

EVENT HANDBOOK 2019

SECTION 5: Event Services — Campus, Local & Emergency

Produced by the Events Management Office
Smith College

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Table of Contents

EMERGENCY & HEALTH SERVICES

Emergency Situations	3
Health Services	6

CAMPUS SERVICES

Box Office (for Performing Arts)	8
Campus Center	10
Catering	13
Childcare Resources	15
College Relations	16
Dining Services	17
Disability Services	18
ETS—Educational Technology Services	29
Events Management Office	22
Facilities Management	23
Music Department (piano tuning)	24
Campus Police	25
Summer Programs Office	27

LOCAL SERVICES

Bus & Limo Service	28
Car Share/Rental	29
Restaurants	30
Room/Hotel Accommodations	31
Services & Suppliers	33

Calling the Campus Police

- **Non-Emergencies**
For non-emergencies, contact Campus Police at 413-585-2490.
- **Emergencies**
For any fire, police, or medical emergency, call Campus Police *immediately*:
ext. 800 from an on-campus phone
413-585-2490 from a cell phone, or non-campus phone

What to Do: Accidents

- **Help the Victim**

Minor Injury

Minor injuries can be treated with first aid supplies, or by escorting the victim over to the Nancy and Henry Schacht Center for Health and Wellness, 21 Belmont Ave., for attention. Health Services provides minor first aid from 8:30 a.m. to 4:30 p.m. during the academic year.

Health Services (for current students only):

ext. 2800 from an on-campus phone
413-585-2800 from a cell phone, or non-campus phone

Serious Injury

Rescue the victim from life-threatening danger, if necessary. Then immediately contact Campus Police.

Campus Police emergencies:

ext. 800 from an on-campus phone
413-585-2490 from a cell phone, or non-campus phone

Other Useful Numbers:

Local responders..... 911
Cooley Dickinson Hospital..... 413-582-2000
Massachusetts Poison Info Center..... 800-222-1222

- **Clean Up the Area**

If necessary, contact Facilities Management (ext. 2400) to clean up or control any hazardous conditions that may have caused the accident or were caused by the accident. Broken glass or spilled chemicals should be handled with care and disposed of properly by Facilities Management professionals.

- **Fill Out an Accident Report (Smith students, faculty, staff and guests)**

This report must be completed and delivered to the Office of Human Resources within 24 hours of any incident. All accidents, injuries, or exposures, even if minor, must be reported. The report can be accessed at www.smith.edu/hr/forms.php#workerscomp under the heading of Worker's Compensation Form.

What to Do: Fire, Explosion, etc.

- **Ring the Alarm**
Ring the fire alarm in the building, making sure that the alarm has sounded.
- **Evacuate the Building**
Insist that all employees, students, and visitors leave the building. Evacuation routes are posted on each floor and near stairwells. Assist anyone who may need special help.

- **Call Campus Police**
Call Campus Police from a safe location:

Campus Police emergencies:

ext. 800 from an on-campus phone

413-585-2490 from a cell phone, or non-campus phone

Local responders..... 911

Give Campus Police a brief but precise description of the fire's location. Campus Police will contact the Northampton Fire Department. If a street box is used to summon the fire department, station someone at the box to direct the fire department to the exact location of the fire.

- **Use a Fire Extinguisher**

Firefighting is not a recommended course of action. Fight a fire only if all of the following are true:

- *Everyone has left or is leaving the building.*
- *The fire department or Campus Police has been contacted.*
- *The fire is small and confined to the immediate areas where it started (wastebasket, cushion, small appliance, etc.) and there are no flammable liquids near the fire area.*
- *You can fight the fire while retaining a safe escape route.*
- *Your extinguisher is rated for the type of fire you are fighting, and is in good working order.*
- *You have been trained in the use of the extinguisher and are confident that you can operate it effectively.*

- **Assist the Fire Department**

Direct the fire department and other emergency personnel to the exact location of the fire. Provide information about the building such as the location of the sprinkler hookups, gas shut-off valves, or areas where flammable liquids (such as gasoline or paints) are stored. If requested by firefighters or Campus Police, unlock doors and allow access to the building.

What to Do: Assault or Attempted Rape

Assault, rape, or attempted suicide should be reported immediately to Campus Police:

Campus Police emergencies:

ext. 800 from an on-campus phone

413-585-2490 from a cell phone, or non-campus phone

Local responders..... 911

Whether or not to intervene before the arrival of a Campus Police officer depends upon the gravity and the circumstances of the individual situation. Common sense and discretion should be used in any action taken.

What to Do: Bomb Threat

If a bomb threat is received, call Campus Police immediately to report the details of the caller's threat:

Campus Police emergencies:

ext. 800 from an on-campus phone

413-585-2490 from a cell phone, or non-campus phone

Local responders..... 911

Evacuate everyone in the building and wait for a Campus Police Officer to arrive.

What is a Major Emergency?

A major emergency is any significant, unplanned event that has the potential to cause death or significant injury to students, faculty, staff or visitors or that can disrupt College operations, causing physical or environmental damage or threatening the College's facilities. Some examples of events that may be major emergencies are:

- *biological warfare*
- *bomb threat or attack*
- *explosion*
- *civil disturbance*
- *epidemic*
- *fire*
- *hazardous material spill*
- *natural disaster (flood, earthquake, hurricane, tornado)*
- *nuclear threat/disaster*
- *utility failure*

If one of these situations arises, notify Campus Police immediately:

Campus Police emergencies:

ext. 800 from an on-campus phone

413-585-2490 from a cell phone, or non-campus phone

Local responders..... 911

The situation will be responded to according to the Smith College Crisis Management Plan, which provides guidelines for responding to emergency events. Since each event is unique, the plan addresses procedures for activating the decision processes, gathering appropriate staff, and deploying the campus resources necessary to deal with the emergency. It creates a framework for an effective and efficient response. For a full copy of the Crisis Management Plan, visit <http://www.smith.edu/docs/emo/SPEmergencyPlan.pdf>.

Summer Medical Needs

During the summer, Smith College's student health center is not open. All medical issues that arise during the summer must be addressed at Cooley Dickinson Hospital, located at 30 Locust Street, Northampton, MA (1.5 miles from campus, going west on Route 9/Elm St.) Cooley-Dickinson Hospital is always open for 24-hour emergency care. Phone: 413-582-2000.

HEALTH SERVICES (For students only)

Nancy and Henry Schacht Wellness and Health Center

21 Belmont Ave., Northampton, MA

www.smith.edu/health

Telephone Numbers

EMERGENCIES	413-595-2490 (or ext. 800)
Calling from off-campus, NON-emergencies	413-585-2800
General Information (24 hours a day)	ext. 2800
Appointment Desk	ext. 2811
Director of Health Services	ext. 2806
Nurses' Station	ext. 2813
Laboratory	ext. 2816
Counseling Service	ext. 2840

Office Hours

Medical visits by appointment only (call ext. 2811). However, urgent care problems will be accommodated without an appointment.

Making an Appointment:

Call 413-585-2811, Monday through Friday, 8 a.m.–5:30 p.m.

Office Hours: (by appointment only)

Monday–Friday 8 a.m. to 8 p.m.

To speak to a nurse during these hours ext. 2813

Fee: No fee for office visits.

Online Student Portal

Smith College Health Services now has an Online Student Portal (<https://smith.medicatconnect.com>) where students can communicate with a health care professional through secure messaging. Regular email is not used to communicate medical concerns or confidential information.

Students can send and receive secure messages with health care providers on campus regarding confidential health information, schedule appointments for some types of visits, and access forms and information. Log on at smith.medicatconnect.com; the site requires a Smith network username and password.

Please note: Providers do not receive or respond to emails or secure messages when Health Services is closed, including after hours and weekends. Additionally, provider schedules may mean that messages are checked once a day or less during the week. If you have an urgent or same-day issue, please call x2811.

Online self-scheduling is available for some conditions during limited appointment slots. Appointments may also be made by calling ext. 2811.

When the Office is Closed

To speak to a nurse after-hours* 413-585-1260
To speak to a counselor by phone* 413-585-2840

* PLEASE NOTE: The Healthcare Center is closed during winter break, spring bbreak, and summer.

Laboratory Hours (no appointment needed)

Mon, Tue, Thu, Fri 8:30 a.m.–12:30 p.m. & 2–3:30 p.m.
Wed 1–3:30 p.m.
Sat, Sun CLOSED

Mission

The mission of Smith College Health Services is to provide accessible, quality medical care, mental health care and health education to a diverse student population. As college health care professionals knowledgeable about developmental issues, we work with students in promoting their physical and psychological well-being. We collaborate with the larger college community, supporting students in accomplishing their educational goals.

Fees / Insurance

Any student may seek care or counseling through Health Services regardless of her/his insurance plan. All visits are free of charge. Furthermore, students with either the Smith insurance or optional on campus health plans will not be charged lab fees for tests done at Health Services.

Location

Smith College Health Services is located in the Nancy and Henry Schacht Wellness and Health Center at 21 Belmont Ave., Northampton, MA. For a map, please visit www.smith.edu/map.

Accidents and Emergencies

On-Campus

Notify Campus Police (ext. 800 or 413-585-2490 for emergencies). Please consult with either Campus Police or Health Services before calling an ambulance.

Off-Campus

In the case of a serious accident or emergency, seek immediate care at the nearest medical facility, but ask the person accompanying you or the medical attendant to contact one of the following:

Director of Health Services 413-585-2806
Associate Dean for Student Affairs 413-585-4927
Nurse on duty at Health Services 413-585-2813
Head Resident *varies, according to house*

After the Accident or Emergency

When you return to the college, report the situation to both the Director of Health Services (585-2806) and the Associate Dean of Student Affairs (585-4927) in order to ensure insurance coverage and to be excused from missed academic work when necessary. It is important to have the treating health care provider send a written report to the Director of Health Services.

BOX OFFICE (for Performing Arts)

The Box Office

413-585-2787(ARTS)

boxoffice@smith.edu

Location

The Box Office is located on 122 Green St., Northampton, on the upper level of the Mendenhall Center for the Performing Arts just outside Theatre 14.

Hours

The Box Office ticket window will be open from 1-4 p.m. Monday-Friday during the week of a show and beginning one hour before show time.

Performance Schedules

www.smith.edu/smitharts/calendar.php

413-585-3220 for theatre schedule

413-585-3197 for music schedule

413-585-3237 for dance schedule

Parking

Parking lots are located on Green Street, Belmont Avenue, and lower College Lane. The Smith College garage on West Street is open (and free) to visitors after 5 p.m. Please park in white-lined spaces only.

Purchasing Tickets

Reservations are recommended for all shows.

Tickets and Reservations	Order Tickets Online 24/7 at www.smith.tix.com
Dance Concerts	\$10 general, \$5 students and seniors
Theatre Productions	\$10 general, \$5 students/seniors Smith students free (with Smith ID at the box office). All studio productions and New Playreading Series events are free.
Smith Music Series Concerts	Most music events are free. See concert listings for any admission charges.

For ticketed dance and theatre events, you may also purchase tickets by calling or emailing the Box Office at 413-585-ARTS (2787) or boxoffice@smith.edu. The Box Office ticket window will be open from 1-4 p.m. Monday-Friday during the week of a show and beginning one hour before show time.

Please note the box office does not take any unpaid reservations. The box office accepts cash, check, and all major credit cards. There will be no refunds for any reasons on purchased tickets.

The Smith College Campus Center

Info desk: 413-585-4801

www.smith.edu/ose/campus_center.php

The Smith College Campus Center is the crossroads of community at Smith. The open design creates a light, vibrant and welcoming environment for all members of the College as well as the greater Northampton community. This unique multi-purpose venue houses several different college services. Below is a breakdown of the different services available at the Campus Center.

ATM

There is an Five-College Credit Union ATM located on the lower level (at base of the stairs from the ground floor) of the Campus Center, near the mail center. See building hours below.

Bookstore

The Grécourt Bookstore (www.smithcollegeshop.com) is your one-stop source for textbooks, school and room supplies, general reading materials, Smith memorabilia, gift ideas, and more.

Phone: 413-585-4140

Regular Hours (academic year)

Monday–Thursday: 9 a.m.–5 p.m.
Friday: 9 a.m.–4 p.m.
Saturday: 10 a.m.–3 p.m.
Sunday: CLOSED

Summer Hours

Monday–Friday: 9 a.m.–3:30 p.m.
Saturday: CLOSED
Sunday: CLOSED

Café

The Campus Center Café www.smith.edu/about-smith/dining-services/cafe offers a wide variety of food and beverages, including gourmet pizzas prepared in a stone hearth oven, salads made to order, homemade soups, panini and deli sandwiches, and grilled foods including vegan and vegetarian selections.

The elliptical coffee bar, located in the center of the servery, features Seattle's Best Coffee and specialty drinks including espresso, cappuccinos, lattes, chai, fruit smoothies, ice cream and our traditional Smith "Mudslide" milkshakes. The bar also features freshly baked cookies and pastries.

For the current hours of operation and menus, visit the Café site (www.smith.edu/about-smith/dining-services/cafe) or call 413-585-2333

Regular Hours (academic year)

Monday–Friday: 7:30 a.m.–11:30 p.m.
Saturday: 9 a.m.–11:30 p.m.
Sunday: 9 a.m.–11:30 p.m.

Summer Hours (Tues. aft. Memorial Day–3rd Fri. in Aug.)

Monday–Friday: 7:30 a.m.–2:30 p.m.
Saturday: CLOSED
Sunday: CLOSED

Information Desk

The information desk provides college and Campus Center information to students, faculty, staff and guests. The game room may be requested from the desk with a valid Smith OneCard or Five College ID. Smith students may reserve the student kitchen on a first-come, first serve basis. It serves as the lost-and-found site for the building.

Phone: 413-585-4801

Regular Hours (academic year)

Monday–Thurs.: 8:15 a.m. - midnight

Friday: 8:15 a.m.–2 a.m.

Saturday: 9 a.m.–2 a.m.

Sunday: 9 a.m.–midnight

Mail Services

Mail Services is a United States Postal Service facility offering services such as selling stamps and mailing packages and letters. It is located on the garden level of the Campus Center.

All mail, including letters, magazines and packages, is processed by the Mail Service staff and placed in a locker. An automatic email is then sent to the recipient with a locker bank location and a pin number. The recipient can then pick up the mail at any time by locating the locker and typing in the pin number. The locker system provides secure storage and easy access to the mail.

For more information, visit <http://smith.edu/mailservices>.

Phone: 413-585-4156

Hours of Operation (academic year)

Pick-up Counter Hours

Monday–Friday: 9 a.m.-6 p.m.

Saturday/Sunday: CLOSED

Drop-off Mailing Counter Hours

Monday-Friday: 10 a.m.-1 p.m.-4 p.m.

Saturday/Sunday: CLOSED

Last USPS pick-up is 3:30 p.m., Monday-Friday

Meeting Spaces

From small meeting rooms to the large Carroll Room, there are a variety of meeting areas in the Campus Center to accommodate your needs. Visit the Campus Center Website for information about availability and booking at www.smith.edu/student-life/student-engagement.

Office of Student Engagement (OSE)

The Office of Student Engagement (OSE) is housed Campus Center 106. The OSE is committed to helping students make intentional decisions about their involvement, both in and out of the classroom, for a more meaningful Smith experience. Visit them at www.smith.edu/student-life/student-engagement for more information.

OneCard Value Transfer Station

The OneCard value transfer station is located in the middle of the garden level, near the ATM. This machine accepts cash only in fives, tens and twenties. For more information, please visit the OneCard Office (Stoddard 24C) during drop-in hours or by appointment. This office accepts cash or checks only.

Vending Machines

Located at the base of the stairs on the Elm Street side of the building, they dispense both soda and snacks.

Smith College Catering

www.smith.edu/diningservices/catering.php

Smith College Dining Services welcomes the opportunity to assist the college community with special events of all sizes, from small office coffee breaks to lunches, dinners, or receptions at a variety of campus locations. We pride ourselves on using the freshest ingredients available, carefully preparing each food item and delivering it to you with a smile. We willingly customize your event to fit your particular needs. This page is designed to help you create a smooth and successful event.

Questions & Inquiries

Meghan Garrity 413-585-2304, mgarrity@smith.edu (on-campus catering)

Mary Barr413-585-2323, mbarr@smith.edu (Campus Center catering)

Catering Menus

To see menus and available options for catering, please visit the online menu page at <https://smithdining.catertrax.com/>

Catering Form (Booking Services for an Event)

Requesting an event is easy. Fill out the online catering event request form. You must complete all fields. The online catering form can be found at <https://smithdining.catertrax.com/>. After the form is submitted a catering representative will contact you to discuss the details.

Catering Policies

Guaranteed Guest Counts

Smith Catering requires 10 days notice for final guaranteed guest counts. All charges will be based on the guaranteed guest count or the number of guests in attendance, whichever is higher. If you are unable to reach a Catering Department representative to confirm your 10-day count, please call the Dining Services Office at ext. 2300.

Cancelations

If you have to cancel an event please contact the Catering Office as soon as possible. If you are unable to reach someone in the Catering Office please call the Dining Services Office at ext. 2300 and ask to have a Catering Department representative paged. Events cancelled within the 10-day guarantee period may result in charges related to the event. An event will only be considered cancelled by speaking directly to a Dining Services representative.

Pick Up & Delivery

Catered events located outside of the Campus Center or the Smith College Conference Center will be subject to a \$20/\$25 delivery charge for functions under \$200. Alternatively, you can arrange to pick up your event at the Campus Center at no charge.

Equipment

Equipment is available for events catered by Smith College Catering only. All Catering equipment and decorations used at a drop off site are expected to remain at that location. Charges for any missing or damaged equipment will be added to your bill.

Billing

When booking a catered event it is very important that you furnish us with accurate billing numbers (organization OR fund AND account numbers). This will insure that the proper account is billed in a timely fashion. Catering customers will need to contact the controller's office to change a billing number after an event is booked.

Food Left from Catered Events

Our goal is to ensure that all food is properly handled and to minimize food waste. Good planning and accurate guest counts help us to achieve these goals. Dining Services takes the responsibility of safe food handling seriously to ensure that none of our guests are susceptible to food-borne illnesses. Food ordered but not consumed at a catered function may not be removed from the function site. Food items used for display or decoration may not be removed from the function site. This policy is standard in the catering industry.

Flowers/Decorations

Floral Arrangements for an event can be ordered by the Catering Department. In this case the flowers are the property of catering and cannot be removed from the event location without prior arrangements. If you arrange for flowers for your event, Catering will need to know what time they will be delivered and what will be done with the flowers after the event.

Linen

Linen for food service tables is included in the price of the event. Additional linen can be ordered for non food tables and will be billed with the event. Linen can be ordered for events not associated with Smith Catering by contacting the Campus Center Cafe catering at ext. 2332, 10 days prior to the date the linen is needed. It will be the responsibility of the person requesting the linen to arrange for the pickup and return of the linen to the Campus Center Cafe. Specialty linens are available for all events.

For complete information on Smith College Catering, visit <https://www.smith.edu/about-smith/dining-services/catering>.

CHILDCARE RESOURCES

Web site: www.smith.edu/sccs

Phone: 413-585-3270

Office of Childcare and School-Age Programs

Lois Ducharm, the coordinator of Childcare and School-Age Programs, is available to discuss your particular childcare needs and to identify community and campus resources. She can be contacted by phone at 413-585-4280 or by email at lducharm@smith.edu. The office, located at Fort Hill on 28 Lyman Road in Northampton, sponsors a Smith student childcare exchange program and a network of home-based childcare providers.

Infant and Toddler Center

The College offers full- and half-day care for children ages two months to 36 months at the Infant and Toddler Center located at Fort Hill. Faculty and Staff may be eligible for a reduced rate at the center. Visit the Web site at www.smith.edu/forthill/program_infant.php for more info.

Extended Day Program at Campus School

The College offers an extended day program for children who are enrolled in the Campus School's half-day pre-school and kindergarten programs. Visit the Web site at www.smith.edu/forthill/program.php for more info.

About the Office

www.smith.edu/collegerelations
413-585-2170

The Office of College Relations communicates news and information about Smith to the media, to other off-campus constituencies and to the campus community. The vice president of public affairs, the associate vice president of College Relations and the director of media relations act as spokespersons for the college and as media liaisons. The office assists members of the college community with publicity projects and special events, produces college publications, maintains the online calendar, produces *eDigest* and *The Grécourt Gate* Web site, and coordinates Summer Programs through the Events Management Office.

Other aspects that College Relations oversees include:

Visual Identity Program

The Office of College Relations is responsible for administering the College's new visual identity program as it relates to publications, printed materials and Web pages. Visit www.smith.edu/vid.

Smith Style Guide

College Relations manages/produces the Smith Style Guide, the reference for Smith-specific words and phrases. It is available in a handy online version. Do you capitalize "browsing room" when referring to a place in Neilson Library? What about "common room" when referring to a place in Dewey Hall? Find all those answers and more at www.smith.edu/collegerelations/styleguide.html.

Other Publications

The publications office within College Relations produces most college publications, including *eDigest*, *The Grécourt Gate*, and the college course catalogue, as well as some 300 other pieces annually to help recruit new students and provide information to the college community. Visit www.smith.edu/collegerelations/publications.

Events Management

The Events Management Office (EMO) at Smith College reports to College Relations. The EMO handles most college event functions, including event service requests and space reservations, as well as running Summer Programs and managing the Smith College Conference Center. For more information, visit the Events Management Web site at www.smith.edu/emo.

College News

The News Office is the primary connection between the media and Smith College. They respond to questions from reporters and editors, pitch stories about Smith to the media, prepare Smith sources for interviews and maintain a digest of the latest news coverage about the College. Visit www.smith.edu/newsoffice.

Dining Services

www.smith.edu/diningservices

413-585-2300

Catering

(See “Catering” section, listed in the table of contents.)

Dining Services—Special Hours of Operation

	Campus Center	Catering
Fall Break	Reduced schedule; no evening events	Limited
Holiday Break	Closed	Closed
January Interterm	Reduced schedule; no evening events and/or weekends	Available
Spring Break	Reduced schedule; no evening events and/or weekends	Closed
Commencement & Reunion	Reduced schedule; no evening events and/or weekends	Commencement & Reunion Events
June	Reduced schedule; no evening events and/or weekends	Available
July	Reduced schedule; no evening events and/or weekends	Closed
August	Reduced schedule; no evening events and/or weekends	Closed

Note: Late June, July and August, some campus events are catered through the Campus Center.

Dining Hours

Breakfast, lunch, and dinner hours for all of the residential houses may be found by visiting <https://www.smith.edu/about-smith/dining-services/hours>

THE OFFICE OF DISABILITY SERVICES (ODS)

The Office of Disability Services

www.smith.edu/ods

413-585-2071 (Voice, TTY, TDD)

Laura Rauscher, Director, lrausche@smith.edu

The Office of Disability Services is located in College Hall 104, and is open from 8:30 a.m.–4:30 p.m. during the year and from 8 a.m.–4 p.m. after Memorial Day. The office is available to assist students, faculty, and staff with special needs or disabilities. Special needs include, but are not limited to, sensory impairments, mobility impairments, chronic illnesses, psychological conditions and learning disabilities.

The office coordinates the various accommodation needs of employees, students, and guests of the College including physical modifications, special equipment, sign language interpreters, etc. The office is also available to provide technical assistance, community education regarding special needs, and information concerning community resources.

Laura Rauscher, the director of Disability Services, can be contacted by phone at 413-585-2071 (voice, TTY, TDD) or by email at lrausche@smith.edu.

Educational Technology at Smith College

Web site: <https://www.smith.edu/edtech/>

Phone: 413-585-2954

The Educational Technology Services group provides many different types of technical services and materials to the Smith community, including:

- Presentation services for classrooms and special events
- Video production services
- Audio production services
- Repair work and installation of electronic equipment

General Policies

In general, requests for media services are assigned from highest to lowest priority as follows: 1) Smith academic needs and Smith community needs, 2) Five College needs, 3) Requests from other external users. Please note that the costs for materials used in production services are charged back to department funds or individuals.

Individuals who check out equipment from the Media Services Center (or ETS) are responsible for repair costs if items are damaged, lost or stolen while in their possession. We will verify the condition with you before checkout.

Please do not remove equipment from a classroom! Someone else is probably depending on it being there! If you have a last-minute need, please call ETS at ext. 3099.

Levels of Assistance

The level of assistance we provide varies depending on each request. Normally, we do not provide operators for regular video units, or for slide or for overhead transparency projectors.

If you need help using any of this equipment, please contact Media Services for training in advance, or mark "Help Start" on our request form. Assistance may be needed especially in the use of video/data projectors and possibly in use of other permanently installed equipment.

Scheduling Deadlines

The deadlines listed below are all minimums:

Equipment: Requests for equipment for special events should be included when booking space on 25Live. We cannot guarantee that last-minute requests will be filled. Requests are filled on a first-come,

first-served basis within the limits of available equipment and staff, so please plan ahead. Please be sure that your information is complete and accurate. Incomplete requests cannot be processed. For questions and assistance, call ext. 3099.

Equipment operator (technician) for an evening or weekend presentation. When hiring an Equipment Operator we need at least 2-3 weeks advance notice since this may require scheduling a part-time or student operator. Please notify them of any room changes immediately.

Dubbing: 1 week for most items. Items requiring staff monitoring may take longer.

Special Events advice: As soon as firm agreements are reached with event presenters, they should be contacted about needs for services—please don't wait until they arrive on campus.

Presentation Services for Classrooms and Special Events

Video units (DVD and Blu-ray).

Projectors: Slide, overhead transparency, filmstrip, opaque, 16mm film, multimedia (use with computers or VCRs), laptop computers to use in classrooms, 35mm film in Sweeney Concert Hall.

Audio players for: Audiocassettes, CDs, and records.

Speech amplification for individuals or panels.

Satellite teleconferences can also be received, but ETS has no funds for associated fees. Advance Reservation is essential! See information about scheduling deadlines below.

Photo Production Services

Copy photography: slides and prints

Digital cameras to photograph 3-D objects

Scanning of slides or flat print materials into various digital formats on Mac or PC

Outgoing of digital format materials onto slides or transparencies

Video Production Services

Center for Media Production staff assist with video production, including digital editing.

- Circulating camcorders, four analog editing Suites, and six Media 100 digital editing suites for use by faculty and students doing their own academic production.
- Digitalizing of video into quick-time movies, and output of some digital formats to tape.
- Dubbing of tapes, including the capability to make identical copies or to transfer materials into different formats. Note that written permission is required for copyrighted items.

Audio Production Services

Tape recording of classes, lectures and special events.

- Dubbing of tapes, including the capability to make identical copies or to transfer materials into different formats. Note that written permission is required for copyrighted items.

Repair Work and Installation of Electronic Equipment

- Media production technicians can install many types of electronic equipment, give advice on repair of existing departmental equipment, and set up sound systems for special academic events.

Lab Hours

- Seeyle B8
Monday through Thursday, 8 a.m. to 9:30 p.m.
Friday 8 a.m. to 4:30 p.m.
Saturday 10 a.m. to 4:30 p.m.
Sunday 1p.m. to 9 p.m.
- Smith Media Studios, Henshaw D
Monday through Thursday, 8 a.m. to midnight
Friday 8 a.m. to 5 p.m.
Saturday 10 a.m. to 5 p.m.
Sunday noon to midnight.
- Visual Communication Resource Center, Hillyer 218
Monday through Friday: 9 a.m. to 5 p.m.
Monday, Wednesday, Thursday, 7 p.m. to 9 p.m.

For further information, call ext. 2954 or send an email to mediasvc@smith.edu.

Contact Information

For general information, please call the Center's main number (x2954) or send an email to mediasvc@smith.edu. To contact individual staff members, use the following extensions:

Jeff Heath, Video Technologies Administrator	Ext. 2955
Sandra Bycenski, Media/Systems Support Specialist	Ext. 2945
Kate Lee, Senior Media Producer	Ext. 2889
Dan Bennett, Media Producer	Ext. 3473
Moses Diaz, Class & Event Support Manager	Ext. 3099
Maria Douglas, Event Support Technologist	Ext. 4398
24 hour tech support	Ext. 3474

EVENTS MANAGEMENT OFFICE

www.smith.edu/emo
413-585-2669

About the Office

The Events Management Office (EMO) offers professional guidance for planning your events on campus. This office is staffed by event professionals dedicated to working with Smith faculty, staff, students and external organizations planning events on the Smith campus. Assistance can include coordinating, scheduling, reserving space and providing event consultation. By offering tiered levels of service, the EMO can help individuals and organizations produce quality events. In addition, the EMO creates campus event guidelines and collaborates on the creation of policies that relate to events on campus.

Smith College events professionals are dedicated to planning, coordinating, scheduling, reserving space and providing event consultation for events held at the College.

Staff

If calling from off-campus, please dial 413-585- ... then add the appropriate ext.# (see below):

Main Office Line.....ext. 2669 (Fax: ext. 6990)
DirectorPeg Pitzer (ext. 2163), ppitzer@smith.edu
Associate DirectorAndrea Fernandes (ext. 2630), afernandes@smith.edu
Assistant Director, Events OperationsSteve Campbell (ext. 2407), scampbel@smith.edu
Conference Center ManagerJessica Vallone (ext. 6977), smithevents@smith.edu
Events & Scheduling Systems AdministratorKathy San Antonio (ext. 2162), ksananto@smith.edu
Events CoordinatorAmy Joseph (ext. 2179), afjoseph@smith.edu
Summer & External Events ManagerRhonda Davis (ext. 3736), rdavis2@smith.edu

Services

Campus Space Reservations

The EMO coordinates most space scheduled on campus, manages the 25Live scheduling program and online calendar, and is responsible for forwarding online space requests to the appropriate scheduler. In addition to available rooms, performance spaces and our Conference Center, you may also browse our catalog of reservable classroom space at www.smith.edu/registrar/classrooms.php.

External Client Assistance

The EMO schedules space and assists in coordinating events for external organizations requesting an event on the Smith campus.

Requesting Services for Events

Requests for delivery of equipment, setup, custodial and other facilities management services, campus police, technical needs, signage and publicity are submitted via 25Live and are reviewed and processed by staff in this office. Go to [https://25live.collegenet.com/smith/#home_my25live\[0\]](https://25live.collegenet.com/smith/#home_my25live[0]).

Facilities Management

www.smith.edu/facilities
413-585-2400

Facilities management is responsible for most of the work involved in maintaining, repairing and altering Smith's residential, academic and administrative buildings. Below are the many functions and operations that Facilities Management provides. See www.smith.edu/facilities/about.php for more information.

Administration

Customer Service
Storeroom

Building and Residential Services

Building Services
Residential Services
Event Support

Business Operations

Financial Services
Purchasing
Central Services

Capital Projects

Capital Projects
Mechanical Operations
Central Power Plant
HVAC
Plumbing

Trades Operations

Carpentry, Electrical, Plumbing
Grounds
Health and Safety
Drivers

MUSIC DEPARTMENT (piano tuning)

Piano Tuning

All pianos on the Smith College Campus, with the exception of a few, are owned and maintained by the Smith Music Department. Therefore, all tuning and requests for use are to be made directly with that department. The cost of tuning a piano will be charged to the person or department using the piano or requesting the tuning. The tuning will be facilitated by music department staff.

For inquiries about tuning, please contact the academic assistant at the Music Department's main line at 413-585-3150.

Campus Police Office

www.smith.edu/campuspolice

413-585-2954 (non-emergency / or calling in an emergency from a non-campus phone)

413-585-2490 or ext. 800 (on-campus emergency)

Smith College Campus Police provide protection and services to all members of the college community, including its visitors and guests, 24 hours a day, seven days a week. You may call for assistance any time of day or night. Requests for assistance are dealt with in order of their urgency. Emergency requests are always handled first.

The department's officers are fully trained law enforcement professionals who keep current in the field through continuing education. All members of the department are trained in problem-solving and being as helpful as possible in support of the Smith College Community.

The department hopes that you will join in becoming part of the network of responsibility for everyone's well-being. Looking out for each other involves a balance between safety and privacy. In setting department policies, Campus Police Office has taken care to respect individual rights. The more comfortable each individual feels coming forward with information we believe the safer the whole community will be.

Emergency Services — dial ext. 800 (or call 413-585-2490)

Report any life-threatening situations, including those requiring an ambulance or the fire department, to the Campus Police emergency line: ext. 800 from an on-campus phone, or 413-585-2490 from any other phone.

Non-Emergency Services — dial ext. 2490 (or call 413-585-2490)

Campus Police officers will attempt to respond to non-emergency requests provided that they are not engaged in matters of a higher priority. Community service functions might include:

- Providing transportation to Health Services in the evening (officers will provide daytime transportation to Health Services only in an emergency)
- Controlling traffic and enforcing traffic and parking regulations

Location & Office Hours

The Campus Police is located at 126 West Street, and is staffed Monday–Friday, 8:30 a.m.–4 p.m. with professional dispatchers. Officers patrol the campus 24 hours per day.

Lost and Found

Call ext. 2495. The campus Lost and Found is housed within the Campus Police (see “Location” above). Personal belongings that are found should be delivered directly to Campus Police at 120 West St. OneCards should be returned to the Office of Human Resources, 30 Belmont Avenue. Books or materials owned by the Smith College Library should be turned in to the Circulation Desk.

Inquiries about articles lost on campus during Commencement weekend may be made Thursday through Sunday at the Campus Center information desk, 413-585-4801. On Monday all unclaimed articles will be taken to the Alumnae House. Smith College is not responsible for lost or stolen articles.

Emergency (Blue light) Phones

Campus Police provides 24-hour emergency telephones for the Smith College community. Emergency telephones are strategically placed in 38 locations on campus, including near the residential houses and parking lots as well as Lamont Bridge, Smith College Equestrian Center, Athletic Facilities parking lots and all levels of the Parking Garage. Each emergency phone is a metal box with a luminescent blue light on top and is clearly visible day and night. It is important to note that these phones ensure an immediate response in the event of a dangerous situation but are NOT to be used in non-emergency situations. Non-emergency uses will make it impossible for Campus Police to respond quickly to true life-threatening emergencies.

Presence at College Events*

Campus Police will determine if and when there is a need for officers at an event and whether a Northampton Police Officer and/or a Northampton Fire Department detail is needed to direct traffic on the city streets. For larger events, especially those held in John M. Greene Hall, please advise Campus Police (ext. 2490) of estimated crowd size. They will determine the staffing level for the event. Smith College is required to have a Northampton Fire Department detail for events of over 1500 people.

SUMMER PROGRAM OFFICE (within College Relations)

Summer Program Office

www.smith.edu/summer

Staff

Rhonda Davis
Summer and External Events Manager
413-585-3736
summer@smith.edu

Definition of Summer Months

Summer Programs occur on campus during summer months, which are defined as being:

FROM: the 3rd week of May (after the conclusion of Second Reunion)

TO: the 3rd week of August (after the conclusion of SSW Commencement).

What the Summer Programs Office Does

The Summer Programs office provides two essential services during summer months at Smith College:

Runs Summer Programs

During summer months, Smith hosts a wide variety of programs for elementary and high school students, adults and alumnae. For these programs, the Summer Programs office offers meeting rooms of all sizes; multimedia equipment; and superb athletic facilities, including a weight room, pool and indoor and outdoor track and tennis facilities. Clients return to our campus each summer citing Smith's beautiful buildings and grounds, comfortable meeting spaces and outstanding residential and dining facilities.

Oversees All Space-Reservations on Campus (during Summer Months)

Because of the scheduling needs of Summer Programs (which can potentially occupy any/all spaces on campus during the summer), you must contact the Summer Programs office **first** when wanting to reserve a space on campus during the summer months. To reserve a room, go to 25Live; for directions, go to

BUS & LIMO SERVICE

Limousine transportation will be handled through Reliable Limousine Service. This offer will be extended to faculty, staff and students. Reliable also offers bus transportation through Five Star Transportation. When taking students on trips, please ensure that they sign the Waiver Form at www.smith.edu/purchasing/5cdomwaiversc.pdf.

General Info

Reliable Limousine Service

376 Chicopee Street
Chicopee, MA 01013

Phone: 413-315-9919 (24-hour dispatch)

Cell Phone: (413)-263-9945

Fax: 413-301-5711

Email: rb.limo_1101@netzero.net

Office Hours: 8 a.m. to 6:30 p.m., Monday through Friday Contact: Roberto Baez

Reservations / Cancellations

Reservations may be phoned in, faxed or emailed. Confirmation will be sent immediately. Twenty-four hour notice is highly recommended.

Cancellations made less than 24 hours before the time of service will incur a cancellation charge.

Airport Pickup Locations

All clients will be greeted at the baggage claim area located at the corresponding terminals. The chauffeur will be holding a sign with their name. Logan Airport pickups will be greeted upstairs at departure to avoid excessive delays or wait time.

Pricing

All prices include chauffeur gratuity. Extended parking fees and additional wait time will be priced accordingly. Specific charges will be itemized and forwarded to your department. Visit the Purchasing Web site at www.smith.edu/purchasing/contracts.php and click on "Bus and Limousine Service" to find the current pricing.

Payment

The college recommends that you use your procurement card. No purchase order will be issued. Limousine transportation will be handled through Reliable Limousine Service. This offer will be extended to faculty, staff, and students. Please see the following Web site for rates and details:

Bus & limo service.....www.smith.edu/purchasing/contracts.php

Car Share

Zipcar

Smith College students, faculty, and staff can sign up for a Zipcar account for a yearly fee. Visit <https://www.zipcar.com/universities/smith-college> for details.

Students must be 18+with a valid driver's license to join; faculty and staff must be 20. Members age 21+ also have access to thousands of Zipcars all around the world. Find cars on or around the Smith College campus.

Visit <https://www.zipcar.com/universities/smith-college>.

Car Rental

Enterprise Car Rental

Enterprise Car Rental is for Smith College business-related purposes only. However, reservations may be made for alumnae by placing the charge on a Smith College credit card.

Reservations are made through the national office:

Corporate Account Department Tel: (800) 593-0505
Smith Contract # 48A1978

For more information, visit <https://www.smith.edu/purchasing/contracts.php> and click on "Car Share and Car Rental." Then, click [MHEC Rental Agreement](#)

RESTAURANTS

For an online list of some of the Northampton-area restaurants (including phone numbers, addresses, maps, menus and reviews) visit the Northampton Chamber of Commerce site:

<http://northampton.chambermaster.com/list/QL/restaurants-food-beverages-22.htm>

ROOM/HOTEL ACCOMMODATIONS

If you're visiting Smith College, there are plenty of nearby accommodations. Although we make no specific recommendations, all those listed below are within an easy drive of the campus. The first two are within walking distance.

PLEASE NOTE: This listing of Northampton-area hotels, motels and bed-and-breakfasts does not imply an endorsement by Smith College of any of these lodgings. Some hotels on this list might not be handicap accessible or might only have limited accessibility. For information on handicap accessibility, visitors are advised to contact the hotel directly.

Contract Rates (for Northampton-Area Hotels)*

Smith group bookings and individual reservations are available at a discounted rate* through many Northampton-area hotels. Please see the following Web sites for participating hotels, rates, and details:

Hotel rates*: www.smith.edu/purchasing/contracts.php

Other event tools:..... www.smith.edu/emo/forms.php

* Please note: contracts are updated annually.

Hotels within Walking Distance of Campus

Autumn Inn (Northampton) 413-584-7660
Hotel Northampton (Northampton) 413-584-3100

Other Northampton Hotels

Quality Inn and Suites (Northampton) 413-586-1500 0.8 miles
Fairfield Inn & Suites (Northampton) 413-587-9800 0.8 miles

Northampton-Area Bed & Breakfasts

For information on Northampton and area bed & breakfasts, visit:

Hampshire Hills Bed & Breakfast Association www.bbonline.com/ma/hampshirehillsbba
Five College Area Bed & Breakfast Association www.fivecollegebb.com

A Short Drive from Campus (Amherst/Hadley/Holyoke)

Comfort Inn (Hadley) 413-584-9816
D. Hotel & Suites (Holyoke) 413-533-2100
EconoLodge, Hadley 855-242-0338
Hampton Inn (Hadley) 413-586-4851
Holiday Inn Express Hotel & Suites (Hadley) 413-582-0002

Howard Johnson Inn (Hadley).....	413-586-0114
Knights Inn (Hadley).....	413-585-1552
Marriott Courtyard Hotel (Hadley).....	413-256-5454

6–10 Miles from Campus

Hoyoke Hotel & Conference Center (Holyoke)	413-665-8821	7.9 miles
Hotel Umass (UMass, Amherst)	413-549-6000	9.1 miles
University Lodge (Amherst center)	413-256-8111	8.2 miles
Whately Inn (Whately, off of Route 5/10)	413-665-3044	9.3 miles

More than 10 Miles from Campus

*Red Roof Inn (South Deerfield, Route 5/10)	413-665-7161	11.2 miles
Holiday Inn at Ingleside (Holyoke, Route 5)	413-534-3311	12.0 miles
*Granby Motel (Granby, Route 202)	413-467-9256	13.3 miles
Quality Inn (West Springfield, near I-91/Rte. 5)	413-739-7261	14.9 miles
*Clarion Hotel (West Springfield, Route 5)	413-781-8750	15.1 miles
*Hampton Inn (West Springfield, near I-91/Rte. 5)	413-732-1300	15.4 miles
*Hampton Inn and Suites (Greenfield)	413-773-0057	
Comfort Inn & Suites (W. Springfield, near I-91/Rte. 5)	413-736-5000	15.8 miles
*Econo Lodge (West Springfield, Route 5)	413-734-8278	15.8 miles
*Deerfield Inn (Deerfield, off Route 5/10)	413-774-5587	16.5 miles
*Days Inn (Chicopee, near Mass. Pike)	413-739-7311	17.9 miles
*Days Inn (Greenfield)	413-774-5578	miles
*Quality Inn (Chicopee, near Mass. Pike)	413-592-6171	18.2 miles
Econo Lodge Inn and Suites (Westfield, near Mass. Pike)	413-568-2821	18.5 miles
Springfield Marriott (Main St, Springfield)	413-781-7111	18.7 miles
Candlewood Suites (West Springfield)	413-739-1122	
Super 8 Motel (Greenfield, near I-91)	413-774-5578	19.4 miles
*Comfort Inn & Suites (Ludlow, near Mass. Pike)	413-589-9300	23.9 miles
*Comfort Inn & Suites (West Springfield)	413-736-5000	
Residence Inn by Marriott (West Springfield)	413-732-9543	

SERVICES & SUPPLIERS

CANDY / CONFECTIONARY

Richardson's Candy Kitchen
500 Greenfield Road/Route 5
Deerfield, MA 01342
413-772-0443

Sweeties Fine Chocolate
68 Main Street
Northampton, MA 01060
413-586-4180

COPIES / PRINTING

Amherst Copy & Designworks
37 E Pleasant Street
Amherst, MA 01002
413-549-2854

Collective Copies
93 Main Street, #1
Florence, MA 01062
413-586-5829

Collective Copies
71 South Pleasant Street
Amherst, MA 01002
413-256-6425

Copy Cat Printshop
127 A Damon Road
Northampton, MA 01060
413-549-2854

Marcus Printing Co
750 Main Street
Holyoke, MA 01040
413-534-3303

Paradise Copies
21 Conz Street
Northampton, MA 01060
413-585-0414

PIP Printing & Marketing
175 Benton Drive
East Longmeadow, MA 01028
413-532-9417

Puffer Printing
45 1/2 Union Street
Easthampton, MA 01027
413-527-1069

Staple's
125 Westgate Center Drive
Hadley, MA 01035
413- 253-2599

COPIES / PRINTING (CONT)

Sunraise Printing
322 Russell Street
Hadley, MA 01035
413-586-7133

Tiger Xpress
155 Industrial Drive
Northampton, MA 01060
413-224-2100

DISC JOCKEYS / KARAOKE

Cloud 9 Productions
351 Pleasant Street, #1
Northampton, MA 01060
413-584-0964

Dana Collins Disc Jockey
35 State Street
Northampton, MA 01060
413-387-7390

FRUIT BASKETS

Atkins Farms Bakery
1150 West Street
Amherst, MA 01002
413-256-6038

Cooper's Corner
31 Main Street
Northampton, MA 01060
413-586-1684

Edible Arrangements
41 Russell Street, #3
Hadley, MA 01035
413-584-0505

Nuttelman's Florists Inc.
135 Woodlawn Avenue
Northampton, MA 01060
413-584-2272

FLOWERS / BALLOONS**Big-Y**

136 North King Street
Northampton, MA
413-584-6137

Florence Village Flower & Gift

5 North Maple Street
Florence, MA 01062
413-584-9595

Forget Me Not Florist

Thornes Market
Northampton, MA 01060
413-584-6800

La Salle Florist

23 Lasalle Drive
Whately, MA 01093
413-665-2653

Nuttelman's Florists Inc.

135 Woodlawn Avenue
Northampton, MA 01060
413-584-2272

Super Stop & Shop

228 King Street
Northampton, MA 01060
413-584-9200

FRUIT BASKETS**Atkins Farms Bakery**

1150 West Street
Amherst, MA 01002
413-256-6038

Cooper's Corner

31 Main Street
Northampton, MA 01060
413-586-1748

Edible Arrangements

41 Russell Street, #3
Hadley, MA 01035
413-584-0505

Nuttelman's Florists Inc.

135 Woodlawn Avenue
Northampton, MA 01060
413-584-2272

State Street Fruit Store

51 State Street
Northampton, MA 01060
413-584-2301

MUSIC EQUIPMENT RENTAL**Downtown Sounds**

21 Pleasant Street
Northampton, MA 01060
413-586-0998

PHOTOGRAPHERS**Caron Photography**

57 Fort Street
Northampton, MA 01060
413-584-1821

Chelynn Tetreault Photography

300 Pleasant Street, #2
Northampton, MA 01060
617-939-7657

Derek Fowles Photography

351 Pleasant Street, #212
Northampton, MA 01060
413-584-7756

Derek Goodwin Photography

245 Main Street
Northampton, MA 01060
413-320-1001

Ellen Augarten Photography

253 Crescent Street
Northampton, MA 01060
413-584-6377

Eric Poggenpohl Photography

136 West Street
Northampton, MA 01060
413-585-5852

Hawkeye Photography

249 South Street
Northampton, MA 01060
413-584-0862

Kevin Downey Photography

221 Pine Street, #254
Florence, MA 01062
413-584-0670

Moti-Media Photography & Graphic Design

12 Linden Street
Northampton, MA 01060
413-203-4468

Pivot Media (Jim Gipe)

70 Maple Street
Florence, MA 01062
413-584-5302

PROMOTIONAL PRODUCTS

Krismar Promotional Products

2 White Brook Lane
South Hadley, MA 01075
413-540-9980

On the Button

59 Nonotuck Street
Florence, MA 01062
413-586-8554

Signarama

879 Boston Road
Springfield, MA 01119
413-200-9570

Valley Marketing

1029 North Road
Westfield, MA 01085
413-529-1115

RENTAL SERVICES

Just Ask Rental

65 Union Street
Easthampton, MA 01027
413-529-2400

Northampton Rental Center

59 Service Center Road
Northampton, MA 01060
413-584-5072

Taylor Rental of Hadley

301 Russell Street
Hadley, MA 01035
413-584-4184

SCREEN PRINTING

One Way Screen Printing

47 East Street, Suite 2
Hadley, MA 01035
413-584-0091

Pacific Printing

19 Damon Road
Northampton, MA 01060
413-585-5700

Sunraise Printing

322 Russell Street
Hadley, MA 01035
413-586-7133

SOUND SERVICE

Armadillo Audio Group

138 Harkness Road
Amherst, MA 01002
413-253-1775

A-V Archives & Productions

140 Pine Street
Florence MA 01062
413-586-3296

Avocet Productions

1394 Mohawk Trail
Shelburne Falls MA 01370
413-625-2440

Dan Richardson

413-584-7351
<http://nottooloud.com>

Kame'a Media

PO Box 66
Northampton, MA 01061
413-584-4672

Klondike Sound LLC

37 Silvio Conte Drive
Greenfield, MA 01301
413-772-2900

New York Sound & Motion

83 Carando Drive
Springfield, MA 01104
413-734-3456

Pinehurst Pictures & Sound

351 Pleasant Street, #435
Northampton, MA 01060
413-584-6200

Zasco Productions

340 McKinstry Avenue, Suite 400
Chicopee, MA
413-534-6677