

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 website at www.hamilton.edu/college.

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USING THE TELEPHONE SYSTEM

To place an on-campus call, dial the 4-digit campus extension listed for that office or person on the online Hamilton College Directory at <https://my.hamilton.edu/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 the 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/its/rc/employee-phone-instructions 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 website 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 website (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 the department to 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 the Mail Center, x4403, 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 *cannot* supply this number to student workers.

Printing: The Print Shop also offers offset press production of booklets, pamphlets, posters, programs, business cards, letterhead and envelopes. The Print Shop Service Request Form should 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.

Color Copies: Color 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, Excel, InDesign, Photoshop, Quark, etc. PDF files are preferred because some font styles are not supported by Print Shop computers. You can bring copy into the shop (hard copy or USB storage device) or send them as an

email attachment. 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, available at <https://my.hamilton.edu/auxiliaryservices/requisition-form> and forward it to Auxiliary Services. Auxiliary Services will fax, email or mail the purchase order to the vendor. Indicate your preference on the requisition form. Please include the fax number or email address on the purchase requisition.

Invoices for College purchases made on College purchase orders 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. 4998.

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 website. If you need an internet Staples account, please contact Auxiliary Services, ext. 4998. 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 on Tuesday or Thursday. 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 should be ordered directly through Staples.

Department stationery should be ordered directly from the Print Shop. Envelopes can be ordered through Xpedx but an online account is needed. Please contact the Print Shop at x4627 for additional information.

Computer Supplies

Computer supplies may be ordered directly from the vendor, 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. The appropriate sales tax will be applied. Please contact the Assistant Director, Auxiliary Services, ext 4998, for ordering information.

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

Typewriters and fax machines are not covered under any maintenance agreement. Repairs are made on a time/materials basis. Please contact MacCopy if you have a fax machine that needs repair at 315-361-4342. Mohawk Typewriter and Office Equipment, Inc., will service typewriters but they do not pick-up or deliver. The typewriter must be brought to their Champlin Avenue, Utica, facility. Supplies for typewriters and faxes can be purchased through Staples.

Copier Supplies

All copier leases include supplies (except staples). Supplies should be requested from MacCopy, 315-361-4342. Please plan ahead and have at least one ink/toner cartridge on hand at all times. The Print Shop also maintains a small inventory of emergency supplies for many 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://tma.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 presentation services at Hamilton College. The ITS offices are located on the third floor of the Burke Library. A complete list of all ITS services is on the ITS website 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.

LIBRARY

The Hamilton College Library comprises the Daniel Burke Library, the Music Library and the Jazz Archive. Viewing facilities for DVDs and VHS tapes are available in the Burke Library. The Music Library, which is also a listening facility and the Jazz Archive are located in McEwen Hall.

Circulation Department

Faculty 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

To view the daily public events calendar and search for a meeting space for a campus event go to the Events tab on the College News page at <http://www.hamilton.edu/news> and click on Events Calendar.

To schedule a campus event, please see the scheduling procedures at <http://www.hamilton.edu/events/scheduling>

Once you verify there are no major conflicts with your event on the Events Calendar, you can request to reserve a space (or make a request without a specific space) using the My Request Form. If you have questions about reserving a space or scheduling an event, contact the appropriate scheduler for the space or email the calendar help at r25helo@listserv.hamilton.edu. If you need help planning your event contact 315-859-4107 first.

To schedule an event when the College is not in session, please contact Auxiliary Services for event planning assistance.

Contact Numbers for Questions about Reserving Specific Rooms

Room/Dept. Contact	Phone#
Athletic Facilities & Fields	859-
<i>Athletics</i>	4754
Azel Backus House, Commons and McEwen Dining Halls, The Little Pub, Spencer House, Root Glen, Bristol Center, Rogers Estate, Science Center Atrium and KJ Commons	859-
<i>Auxiliary Services</i>	4372
Beinecke Village (Tolles Pavillion, Display Area, Events Barn), Bundy Dining Hall, Sadove Student Center, Babbitt Outdoor Pavillion, Chapel, Eells House, Days Massolo Center, ALCC and Trustee Room	859-4194
<i>Student Activities</i>	
Café Opus in McEwen	859-
<i>Music Department</i>	4261
Classrooms and Auditoria, Burke 001 & 005, CJ 305, Browsing Room - 201 (Christian Johnson Hall)	859-4637
<i>Registrar</i>	
Graves Room (Library)	859-
<i>Library</i>	4475
Wellin Hall	859-
<i>Performing Arts</i>	4350

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, the Little Pub 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. 4300, to the attention of the Senior Assistant Director, Auxiliary Services.

RESERVING OVERNIGHT ACCOMMODATIONS AT THE BRISTOL CENTER

To reserve overnight accommodations at the Bristol Center, call 315-859-4271 between 8a.m. and 4p.m., 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 online at <https://my.hamilton.edu/auxiliaryservices/purchasing/forms?> or from 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 website noted above.

EMPLOYEE ID CARDS AND SERVICES

The College issues employee ID cards known as the Hill Card. The Hill Card may be used for library privileges, Fitness Center access and admission to College events. In addition, the Hill 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, Cape Opus, Euphoria Smoothies, the Box Office and the Barnes & Noble college store. New employees will get their picture taken for their ID card as part of the orientation given by Human Resources. Employees should contact Auxiliary Services at x4974 to obtain Facility Access Cards for their spouses, partners and dependent children over age 12. This card is required 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 Facility Access 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. The Hill Card or Facility Access Card is required for access.

DINING SERVICES

During the academic year employees may buy food at the Howard Diner, 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 Hill Card and cash. These food service establishments are operated by Bon Appetit and are normally closed when classes are not in session.

Dining services are also provided by Café Opus (McEwen), Cape Opus II (Science Center) and Euphoria Smoothies (Sadove Student Center). These merchants accept the Hill Card and cash. Euphoria Smoothies also accepts credit/debit cards.