

Employee Reference Guide

How to Get Things Done on Campus

Whether you are new on the job or are very familiar with the College, even simple tasks seem almost impossible when you don't know where to begin. This booklet provides "how to" information regarding a variety of services and day-to-day needs of members of the Community.

To learn more about the role of individual offices on campus, visit the College's web site at www.hamilton.edu/college.

Table of Contents

Using the Telephone System.....	2
Hamilton Style Guide	2
Mail Center	2
Purchasing.....	4
Office Machine Repairs	5
Work Order Procedures	5
Information Technology Services (ITS)	5
Services Provided by Burke Library.....	8
Scheduling Campus Events.....	8
Catering Campus Events.....	9
Reserving Overnight Accommodations at the Bristol Center.....	9
Making Travel Arrangements.....	9
Tax Exemption for Travel and Reservations	9
Employee ID Cards and Services.....	9
Athletic Facilities Access.....	10
Dining Services.....	10

Using the Telephone System

To place an on-campus call, dial the 4-digit campus extension listed for that office or person in the current Hamilton College Telephone Directory.

To place an outside call, press 9 then dial the number you wish to reach. For calls within the 315 area code, dial only the last 7 digits. For calls outside 315, dial 9 then 1, then area code and the number.

To place a call on hold, simply press the “Hold” button on your console. To reconnect the call to you, press the button for the line.

To transfer a call to another extension or office, inform the caller you are transferring his/her call, press the “Transfer” button on your console, dial the desired extension number, announce the caller to the person to whom you are transferring, then press the “Transfer” button again to release the caller. If you wish to transfer directly into voice mail, press transfer, dial 4809 and the person’s extension number and transfer again.

If the line you are transferring the call to is busy or there is no answer, press the flashing extension button on your console and the original call will come back to you.

For more information on telephone and voice mail use and features, please visit www.hamilton.edu/college/its/telephones or request a TIPSHEET from the Telephone Department by calling ext. 4160 or e-mail telephone@hamilton.edu. The Telephone Department also handles all requests for telephone installation, servicing, repairs, etc.

Hamilton Style Guide

The logo design of the Chapel cupola — with its unique quill weather vane — signals the College’s historical roots and our commitment to clear and effective oral and written communication. The consistent use of this logo with the Hamilton wordmark on stationery, brochures, banners, the Web site and wherever Hamilton College signs its name helps solidify our place with our many constituents. The College’s Style Guide (www.hamilton.edu/college/communications_development/styleguide.pdf) outlines the proper uses for the logo and wordmark and should serve as a guide as you help us present the College. If you have any questions, or to obtain printer-ready files of the logo, please contact the Communications and Development Office, ext. 4681.

Mail Center

Please visit the Mail Center web site (www.hamilton.edu/college/acs/mail_center/index.html) for detailed information regarding Mail Center hours and services.

On-Campus and External Mail Procedures

Please separate mail into the following four categories and rubber band: U.S. mail, Canada and Mexico mail and all other international mail.

Keep unsealed envelopes “nested” together, with the flaps open and like sizes and weights together (still separating U.S., international, etc.), with the exception of envelopes with flaps on the end. These cannot be sealed by our postage meter and should be sealed by you.

If your name or department is not imprinted on the envelope, please print or type this information under the return address section. Otherwise, the Mail Center must open the envelopes to determine their origin for billing purposes.

Notify the Mail Center of the budget line when charging mail to restricted or other special accounts.

On first and second day air envelopes, write your department name, or whoever should be charged, under the reference number.

All personal mailings will be on a cash or personal check basis only.

Overnight Mail

The College has a contract with UPS for overnight mail. Overnight letters and packages must be at the Mail Center no later than 3:00 PM. UPS supplies are available from the Mail Center. There are a few rural areas where UPS cannot guarantee overnight delivery. Only in this situation should Federal Express be used.

If you frequently mail out packages or overnight/second day letters, Pitney Bowes “Ship Request” software can be installed on your computer to streamline the process in the Mail Center. Please contact Auxiliary Services, ext. 4999, if you want this easy-to-use software.

Print Shop

The Print Shop provides copying and printing service to all offices on campus. Please visit the Print Shop website at <https://my.hamilton.edu/college/printshop/> for copyright information, supply information, Print Shop guidelines and the Print Shop Service Request Form.

Copyright Notes: When copying from a book, we request that you provide us with a clean hard copy. We do not copy directly from books. On the first page you must provide us with copyright information, including the date of copyright.

Copying: Copy orders of 100 or more single sheets should be sent to the Print Shop for copying/printing. A Print Shop Service Request Form must be filled out for these jobs. Forms are available at the Print Shop or online (Print Shop website). The Print Shop runs jobs on a first-come, first-served basis. It is recommended that you submit work *at least 24 hours in advance*. Larger jobs, such as course packets, involving handwork (folding, collating and/or binding) require more time. Please call ext. 4627 or 4626 for time estimates. Most campus offices/buildings are equipped with satellite copiers where jobs of *100 single sheets or less* should be copied. Departmental copy codes must be used on all satellite copiers. This grants the user access to the copier and tracks the copy work for billing purposes. Copy code numbers for departments can be obtained from your department chair, faculty assistant, or the Print Shop. The Print Shop *will not* supply this number to student workers.

Printing: The Print Shop has two offset presses for the production of booklets, pamphlets, posters, programs, business cards, letterhead and envelopes. The Print Shop Service Request Form must also be completed for each printing request. For details on printing orders, pricing, etc. refer to the Print Shop website or call ext. 4627 or 4626. Printing jobs should be turned in with the expectation of *at least* one-week turnaround to allow for ink drying and finishing. Please contact the Print Shop if you have any questions.

Colored Copies: Colored copies are available with the same processing time as other copy jobs. These are more expensive than black and white, so please call for a price quote or refer to the Print Shop website.

File Requirements: For copying and printing orders, we prefer clean, crisp hard copy or PDF files, but can also accommodate files from more common programs such as Word, Powerpoint, Excl, InDesign, Photoshop, Quark, etc. PDF files are preferred because some people use fonts that we don't have on our

computers. You can bring copy into the shop (hard copy or disc), send them as an email attachment, or if the files are large, you can place them in our drop box on the ESS server. On PC's you'll find our drop box on the P-drive under "My Computer" and on Mac's you can find the drop box in the "Campus" connection. Just scroll down and place a copy of your document in our folder. If you send copy via the drop box, please call or send an email with details of your order (number of copies, paper size and color, binding, account number, etc.).

The Print Shop can also fill private orders (i.e. business cards, invitations, stationery, programs, etc.) although College work takes priority. If you are new to campus, please stop in and say hello.

Purchasing

General Supplies

If you need to order general supplies (i.e. lab supplies, computer software, books, etc.) for your office or department, you should fill out a Purchase Requisition form (pre-printed form available from the Print Shop, Excel form available from icornish or lswan@hamilton.edu) and forward it to Auxiliary Services. Auxiliary Services will fax or mail the purchase order to the vendor. Indicate your preference on the requisition form. Please include the fax number on the purchase requisition.

All invoices for College purchases should be sent to Auxiliary Services to be processed for payment. Before sending the invoice, it should be coded with the budget line to be charged and signed by the appropriate department head.

Major purchases, such as furniture, computers, fax machines, etc., can only be made if an appropriate equipment account has been established by the Vice President, Administration and Finance. These purchases cannot be made from the general operating budget. Even with an approved account number, these purchases must be made through Auxiliary Services using a College purchase order. Auxiliary Services has a library of catalogs available for campus use. If you need assistance in obtaining competitive pricing or assistance with any campus purchasing, please call ext. 4999.

Office Supplies

The College currently has an exclusive office supply contract with Staples. Requisitions and purchase orders are not needed to order office supplies. Office supply orders can be placed directly with Staples via their web site. If you need an internet Staples account, please contact Auxiliary Services, ext. 4999. Your online Staples account allows you to charge your order to any budget line approved for your use. Reference the appropriate budget account when placing your order. Orders are delivered right to your office, generally within 24 hours of your order being placed. Orders should be consolidated when possible, as there is a \$5.00 delivery charge on all orders under \$35. The sales representative from Staples visits campus as needed. Contact the Assistant Director, Auxiliary Services, ext. 4998, to schedule an appointment with the Staples representative. Staples catalogs are available through the Assistant Director, Auxiliary Services.

Paper Supplies

All copy paper and envelopes should be ordered directly through Xpedx using their online order system. Please contact the Print Shop, ext. 4627, to establish an online account. Orders placed by noon on Monday will be delivered directly to the department by noon Tuesday. Orders placed by noon on Wednesday will be delivered on Thursday.

Department stationery and any items not available through Xpedx should be ordered directly from the Print Shop. Any questions regarding paper supplies should be directed to the Print Shop, ext. 4627.

Computer Supplies

Computer supplies may be ordered directly from the vendor, through ITS or the College Store. When purchasing directly from the vendor, a Purchase Requisition must be submitted.

Personal Purchases

Members of the Hamilton Community may make personal purchases from Staples and receive the benefit of the College's discount. All personal orders should be sent to Auxiliary Services via mail, fax or e-mail (icornish@hamilton.edu). Personal orders cannot be placed directly with Staples by the employee.

Staples will invoice the employee for the purchase, adding the appropriate sales tax to the bill. Payments for personal purchases are to be sent directly to Staples to the address indicated on the invoice.

Office Machine Repairs

Computer Repairs

To arrange for repair of computer equipment, contact the VITEC technician on campus ext. 4171. The repair shop is located in the basement of Burke Library.

Typewriter/Fax Machine Service

All typewriters and all fax machines on campus are covered under a maintenance agreement with I-Tech Associates. If you need a machine repaired, please contact I-Tech Associates directly at 724-5283. Supplies for these machines should be purchased through Staples.

Copier Supplies

All copier leases include supplies (except staples). Supplies are shipped automatically according to the copiers' monthly volume. The Print Shop also maintains a small inventory of emergency supplies for all campus copiers. Please contact the Print Shop directly to obtain these supplies. Your office supply or printing budget will be charged accordingly.

Work Order Procedures

Need something repaired? Furniture moved? The Physical Plant has an on-line Work Order System. If you would like to request regular maintenance or other services from the Physical Plant, please use the web-based work order form (<http://web4.hamilton.edu:88/home.html>). As an alternative if you do not have access to e-mail, call ext. 4500.

Describe your work request in as much detail as possible. Include the building, room number(s), your phone number, and the type of work that is needed and identify you as the contact person. You must also have an account number available.

Departments will not be charged for "regular maintenance" (e.g., repairing a faucet that leaks, replacing a light bulb, etc.) but will be charged for other services such as moving furniture, installing shelves, etc. Work outside regular maintenance will not be completed until a charge number is provided. Contact the Work Control Assistant, ext. 4500, if you are unsure whether you will be charged for a specific request.

Information Technology Services (ITS)

ITS supports the use of computing, networking, telephone and audiovisual services at Hamilton College. The ITS offices are located on the third floor of the Burke Library. Audiovisual Services is located in Christian A. Johnson, Fourth Floor. The following is a brief description of the services provided by each of the seven teams in ITS. A complete list of all ITS services, with further detail, can be found on the ITS web site (www.hamilton.edu/college/its/).

Contacting ITS

If you have a question about the use of computing at Hamilton and are not sure who to contact, please e-mail askits@hamilton.edu or phone: 859-4169. If we are not available immediately, we will get back to you within one business day.

If you have a computer problem needing immediate attention please contact the Help Desk at 859-4181. A special telephone number is posted in technology-enhanced classrooms for emergencies that occur during class.

ITS Team	Services the Team Provides
<p>Instructional Technology Support Services (ITSS) <i>Team members are:</i> Deborah Reichler, Nikki Reynolds (Team Leader), Carl Rosenfield, Janet Simons, Krista Siniscarco</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Assist faculty in the identification, development and implementation of specific technologies that meet their teaching or research goals. ✓ Develop support and training plans for students, targeted for the specific goals of a course or course project. ✓ Provide the first line of support for public computer labs. ✓ Support the Blackboard web-based course management system. ✓ Support the Citrix server for academic software access by students and faculty, on and off campus. ✓ Support the faculty in using a wide variety of technology-enhanced teaching tools. ✓ Provide multimedia resources and support for faculty and student projects. ✓ Manage and train Student Lab Consultants who provide technical support in the public computer labs.
<p>Audiovisual Services (AVS) <i>Team members are:</i> Graham Espe, Tim Hicks (Team Leader), Marilyn Huntley, Stefany Lewis, Forrest Warner</p> <p>Location: CA Johnson</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Assist the college community with their presentation support needs, including audio & video recording, data projection, film showings, and sound support. ✓ Research and rent movies for classroom and event use. ✓ Provide first-line support for technology-enhanced (t/e) classrooms. ✓ Provide a variety of equipment for loan to faculty and students. ✓ Provide duplication services for audio and video masters. ✓ Manage the College's videoconferencing facility and TV network (including satellite teleconferencing and the video bulletin board). ✓ Manage and train Student Technical Assistants for presentation and event support.
<p>Administrative Services (AS) <i>Team members are:</i> Terry Lapinski, Dave Smallen (Team Leader)</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Develop ITS policies and procedures and support other teams. ✓ Serve as primary contact point for the members of the College community who want to borrow a laptop computer for up to seven consecutive days through the laptop loaner program.

<p>Help Desk and Training Services (HTS) <i>Team members are:</i> Chris Forte, Scott Paul, Debby Quayle (Team Leader), Maureen Scoones</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Operate a call-in problem-solving service during the day and oversee a student-run service in the evening to assist the campus community with hardware and software computer problems. ✓ Support all Hamilton standard hardware and software and assist with e-mail, desktop network connectivity, virus/spyware, mailing list problems and multi-media presentation emergencies. ✓ Provide a variety of training opportunities that includes in-class training, Web-based self-paced training, and one-on-one training.
<p>Network and Telecommunications Services (NTS) <i>Team members are:</i> Nick Brockner, Colleen Holliday, John Ingalls, Joseph Karam (Team Leader), Dave Roback</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Oversee aspects of the installation and maintenance of campus telephones and voice-mail, telephone and network wiring, network electronics, and servers. ✓ Maintain on-campus, local, and long distance calling services, voice mail services, cellular phone services, conference calling, wiring requests, calling cards, and telephone billing for College departments. ✓ Maintain the campus Internet connection, all on-campus data networking needs, network and server security, and UNIX and Windows server administration.
<p>Desktop Integration Services (DIS) <i>Team members are:</i> Ryan Coyle, Gretchen Maxam, Karen Schaffer (Team Leader), Jesse Thomas</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Provide installation services for computer hardware and software in the administrative and academic offices. ✓ Provide installation services for computer hardware and software in the technology-enhanced (t/e) classrooms and public computer labs. ✓ Oversee the College's plan for regular replacement of institutional computers, including all classrooms and labs. ✓ Advise members of the College community on purchases and oversee the hardware repair service provided by VITEC Solutions.
<p>Central Information Services (CIS) <i>Team members are:</i> Mary Fiore, Kathy Kwasniewski, Linda Lacelle, Geoff Pashley, Martin Sweeney (Team Leader)</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Provide system support to enable the various business and information tracking activities of the College including the use of Datatel's Colleague software. ✓ Provide access to, training for, and maintenance and development of the college's central database used to administer the student and financial systems. ✓ Work closely with the Web Services team to provide web-based access to central information. ✓ Support many interfaces to external systems on and off campus, for example, the campus payroll and ID card system.
<p>Web Services (WS) <i>Team members are:</i> Jason Quatrino, Brian Love, Mike Sprague (Team Leader)</p>	<p>Team members:</p> <ul style="list-style-type: none"> ✓ Provide primary technical support for the College Web site including our Web-based support for prospective students and our on-line alumni community, custom Web applications, and other uses of the Web in support of college goals. ✓ Develop and support the use of <i>My Hamilton</i>, which provides personalized access to College resources through the Web. ✓ Work closely with Central Information Systems group to create secure Web applications for improved access to data and increased efficiency.

Services Provided by Burke Library

The Hamilton College Library comprises the Daniel Burke Library, Audiovisual Services, the Media Library, the Music Library and the Jazz Archive. The Media Library and Audiovisual Services are located in Christian A. Johnson Hall. Viewing and listening facilities are available in the Media Library. Equipment, media production and classroom services are provided by Audiovisual Services. The Music Library, which is also a listening facility and the Jazz Archive are located in the basement of McEwen Hall.

Circulation Department

Faculty, Administrators and Staff may check out an unlimited number of books for 180 days. Spouses and children of college employees and Alumni may borrow up to 50 books at a time. The library makes daily deliveries of books and photocopies to office assistant's offices. Items may be returned to the library via the delivery service. Please contact the Circulation Department at 859-4479 or askcirc@hamilton.edu for more information.

Reference Department

Reference librarians are available seven days a week to assist with answering reference questions and with in-depth research. Please contact the Reference Department at 859-4735 or askref@hamilton.edu for more information.

Interlibrary Loan (ILL)

ILL obtains books, articles and other materials not available in the Hamilton College Library from other libraries. Hamilton College faculty, staff and students are eligible to use the Interlibrary Loan service. Alumni and retired faculty and staff and spouses and children of college employees may also use the service. Please contact the ILL department at 859-4484 or askill@hamilton.edu for more information.

Acquisitions Department

Any library user may recommend that the Library purchase specific items; the Library makes the final decision on whether an item is suitable for the collection. Please contact the Acquisitions Department at 859-4470 or asktobuy@hamilton.edu for more information.

Scheduling Campus Events

During the academic year, the Registrar's Office, ext. 4637, is responsible for scheduling the use of auditoriums and classrooms. The Office of Student Activities, ext. 4194, schedules the use of space in Bristol Center, The Chapel, Fillius Events Barn, Beinecke Annex and Bundy Dining Hall.

Summer Programs/Conference Services, ext. 4271, is responsible for the scheduling the Backus House, Little Pub, Spencer House and Science Atrium during the academic year. Summer Programs/Conference Services schedules all College facilities during the summer months.

All public events during the academic year must be cleared through the College's Master Calendar. Check the Master Calendar online or call ext. 4107 to set a date and then confirm the specific details regarding your event (use the online Events Form, call ext. 4107 or e-mail events@hamilton.edu). For additional information, contact the Office of the President, ext. 4106.

Catering Campus Events

To arrange for catering of campus events, contact Bon Appetit, ext. 4985 or ext. 4975 or go on-line to www.hamilton.edu/college/food_service/default.html . There will be occasions where an outside catering contractor will be engaged to provide service for an event. This is believed to provide a competitive challenge to Bon Appetit to earn on-campus catering business with each and every catering event.

Should you determine that an outside caterer is preferred, the College requires that a copy of the Oneida County Board of Health license and proof of liability insurance coverage be submitted in advance of any service. There will not be kitchen access available to outside caterers in any of the dining halls or the Howard Diner as these kitchens are licensed by the Oneida County Board of Health to Bon Appetit. If any liquor is to be sold, a copy of the special event liquor service catering license is required. Bon Appetit is the only approved liquor provider for The Little Pub. Copies of these documents should be sent through campus mail or faxed, ext. 4602, to the attention of the Director of Summer Programs/Conference Services.

Reserving Overnight Accommodations at the Bristol Center

To reserve overnight accommodations at the Bristol Center, call the Bristol Center, ext. 4194, with the following information: guest's name; anticipated arrival and departure dates/times and billing information. Student staff assistants are available to help with making reservations.

Making Travel Arrangements

The College has a working relationship with BTI Travel Consultants. For assistance with College or personal travel, they can be reached by calling (315) 472-7737 or by fax at (315) 472-2310. Their address is 620 Erie Blvd West, Suite 302, Syracuse, NY 13204. BTI also has an online travel reservation system, Get There. If you want to be set up as an authorized College user on this system, contact Auxiliary Services at ext.4999.

Tax Exemption for Travel and Reservations

The College is exempt from federal and state taxes. The tax exemption applies to general purchases and travel support expenses. If you are traveling within New York State on business, it is possible to receive the tax exemption on all travel support expenses including lodging, meals and car rental expenses. A tax-exemption wallet card is issued with the corporate charge card. The College's tax exemption number is imprinted on the credit card.

When making any purchase on behalf of the College, please provide the vendor with a copy of the College's tax-exemption form so that sales tax is not charged. Tax exemption forms are available from the Assistant Director, Auxiliary Services, ext. 4998.

If an employee fails to obtain the sales tax exemption, the College will not reimburse sale tax paid on purchases over \$100.

The College has reciprocal tax-exempt status in several other states. Some restrictions apply. For detailed information, please visit the Auxiliary Services web site www.hamilton.edu/college/purchasing/taxexemption.html .

Employee ID Cards and Services

As a service to employees, the College issues employee ID cards known as the All Campus Card, which are embossed and include a photograph. The All Campus Card may be used for library privileges; College

Store discounts; educational discounts (off-campus); access to College athletic facilities and admission to College athletic events. In addition, the All Campus Card provides a safe, easy and convenient way to make purchases on campus through credit and declining balance privileges at campus dining halls, the Diner, the Backus House, Cape Opus, the Box Office and the College Store. Application forms to open a declining balance or credit account may be obtained from Summer Programs/Conference Services. New employees will get their picture taken for their ID card as part of the orientation given by Human Resources. Spouses and dependent children over age 12 should contact Human Resources for authorization in obtaining their own ID cards if they wish to take advantage of Campus facilities. The replacement fee for a lost card is \$20.

Athletic Facilities Access

Employees and their families may use athletic facilities of the College without charge, subject to regulations and schedules issued by the Physical Education Department, provided such use does not interfere with physical education classes, intramural and intercollegiate sports and other scheduled student athletic activities. These facilities include tennis courts, golf course, squash and racquetball courts, swimming pool, ice skating rink, field house and fitness center. Children under 12 years of age who wish to use any of these facilities should be accompanied by an adult, unless they are participating in a college-organized recreation program, such as an instruction group in swimming or basketball. Older children should carry a College ID card to avoid being confused with ineligible users. Employees and their immediate family members are authorized to use the Hamilton Golf Course during the summer provided they have an appropriate picture golf bag tag. Each spring new bag tags are produced in Summer Programs/Conference Services for a \$5.00 fee.

Dining Services

During the academic year employees may buy food at the Howard Diner in the Beinecke Village, The Little Pub or at the Dining Halls in Commons or McEwen. An a la carte menu is available only at the Diner. The dining facilities accept payment via the All Campus ID Cards and cash; charges are billed monthly to the individual by the Business Office. Food Service establishments are normally closed when classes are not in session.