

ITSD Update

Fall 2008

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Welcome Back from ITSD

It's great to welcome all students and faculty back to our community for the fall semester. We hope that you had an enjoyable summer and we're looking forward to working with you during the upcoming months. Please take a moment to review this short update as you begin the new semester.

We're excited about the renovations to Horn Library and the enhanced features to more spaces for collaborative and quiet study. The new library website is designed to facilitate simplified access and use of information and we continue to expand E-Resources to meet the learning, teaching and research needs of the Babson community. Join us in our community building efforts by participating in our Read! Campaign, and our annual Library Open House on Oct. 30th as we celebrate our Center of Excellence Award with the community.

During the summer, ITSD replaced all the desktops across the campus and in accordance with our technology upgrade cycle, a number of rooms were renovated and received new equipment. You may have also noticed some new LCD screens in spots around the campus as we move to digital signage. We purchased an intelligent energy management tool called PowerSave which powers desktops down when they're inactive and RightAnswers is a self-service product which includes a vast library of pre-packaged knowledge to assist you with technical assistance any time of day.

As always, I can be reached by e-mail at rose@babson.edu. Best wishes!

Mary M. Rose
Vice President of Administration & CIO

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Library News

Library Expanded E-Resources:

Print Reference Books Transition to a Virtual Collection

Our [Virtual Reference Shelf](#) is a collection of electronic reference materials such as directories, dictionaries, encyclopedias, indexes, etc. covering all disciplines. A few examples of new online resources available include: Gale Virtual Reference Library, New Palgrave Dictionary of Economics, Oxford Art Online, Encyclopedia of American Religions, Global Road Warrior, Oxford Language Dictionaries, Oxford Encyclopedia of Women in World History, the Advertising Redbooks, American Wholesalers and Distributors Directory, Brands and Their Companies, and Encyclopedia of Major Marketing Campaigns.

Consolidated & Simplified Access to Historical Data

[WRDS](#) is a warehouse of financial, accounting, banking, economics, management, and marketing data accessible through a single web-based interface from the following providers: Compustat, CRSP, TAQ, Global Insight and ExecuComp, and now IBES historical estimates are included.

Expanded Access to Ebooks

[Books 24x7](#) now includes over 7,000 titles in the IT, Finance, Accounting and other business areas. **ExecSummaries** via [Books 24x7](#) provides audio and text summaries of leading business books from today's foremost business authors. These summaries distill the essence of the work, conveying content, style and spirit, enabling one to grasp the work's value to the reader.

Reports are available for online viewing, printing or saving to the desktop as a PDF and listening with MP3 downloads.

[Oxford Scholarship Online Economics And Finance Collection](#) includes 300+ titles whose authors range from classic thinkers to modern masters, including twentieth-century Nobel Prize winners, and come from across the globe.

New Industry Resources

[BizMiner](#): Detailed industry analysis, reporting on more than 16,000 lines of business in national and local markets.

[eMarketer](#): Market research & trend analysis on the Internet, e-business, online marketing, media and emerging technologies.

[Frost & Sullivan](#): Provides in-depth research, both global and regional, that contains real time industry information including emerging technologies, R&D breakthroughs, patents, best practices, financial analysis and market segment analysis

[Guidestar](#): Provides information on the programs and finances of IRS-recognized nonprofit organizations.

[Plunketts](#): Provides industry sector analysis and research as well as information on industry trends and industry statistics

New Company Resources:

[Mergent BondViewer](#): Provides US taxable and municipal fixed income data.

[Mergent Horizon](#): Supply chain and revenue stream analysis tool for US-traded companies by mapping companies from the bottom up, based on actual products and services. It then filters up to 16,000 product levels into an easily searchable structure.

New Global Resources:

[RGE Monitor](#): Provides relevant insights on a broad range of crucial global issues including; global macroeconomics, emerging markets, geostrategic and long term issues, finance, banking, and world markets.

[Business Monitor International](#): Provides country risk and industry forecasts by country.

FT.com: PDF version of the Financial Times now available via the home page of the library website.

Marketing Resources:

[Simply Map](#): A web based mapping application with demographics, business and marketing data down to the census tract level.

New Library Website: library.babson.edu

The new library web site is designed to facilitate simplified access and use of information to meet the learning, teaching and research needs of the Babson community. Two features of the new site are the Business FAQ and the new platform for the library research guides, LibGuides.

[Business FAQ: Quick Answers](#) provides quick help on a wide range of questions relating to business research. The FAQ is a knowledge database consisting of 15 broad question categories (e.g. "Accounting") and covering over 350 specific questions (e.g. "How do I find information on venture capital and venture capital firms?").

[Libguides](#) enables us to share information and connect with the Babson community in a web 2.0 world. Using LibGuides, we can create useful content to support course work, share knowledge, and promote library resources. The system is [integrated](#)

[with Facebook](#), and [LibGuides widgets](#) distribute library content to other websites, blogs, and courseware systems. LibGuides connects the library with our users, wherever they are and integrates with a wide array of popular web 2.0 services, such as Del.icio.us and Twitter

Library Renovation

You will notice fewer books and magazines as you walk into the library. The print reference collection transition to a virtual collection means more space for collaboration. In June the library began an exciting renovation project to be completed in October 2008. Reference stacks were combined with circulating stacks for ease of finding materials. The renovation features new painting, carpeting, enhanced lighting, comfortable seating and more spaces for collaborative and quiet study. Furniture for public areas will arrive in October.

Through the generosity of SGA and ITSD two large plasma screens were installed across from the main information desk. The screens will be used to notify students about campus and world events, new products and services.

Library Research Support

During the semester Horn Library provides research support to members of the Babson Community during the following hours:

Monday – Wednesday	1:00pm-9:00pm
Thursday	1:00pm – 6:00pm
Friday	1:00pm – 5:00pm
Sunday	3:00pm – 9:00pm

In addition, we are excited to introduce our enhanced virtual reference service. Chat reference via AIM, Meebo, Gmail and

Yahoo! is available. Add HornResearch to your buddy list for instant access to the research librarians. Now you can contact us by:

- Telephone: (781)-239-4596
- Email: research@babson.edu
- IM: HornResearch
- Website: Ask a Librarian (<http://libguides.babson.edu/help>)
- In person at the Main Information Desk

Read! Campaign

The idea of leisure reading is alive and well at the Horn Library! Please contribute to the Library READ! campaign by recommending a book to the library that has influenced your life professionally or personally. Please include a few sentences as to why you are recommending the book(s). The book does not have to be business related (but it can be!). Once we receive your recommendations, the library will purchase the book if we don't already own it. We will create a library display showcasing the books and create a reading section on the library website where students can view the full list of book recommendations and add feedback.

Faculty frequently share concerns that students are not reading outside of the classroom. Our students have shared that they value the library as a place that facilitates access to our community values, experiences and knowledge. One way that we can contribute to community building is through the Read! campaign. This campaign is part of a broader library initiative called the "Community Collection." This collection serves as a browsing collection for new books on the following topics: diversity, culture, ethics, social responsibility, language materials, popular fiction and graphic novels.

Library Open House for Faculty, Staff & Students

The Horn Library is pleased to invite the Babson community, faculty, staff and students to our annual Library Open House. We will celebrate our Center of Excellence Award with the community. This year it will be held in the newly renovated library lounge and feature live music, great food as well as free drinks from Jazzman's Café! Come join us Thursday, October 30, 2008 from 4:00 – 6:00 PM for food, fun, music and what's new.

Center Of Excellence Award

The Horn Library received the [2008 Center of Excellence Award](#) for its commitment to service excellence demonstrated through the quality of information programs, resources, and services developed for [The Stephen D. Cutler Center for Investments and Finance](#) over the past five years. The award is sponsored by the Special Libraries Association Business & Finance Division.

New Library Staff

Jane Vecchi, Library Administration Coordinator, was Staff Assistant for the Boston College Center for Human Rights and International Justice prior to Babson.

Patricia Berens is our new Content Analyst Librarian and Liaison to the Economics Division. Patricia comes to us from Accenture, where she served as Research Librarian. Prior to that, she was at Arthur Andersen LLP as head librarian of their business library.

Dominique Winn is our new Undergraduate Instruction Librarian & Liaison to the History & Society Division. Prior to coming to Babson she was at ITT Technical Institute.

IT News

Help Yourself to Technical Assistance!

Need some help with Word or Excel? Do you have a question regarding a feature in Blackboard? Now you can get technical answers any time of day. ITSD has recently purchased a self-service product from a company called RightAnswers. The application includes a vast library of pre-packaged knowledge...over 150,000 solutions covering more than 250 of the most popular commercial off-the-shelf software applications. We've also included many topics with Babson-specific technology information. And if for some reason the solution isn't found, you can create a trouble issue in our ticketing system with a single click. Keep your eyes and ears open for more information on how to get the right answers you need, whenever you need them. Just click on the link in Portal or check out <http://answers.babson.edu> for help 24 by 7!

Collaboration Just Got Better...

We've upgraded to Sharepoint 2007 but be careful there's a lot happening in more than just the collaboration space. Improvements to Sharepoint include: enhanced compatibility with Office 2007, wikis and blogs, survey ability, email integration, RSS functionality and project task lists. Collaboration is just one of the six pillars of Microsoft's Office Sharepoint Server. We'll be providing more information in the future regarding Portals, Enterprise Search, Enterprise Content Management, Business Processes and Forms, and Business Intelligence. If your curiosity is piqued, check out the new collaboration space and

online training through My Collaboration Spaces in Portal or at <http://sp.babson.edu>.

ITSD Is Going Green

We're proud to announce that we've purchased our first intelligent energy management tool that makes cents. All the new desktops across the Babson campus have an added software application called PowerSave which keeps desktops running when you need them and accurately determines when they're inactive so they can be powered down. Now we can automatically turn off monitors during periods of inactivity, switch desktops to 'standby' mode when not in use, and schedule complete desktop shutdowns on nights and weekends. Talk about reducing power consumption. There are over 900 desktops throughout the campus! Saving energy isn't just for wind turbines anymore.

Your Laptop Just Got W i d e r

If you haven't noticed already, manufacturers are moving consumers to widescreen laptops. This year, our T61 will boast not only a 14.1" widescreen display, but a short list of impressive specifications:

- Intel® Core2™ Duo 2.50GHz
- Windows XP Professional Service Pack 3
- Intel (R)/Wireless A/B/G
- Integrated Gigabit Ethernet
- 2GB RAM
- 100GB 7200RPM Hard Drive
- CD-RW/DVD-RW
- Intel(R) 965 Express Display Chipset
- Bluetooth Technology
- Integrated Fingerprint Reader
- Integrated Camera

What's That Number?

With all the different numbers you need to remember, it's not always easy to recall a four-digit extension. The next time you need to reach someone on campus, just dial 6263 (NAME) and say the name. Once the NameConnector answers, simply press the star (*) key and say the name (or department). Or, just say the name right over the recording. NameConnector will confirm the name and transfer your call. If you discover a name is missing from the NameConnector or a name is mispronounced, *please* fill out the issue form on our website. Navigate to the form from www.babson.edu/it by clicking 'Services Provided' then 'Telephone Services' and 'Name Connector Issue Form' or simply click [here](#).

It's That Time Again

After three years, we have again replaced all the desktops across the campus. This year we deployed Lenovo ThinkCentre M57p desktops with Vpro. Take a look under the hood:

- Intel Core 2 Duo Processor E8400
- 2GB Memory
- 160 GB 7200RPM SATA HDD
- Intel GMA 3100 (video card)
- CD-RW/DVD combo drive
- Intel Gigabit Ethernet

The hardware is running Windows XP, Service Pack 3.

Technology in the Classroom

Each year we select a number of rooms, in accordance with our refresh schedule, to receive a complete technology upgrade. This year we replaced equipment in the Olin auditorium, the Needham and Wellesley rooms and the Olin 008 lab. Knight auditorium has had its sound system

redesigned to better fit within the space. Working together with Facilities Services, Trim 201 and 202 have been completely revamped and fitted with all new equipment. These two rooms now graciously join the ranks of fully functional technology classrooms. Several other classrooms have received new, higher contrast projectors and a few necessary switching and audio updates. If you have any questions on how to operate any of the equipment in our classrooms, please don't hesitate to contact the IT Service Center at x4357 to set up personalized training.

Don't Hesitate to Bag It

A laptop bag can be a somewhat personal item and we're fine with that. But *please* use one! As part of our efforts to increase the use of a laptop bag, ITSD continues to survey students regarding the type and style laptop bag they would prefer. In order to better address each student's choice, we offered four bag styles to First Year students. This year's choices were: backpack, messenger bag, slipcase or ladies' slipcase. Laptop bags are practical items and they're not necessarily designed to be the epitome of cool. They cushion your laptop against bangs and drops while often providing extra space for file folders and/or books. The best way to keep your laptop looking new and safe from bumps and bruises is to use a protective case.

Targus Discount

Looking for some mobile accessories or a case for your laptop or camera? Shop Targus.com and save 20%. By using your personalized promotion code – *Babson2322* – in the Targus shopping cart, you'll be able to enjoy this great opportunity again and again.

Digital Signage

You may have noticed some new LCD screens in spots around the campus. We're slowly moving to digital signage. Soon we'll be providing announcements, event data and general information digitally. That means no more paper mess! We've installed units in the Webster lower lobby, across from the circulation desk in the Library, the IT Service Center and in the Olin Hall lower lobby. The LCD screens in the Reynolds Center main dining area have recently been updated to include messaging.

If You Can't Stand the Heat

It certainly takes dedication and a concern for service quality to continually respond to support requests. This year we've installed a new issue tracking system called HEAT. Our primary objective is to provide better reporting to help us meet user needs. The new configuration also helps us log calls more quickly and efficiently. We've also installed an interface with our knowledge management system called RightAnswers. Any time you can't find what you need in RightAnswers, you can create a ticket in HEAT with a click or two. Our new ticket tracking system will give us the visibility we need to improve and the agility to adjust as users' needs change. We can take the heat.

New IT Staff

Ned Rothstein is the new ITSD Media Services Classroom Technology Support Specialist. Ned will be responsible for classroom support and assist both faculty and staff to insure Babson's commitment to the classroom experience. Ned comes to Babson from MIT Lincoln Labs and has nearly 20 years of hands-on A/V, multimedia and photography experience.

Shailesh Naidu, Systems Engineer, came to Babson in November, 2007 after a number of years at Boston Medical Center. Shailesh brings a wealth of Windows Server management experience and solid project management skills..

Olga Chaidourova, Lead DBA, began her career at Babson in August, 2008 after stints at Wachovia and Monster. Olga has 8+ years of database management experience, software and database development experience, and a host of ideas for improvements to our existing database architecture.

Important Web Sites

IT Service Center	http://www.babson.edu/it
Library	http://library.babson.edu
Cutler Center	http://cutler.babson.edu
CITG	http://citg.babson.edu

Librarian Liaisons

Faculty members are encouraged to contact their division's liaison librarian with questions about library resources, requests for library materials, research and classroom support, and to arrange course instruction.

Accounting & Law	Mary Gavett-Orsi	x5605
Arts & Humanities	Sarah Pawlek	x5604
Economics	Patricia Berens	x5486
Entrepreneurship	Kristin Djorup	x4471
Finance	Cynthia Robinson	x5257
History & Society	Dominique Winn	x6482
Technology	Anna Burke	x6407
Operations & Information Mgmt		
Management	Dee Stonberg	x4391
Marketing	Nancy Dlott	x4987
Math/Science	Jeanne Hebard	x6405

We are Here When You Need Us!

Library Hours

Monday – Thursday	7:30 am - 12:00 am
Friday	7:30 am - 7:30 pm
Saturday	8:30 am - 5:30 pm
Sunday	9:00 am - 12:00 am

IT Service Center Hours

Walk-in Support - Horn 220

& Support via Telephone

x 4357 (HELP)

Monday – Thursday	7:30 am - 9:30 pm
Friday	7:30 am - 6:00 pm
Saturday	12:00 pm - 4:00 pm
Sunday	12:00 pm - 8:00 pm

You may also [submit a support ticket online](#) at any time. Tickets submitted online or via [e-mail](#) will receive a response within one business day.

Emergency Classroom Support x4421

Monday – Thursday	7:30 am - 9:30 pm
Friday	7:30 am - 6:00 pm
Saturday	7:30 am - 3:30 pm
Sunday	Closed