado_contact.cfm

Staff news
Mike Jinks

Ken Finch is continuing to recover well from his heart attack and hopes to be back at work soon.

Easter vacation courses
John Illingworth

In the recent Report on IT Staff Training Needs commissioned by the Staff Training and Development group was a recommendation from potential trainees that IT training providers should schedule some courses in the vacations.

The Computing Service has taken note of this and will provide a set of basic Word, Excel and PowerPoint courses in the Easter vacation:
18 March: Word
20 March: Further Word
25 March: Excel
27 March: Further Excel
All courses will take place from 2.15-4.15, in the Staff Training room, Wentworth W/218. Bookings should be made via the Computing Service Information Desk as usual.

York Extra
John Byrne

York Extra is an announcement system developed by the Computing Service in collaboration with the Communications Office. It is due to be released in the Easter vacation. Links to the system will be published in due course. York Extra allows departments and offices to post announcements to their staff and students and to wider groups within the University. For example the Economics department my wish to notify its staff of a forthcoming internal seminar, or the Communications Office may want to disseminate a message of general interest to all staff and students.

How are announcements posted?

Each department, office or authorised group is allocated a York Extra channel for posting announcements. Channel managers login to a simple web-based application to create, modify, or delete announcements.

An announcement is made up of a brief heading together with a short amount of text or a URL to more extensive information. Announcements are given viewing dates and assigned levels of importance - eg normal, important or urgent. By default announcements are targeted at all staff and students, however it is easy to restrict availability to more specific groups. A large number of standard groups is available based on familiar roles, for example teaching staff in the English department, 2nd year undergraduates in Biology, students studying a particular module. Larger groups such as all staff in a department and all students in the University are also defined. Channel managers may also create their own groups for added flexibility.

How are announcements viewed?

Two viewer applications are currently available - a small Java viewer that can be run on any Java-enabled computer (Java 2 release 1.3 or higher), and a web-based viewer which can be accessed from any web browser. The Java viewer will be installed on all Computing Service managed systems and will appear automatically when a user logs in. Departmental network managers may wish to configure their systems in a similar way.

Keynotes

Users can subscribe to any available channel. The viewer will display lists of headings for the selected channels. Clicking on a heading will display the body of the announcement. Icons appear next to the headings indicating their importance and how recently they were posted.
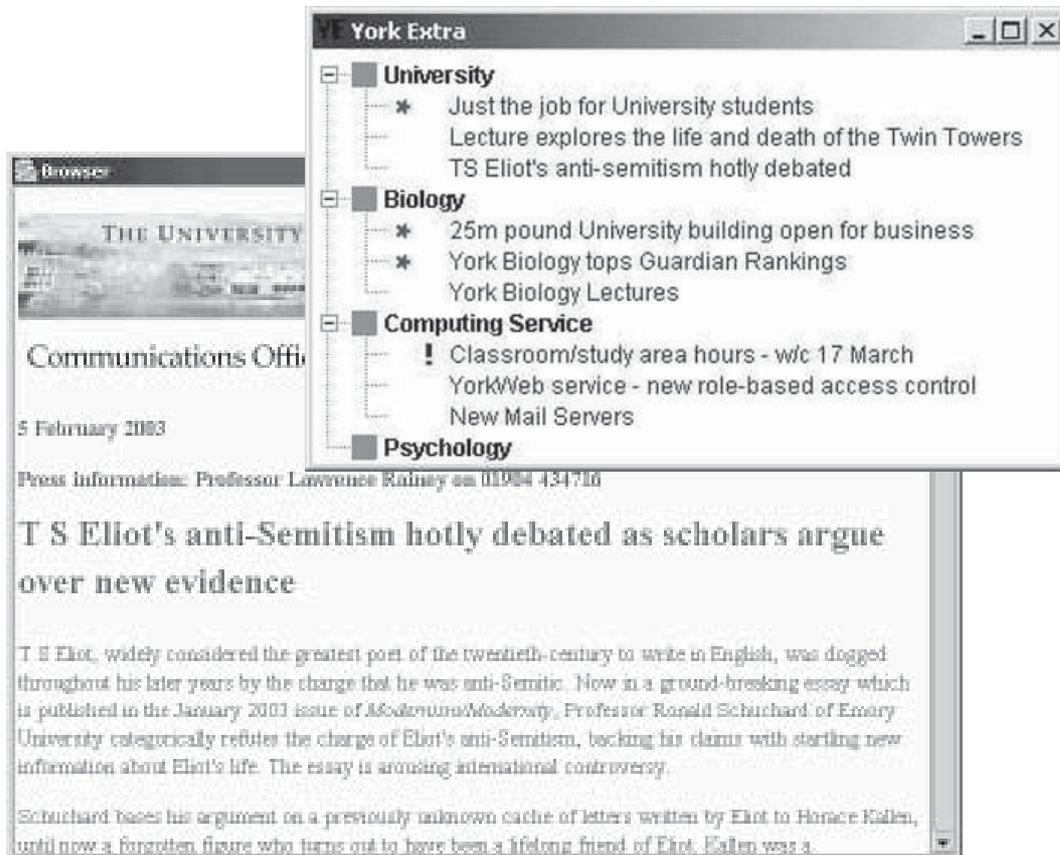
What can York Extra be used for?

The targeting facilities within York Extra give it a high degree of flexibility For example a department may use it as a daily news sheet for its staff and students. A channel can be used to communicate with different groups of users - some messages go to students, others to staff. Offices and research groups wishing to contact specific, sometimes large groups could do so either on their own channel or subject to agreement by posting to another channel. In due course some channels may be set up to allow general postings subject to appropriate controls.

Is this email?

No, it's more like internet news. With email every target user gets the same copy of the message which takes up storage space, and it's often difficult for unwilling recipients to filter out the messages. York Extra announcements are stored on a central server and displayed to users via their viewer application. With few exceptions users have control over the information they receive by choosing which channels to view.

Who do I contact?

Departments and groups wishing to set up and manage channels should contact Kriss Fearon in the Web Office. For any technical issues please contact the Computing Service.

Controlling access to YorkWeb pages and applications
John Byrne

By default, web pages and applications stored on YorkWeb are accessible to anyone over the Internet. Content-providers wishing to restrict access to web resources can use two methods supported by the YorkWeb server cluster. They are known as name-based and role-based access-control.

1. Name-based access-control

This well-established method involves giving directories special names ending **.yrk**, **.yku**, and **.ykc** Internet users accessing resources in and below these directories are required to provide a valid Computing Service username and password before they gain access. The web server effectively applies the following rule when processing requests for resources protected in this way:
"Allow access to any centrally registered user. Deny access to anyone else."

2. Role-based access control

Role-based access control also protects directories, but does not require them to be given special names. Instead content providers set up rules involving access-control groups, and the web server applies checks of the form:
"Allow access to anyone in these groups, unless they belong to any of those groups. Deny access to anyone else."

2.1 Groups

The web server recognises two types of groups - pre-defined and custom groups.

Pre-defined groups are based on familiar roles within the University, for example teaching staff in the English Department, 2nd year undergraduates in Biology, students studying a particular module. Larger groups such as all staff in a department, all students in the University are also defined. All departments, services, and administrative offices are covered by pre-defined groups.

Custom groups allow content providers to define arbitrary groups of users that can be used alongside or instead of pre-defined groups.

2.2 Rules

Rules can be based on single groups, for example:
"Allow all staff in Philosophy"
"Allow people in my tutorial group" (a custom group)

Rules can involve combinations of groups, for example:
"Allow all staff in Biology and all staff in Environment"
"Allow all students in Mathematics except 1st year undergraduates in Mathematics"
"Allow everyone except people in my tutorial group"

3. Relationship between name- and group-based access-control

Directory trees that are protected using name-based access control are processed as if they were protected by the following role-based rule:
"Allow access to anyone in groups 'all staff', 'all students', and 'all associates'. Deny access to anyone else"

4. Nested access-control rules

Access-control rules can be set for any directory in a web site. This means that directories where rules are set may contain sub-directories where other rules are set. The server cluster resolves multiple settings by applying the following procedure: when a web page is requested by a user the web server checks to see if access

controls have been set for the directory where the page is stored. If so those rules are applied. Otherwise it continues searching up the directory tree, applying the **first** set of rules it finds. If no rules have been set in that branch of the web site the document is unrestricted.

For example if directory **info** is restricted to "staff"', and directory **info/students** is restricted to "students", then documents in directory **info** and any of its subdirectories, except **info/students**, are available to staff only, and documents in **info/students** and any of its subdirectories available to students only. Note that in this example staff cannot access documents in **info/students**. For this to happen the directory should contain an additional rule allowing staff.

5. Setting access control

5.1 Who can set access-control?

Name-based access control is available for all sites hosted on **www.york.ac.uk** and **www-users.york.ac.uk**. Role-based access control is currently only available on **www.york.ac.uk**.

5.2 When should you use access-control?

As a general rule you should only apply access-control when it is really needed. The main reason is that each time a restricted document is accessed the server cluster has to perform a number of checks to make sure the user is entitled to the document. As a result accessing restricted documents generally takes longer than accessing unrestricted documents.

5.3 Which type of access-control should be used?

Although the server cluster will continue to support name-based access-control, content providers are strongly urged to use role-based access control to protect resources, not least because it avoids having to create somewhat artificial names for their directories (which then become part of the URL).

5.4 How do I set role-based access-control?

Role-based access control is easily set using a web-based tool, which can be found at:
www.york.ac.uk/systems/access/

Custom groups can be created using a tool at: **www.york.ac.uk/systems/customgroups/**

You can also access these from the Computing Service Electronic Infodesk. Please note: Role-based access-control and custom group facilities are currently only available to YorkWeb account holders.

6. Technical notes on role-based access control

Role-based access-control works through the use of special web-server control files, which are stored in the directories where access-control is set. They all have the filename **.htaccess**. The web-based tool described in section 5 will create and modify its own section in any pre-existing .htaccess file. Where no .htaccess file exists it will create one and add its own section.

WARNING:

Deleting a .htaccess file in your web site could expose resources to public access. Only use the web tool described in section 5 to create, modify, or remove role-based access-control. If you need to edit a .htaccess file for any other reason avoid the section reserved for role-based access-control.

Service Guide
Mike Jinks

Following the review of the Computing Service, a draft of a revised Service Guide was produced for consultation, as mentioned previously in Keynotes. This consultation has now taken place and a final version of the Guide has been agreed by the Computing Service Management Board and by Information Committee.

The main changes from the existing arrangements are:

- discontinuation of the much mis-understood distinction between *core* and *non-core* services. The Service will offer a fixed range of operational services, some of which will incur a charge; no other services will be available
- support for taught course students on basic software - Microsoft Office, email etc
- discontinuation of delivery of teaching in academic areas
- limitations on the involvement of Computing Service staff in research projects
- establishment of formal liaison with departments for strategic issues - day-to-day queries, fault reporting etc will continue to be addressed by the Information Desk
- free service for disposal of PCs
- chargeable service for setting up a PC 'from the box'
- free provision of the software bundle in the supported connection

The intention is to provide the new services from the start of the 2003/4 academic year, subject to funding and space availability. Further details will be available nearer the implementation date.

YIMS update
Geoff Houlton and Jenny Jackson

The MIS Group has continued to be extremely active on two particular projects within the YIMS programme; implementing a new Finance System and a new Student Records System.

Finance System

The Agresso finance project is reaching the stage where testing and training will commence in earnest. MIS are working on the migration of data from the old MAC finance system, to provide as seamless a transition as possible. We are also developing a deployment framework to enable Windows client software system to be accessed by departments, primarily via the Computing Service Windows 2000 service. A large number of users are expected to access the system via its web application, which requires Internet Explorer 5.5 or above.
A ColdFusion web application is also being developed to enable departments to convert their MAC cost codes (e.g. cost centres and detail codes etc) into the Agresso equivalents – more information on this will be made available prior to the go-live date.

Student Records System

The SITS student records project has a number of workstreams working on different modules within the SITS product, these include student finance, undergraduate/graduate taught records, placements and student accommodation. MIS is working with each workstream specifically looking at data coding, data migration and reporting. Work will commence on replicating the Student Enquiry Screen using data held in SITS. This will involve incorporating the new coding structures that have been developed by the project team, for example those in the area of course structure. Access to the SITS application will be principally via the Computing Service Windows 2000 service.

Software news
Dan Shelton

Everybody uses software, whether it's a word processor, programming language, or spreadsheet application. The Computing Service constantly tries to provide the best software for its userbase, to assist with the use of, and to provide timely support and documentation.

Currently we are engaged in planning for new software, and in investigating the use of Microsoft Systems Management Server (SMS). SMS is a management tool designed for administering large networks, like ours, and has now been installed on the supported Windows 2000 network. This tool will allow us to greatly improve how we manage the network and client PCs, which will lead to a better service for our userbase. As and when necessary, we will provide documentation and advice to users about how this will affect them.

The Service always tries to provide software that our users want to use, and in line with this, Microsoft Visual Studio .NET is to be available this year. Visual Studio .NET is an integrated development environment (IDE) which allows users to construct programs of various types, which run on Windows and on Microsoft's new .NET platform, and represents a major stepping stone in the evolution of software development. The current version of Visual C++ 6 will be removed and cease to be supported summer 2004. Unfortunately, two of our Borland tools will be removed from the supported service (Delphi and C++ Builder) because there is not sufficient demand for these products. For those who prefer Java, however, Java will still be available and there are no plans to remove it.

Internet Explorer, from Microsoft, is the premier browser for accessing the Internet and it used by the majority of Windows users. The Service will be upgrading this during the year also.

During the summer we will be upgrading and introducing new software to the service, in line with our upgrade policy. Information relating to this, and how it will affect users, will be provided in time for the upgrade.

For those interested in web page creation, the popular web site editing software Dreamweaver is to be made available to all staff. Dreamweaver, like Microsoft FrontPage, is one of the premier software applications used by professional web site designers, and offers a user-friendly interface, as well as links to databases, for those who wish to create database-aware web pages.

Bibliographic software
John Illingworth

Until recently the Computing Service has provided a limited number of licences for the Reference Manager bibliographic software package on the central system. This means that only those using a centrally supported PC can access this software. However we have now signed a site licence for this software, which will mean that Reference Manager 10 will be available to all staff and students on University-owned PCs: copies of the software on CD can be obtained from the Information Desk for the normal £5 administration fee. Migration information for users of version 9.5 will be supplied when we have had time to look at the new features. For details of the site licence agreement see the CHEST web site at:
www.chest.ac.uk/software/isi-researchsoft/overview.html.

There is no home concession on this licence – to quote the terms: "*A personal copy must be purchased for installation on any machine that is not owned or operated by the Licensed Institution*". However, there is a reduced price deal of £55 + vat for personal copies. Full details will be published shortly.

Reference Manager has stable-mates ProCite and EndNote which can be obtained at extra cost. Aware that the Computing Service has no experts on bibliographic software, let alone bibliography, we have consulted the Library on this matter and this consultation, together with information from an earlier poll of Departmental Computing Officers, leads us to believe that at present there is no need to offer any of the other products. However, if you do have any software requests, bibliographic or otherwise, please submit them to the software wishlist (**wishlist@york.ac.uk**) for consideration.

Keynotes

Star Office
Doug Moncur

The Computing Service has recently obtained a site licence for Star Office, Sun's alternative to Microsoft Office.

Star Office is available for Microsoft Windows 9x, 2000 and XP, and for Linux and Solaris, and is a viable alternative to Microsoft Office as it will happily read and write all the common Microsoft Office file formats.

Under the terms of our licence the product can be freely installed on all University owned computers. CDs can be obtained from the Computing Service Information Desk in the normal way. This product is unsupported, but a copy of the accompanying documentation can also be obtained on CD from the Information Desk

Why have we done this?

We've done this as an evaluation exercise. It is no secret that the licence costs for Microsoft Office are a significant drain on Computing Service finances, and we would be silly not to evaluate alternative products, especially one that can read and write the same files as the more commonly used Microsoft products. There are no plans to migrate to Star Office, although with the increasing use of Linux as a desktop operating system, colleagues may find it useful to read and write Microsoft files on their desktop Linux system.

The Star Office site licence was free plus a nominal payment (£50 or so) for a master set of media.

Why Star Office and not Open Office?

Star Office used to be a proprietary product made and sold by a company called Star Division. I liked the product and so obviously did Sun as they bought Star Division and assumed ownership of Star Office with version 5.2.

For version 6 they took the product open source, except for the database module which was re-licensed from Adabas, and the Java virtual machine which is Sun's own proprietary product. At the same time they helped set up a not for profit organisation, www.OpenOffice.org to develop and enhance the product as an open source product. Star Office is essentially Open Office with extensions and with the potential of formal commercial support if required. Open Office, which can be downloaded from their website, is functionally the same as Star Office as regards all non database related tasks and is available for more platforms than Star Office. For example, there is no version of Star Office for OS X 10.x for the Macintosh, but there will shortly be a version of Open Office for OS X 10.2.x, and anyone interested in experimenting can download the pre-release beta and install it.

This synchronicity between Open Office and Star Office also allows us to neatly sidestep the problem that under the terms of our site licence people cannot use Star Office on personally owned or home machines – they can use Open Office which is the same product – only the logo displayed on start up is different.

Keynotes

New National Printer Agreement
Doug Moncur

The new National Agreement for Computer Printers, Associated Peripherals and Add-ons came into effect on 1 February 2003. It is a 3-year agreement with the option to extend for a further 2 years based on performance. Following from the success of the previous agreement and a 90% increase in the overall contract spend (now c £10m per annum) between the first and final year, five suppliers have been selected after a comprehensive EU tender process. The successful suppliers are shown below along with the manufacturers that they will be promoting on this agreement:

Chisholms Computers Ltd – Epson, Kyocera-Mita
The DTP Group – Hewlett Packard
Getech Ltd – Hewlett Packard, Kyocera-Mita, Lexmark
Phoenix Computers – Epson, Hewlett Packard, Lexmark
XMA – Hewlett Packard, Kyocera-Mita, Lexmark

The University has standardised on HP printers for networked printer provision and has historically used DTP Group and Getech as a source of printers. However, some other suppliers who participate in the national printer suppliers contract offer equipment from other manufacturers and may offer better value on Hewlett Packard equipment in some case. Please consult the guide at to the current printer agreement for full details of the agreement, including supplier links and contacts:
www.york.ac.uk/services/cserv/purchase/purchase.yrk/PrinterAgreement.pdf

Anyone considering purchasing a printer which is to be connected to the campus network should consult with the Computing Service, especially if they wish to use non-HP equipment.

Frequently asked questions
Joanne Casey and Almee Phillips

How do I stop the preview pane appearing in Outlook 2002?

Go to **View** and click on **Preview Pane**: if you don't see the Preview Pane option, expand the menu by clicking on the down arrows at the foot of the menu.

When I click on File | Open in Word, I'd like it to go straight to the folder where I store most of my documents. How do I do this?

Select **Tools | Options**. In the dialog box that appears, click on the **File Locations** tab. Under **File types**, click on **Documents** to highlight it. Click on the **Modify** button. Browse to your preferred folder, then click on **OK**. Click **OK** again to close the Options window.

How do I clear my temporary internet files on Internet Explorer?

Select **Tools | Internet Options**. Make sure that the **General** tab is selected. Under **Temporary Internet Files**, click on the **Delete Files** button. In the dialog box that appears, tick the **Delete all offline content** box. Click on **OK**. NB: this procedure may take some time.

I'm using Windows 2000, and want to open a Zip file I've been sent. How do I do this?

Use the **Start | Settings | Control Panel | Add/Remove Programs** procedure to install **PowerArchiver 2000**. Once this is installed, clicking on the Zip file will automatically launch PowerArchiver with a list of the extracted files.

Keynotes

Reading email on the move
Doug Moncur

Sometimes, just sometimes, when you are away from York you want to read your email. This can turn out to be more difficult than you think it should be, but with a little planning it can be done.

One of the first steps is to obtain an account with a webmail provider, ie one that allows you to read your email via a web browser. Also make sure that the provider allows you to retrieve your email from a pop server. Not all do, for example HotMail does not allow you to do this as standard.

Now, you might wonder why I said a pop server, when the University's email system uses the alternative imap protocol, which is not compatible with pop. The reason is totally pragmatic – most webmail providers only allow retrieval from pop. If you don't want to do this you can use a service such as Mail2Web (**www.mail2web.com**) to access your imap mail directly by selecting 'advanced login' – normally it defaults to pop mail.

However, if you have a private dialup account which you use socially from home you almost certainly have a pop account. If you arrange to forward your university email to your home account while you are away (see: **www.york.ac.uk/services/cserv/help/mail/RedirectingMail.html**) and then configure your webmail account to retrieve your email from your home ISP's pop server, you will be able to retrieve your mail over the web. All you then need to do is find an internet cafe, buy a cup of coffee and 15 minutes or so of web time and then login to your webmail service. One of the more common ones to use is Yahoo, although I use a smaller Australian provider.

The only trouble with internet cafes is that while they're common in places visited by tourists and backpackers – basically beach resorts and major cities - in some other places they can be quite difficult to find – like university campuses for example. This is because universities tend to assume that everyone on campus has an account on their systems. This isn't actually the case.

At this point the only alternative is to take your own computer and connect via a dialup account. This may not be as expensive or as difficult as you might think. The downside of doing this is that you end up paying for call charges in your hotel long after everyone else has taken to using their mobile as an alternative. These days however most hotels and university conference centres provide phone sockets you can actually plug into.

Firstly you need a computer, preferably a portable one. Here a little bit of thought helps – do you want a reasonably fully featured machine on which you can do all sorts of whizzy things or do you simply want something that works and on which you can read your email?

If you want to do the latter you can get by with an old computer. I use an old Apple Powerbook with a black and white screen that I bought on eBay. I deliberately chose that machine as it has around 2 hours battery life and comes with a built in modem (albeit only 14.4k) and an ethernet network connection, and the Apple communications software is easy to configure and understands that you might have multiple connections on one machine. Also I wouldn't be heartbroken, annoyed, yes, but not heartbroken, if it was stolen or damaged in transit. I set it up with an account on the British Library's ISP – details at **www.britishlibrary.net** – you can register online without having to have a britishlibrary.net CD and can then use the information to configure your computer. They also provide helpful advice on using third party web services to access your pop mail.

On the laptop I have an old popmail client – eudora 1.5, a copy of Internet Explorer 4 and a telnet client, as well as some word-processing and ftp software. That way I can send and receive mail using my copy of eudora, or if I want to access my Imap mail directly I can fire up Internet explorer to access Mail2Web, or in moments of desperation use the telnet client to contact mailer directly. The only real problem is that the dialup account only works in the UK. If you want to use dialup in other countries you usually need to get an account from a local ISP and configure the settings on your computer – it's often easier to go in search of an internet cafe.

However, remember I said that my 8 year old laptop had an ethernet connection. Broadband, or ADSL, connections are essentially the same thing as ethernet and it's sometimes possible to arrange to plug into someone's broadband connection for a few moments, or sometimes, another university's campus network – which is where having network software that is quick and easy to reconfigure is an advantage. Recent Microsoft operating systems are as easy to reconfigure as Apple systems but this is not the case with older Microsoft operating systems, and remember if you're using an older computer you're stuck with old software and old operating systems.

Keynotes

Hints and tips on using the Library Catalogue
Sue Cumberpatch

Help us redesign the catalogue!

The Library would like to thank everyone who has taken the time to comment on the new Library Catalogue. An internal working group has collated your comments and is now reviewing the design and functionality of the catalogue. Before any major changes are implemented we will be carrying out some **usability testing**. If you would like to be involved with this testing please contact Sue Cumberpatch (sc17@york.ac.uk, extension: 3891).

Journal (periodical) searching

Click on the **Journals** link on the Main Menu to focus your search on journals. The quickest way to find a journal if you know the journal title is to use the **A to Z Search** option.

- In the **A to Z search** box, type the first few words of the journal title, eg *nursing times*. Click on **Go**.
- The search results will show all journals with this title: select the journal you want from the list.
- Click on the line number to see further details.
- Click on **All items** to see the location of the volumes available.

Use the **Keyword Search** option to find journals containing a particular word, for example *biology*. If you don't find the title you're looking for, check for electronic access using the **Electronic Journals** link from **Local Collections**. Return to the full catalogue (by clicking on **Full Catalogue**) to search for items other than journals. If you search for a journal in the Full Catalogue you will also find photocopied articles, kept in the Library's Photocopy Collection.

Saving and mailing your search results

You can save or email records from the **Results list** or from **Full View**.

To save:
- Select the items you wish to keep by clicking to place a tick in the box to the left of the listed item.
- Then click on the yellow **Save Selected** button.
- Click **Email/Save**. Select the format in which you wish to save the records. Click Go.
- Follow the on screen instructions to save to a file.

To email:
- Select records as above.
- Click **Email/Save**.
- Choose the format in which you wish to email the records.
- Enter your full email address and a subject line. Click Go.

Basket
You can gather together records from several searches by selecting them and using **Add to Basket** throughout your search session. The contents of the basket can then be saved or emailed in one go (click on **Basket**). This saves you having to email or save results from every results list if you are doing several searches.

Saving a search strategy
You can save a search to run again at another time.
- Click on **Previous Searches**.
- Select a search by clicking in the check box to the left of the search. Click **Save**.
- If you are not logged in you will be prompted to do so.
- Searches can be re-run using **Saved Searches**.

Setting up a Search Alert
You can set up a Search Alert, which will automatically run at the interval you specify and email you with new records matching your search.
- You must login first and you must have an email address set up in **My Library Record**.
- Carry out a search and go to **Previous Searches**.
- Select a search by clicking in the check box to the left of the search.
- Click **Search Alert (SDI)**. Enter information as required. Click **Go**.

Keynotes

Contacting the Computing Service

Computing Service	Telephone: (01904) 433800
University of York	Direct dial: (01904) 43 followed by ext no.
Heslington	Fax: (01904) 433740
YORK YO10 5DD	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

Director:	Mike Jinks	3801	*kmj1*
Departmental Secretary:	Lorraine Moor	3801	*lsm1*
Head of Infrastructure:	Robert Demaine	3808	*rld1*
Head of User Services:	John Illingworth	3803	*jji1*
Head of MIS:	Kay Mills-Hicks	2101	*kmh8*
Head of Technical Services:	Doug Moncur	3815	*dgm1*
Head of Systems:	Andrew Smith	3809	*abs4*
Operations Manager:	Brian Souter	3814	*bs1*
Head of Networking:	John Mason	3813	*jrm13*
Information Officer:	Joanne Casey	3805	*jmc8*

Paul Atherton	3229	*paa4*		Geoff Houlton	2100	*gph2*
Gavin Atkinson	3738	*ga9*		John Hutchinson	3898	*jh57*
Linda Bailey	3800	*lcb6*		Jenny Jackson	4455	*jj5*
Sue Bolton	2102	*sjb28*		Chris Kilgour	4454	*crhk1*
Mike Brudenell	3811	*pmb1*		Fergus McGlynn	3822	*fam6*
John Byrne	3812	*jcb1*		John Marsden	3832	*jpm1*
David Chambers	3742	*dac6*		Darren Munday	3821	*dam6*
Michael Clark	3745	*mpc3*		Nicola Normandale	4695	*ncn1*
Arthur Clune	3129	*ajc22*		Phil O'Connell	3825	*paoc1*
Steve Downes	3741	*sd21*		Suran Perera	4689	*sjp25*
Ken Finch	4452	*kf1*		Aimee Phillips	3897	*amp11*
Rob Fletcher	3816	*rpf1*		Chris Reece	3807	*car7*
Kevin Gardner	3739	*pkg4*		Sam Scott	3817	*svs2*
Chris Gowland	3823	*cg1*		Daniel Shelton	4349	*ds23*
Dan Granville	3839	*dsg2*		Philip Smailes	3833	*pjrs1*
Sarah Hall	3827	*seh11*		Deb Taylor	4346	*dt8*
Peter Halls	3806	*pjh1*		Simon Thompson	3894	*sjt8*
John Hawes	4347	*jeh11*		Pete Turnbull	3804	*pnt1*
Sue Hodges	3839	*sh32*		Sam Vines	3749	*sccv1*
Matt Holmes	3820	*mjh25*		Timothy Willson	2123	*ftmw1*

Keynotes