

New Employee Guide

Revised September 1, 2009

Where To Get Computing Help

The **Technology Helpdesk** in the main library is regularly staffed to provide assistance with your computing needs. For assistance faculty and staff can...

- Call our Helpdesk at **x2200** or send e-mail to **helpdesk@middlebury.edu** for assistance Monday through Friday from 8:15 am to 5:00 pm.
- Drop by the walk-in Technology Helpdesk located in Suite 202 on the main level of the Library.
- Type **go/lishelp** in the **Address** field of your browser then press for alerts and updates, on-line computing “How-to” guides, technology training opportunities, and other information.

Technology Training

LIS offers a number of open computing workshops throughout the academic year. Employees are invited to attend free of charge. Type **go/techworkshops** in the Address field of your browser and then press to see the list of on-campus workshops offered. Group workshops can be arranged by request, time and resources permitting.

Employees may be eligible to attend free or discounted workshops at KnowledgeWave in South Burlington. In addition, online Element K training modules are available for self-paced study covering a wide range of topics.

Send email to **helpdesk@middlebury.edu** to register for a workshop or request further details.

Computing Tips And Recommendations

- Save all documents in folders on the College's servers. They are secure, backed up by technical staff, and accessible from any networked computer on campus and from off campus using any Internet Service Provider (ISP). Staff members have personal storage folders on the **\middfiles\home** file server; departmental storage folders are located on **\middfiles\orgs**. **\middfiles** can be accessed over the web using VPN or NetStorage. Use **go/offcampus** in your browser to learn more.
- Save your work *at least* every 5-10 minutes; it is better to lose only a few minutes of work than the entire document.

- Call the Helpdesk at **x2200** to request recovery of a document stored on a server. You may also be able to recover documents yourself using the instructions in the document *Recovering a File From a Server*. Use **go/savemyfiles** in your browser for more information.
- Protect your computer. Keep your computer up-to-date. Perform routine maintenance activities every two weeks as instructed in the document *Routine Maintenance of Your Windows Computer*.

Public Computing Facilities

If you do not have a computer on your desk you can go to any computing lab on campus. The locations (which are not available during scheduled classes) are listed below; hours vary and are posted on the lab doors and on the web. A wide variety of software is available on our public computers but offerings differ depending on the location. CD drives (in all labs) and scanners (in various labs) are available for your use.


Lab protection software *deletes all non-essential files from the hard drives* of the computers in our public labs! If you save your files to the local hard drive in a public lab, copy them to your server folder when you finish your computing session.

Windows Computers	Macintosh Computers
Bicentennial Hall , Rooms 116, 117 and 161 Center for the Arts , Music Library Library , Rooms 105, 140, and various study carrels Munroe Hall , Room 214 Sunderland Language Center , ILC1, ILC3, and Rooms 121 and 202	Sunderland Language Center , ILC2 and Room 121 Library , Room 220 (Media lab) and various study carrels Axinn Center , Room 105


What You Can Do On The Network

All office and public computers are on the network. On them you can:

Set Your BannerWeb PIN


In the **Address** field of your browser, type **go/bw** and press . Use your 8-digit College ID number and your birthdate in MMDDYY format to log in the first time. You will be forced to set a new 6-digit BannerWeb PIN and select a Security Question. BannerWeb is the only product on campus that requires numeric codes for identification of legitimate users.


Find Your Campus-wide Username And Set Your Passwords

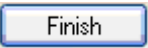
In the **Address** field of your browser, type **go/activate** and press . Use your College ID number and your BannerWeb PIN to identify yourself and then set a password for your Exchange mail and access to file server folders. Your email address is in the format **username@middlebury.edu**.

Connect To A File Server

On a Macintosh:

1. Click on the **Go** menu, and select **Connect to Server**.
2. In the **Server Address** field, type the server address - **smb://midfiles.middlebury.edu/midfiles**.
3. Click .

On a PC: Double-click the desktop icon that looks like this:  and is labeled with your username and the Midd# of your computer. Look for a connection to **midfiles** in the window that opens. If it isn't there:

1. From the **Tools** menu select **Map Network Drive**.
2. From the **Drive** drop-down list, select **N:**.
3. In the **Folder** field, type **\\middlebury.edu\\midfiles**.
4. Click .

Use your username and the password you set in the Activate utility to connect. You can then store and retrieve files on Middlebury servers as follows:

- **/home** is used to store personal files or work that is not shared with others.
- **/orgs** stores files that are shared by members of your department.

Instructions are available on the use of a server account:


- Use **go/savemyfiles** in your web browser.
- Look for the document *Web Access to File Servers (NetStorage)* under the **Cross Platform** link for instructions on accessing files using a browser (very useful when working off-campus).

Connect To A Networked Printer


Networked computers are connected to at least one networked printer. Your **Print** dialog box shows the printer name to which your print request will be directed in the format \\bombay\MNR213 - this printer would be in Munroe Hall room 213.

Connect To The World Wide Web Using A Web Browser

On a Macintosh: Click  or  on the Dock to open a browser.

On a PC: Click  on the taskbar to open a browser.

Middlebury's web site at <http://www.middlebury.edu/> provides numerous links to campus information, publications, and events, as well as to library and research resources. You can also:

- Use the **GO** utility to easily navigate the Middlebury website. In the **Address** field of your browser, type **go** and press  to learn more about **GO**.
- Use **Favorites** to mark sites you wish to return to.
- Use the **File** menu to **Print** pages.
- Find contact information for the college community using the electronic directory located on the top right of most Middlebury College web pages.

Use Electronic Mail

College employees have an Exchange account with email, address book, calendar, and task list features with a point-and-click interface. We support access to this account using Outlook, Entourage, or WebMail. For instructions consult **go/docs** and then click the **Email** link.

Outlook and Entourage work best when you are connected to the Middlebury network. All employees may access their mail using a web browser on- or off-campus using the **WebMail** link located at the bottom of most Middlebury College web pages.

Library Services

All employees may make full use of Middlebury library services. Your College ID card doubles as your library card.

Library Branches

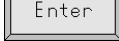
Main Library	110 Storrs Avenue
Armstrong Library (Science)	McCardell Bicentennial Hall (enter on 2 nd floor)
Music Library	Center for the Arts (1 st floor)

Loan Periods

Middlebury College's various libraries provide materials on loan to support the academic, professional, and personal interests of the entire community. Staff loan periods are as follows:


Branch	Material	Loan Period	Renewals
Main & Armstrong	Books or other printed circulating items	1 month	2
	Videos from Browsing Collection	3 days	2
Music	Recordings (CDs & LPs)	2 weeks	2
	Musical scores (sheet music)	28 days	2
	Books	28 days	2
	DVDs (opera recordings, etc)	4 hours, in-house only	none


Inter-Library Loan (ILL)

In the **Address** field of your browser, type **go/ill** and press  to request books, musical scores, audio-visual materials, sound recordings, loans of microfilm or microfiche from libraries around the world! Loan periods are set by the lending library and no renewals are possible.

Requesting Library Materials and using NExpress

If someone else has borrowed an item you need or you would like a book listed as

available held for you, you can use the Request button  or the [Place Request](#) link in Midcat. If the book is checked out, the item will be “recalled” and the borrower will be requested to return the item within one week. Before requesting an item that is already checked out, look for the item in NExpress in case it is available from one of seven other New England Libraries with whom we have special arrangements. You can request items directly through NExpress and they typically arrive within two to

four days. Just use the  link in Midcat which appears when a search of Midcat fails. If you need materials immediately, check with a librarian to see if they can find another resource that meets your needs.