

Developing a Valuable Tool for IT Staff:

Increasing Efficiency and Communication
with an Intranet

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Objectives

- About Bucknell and ISR
- The Design
- Site Tour
- Technology used
- Selected Examples
- Staff Reactions

About Bucknell and ISR

- Bucknell University is a private liberal arts university with 3500 students and 1000 faculty/staff
- Information Services & Resources (ISR), formed in 1997, is the combination of the library and the computing services
- Consists of approximately 95 staff located in two buildings



Background Information

- Redesign of ISR web site
(<http://www.isr.bucknell.edu>) moved many forms and utilities that were commonly used by ISR staff
- Web team envisioned a site that provided access to these tools
- The organization's development team (ODT) approached us about creating a site with development resources for staff
- Combined the ideas to create the ISR Intranet

[Background (continued)]

- The Intranet was designed to:
 - Provide access to strategic planning, performance planning and professional development materials
 - Create a single place for the staff to access forms, tools and resources
 - Create an online community to foster communication and sharing among staff

[The Design]

- Started as a simple list of links, rapidly expanded due to suggestions from staff
- Intranet is modeled after the “External” site in both form and function
- Recognized the need for the staff to feel ownership of the site
- Continually working with ODT and staff to enhance the site

The Site

- Intranet is restricted to ISR staff through domain authentication

ISR Intranet

Search Library Catalog ISR Site

ISR News [Post]
ISR at the Habitat for Humanity house. [Read more](#)
Today's HEAT Status - Cases Opened: 90 Cases Closed: 60 [Read more](#)

Current Outages and Alerts [Post]
9/22/2003: Accessible Archives website is currently unavailable. [Read more](#)
9/22/2003: Blackboard is currently unavailable. **Resolved** [Read more](#)

[ISR Home](#)

[About ISR](#) • [ISR Staff Directory](#) • [Contact](#) • [Request services online](#) • [FAQs](#) • [Help options >>](#)

Thoughts for the moment:
Your present actions do not depend on your past actions. Your actions can be anything you want them to be. You can change, you can adjust, based on experience. -- Ralph Marston

Living Our Values
ISR Values, ISR Service Model, Celebrating Our Values, Living Our Values Award, Past Staff Awards, Living Our Values Statements, Living Our Values and Service Model

ISR Staff
Staff Directory, Staff News, Thursdays@10 Materials, Update your staff directory entry, Submit Staff News, Expertise Database, Consultant Information, Fun Stuff

Organizational Development
Appreciative Inquiry, Coaching, Collaborative Work Environment, Meeting Skills, Myers-Briggs Type Indicator, Organizational Development Team (ODT), Professional Development Days

Performance Planning Process
Guidelines, Self-Assessment, Feedback, Goal Setting Worksheet, Final Comments Worksheet

Strategic Planning and Projects
Vision 2010 - White Paper, Vision 2010 Strategic Plan

ISR Employee Recruitment and Orientation
Staff Recruitment Guidelines, Key Elements for Search Kickoff Meetings

Communication
Voice mail on the web, Webmail, ISR Listservs, Campus listservs, Pagers & Radios, Internal Telephone Sheet(pdf), Instant Messenger names, Technology Integration Blackboard site

Contributions
Propose a front page headline, Submit article to iNews, Propose an [ISR@ idea](#), Submit a FAQ, Outage and Alert Center Submission Form, Knowledgebase, Submit to the Knowledgebase, Submit a Thought for the Moment

ISR Staff Resources
Staff Resource Centers, Gartner Group IntraWeb, RefDesk Manual, TechDesk Manual, Disaster Response Plan, Emergency Procedures, Workshop Instructors' page, Advisory Committees, Update Subject Guides

Technology Support Tools
Computer and Media Equipment Locator (CAMEL), Removal/Inventory Tool, TechDesk Internal Page, Network Node Request Form, Network Printer Request Form, File Services Restore Form, iHEAT, NetCheck, Statistics, While Away Sheets

Student Employees
Student Employee Application Binders, Jeopardy Game, Student Employee Handbook

Consortiums and Associations
ACLCP, ALA, ACRL, EDUCAUSE, LITA, NERCOMP, PALINET, SLC, SIGUCCS, CLAC, ASIS&T, PALCI

[Bucknell](#) | [Find People](#) | [Site Index](#) | [Search](#) | [Calendar](#) | [Campus Map](#) | [Course Information](#) | [Prospective Students](#)

Site Wide Technology

- Considerable use of Active Server Pages (ASP), Microsoft Access, and SQL Server databases
- Server-side include commands on every page, providing:
 - Common look and feel for the site
 - Dynamic breadcrumb navigation trail
 - “Comments” button for user feedback

Computer and Media Equipment Locator

- Evolved from an Excel spreadsheet into a searchable database
- Includes web-based user and administrative interfaces accessible to tech support team
- Provides information about every technology classroom and computer lab
- Future plans include the addition of digital floor plans of each facility

Outage and Alert Center

- External “public” view, and an internal administrative interface
- Primary function is to communicate timely outage and virus information to the campus community
- Staff enter planned or unplanned outages into a form
- Sends message to tech support staff pagers
- Editors approve and post submissions

[ISR Staff Directory]

- Internal and external portion
- 99% of the ISR web pages, internal and external, have a link to the staff directory
- ISR staff can update their directory entry including a short description of their responsibilities, and expertise.
- Future plans include moving to LDAP, adding job descriptions, photos, publications and presentations

Student Employee Application

Binder

- Born from the desire to make application process more efficient
 - Eliminate paper
 - Wider distribution to entire group of student supervisors
 - Email notification of new applications
- Supervisors view list of applicants
- Notes can be shared about applicants
- Provides archive and communication mechanism

Staff Reactions

- Staff appreciate having an internal site
- Feedback has been positive overall on the design and content
- Staff regularly make suggestions for content and format

Interested in developing your own Intranet?

- What is the goal of your site?
 - Archival vs current information
- What information will be made available?
- How will you categorize the information?
- Who will maintain the site's content?
- How will you get staff to use the site?
- What sections of the site can be dynamic?

[Thank you]

- Web Address
 - <http://www.isr.bucknell.edu>
- Contact Information
 - Ryan LeBreton – lebreton@bucknell.edu
 - Lisa Veloz – lveloz@bucknell.edu