



# Introduction to the Internet

## *A Workbook*

**Mining for Internet Gems 1**

**Prepared by Public Libraries Division**
**State Library of Queensland**
**For the OPAL Initiative**

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# CONTENTS

# 1. INTRODUCTION TO THE WORKSHOP

The aim of this workshop is to provide a basic understanding of what the Internet is and how it works. By the end of the session participants will be confident enough to return to their libraries and use the Internet in the daily running of their library. Participants will also become confident in providing introductory Internet training to library clients.

The workshop will not be run verbatim from the workbook. Rather the workbook is a tool to be used when accessing the Internet in the library and to provide reinforcement of topics covered during the workshop. The workbook contains additional information including instructions for how to setup Netscape Communicator 4.0 and Internet Explorer 4.0 to best benefit the user. Some information in the manual will not have been covered during the workshop but will be covered in the course of following workshops including *Communication on the Internet* and *Internet FAQs and Troubleshooting*.

The **SLQ Tip Button** indicates extra information to help with the topic. Many of the Web sites mentioned can be accessed from the State Library of Queensland's Web site, http://www.slq.qld.gov.au.

The **Note** button indicates an important point which may effect the outcome of the task.

The **Exercise** icon indicates a task to be undertaken using the skills learned in a section, or to see how an action works which has been described in the accompanying section.

http://www.slq.qld.gov.au

Whenever the above appears it indicates the Web site to be viewed, so this is typed into the location bar.

Click on **Internet Resources** > **Help Guide**

This indicates the consecutive links to be clicked to reach the Web page that was mentioned.

# 2. INTRODUCTION TO THE INTERNET

## History of the Internet

The Internet has been in existence for over 30 years. It began in the United States during the 1960s with a US Defense Department project of known as ARPANET (Advanced Research Projects Agency Network). The aim of the project was for the US military to create a computer network that would encompass the whole of the United States of America. This would mean that sensitive information could be transmitted around the country and even if one or more links were broken the network would still function and the information would still be available.

Other agencies saw the potential of this form of computer network. Those involved in research and academia found that they could collaborate on research and were no longer restricted by the tyranny of distance and time.

During the 1970s Email, FTP and telnet became available and what eventually would become known as Usenet. The 1980s led to the development of TCP/IP and DNS as well as other networks evolving including AARNET (Australian Academic and Research Network).

Personal computers became affordable for the family home and their use increased. In the early 1990s browser software was developed. This provided very easy access to the Internet without having to remember complex commands or requiring numerous applications. So was born the Internet as we know it today

## Internet Terminology

People involved with computers have come up with all manner of strange terminology and acronyms. At the back of the workbook is a glossary which should help define some of the terminology and acronyms more commonly used regarding the Internet.

State Library's Web site also provides more information with links to sites that define terminology and acronyms as well as a listing of error messages that may be seen when using the Internet with Netscape. Many of these error messages are similar when using Internet Explorer.

http://www.slq.qld.gov.au

Click on **Internet Resources** > **Help Guide**

## What is the Internet?

In simplest terms the Internet is a global network of computers which are able to transfer data using the world's telecommunications network.

Computers can be permanently attached to the networks or they can attach and detach at the will of the user. Those permanently attached to the Internet are the ones that host web sites. If they are not attached the information cannot be accessed by remote users. Most people will only connect their computer to the Internet when they wish to obtain information, download or read Email etc. and will then disconnect when finished.

Basically the Internet is one very large computer network, comprised of many smaller networks and individual computers. If you know the address of a particular computer then you can talk with that computer and look at the information stored there. Much the same way as if you know a person's phone number then you can contact them using a telephone. Similar to a phone service, the Internet also has ways of finding out addresses that you do not know. These are called searching tools.

When you are accessing another computer on the Internet you usually only have limited access to the files on that computer. Many organisations have set up firewalls (combinations of software and hardware) that protect their internal networks from hackers and isolate sensitive information from the Internet.

There are two protocol forms that are used on the Internet:

**Communication Protocols**

Communication protocols are those that allow you to have 'conversations' using the Internet. Communication protocols include Email, Newsgroups, Mailing Lists and Chat.

**Information Protocols**

Information protocols are access to information using the Internet and include World Wide Web (WWW), Telnet, File Transfer Protocol (FTP) and Gopher.

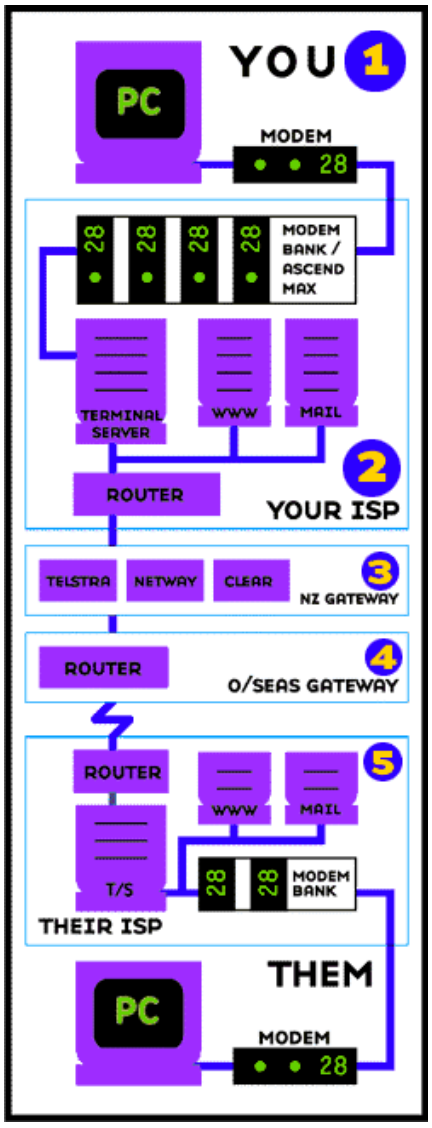
The Internet is neither owned nor controlled by any one individual or organisation. This means that anyone can provide or access information on the Internet. There are organisations that try to bring uniformity or standardisation to the Internet. An example of this is HTML (HyperText Markup Language), of which we are presently using version 4. If everyone could design their own HTML coding, browsers would not be able to decode it and thus we would not be able to view the site. In other words, we cannot have total anarchy on the web or we would not be able to access any of the information as easily as we can now. Even so, people are developing more and more applications/plugins,

which are required to view certain sites, and not all browsers can cope with the developments.

## Internet Service Providers (ISPs)

Internet Service Providers are the middle party who link the user with the Internet. More often than not they are commercial organisations such as Telstra BigPond and Ozemail. There are some Local Government in Queensland who have set up as an ISP to service their rate payers. A good example is Ipswich with their Global Info Links (GIL). A number of other councils are looking into the feasibility of setting up their own ISPs to provide affordable Internet access within their areas. Large organisations such as the State Library of Queensland set up computers on their Local Area Network (LAN) that allow all their employees to access the Internet using existing infrastructure which is linked to an ISP rather than requiring a phone point for every computer.

This diagram shows how a computer connects to the Internet through an ISP.




The process is as follows:

1. Dial up an ISP
2. Attached to a modem at the ISP
3. ISP modem then attaches to the Australian gateway
4. The Australian gateway then attaches to an overseas gateway
5. The overseas gateway then links to the ISP of the remote computer that is being accessed
6. Finally the information is accessed

It gives a good indication why data can take so long to download when on the Internet. A request has to follow these 6 steps to the remote computer and then back again.

The speed of a connection is dependent on a number of factors such as:

1. The number of modems at the ISP
2. Speed of the modems
3. How much bandwidth the ISP has leased from Telstra or Optus (these two companies own most of Australia's telecommunications network)

## Help Guides and Training Packages

Help guides and training packages can be found on the State Library's Web site:

http://www.slq.qld.gov.au

Click on **Internet Resources** **>** **Internet Training Packages**.

This site deals predominantly with Netscape versions 2 and 3.

Other Internet training packages specific to Internet Explorer 4.0 and Netscape Communicator 4.0 training can be found in the archives of Newslib at:

http://www.slq.qld.gov.au/publib/

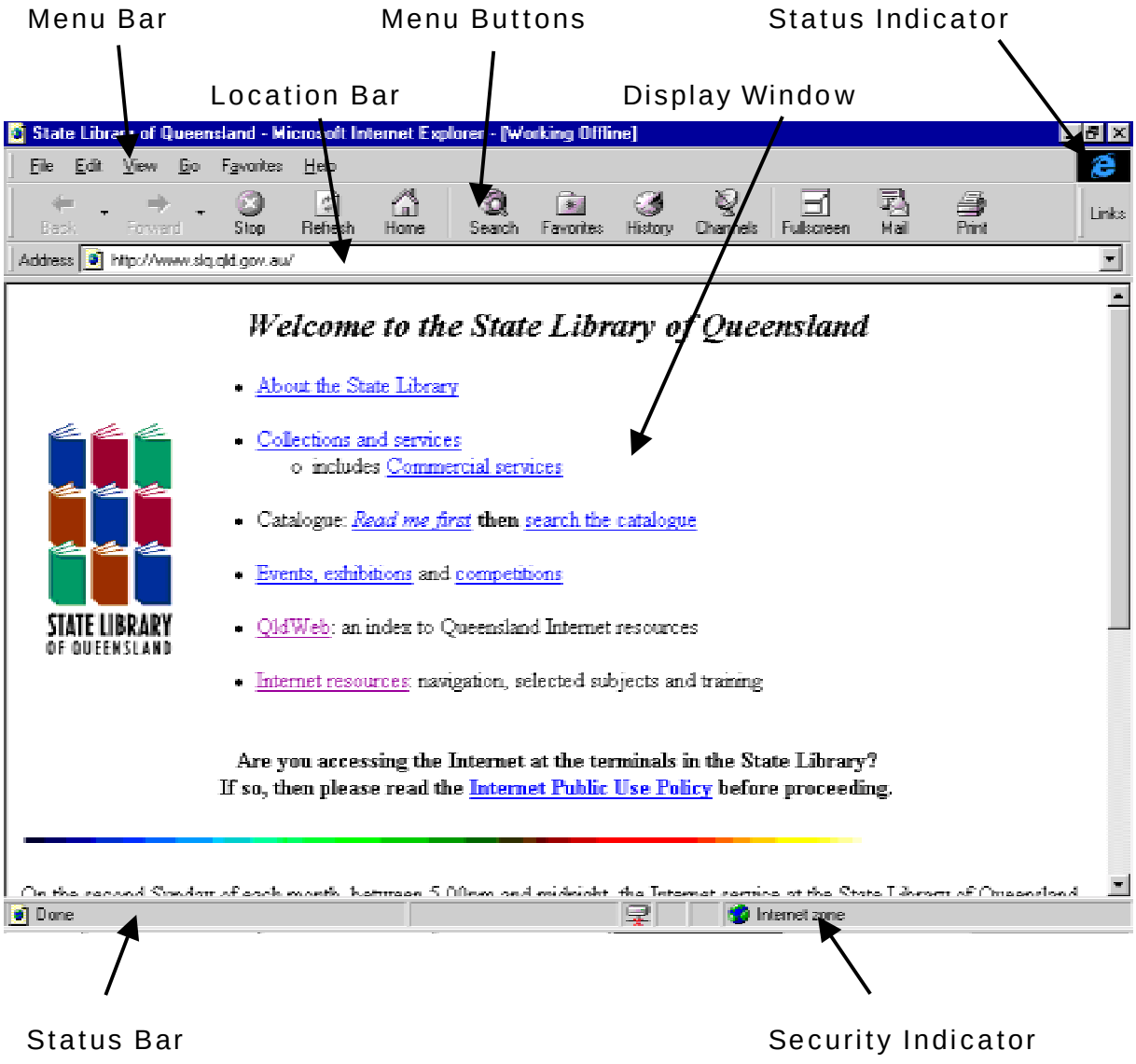
Click on **Index** (towards the bottom of the page) **>** **N** **>** **Newslib URLs** **>** **Previous Newslib URL's** (arrow down the page)

Look for URLs from Newslib No.1 1998

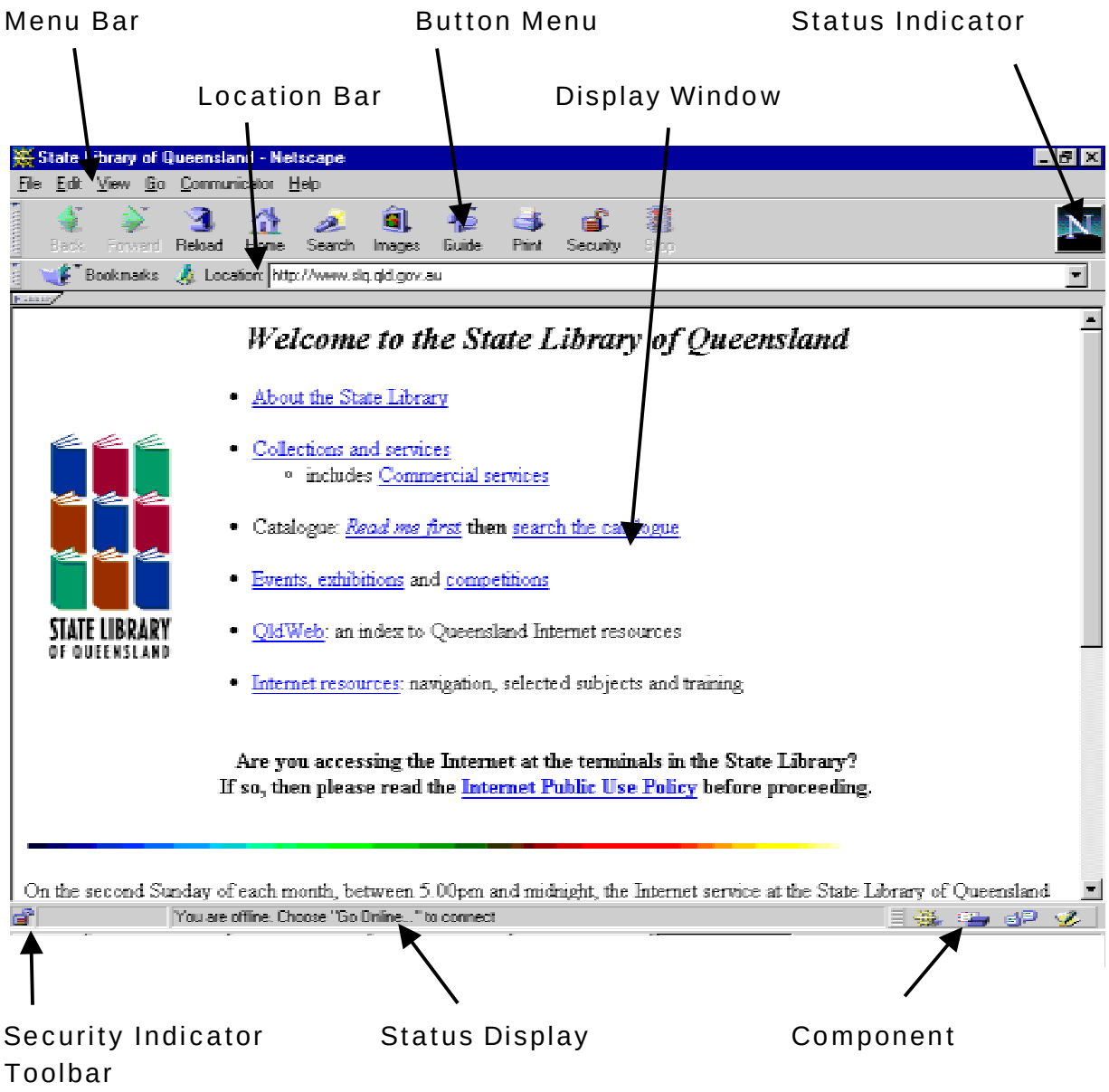
# 3. THE BROWSER

A browser is the software that allows access to the Internet using a GUI (Graphical User Interface) which presents programmed code, including HTML, as text, graphics and multimedia. This saves the user from having to remember complicated commands. There are a number of different browsers available though the ones we hear most about are Netscape Communicator 4.0 and Microsoft's Internet Explorer 4.0. These two browsers have developed into complicated programs, each including a WWW application, email, news, and conference applications, as well as a web composer. There are simpler programs available such as Lynx, a text only browser, and Opera, which only supplies a browser application.

### Internet Explorer 4.0 Browser Window



**Netscape Communicator 4.0 Browser Window**




To look at a Web site for which the Uniform Resource Locator (URL) that is the Internet address, is already known simply type the address into the location bar of the browser.

**Frames**

Some Web pages use a format called frames. This allows the page to display more than one window with a scroll bar. It is used predominantly to provide the same menu on every page. If a link is clicked on the page will display in the other window area. Frames can cause problems when printing and when trying to save as Favorite/Bookmark.

Have a look at the following pages that use frames:

http://www.dpi.qld.gov.au

http://www.internetnorth.com.au/malanlib/

http://www.dca.gov.au/graphics_welcome.html

URLs can be used to determine where the information comes from. Look at the following example:

**http://www.slq.qld.gov.au/publib/new.htm**

| | | |
|---|---|---|
| **Protocol** | **http** | |
| http | indicates that the protocol being used is HyperText Transfer Protocol | |
| **Domain Name** | **www.slq.qld.gov.au** | |
| www | world wide web page | |
| slq | State Library of Queensland | |
| qld | indicates state, predominately used by Australian governments both state and local | Queensland based information |
| gov | domain type | government organisation |
| au | country code | Information is Australian based |
| **Folder** | **publib** | |
| publib | a folder on the Web server that contains the file to be viewed | Publib |
| **File** | **news.htm** | |
| new.htm | the file that is being viewed | News |

## Features of Internet Explorer 4.0 / Netscape Communicator 4.0

The interfaces of Netscape Communicator 4.0 and Internet Explorer 4.0 provide a similar look for accessing the Internet. Most differences occur where functions are placed in the menus. Occasionally each browser will display a particular Web page differently from the other. What may look fine in one browser may look strange in another. If you are developing a web site it is a good idea to test the pages in each of these browsers, as they are the most commonly used around the world.

One of the biggest differences between the two browsers is that Netscape Communicator 4.0 has been developed to run on the three most popular operating systems (OS), IBM compatibles, Macintosh and Unix. Internet Explorer 4.0 has been designed purely for use on IBM compatibles.

### The Menus


Internet Explorer 4.0 Toolbar


Netscape Communicator 4.0 Toolbar

There are not too many differences between the menu buttons of each of the browsers.

Below are descriptions of the functions of the most commonly used buttons from each of the browsers

**Back** - Goes back to the previous page being viewed

**Forward** - Allows access to the page that was just being viewed. This button only activates after the **Back** button has been used

At the top of each of these buttons is a down arrow. Click on the arrow, hold the mouse button down, a menu will appear. Selecting one of the previously visited sites from the list will display that page in the browser.

**Reload/Refresh** - Access the most up to date version of the current Web page

**Home** - Returns the browser to the site set as the home page (the first site viewed when the browser is launched)

**Stop** - Stops the current page from downloading. Useful if a page is taking too long to download or the wrong page is downloading

**Print** - Allows the current page to be printed

**Search** - Displays the Browsers search page which lists a number of Search Engines/Subject Directories

## Browser Options

Browser Options allows changes to be made to the ways in which the browser functions such as turning images on and off and changing the colour of the background and text. The options can be accessed via the following:

| | | | |
|---|---|---|---|
| Internet Explorer 4.0 | **View** | **>** | **Internet Options** |
| Netscape Communicator 4.0 | **Edit** | **>** | **Preferences** |

## Bookmarks/Favorites

Browsers provide the ability to save URLs that might be accessed regularly so they can be easily retrieved.

| | | |
|---|---|---|
| Netscape Communicator 4.0 | calls these | **Bookmarks** |
| Internet Explorer 4.0 | calls these | **Favorites** |

### CREATING FAVORITES IN INTERNET EXPLORER 4.0

Internet Explorer 4.0 has a number of ways to create Favorites:

1. Open the Web page to be saved
2. Click on **Favorites** in the menu
3. Select **Add to Favorites**

**OR**

1. Open the Web page to be saved
2. Click on the right mouse button with in the broswer window
3. Select **Add to Favorites**

This is not a good way to bookmark a frames page as it only saves the particular frame which has been clicked in.

**OR**

1. Open the Web page to be saved
2. Click on the **Favorites** icon in the location bar (image of the world on a piece of paper), hold down the left mouse button
3. Drag the icon over to the **Favorites folder** (on the toolbar) and let go

## Editing Favorites in Internet Explorer 4.0

To **move** a Favorite:

1. Click on the **Favorites** button on the toolbar
2. Favorites will be displayed as a frame in the Explorer window.
3. Select the Favorite to be moved
4. Hold down the left mouse button and drag into position
5. Let go of the left mouse button
6. The Favorite has now been moved

A line will appear between Favorites to indicate where the Favorite will appear when you let go of the left mouse button is released the Favorite will be placed where the line appeared.

To **rename** a Favorite

1. Click on the **Favorites** button on the toolbar
2. Favorites will be displayed as a frame in the Explorer window.
3. Select the Favorite to be renamed
4. Right mouse click on the Favorite so a menu appears
5. Select **Rename** from the menu
6. Type in the new name
7. Hit **Enter** on the keyboard to save the new name

This is useful for the occasional Favorite which when saved has a name such as Homepage or Queensland

To **delete** a Favorite:

1. Click on the **Favorites** button on the toolbar
2. Favorites will be displayed as a frame in the Explorer window
3. Select the Favorite to be deleted
4. Hit the **Delete** key on the keyboard or click on the **Delete** button

To find **information** about a Favorite

1. Click on the **Favorites** button on the toolbar
2. Favorites will be displayed as a frame in the Explorer window
3. Right mouse click on the Favorite
4. Select **Properties** from the menu
5. This will display the Favorite Properties window which provides such information as when the Favorite was created, when the Favorite was last used and the URL of the Favorite.

## Creating Folders in Internet Explorer 4.0

Folders help in the management of email. They allow messages with similar topics to be placed in a single folder. Similar to managing files on a computer.

To **create** a Folder in Favorites:

1. Click on **Favorites** in the menu bar
2. Select **Organize Favorites** from the menu which will display the Organise Favorites window
3. Click on the **New Folder**  icon then type the name of the folder.

To **rename** a Folder in Favorites:

1. Click on **Favorites** in the menu bar
2. Select **Organize Favorites** from the menu which will display the Organise Favorites window
3. Select the Folder to be renamed
4. Click on the **Rename** button
5. Type in the new name.
6. Hit **Enter** on the keyboard to save the name

To **delete** a Folder in Favorites:

1. Click on **Favorites** in the menu bar
2. Select **Organize Favorites** from the menu which will display the Organise Favorites window
3. Select the folder to be deleted
4. Hit the **Delete** button on the keyboard **OR** click on the **Delete** button in the window

## CREATING BOOKMARKS IN NETSCAPE COMMUNICATOR 4.0

To **create** a bookmark:

1. Open up the Web page to be saved
2. Click on **Bookmarks** in the Location bar
3. Select **Add Bookmark** or if you have a particular folder you wish to place the bookmark in click on **File Bookmark** and select the folder.

**OR**

1. Open up the Web page you wish to keep
2. Click on the right mouse button with in the display window
3. Select **Add Bookmark**

This is not a good way to bookmark a frames page as it will only save the particular frame in which you have clicked.

**OR**

1. Open the Web page to be saved
2. Click on the **Location** icon  to the left of the location box, hold the left mouse button down
3. Drag it over to the **Bookmarks** button and let go.

To place the bookmark in a particular folder wait till the bookmarks listing is shown and then place it in the correct folder.

### Editing Bookmarks in Netscape Communicator 4.0

To edit Bookmarks in Netscape Communicator 4.0:

1. Click on **Bookmarks** on the location menu bar
2. Select **Edit Bookmarks** from the list
3. The Bookmarks window will be displayed

All the following actions can be performed within this window.

To **move** a Bookmark:

1. Select the Bookmark to be moved
2. Hold down the left mouse button and drag into position
3. Let go of the left mouse button
4. The Bookmark has now been moved

When a Bookmark is moved a line will appear between the other Bookmarks and Folders. If the left mouse button is released while this line appears the Bookmark will be placed at that point.

To place a Bookmark within a folder let go of the left mouse button when the desired Folder is highlighted blue.

To **rename** a Bookmark:

1. Select the Bookmark to be renamed
2. Right mouse click on the Bookmark so a menu appears
3. Select **Bookmark Properties** from the menu
4. At **Name** type in the new name
5. Click on **OK**

This is useful for the occasional Bookmark which when saved has a name such as Homepage or Queensland

To **delete** a Bookmark:

1. Select the Bookmark to be deleted
2. Hit the **Delete** key on the keyboard

To find **information** about a Bookmark:

1. Right mouse click on the Bookmark
2. Select **Bookmark Properties** from the menu
3. This will display the Bookmark Properties window which provides such information as when the Bookmark was created, when the Bookmark was last used and the URL of the Bookmark. The Description field allows keywords to be entered to make searching Bookmarks more inclusive.

**Creating folders Netscape Communicator 4.0**

Folders help in the management of email. They allow messages with similar topics to be placed in a single folder. Similar to managing files on a computer.

To **create** a Folder in Netscape:

1. Click on **File** in the Bookmarks window
2. Click on **New Folder** from the listing, the New Folder dialogue box will be displayed
3. Type in the name of the folder
4. Click on **OK**

To **rename** a Folder in Bookmarks:

1. Select the Folder to be renamed
2. Right mouse click on the Folder so a menu appears
3. Select **Bookmark Properties** from the menu
4. At **Name** type in the new name
5. Click on **OK**

To **delete** a folder in Bookmarks:

1. Select the Folder to be deleted
2. Hit the **Delete** key on the keyboard

**Other Bookmark Options Netscape Communicator 4.0**

**Searching** for Bookmarks:

1. Click on **Edit** from the menu of the Bookmark window
2. Select **Find in Bookmarks** from the menu
3. Type in words of the Bookmark to be found
4. Click on **OK**

Bookmarks will open up the folder containing the desired Bookmark

Search will also search through any keywords that have been entered in the Description field of the Bookmark Properties.

Setting **New Bookmarks** Folder

This will allow a particular folder to be set into which all new Bookmarks will be saved.

1. Select the Folder in which the Bookmarks are to be placed so it is highlighted blue
2. Click on **View** from the menu in the Bookmark window
3. Click on **Set as New Bookmarks Folder**
4. From now on all new bookmarks created will be saved in this folder

To save bookmarks to the end of the list click on **Bookmarks** folder at the top of the page and follow the above process.

Setting **Bookmark Menu**

This will allow only the contents of a particular folder to be viewed when **Bookmarks** is selected from the Location Toolbar. This can be useful if a number of staff members are accessing the same computer. Bookmarks can be saved in separate folders and only these viewed when the staff member is using the Browser.

1. Select the Folder that is to be the Bookmark Menu
2. Click on **View** from the menu in the Bookmark window
3. Click on **Set as Bookmark Menu**
4. Now if you click on Bookmarks on the Location Toolbar you will only see the bookmarks within that Folder

To view all Bookmarks again click on the **Bookmarks** folder at the top of the page and follow the above process

**Updating Bookmarks**

Netscape Communicator 4.0 has a facility which allows Bookmarks to be checked to ensure that the links are still live. The process can be done by doing the following:

1. Click on **View** form the menu
2. Select **Update Bookmarks**

Netscape Communicator 4.0 will now check all the Bookmarks to ensure that they are still active on the Internet. It will place a marker against any Web page that has changed since the Bookmark was created.

# 4. INFORMATION PROTOCOLS

Information Protocols allow access to information on the Internet. Four main Information Protocols used on the Internet are:

1. World Wide Web (WWW)
2. Telnet
3. File Transfer Protocol (FTP)
4. Gopher

The protocol determines the type of information and how it will be viewed. Below each of the Information Protocols are described individually

## WWW (World Wide Web)

The World Wide Web is what has made the Internet so popular in the current decade. Through the introduction of HTML (HyperText Markup Language) and Web browsers we are able to view text and graphics fairly easily by using the mouse. Without the introduction of this technology the Internet would still be the realm of academics, scientists and the military.

Some of the Web pages are very simple such as the State Library of Queensland's http://www.slq.qld.gov.au or they can be very clever and complicated such as the Guinness page http://www.guiness.com which uses everything that opens and shuts on the Internet. The major difference you will notice when accessing these pages is that State Library's downloads fairly quickly where as you have to wait minutes to view the Guinness page.

**Try typing in http://slq.qld.gov.au in the location bar**

Notice that the page opens with all the text and images. This is because the http (Hypertext transfer protocol) tells the browser that this is a HTML document and therefore it should display the text and images as a Web page.

## Telnet

Telnet was one of the first information protocols to access the Internet before the invention of the browser. It allows the user to connect to a remote computer and access the material from that computer as if you were in their building, using their computers. In some cases, your keyboard functions can change.

Telnet is a major Internet tool for libraries and librarians. Using Telnet, you can access catalogues for libraries all around the world. State Library of Queensland has made its catalogue available to everyone through telnet. However, as technology progresses, more libraries are providing Web based catalogues as well as Telnet based ones.

**Try typing in telnet://opac.slq.qld.gov.au in the location bar**

Notice that the Telnet software is opened. When the browser reads 'telnet' in the address it knows that additional software is required in order for the information to be viewed. You will also notice that the mouse is no longer useful and all entries need to be made using the keyboard.

## FTP (File Transfer Protocol)

FTP is the protocol that allows files to be downloaded from a remote computer to the users computer. These remote computers are usually dedicated to only providing a FTP service so that download times are sped up with only people requiring files accessing the site. Once a separate FTP application was required to access files through FTP but now the whole process is handled by the browsers. When a browser connects to an FTP site it provides a graphical representation of the file system.

Downloading files from sites such as Tucows http://www.tucows.com, The Free Site http://www.thefreesite.com or Download.com http://www.download.com is accessing by FTP, however the browser does all the work in the background and all the user sees is the WWW interface.

**Try typing ftp://ftp.tas.gov.au in the location bar.**

The site that opens is a directory listing of what is held on the computer, in this case all the files available on the computer ftp.tas.gov.au. There are both folders and files displayed and the only way to find anything is to know the file name and which folder it is in.

## Gopher

Gopher is a menu based hierarchical system of information provision. It is text based and was the way to access archived information on the Internet before there were browsers. It allowed searching of archives to find information which was only saved in text format. Gopher had its own 'search engines' called Veronica and Archie as well as a site called Gopher Jewels which catalogue information by subject area. Gopher is still available on the Internet but it is becoming more difficult to find sites as more and more are moved to the WWW.

**Try typing gopher://gopher.tc.umn.edu:70/ in the location bar**

The site looks similar to that of an FTP site. By clicking on the directories you can have a look at other information inside. If you click on a document it will appear in text format only.

# 5. WWW AND FINDING INFORMATION

The Web can very easily lead to information overload. A link is clicked on which leads to another link and another and so on. This is called surfing and sometimes leads to finding gems of information but more often leads to frustration.

There are WWW tools available which make finding the required information much easier. The are simply called search tools. There are a number of different types of tools available including:

1. **Subject Directories** - are indexes of web information that have been collated and placed into a particular subject area. This is completed with human intervention therefore there is a high degree of accuracy in the results

2. **Search Engines** - are indexes of web information that have been automatically compiled by computer applications. They consist of three parts, robots or spiders which collect links, a database where the information is stored and a search page which allows the user to find information held in the database. As there is no human intervention the accuracy of some of the pages found can be dubious. Some of the pages displayed may have no relevance to the initial search query.

3. **Meta Search Tools** - are sites designed to search more than one search tool at a time. This can speed up the search time considerable though they are not able to take advantage of the full functionality of each individual tool.

## Subject Directories

Subject Directories allow users to search and browse through Web sites by subject category in a hierarchical fashion. A person has checked the Web site, determined the subject matter and then placed the site in the appropriate category. Some subject directories also employ evaluating and reviewing.

For example using Yahoo to find information on **Mars** the following approach could be taken:

Type in the following URL into the location bar http://www.yahoo.com

Then try the following and look at the differences in the results

1. Simply type **Mars** in the search bar
2. Hit the **Enter** key on the keyboard or click on **Search**
3. Have a look at the results of the search, a lot of information to sift through

**OR**

1. Select **Science** Biology, Astronomy, Engineering... from the category listing
2. And then click on each of the following links as they appear in the listing Astronomy : Solar System : Planets : Mars

**OR**

1. Select **Science** Biology, Astronomy, Engineering... from the category listing
2. Type **Mars** in the search bar
3. Check the box beside **Search in this category only**
4. Hit the **Enter** key on the keyboard or click on **Search**

**Yahoo! / Yahoo! Australian and New Zealand**

**http://www.yahoo.com**
**http://www.yahoo.com.au**

Yahoo!, which stands for *Yet Another Hierarchically Officious Oracle*, is the oldest searching tool available on the Internet and was design by two university students. If Yahoo! cannot answer your query then it will be automatically passed onto a Search Engine to see if there is anything available.

**Looksmart/ Looksmart Australia**

**http://www.looksmart.com**
**http://www.looksmart.com.au**

Looksmart like Yahoo! has an Australian specific Subject Directory It works quite differently to Yahoo! though still allows either a search of the whole directory or searching by choosing categories. When a category is chosen there is the choice to select categories in Australia or the Whole World. Check the lower left side of the page for a key to symbols from the results page.

Only two Subject Directories have been looked at here. More can be found at the State Library of Queensland's Web site:

http://www.slq.qld.gov.au

Click on **Internet Resources > Search the Web > Subject Directories**

## Search Engines

Search engines are computer programs that are totally automated with no human intervention involved in the indexing of sites. This means there is no evaluation or reviewing of Web sites. Search Engines are made up of robots (spiders) that crawl through Web sites indexing links, titles and text which it stores in a database. A search index is then used to access the database and retrieve those Web sites that best fit the query.

Things to be aware of when using Search Engines:

- Each individual search engines does not index the whole Internet
- Because they search by matching the string of characters in the word(s) many of the results will not answer the query
- Many search the whole document for occurrences of the string of characters so again the results may not answer the query

So when using a Search Engine:

- Read the Help document
- Make the query specific using as many words as possible to describe the query.
- Certain Search Engines such as Alta Vista allow natural language searching. This means that you can type a question such as “What is the capital of Australia?” and the question should be answered.

It is important to note that every Search Engine is different and as such will produce a different result. This is why it is important to use more than one Search Engine to answer a query as well as evaluating the Web sites that are returned.

There are literally hundreds of Search Engines available for use on the Internet, some are better than others. One site to check for a listing of Search Engine is **Search Engine Watch** at:

http://www.searchenginewatch.com

**AltaVista**

**http://altavista.digital.com/**

This is quite a complex Search Engine but is very thorough. It has simple searching that involves typing in a word or phrase and clicking on Search or more complex searching that uses Boolean logic, allows ranking by specific

words and has searching by date. It is worthwhile to read the Help document that is part of Altavista. It provides information that will make a search more accurate such as placing double quotes “” around a string of words so that it is searched for as a phrase rather than individual words. Try the following

Search for information on Citing Electronic Sources

First enter the following was entered into the search bar:

citing electronic sources

Note the number of results. If all the articles were examined it would be found that the search results would include pages that included the word citing, the word electronic and the word sources as well as documents containing all three words

Now type the following into the search bar:

“citing electronic sources”
Note the number of results. This will have searched as a phrase and therefore the search results should contain only pages that include the three words as a phrase.

**HotBot**

**http://www.hotbot.com/**

HotBot is powered by another Search Engine called Inktomi. It is a fairly simple interface to use. The user can simply fill in the words to be searched and search or further narrow the search by choosing whether the words are a phrase etc., choosing a time period and then choosing the part of the world to be searched.

More advanced searching can be performed by clicking on the *More Search Options* at the bottom of the search interface. This provides a word filter, allows more detailed date searching, media searching and more detailed location search as well as allowing the user to decide on the page depth.

To the left of the search interface is a listing of categories that can be used for finding information. The subject categories are provided by the Looksmart and therefore will be reasonably thorough.

**ANZWERS**

**http://www.anzwers.com.au/**

ANZWERS is an Australian Search Engine which specialises in indexing Australian Web Sites but also indexes world sites. It uses Inktomi the same

base search tool as HotBot so the interface looks very similar to HotBot. Simple searching is carried out using the front page and choosing the appropriate option from the listings. ANZWERS allows the user to choose the country to search, whether to word search or phrase search.

For a more advanced search click on Powersearch at the bottom of the search window. Powersearch provides extra searching options such as by location date and media type as well as including and excluding words.

ANZWERS has the added bonus of Subject Directory access through the link with Looksmart. The Subjects are listed by category on the left side of the screen.

Only three search engines have been looked at here. More can be found at the State Library of Queensland's Web site:

http://www.slq.qld.gov.au

Click on **Internet Resources > Search the Web > Search Engines**

Also look under the following for Australian resources:

**Internet Resources > Search the Web > Australian Tools**

## Meta Search Tools

Meta Search Engines enable a search to be performed using several search tools simultaneously. Rather than having their own databases they use those created by Search Engines and Subject Directories. They usually limit the number of sources from each search tool so that there are not too many pages to sift through.

Meta Search tools are useful when:

- Require an exhaustive search
- Want to find the best tool for the query
- Define unknown words or terms

Search queries need to be kept simple to obtain the best result. If one search tool appears to have indexed the required information it would be an idea to do a more advanced search using that tool.

**Metacrawler**

**http://www.metacrawler.com**

Metacrawler uses the following tools Lycos, Infoseek, WebCrawler, Excite, AltaVista, Thundestone, and Yahoo! when processing a query. It also ranks the results according to relevance, removes any duplicates and lists the search tools that returned that particular page.

Metacrawler allows the user to customise the page for searching. This is done by clicking on Customise under Features in the left column. Customisations include:

**Default Interface** - format of start page depending on the type of browser
**Default method** - default search method whether all words, phrase etc.
**Results from** - country information is from as well as institution type e.g. edu, gov, com etc.
**Results per page** - number of results per search tool
**Timeout** - maximum amount of time to wait for results.
**Results per source** - maximum number of results to retrieve from each search tool
**Sticky** - this causes your preferences to "follow you" around the Metacrawler. Every time you make a change to the search parameters and issue the query, the parameters are automatically saved.

**Total Search**

**http://www.personalcompass.com/total/index2.html**

Total Search works differently to Metacrawler. With Total Search the user chooses which four search tools are to used for the query. The search tools that Total Search includes are:

| | | |
|---|---|---|
| **Subject Directories** | - | Yahoo!, Magellan, Point |
| **Search Engines** | - | Altavista, Open Text, Lycos, Excite, Webcrawler, Infoseek, DejaNews, Inktomi |
| **Meta Searches** | - | Metacrawler, Savysearch |

To perform a search using Total Search type the query into the search bar. Select the tools to perform the search with. Must choose at least one but no more than four. Total Search will open up another browser which will be divided into four with one search tool displayed in each window.

## Evaluating WWW Information

Not all the information on the Internet is correct. It must always be remembered that anyone with the hardware, software and access to an ISP can place information onto the Internet. It is necessary to use the same skills that are used to validate print resources when using the Internet. Use the following checklist to help decide on the validity of a particular Web site.

### CHECKLIST FOR EVALUATING WEB SITES

**1. Authority**

i. Who is providing the information?
*Is it a person/organisation/company that is recognised*

ii. Where did the information come from?

iii. Is the author affiliated with any group or organization?
*Check the URL as this can hold vital clues.*

**2. Currency**

i. How old is the information?
*Is there a date on the page, check the page information*

ii. When was it last updated?
*Is there a 'last updated ….' date on the page*

**3. Scope/Coverage**

i. Is the information targeted to a particular group?
*Is the page designed for a professional user or the lay person*
ii. Is there enough information?
iii. Is a bibliography provided?
iv. How in-depth is it?

**4. Clarity**

i. Is the site easy to navigate?
ii. Is the purpose clear?
iii. Is it well organised or misleading?
iv. Are there too many graphics?

**5. Objectivity**

i. Can you detect a bias?
ii. Is the information presented as fact or opinion?

Internet Detective is an Online Training Course which is design to provide the trainee with the skills to evaluate Web resources. It is necessary to logon to the site but there are no costs involved.

http://sosig.ac.uk/desire/internet-detective.html

# 6. TELNET

Telnet is the only software that does not come with your browser, instead it comes as part of your operating system if you are using Windows 95 or Windows NT 4. Telnet software can also be bought as a separate software package, especially if more advanced functionality is required. Windows NT 4's telnet software does not have any printing facility which is why the OPAL computer's will now be loaded with CRT which allows printing as well as customisation of the software interface.

The most common use for Telnet in libraries is to browse the catalogues of other libraries. Not all libraries have made their catalogues available but most of the large libraries and university libraries provide this access. It can be very useful for students for finding required items and in some cases reserving them without having to set foot on the campus.

When using Telnet over the Internet a computer literally becomes a terminal off the remote computer that is being accessed. This means that if the State Library of Queensland's catalogue is accessed using Telnet the same screen is viewed as would be seen if using the catalogue terminals in the Southbank building.

When Telneting to a site for the first time it is always important to read the information about the catalogue. This information will tell you when the catalogue is available, how to logon, this can be important as some catalogues require a password, and how to logoff. The last point is very important because if not properly disconnected a computer stays connected to the remote computer until timeout is reached. This means that if all connections to the remote computer are in use and another computer tries to attach it will be rejected, even though one of those connections may not in use.

## Accessing State Library of Queensland's Catalogue

By going to the State Library of Queensland's Web site http://www.slq.qld.gov.au the catalogue can be accessed. Read the ***Read me first*** document before using the catalogue for the first time as this will provide information on how to logon, when the catalogue is available and how to logoff. To access the catalogue click on search the catalogue.

Once logged on the following catalogues can be browsed:

1. Public Libraries Division (SLQ)
2. State Reference Library (SLQ)
3. John Oxley Library (SLQ)
4. State Library's Ephemera Collection (SLQ)
5. Banana Shire Library Service (Biloela)
6. Dalby/Wambo Public Library
7. Livingstone Shire Libraries (Yeppoon)
8. Queensland Department of Primary Industries
9. Queensland Performing Arts Trust
10. Queensland Department of Environment and Heritage
11. Arts Queensland Library
12. Queensland Independent Public Libraries Catalogue (QP)

Items can be requested immediately from PLD by using a QUEST password. If the library does not have a QUEST password contact PLD and one will be assigned. Telnet provides a much cheaper access to QUEST than the Austpac lines as the only cost involved is the connection to the Internet.

## Hytelnet

Hytelnet is a site based at the University of Western Australia which lists all the library Telnet sites around the world by region and then country. The site can be accessed directly at:

http://www.library.uwa.edu.au/otherlibs/hytelnet/

**OR**

From the National Library's Web site at:

http://www.nla.gov.au

Then click on the following:

**Australian Libraries Gateway > Find a Library**

From this point a search can be carried out

**OR**

Click on **Map** to search by State

The results are listed in a table with links to details about the library as well as links to Telnet or Web OPAC if they are available

## Web Based Catalogues

Many catalogues these days are becoming Web based. This allows the catalogue to use all the advantages that the Web has to offer. It also provides a much more user-friendly interface and doesn't normally require the user to know how to logon and logoff. In the near future State Library of Queensland's catalogue will be made available on the World Wide Web, providing a much more sophisticated interface for users.

To find a listing of both Queensland and Australian libraries that have catalogues available both through Telnet and via the Web take a look at:

http://www.slq.qld.gov.au

and click on the following:

**QldWeb > Subject index > Libraries**

The libraries are then listed by type, i.e. academic, public etc.

# 7. DOWNLOADING INFORMATION

There are a number of things that need to be considered when downloading documents from the Internet. First and foremost is whether or not the document contains a virus. If your computer is loaded with software such as McAfee which protects your computer while it is turned on, then you should be reasonably safe. It is always good practice to use virus scan software to check any data you download from the Internet, including email attachments.

Each library service will need to decide whether patrons should be able to download software onto the library's computer.

## Downloading Documents in various formats

While using the Internet you will find a number of documents have been saved in formats other than HTML. Normal practice means that the type of file will be displayed next to the document name. File formats that are most common are:


Adobe Acrobat - *.pdf

Microsoft Word - *.doc

Microsoft Excel - *.xls

Even if these programs have not been loaded onto a computer viewers can be acquired that will allow the document to be read. Viewers are read only software. That is they will allow you to read a document but you cannot edit the document.

Once Adobe Acrobat is loaded onto your system it will automatically open the software into the browser when you click on a PDF file.

Try looking at the following document from the State Library of Queensland's Web site:
http://www.slq.qld.gov.au

Click on **About State Library > Publications of the Library Board of Queensland and the State Library of Queensland > September-November 1998 pdf (954 Kb)**

The document should automatically open in the browser. If you check the Taskbar (usually at the very bottom of the monitor display), Adobe Acrobat will be minimised there.

When the Microsoft viewers are loaded onto your computer you will be prompted to save the document which then can be read using the viewer.

The following is a list of sites from which you can download viewers for the above software. Simply find the viewer you require and follow the instructions.

Adobe Acrobat - *.pdf

http://www.adobe.com/

Microsoft Word - *.doc

http://officeupdate.microsoft.com/index.htm

1. Click on Word
2. Arrow down the page till Viewer for Word 97 on PCs using Windows 95/98 or Windows NT is displayed
3. Click on the above text to download the viewer

Microsoft Excel - *.xls

http://officeupdate.microsoft.com/index.htm

1. Click on Excel
2. Arrow down the page till Excel 97 Spreadsheet File Viewer is displayed
3. Click on the above text to download the viewer

## Downloading HTML pages

Web pages can be downloaded from the Internet and saved to be viewed later when working offline. This can provide fast access to information for minimal cost. This information can also be taken to another computer to work on.

To view HTML files it is not necessary to be connected to the Internet, as long as the computer is loaded with browser software, an HTML file can be viewed if downloaded correctly.

To save a page as HTML in Netscape Communicator 4.0:

1. Open the page
2. Click on **File > Save As**
3. Select the folder where you wish to save the file
4. At the **Save file as type** box select **HTML document**
5. Click on **Save**

Things to note when you are downloading pages to HTML.

1. Images have to be downloaded individually
2. Internet Explorer 4.0 does not handle frames very well as a download
3. Netscape Communicator 4.0 will download frames but you need to be sure that the components of the page are saved in the same directory as they were created. You will know the name of this file because Netscape Communicator 4.0 will tell you that it cannot find the frame and which directory it should be under. Creating the directory name in the folder where you downloaded the frame and moving the frame components to that file easily solves this problem.

## Downloading Text

Most documents on the Internet can be saved as text files to be viewed later in a word processing application. Keep in mind though that all the formatting (i.e. bolding, italics etc.) will be removed and no images will be saved.

The major advantage of downloading a file as text is that information that you might want to quote in a document is readily accessible. This way you can access the information at a later date and simply copy and paste into your own document.

To save a page as text:

1. Open the page
2. Click on **File > Save As**
3. Select the folder where you wish to save the file
4. At the **Save file as type** box select **Plain text/Text file (*.txt)**
5. Click on **Save**

# 8. COMMUNICATION PROTOCOLS

## Email

Email allows messages to be sent all around the world in a matter of minutes. It is not unusual to send an email to the United States and received a reply within five minutes, depending of course on whether or not the recipient is awake or not. To access email a user needs to set up an account with an ISP (commonly part of the Internet connection with the ISP) and then find an email application. Netscape Communicator 4.0 comes loaded with Netscape Messenger and Internet Explorer 4.0 comes with Outlook Express already loaded. There are numerous other email applications available including Pegasus and Eudora.

Many people are now setting up email addresses using Web Based Mail. These are Web based email servers which only require a browser to be accessed. One of the major advantages of Web Based Mail is that the user can access their email account any where in the world that has Internet access.

## Newsgroups

Newsgroups are also known as Usenet news. Basically newsgroups are forums for discussing ideas and common interests and anyone can post and reply to posted messages.

There are also Web pages such as DejaNews and Usenet FAQ's which allow searching through Newsgroup messages to find those of a specific topic.

## Mailing/Discussion Lists

Mailing Lists are similar to Newsgroups but are much more closed. It is necessary to subscribe to a Mailing List before access can be made to the discussion. Some Mailing Lists are moderated and only allow certain people to subscribe to their discussions. Others will not allow a new person to post mail until they have been subscribed for a certain amount of time.

There are many Mailing Lists available covering every variety of topics and there is sure to be one to suit everyone. Beware though, some Mailing Lists can generate an awful lot of email.

## Chat

Chat, also known as Internet Relay Chat, allows real time discussions with people all around the world. For example a user in Australia might type in a line of text, once enter is hit on the keyboard it is sent to everyone else who is participating in that particular discussion. Definitely much cheaper than using the telephone to talk with people overseas.

# 9. EMAIL

Most Windows email packages work essentially the same way as each other. It is simply a matter of working out where to find the options in the menus. All modern packages allow creation of folders to file mail messages as well as filters which will automatically download mail into designated folders. Signatures can also be created and will automatically appear at the end of each email message sent. A signature can include name and contact details.

Netscape Communicator 4.0 comes with its own built in mail package called Netscape Messenger while Internet Explorer 4.0 uses Microsoft Outlook Express which is simply the email component of Microsoft Outlook, an organisational program.

## Microsoft Outlook Express (IE)

**To access Mail in Internet Explorer 4.0**

1. Select **Go** from the menu
2. Select **Mail**

**OR**

1. Click on the **Mail** icon on the toolbar
2. Select an option from the list

**Setting up mail in Internet Explorer 4.0 Mail**

To set up mail details for the first time in IE:

1. Click on **Go > Mail**, this will open the application
2. Click on **Tools > Accounts**
3. Click on **Add > Mail**
4. Follow the instructions from the Wizard to set up the account. All the relevant details should have been supplied by your ISP.
5. To change any of the settings click on **Tools > Accounts**
6. Select your account
7. Click on **Properties**
8. Next click on **Tools > Options** which allows you to set up how the account operates
9. It is important to click on Send and change the **Mail Sending Format** to **Plain text**, this is so that if you send mail to people who are not using the latest versions of IE or Netscape they can still read the message
10. It may also be necessary to remove the check beside **Reply to messages using the format in which they were sent,** especially if using Mailing lists regularly, for the same reasons as above.

**Receiving mail in Internet Explorer 4.0**

To receive mail click on the **Send and Receive** button on the toolbar. When a folder contains new mail the name will be bold and the number in brackets e.g. (6) indicates the number of new messages

**Composing and Sending mail in Internet Explorer 4.0**

To write a new mail:

1. Click on the **Compose Message** button on the toolbar
2. Type in the email address of the recipient
3. Using the TAB key to navigate to the subject line
4. Fill in a subject for the mail
5. Use the TAB key to navigate to the message box
6. Type in the message
7. Click on the **Send** on the toolbar to send the message

**Deleting Mail in Internet Explorer 4.0**

To delete mail simply:

1. Select the mail to be deleted
2. Hit the **Delete** key on the keyboard **or** Click on the **Delete** button (red cross) on the toolbar

Unless the settings are changed any mail deleted will be place in the Deleted Items folder. To remove the mail totally:

1. Open up the Deleted Items folder
2. Click on **Edit > Select all**
3. And either hit the **Delete** key on the keyboard **or** Click on the **Delete** button (red cross) on the toolbar

Check the Sent folder regularly as a copy of every mail sent is placed in here. Some sent mail may need to be filed into folders whereas others will need to be deleted.

## Netscape Messenger

**To access mail in Netscape Communicator 4.0:**

Click on the **Mail** icon on the bottom right toolbar

**OR**

Click on **Communicator > Messenger Mailbox** from the menu bar

## Setting up Mail in Netscape Messenger

To set up email preferences:

1. Click on **Edit > Preferences**
2. Click on the '**+**' beside **Mail & Groups**
3. Click on **Identity** and fill in your details
4. Click on **Messages** and remove the tick beside **By default, send HTML messages**
5. Click on **More Options** and select **Always convert the message into plain text (may lose some formatting)**
6. Click on **OK**
7. Click on **Mail Server** and fill in the details of your username and mail servers
8. Click on the **More Options** button and if there is a tick beside **Remember my password** remove it. This will stop anyone else from reading your mail.
9. Email is now setup ready to use.

## Receiving Mail in Netscape Messenger

To receive email from the mail server:

1. Click on the **Get Msg** button on the toolbar
2. Type in the password
3. The computer will now start downloading the email

## Composing and Sending Mail in Netscape Messenger

To write an email:

1. Click on the **New Msg** button on the toolbar
2. The **Composition** box will appear
3. Type in the email address of the recipient next to **To**
4. Type in the subject of the mail next to **Subject**
5. Then type in the message
6. Click on the **Send** button on the toolbar

**OR** to send the email later (especially if not connected to the Internet at present)

1. Click on **File** from the menu
2. Click on **Send Later**
3. This saves the email in the **Send Later** folder

**OR** to save the email as a draft to work on later

1. Click on **File** from the menu
2. Select **Save Draft**
3. This saves the email in the **Draft** folder

**Deleting Mail in Netscape Messenger**

To delete mail in Netscape Messenger:

1. Highlight the mail for deletion by clicking on it
2. Hit **Delete** on the keyboard or click on the **Delete** on the toolbar

## Web Based Mail

Web Based Mail is email which can be accessed from the web browser. There are some major advantages to Web Based Mail accounts. The first is the email is not kept on your computer, it stays on the server hosting the account. For example, if you have an account with Hotmail then all your mail stays on the Hotmail server in the US. If library patrons set up one of these accounts, they are not affecting space on the library's computer. The account is available globally, and is not dependent upon ISP provisions.

Web Based Mail is one way for all library staff to have their own email address without the cost required setting up additional accounts. The only problem is that if your council has a domain name the accounts will not reflect the name of the council

There is a limit on space available on the Web Based Mail server. Therefore it is necessary to manage mail by deleting unwanted messages or by saving mail to disk if this is possible. Remember that text does not take up a lot of space, compared to images, so it is possible to save quite a few mails before there would be problems.

Most Web Based Mail service offer the similar options as are available through email applications such as creating folders and setting up filters.

A listing of Web Based Mail accounts can be found at the site:

http://members.xoom.com/ayhan/webbased.html

Another place to look is under Services for Public Libraries which provides information about email and a list of some of the Web Based Email that is available. Go to the State Library of Queensland's Web site

http://www.slq.qld.gov.au/

Then click on the following:

**Collections and Services > Public Libraries Division > Click here to go to "Services for Public Libraries" > Useful Sites for Public Librarians**

### Setting up an Account

These accounts are fairly easy to set up. All you need to do is register an email name and password and in some cases fill in a survey. With an account like Hotmail, you need to fill out the full survey (doesn't necessarily have to be accurate) before your account is created. If you do not it will return with a message saying the survey was not correctly filled out.

### Retrieving POP mail

Some Web Based Mail services, such as Hotmail, also allow you to retrieve mail from any other email accounts that you may have. In other words you could use a Web Based Mail account to link your other email accounts together. Most Web Based Mail accounts that allow this linking have the setup details under Options. Hotmail will even allow you to leave the mail on the originating server so when you return to your own computer you can still access the mail that you read while away.

# 10. NEWSGROUPS

Newsgroups are global electronic bulletin boards. They provide a highly useable method of making announcements and share ideas and opinions with people who share similar interests. There are literally thousands of Newsgroups; some are geographical in nature; others are topical or subject based. Many ISPs limit access to Newsgroups due in part to the vast number of them. This is where services such as DejaNews can be very useful. Newsreading software is often necessary to access this form of communication.

Newsgroups are arranged in a hierarchical order with the names as specific as possible. The following lists some of the top order names each of which can have hundreds of branches below it:

| | | |
|---|---|---|
| biz | - | business related topics |
| comp | - | computer and engineering related topics |
| misc | - | miscellaneous topics, don't fit into any of the others |
| news | - | topics relating to newsgroups |
| rec | - | hobbies and recreational topics |
| sci | - | science related topics |
| soc | - | society, social life etc. related topics |
| alt | - | alternative topics |

## Searching using Usenet FAQs

To find Usenet FAQs go to the State Library of Queensland's Web site:

http://www.slq.qld.gov.au

Click on the following:

**Internet Resources > Search the Web > Other Internet Searching Tools > Newsgroups and Mailing Lists > Usenet FAQs**

Usenet FAQs allows the user to search the FAQs of Newsgroups. This can be the best place to find the answer to a question when no answer can be found. Usenet FAQs have been put together from the posts of a particular Newsgroup. It is a very good place to look for information about TV shows. It is fairly certain that the information provided is correct because if someone provided inaccurate information there would be someone else out there who corrected it.

Go to Usenet FAQ's

Now using the search option try to find the words to the theme song of Gilligan's Island.

## Searching using DejaNews

To find DejaNews go to the State Library of Queensland's Web site:

http://www.slq.qld.gov.au

Click on the following:

**Internet Resources > Search the Web > Other Internet Searching Tools > Newsgroups and Mailing Lists > DejaNews**

DejaNews allows searching across the postings of all Newsgroups. This can be useful for following the thread of a particular discussion as well as for finding Newsgroups that are of interest. There is no need to subscribe to read postings though it is necessary to subscribe to DejaNews to post to newsgroups. This is a quick and easy way to access Newsgroups without having the newsreader crammed with postings.

Go to DejaNews

See if there are any Newsgroups that deal with the topic of cooking

# 11. MAILING/DISCUSSION LISTS

Mailing Lists are email based discussion groups. Normally there is a nominated topic such as an author, a genre or an occupation. Mailing lists give people the opportunity to make announcements, seek assistance, raise issues, obtain information and generally network with colleagues around the world.

More detailed information on Mailing Lists will be covered in the Communicating on the Internet workshop.

## How they work

Mailing Lists are maintained on a computer called a Listserver which uses software called Listserv. The Listserv software has the capability to automatically respond to Email requests, disseminate messages to members of the mailing list and archive files for search and retrieval purposes.

It is always a good idea to save the introductory message that is sent when first subscribing as it provides information on how to subscribe and unsubscribe as well as the dos and don'ts of the list. It is very important to take note of these so that offence is not given any member of the list.

Many lists are unmoderated, that is no one is filtering who joins the list or any of the emails that are sent to the list. There are however moderated lists where one person administrates all that occurs on the list. They say who can and who cannot join as well as only posting messages that they believe are relevant to the discussion. Some lists go as far as not allowing a new member to post a mail for a specified period e.g. 2 weeks until they have had time to see how the list works and what can and cannot be done.

## Lists of list

There are numerous mailing lists out on the Web and thankfully there are a few sites that list all the lists. You can find these from State Library's site:

http://www.slq.qld.gov.au.

Select **Internet Resources > Search the Web > Other Internet Searching Tools > Newsgroups and Mailing Lists**

Here you will find a number of lists of mailing lists for both overseas and Australia.

## Subscribing to State Library's Mailing Lists

To subscribe to any of the State Library's Mailing lists go to the following site:

http://www.slq.qld.gov.au/maillist/

On this site you will find a list of Mailing lists that are being administered by State Library and how to subscribe to each of them. This site also provides some basic information about mailing lists in general.

# 12. CHAT

A very basic definition of Chat is that it provides a means of real time communication with people all around the world. You type your comment in and hit enter then it appears up on the screen in front of you as well as on the screens of all the other people who have joined that same group. The larger the number of people joined at the one time the more confusing the conversation can become as there are likely to be several conversations occurring at any one time. The slight time delay between when you hit enter and when other people actually see what you typed on their screens does not help this. If you join in the middle of a conversation it may take a minute or two to pick up the thread and decipher how many conversations are being held.

**Remember:** whenever using Chat either as Web-based or IRC never use your true name or give people your details such as address and phone number. It is extremely important to stress this to children and young adults. You do not know who is out there or what their agenda is. During setup you will be asked to setup a Nickname, which will be your alias while chatting.

## Why Use Chat?

Chat is an easy and cheap way to talk to people all around the world or even across the room. Normally there are no extra charges to use Chat. Like email it is just the cost involved in accessing the Internet (i.e. phone call + ISP costs).

There are many good things you can do using Chat. You can organise Chats with authors/TV stars/movie stars or any other person. Many Chat groups hold forums, provide help information and organise Chats with authors/TV stars/movie stars. So Chat isn't just for fun it can be used to keep in contact with professional groups, find out information about a topic directly and many myriad of other reasons.

## Accessing Chat

There are at least two ways to access chat. One is to download software from the Internet, such as mIRC, then join an IRC server on the Internet, such as DALNet and then you can choose which Channel (discussion) you wish to talk on.

The second way to use Chat is Web based such as Yahoo! Chat, which does not require any special software and can be run straight from a browser. There are some limitations but there are still many topics to discuss as well as Chat sessions set up with famous people such as movie starts and authors.

## Using Web-based Chat

Here are a few of the Web based chat sites that are available. I'm sure there are many more out there. Remember to use any of these Chat sites you must first sign up, which means you must have an email address. If you do not have one then sign up to one of the free Web based emails such as Hotmail.

http://www.shihab.com/chat/
http://www.yahoo.com click on **Chat** in the listing under the search bar
http://www.looksmart.com click on **Live Chat** in the top navigation bar

and then there are topic specific chat groups such as:

http://www.chatpolitics.com

Everything will be all set up for you and all you have to is choose which room you wish to enter. This is by far the easiest way to access Chat and can be lots of fun.

## Using Internet Relay Chat

The following are the steps that you need to follow to set up Internet Relay Chat (IRC).

### Client

Firstly you need to download and install an IRC client onto your computer. A listing of these can be found at http://chatting.miningco.com/msub5.htm. A Client is a piece of software that allows you to access IRC

The OPAL computers are preloaded with mIRC. More information about the mIRC client and how to download it and use can be found at http://mirc.eon.net.au/. Remember that this is shareware. That means you can evaluate it for 30 days but then you must pay for it to obtain all the features.

### Server

Next you need to choose a server, which is the computer on which the application runs that handles all the conversations, ensuring that your channel receives the correct conversation. A listing of servers can be found at http://www.liszt.com/chat/.

### Channel

Channels are the Chat rooms and each Cannel will have a different discussion topic. Finding the right channel for you will be dependent on your

interests. You can search servers for Channels at the following site http://www.liszt.com/chat/. You might prefer to do this search first to determine which Server you would prefer to use. Remember you can always change Servers.

## Jargon

You might see some strange acronyms appear. Here are what a few of them mean

brb = be right back
bbl = be back later
np = no problem
lol = laughing out loud
re = hi again, as in 're hi'
rotfl = rolling on the floor laughing
bbiaf = be back in a flash
ttfn = ta ta for now
imho = in my humble opinion
j/k = just kidding
wb = welcome back

The IRC Prelude http://www.irchelp.org/irchelp/new2irc.htm August 1998

You might also find some smileys:

:-) a smiley face
8-) wears glasses
(-: left-handed
:-( unhappy
;-) is winking
:-P sticking tongue out

and there are many, many more.

## Netiquette

Now for a little bit of information on Net etiquette. If you type everything in capitals LIKE THIS then you are considered to be shouting. So unless you feel like shouting, try to avoid capitals. Likewise try to avoid 'flooding' the channel with many lines of text at once. If you have lots to say then break it up into segments, sending each individually. The best way to determine whether your text is too long is how much will fit on the box where you type in, if it doesn't fit then break it up.

Note also that many of the servers have 'cops' people designated to keep an eye on things. If you are seen as disturbing the peace then you will be removed and blocked from entering that channel again.

Remember also that you will find discussions that you do not like. Make a note of these and do not return to them. Remember that one of the main aims of the Internet is freedom of speech. This means that you will find things that offend you and it is best to keep away from these. Normally there will be some kind of warning or the name of the Channel will be self-explanatory.

## Help

If you would like more help information regarding IRC/Chat take a look at the following Web site:

http://www.irchelp.org/

Why not subscribe to OPALInfo, if you haven't already, and let us know some of your experiences with Chat.

# 13. STATE LIBRARY OF QUEENSLAND'S WEB PAGE

The State Library of Queensland's Web site is designed to allow easy access to essential Internet information not only for librarians but also for the public.

Two areas of interest to librarians are QldWeb and Services for Public Libraries.

## QldWeb

http://www.slq.qld.gov.au/qldweb/welcome.htm

QldWeb is an index created by State Library of Queensland of resources on the Web that are specifically about Queensland. The site can be searched either using the simple searching tool or by browsing subjects. Please note that the search tool only searches on the titles of the pages.

## Services for Public Libraries

http://www.slq.qld.gov.au/publib

Services for Public Libraries is a fairly new page which is taking over from Useful Sites for Public Librarians, and as such is growing constantly. The information on this page is to help libraries with information on specialist services as well as library management information. If the information required does not appear to fit into one of the listed categories have a look at the index.

Please take the time to have a look at the State Library of Queensland's Web site with special attention to the above two pages.

# 14. GLOSSARY

**Attachment** - A file attached to an email that contains all the original formatting e.g. word document which still contains bold and text formatting

**Bandwidth** - Is the capacity of a network connection to carry data. The higher the bandwidth the more data that can be transferred.

**Bookmark** - A Web address in the form of a URL that is stored in order to return to it easily. Internet Explorer 4.0 uses the term Favorites instead of Bookmarks

**Browser** - Application which displays sites on the Internet. A browser decodes the HTML displaying a site with all the formatting shown as the creator intended

**Cache** - Information saved in the computers memory for later use. In the case of the Internet this provides faster access to Web sites that have already been viewed during the session

**Chat** - Real time conversations, using a keyboard, with many users on the Internet

**Compression** - Removing the 'white space' from a file to make it smaller thus making it easier to send over the Internet. An example of compression software is Winzip

**Discussion Group** - (see also Mailing List) Subject based discussion using email. Automated software is used to subscribe and unsubscribe participants as well as to pass the mail to all members.

**DNS** - Domain Name Server. The computer which converts the alphabetical address e.g. www.slq.qld.gov.au to numerical ones (IP addresses) e.g. 203.10.59.7, and vice versa, for connecting to the Internet

**Domain** - A classification to which a computer in a network belongs.
Commonly used domains include:

| | |
|---|---|
| com | commercial (UK uses co) |
| edu | educational (UK uses ac) |
| gov | government |
| mil | military |
| org | non-profit organisation |
| net | network organisation |

**Download** - Copying information from a remote computer to your own. Downloads can include text documents as well as applications and utilities

**Email** - Part of the Internet which allows you to send messages to other computer users

**Extranet** - When a company make information on it's Intranet available on the Internet. An example would be the State Government departments allowing each other access to certain information on each of their own Intranets

**FAQ** - Frequently Asked Question. An information file about an application such as a search engine or newsgroup that contain the answers to questions asked most frequently

**Favorites** - A Web address in the form of a URL that is stored in order to return to it easily. Netscape Communicator 4.0 uses the term Bookmarks instead of Favorites

**Firewall** - A combination of hardware and software that runs on a organisations Internet computer to provides security from hackers and isolate sensitive information

**Flame** - A deliberately abusive message in e-mail or Usenet newsgroups

**Home Page** - A page you designate as the Web site you want Netscape Communicator 4.0/Internet Explorer 4.0 to load at Startup

**FTP** - File Transfer Protocol. The protocol used for transferring a file from one computer to another. This is the protocol used when downloading information from the Internet

**GIF** - Graphics Interchange Format. One of the two most commonly used file formats on the Internet in part because it automatically compresses its file size

**Gopher** - An earlier protocol than http that was used on the Internet to access information. It is a menu based system

**HTML** - HyperText Markup Language. A language used so that browsers such as Netscape Communicator 4.0 and Internet Explorer 4.0 can interpret how to display text and graphics

**http** - Hypertext transfer protocol. The protocol which allows pages on the WWW to be viewed

**Hyperlink** - Part of the Web page that is active, i.e. if you click on it you will be taken to another page or section

**Hypermedia** - Media such as audio and video combined with hypertext

**Hypertext** - Text that is organised by links from one piece of information to another. Links are followed by clicking on specially tagged words or phrases

**Internet** - A network of computer networks linking computers of many different types

**Intranet** - An internal Internet where the information is only available to people working in a particular organisation. Many State and Federal Departments have Intranets which allow their staff to share information without the public gaining access

**IP** - Internet Protocol. The protocol on which the Internet is based which allows data to move across multiple networks

**IRC** - Internet Relay Chat. See Chat

**ISP** - Internet Service Provider. A business or organisation that provides Internet access

**JPEG** - Joint Photographic Experts Group. One of the two most commonly used image formats used by the Internet

**Mailing List** - (see also Discussion Group). A List of subscribers to a Discussion Group, who will automatically receive copies of email generated by the group

**MIME** - Multipurpose Internet Mail Extensions. A protocol which allows transference of images and sound through email

**Mirror Site** - An Internet site which contains exactly the same information as the original site. The aim of these sites is to relieve pressure from popular sites. Also used to provide a closer site geographically e.g. Alta Vista though US based has a mirror site in Australia which will provide faster access to people living in Australia or its environs

**Modem** - Hardware which allows a computer to use the phone lines to connect to another computer and transfer data

**Netiquette** - Network etiquette. Rules that govern acceptable behaviour when using the Internet

**Network** - A group of computer which are able to communicate because of a communications link between them and which are able to interpret data sent between them

**News** - See Usenet

**Newsgroup** - Part of Usenet. An open discussion group on a specific topic to which users do not have to subscribe

**Plugin** - An application which adds to the browser to allow access to specially encoded information i.e. ActiveX

**POP** - Point of Presence. Provides local access to a network. In the case of the Internet is also provides local call access

**POP3** - Post Office Protocol Ver 3. A mail protocol which allows a remote mail client to receive mail from a server

**PPP** - Point to Point Protocol. Protocol which provides direct connection to the Internet of a computer via a modem and phone line

**Protocol** - Agreed set of rules by which encoded information can be passed from one computer to another and interpreted

**Search Engine** - A tool which searches for and creates indexes of sites on the Internet and which allows searching of the index by the query you specify. Search engines are robotic and are only as good as the software behind them

**Server** - A computer which stores information and makes it available to other computers

**Signature** - A file attached to the bottom of an email identify the sender

**SLIP** - Serial Line Internet Protocol. Older protocol for connection to the Internet

**SMTP** - Simple Mail Transfer Protocol. Standard Internet protocol for transferring email from one computer to another

**Subject Guide** - Index of Web information that has been collated and placed into a particular subject area. This is completed with human intervention therefore there is a high degree of accuracy in the results

**Telnet** - A way to connect your computer directly to another computer, often used to access library catalogues

**TCP** - Transmission Control Protocol. One of the protocols on which the Internet is based

**TCP/IP** - Transmission Control Protocol/Internet Protocol. The two protocols which form the basis of the Internet. They ensure that data passed between one computer and another are interpreted correctly

| | | |
|---|---|---|
| **URL** | - | Uniform Resource Locator. An unique address that identifies any site on the Internet |
| **Usenet** | - | A world wide network of news forums grouped under subject categories called newsgroups |
| **Web Browser** | - | A program such as Netscape Communicator 4.0 and Internet Explorer 4.0 used to retrieve and view HTML sites on the Web |
| **Web Page** | - | A site that is readable by a Web browser |
| **WWW** | - | World Wide Web. An Internet service used to access hypertext and hypermedia resources |

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