Linda Knutson, Library and Information Services, began working at the College in March of 1985. About a year after having moved to Starksboro from Worcester, Massachusetts, where she earned her degree in business administration from Clark University, Linda saw an advertisement for a job in what was then called “Administrative Computing.”

Norm Hadley, the Director of Administrative Computing, handed her resume to the Director of Academic Computing when he saw she had some experience on a VAX computer. They were using a VAX as the central computer for academic purposes and had a few small computing labs with dumb terminals that connected to the VAX, and a few Rainbow computers – the only personal computers on campus.

Linda was hired as a system administrator for the VAX, which soon became two with the arrival of another VAX to run the library system, MYRIAD. She remained in that position for about a decade. “Actually it wasn’t a great fit. I enjoyed the work, and I could do it, but I got calls at 2 a.m. from students monitoring the backups on-site; that was a huge downside to the job,” Linda says.

Then there was a big change in Linda’s life that fortuitously coincided with changes in computer systems at the College. Linda adopted her daughter Lili in 1996 when Lili was seven months old. When Linda was on family leave, traveling to China to pick up Lili and bring her home, the College switched to UNIX computer systems, with which Linda didn’t have experience. When she returned, her responsibilities changed to writing documentation and supervising student employees. No more middle of the night calls was a happy change for the new mother.

Since then, Linda’s role at the College has changed some more to her current role as Computing Support Specialist in the Call Center section of the Technology Helpdesk while retaining many of the technical writing responsibilities.

“I didn’t think I’d like the Helpdesk when I first started it,” Linda says, adding, “I didn’t know all of the answers, so I was out of my comfort zone. But once I got past the steep learning curve, and understood that nobody could know all of the answers to all of...” (Article continues on page 2)
Linda Knutson, ctd. from page 1

the varied problems that come in to Helpdesk, it was liberating and I started liking the job a lot.” Linda realized that she can be very helpful to many people and pass along the questions she can’t answer to other people on the team who have expertise in those areas and/or privileges on systems to which she has no access.

Linda and Lili went back to China in 1999 to adopt Mahli, then 22 months old. Linda had told Lili she would try to figure out the system so they could spend Lili’s fourth birthday in China and bring home a baby sister, even though the timetable for international adoptions is not something one can control. “When you’re on the right path, things move and line up to make it happen,” Linda says, because the timing worked out perfectly: “We spent Lili’s fourth birthday on a boat trip down the Li River, and two days later we went to get Mahli.”

Asked what has kept her at the College for 25 years, Linda responds that she has always felt that Middlebury College is the right place for her to be. “I haven’t always had the perfect position, but I’ve always had a relatively comfortable feeling about what I was doing. The people are interesting here, there is enough intellectual stimulation … I don’t have any desire to work anywhere else.”

As a single mother, Linda appreciates the flexibility the College affords, and the generous benefits as well: “I function as a single parent because of where I work. There is enough flexibility that I can take a couple of hours to see the kids doing something special at school. If I have to stay home with a sick kid, I can do that. I see other people with different employers struggle with that, even in two-parent homes.”

Linda believes there is a nice breakdown of duties in her call center group. Two other specialists and Linda are able to close 45-50% of the calls they receive, and the rest they send on to other groups. She finds that most people are sensitive to the fact that there are a huge number of computing issues for people all over campus and a limited number of people manning the three sections of the Helpdesk. She says, “The people at Middlebury are awesome. They all have skills to support what they do and are also expected to acquire varying levels of computing skills. Most do incredibly well and I’m glad to be in a position to help when things go wrong.”

Reflecting on her career here at the College, Linda says, “I feel grateful to Middlebury for being the kind of place it is so I can strike a balance between my work life and my family life and do the things that are important to me outside of my job. There are other places that I could work and make more money, but I’d rather have the time to enjoy my life and my children. Money isn’t that important.”

~ Liz Hammel

RETURNING COMPUTING EQUIPMENT TO LIS

With another wave of staff departures and shifts on the horizon we remind departments of our long-standing policy that all computing equipment and printers used by exiting employees (staff and faculty) must be returned to LIS for redeployment, donation, or recycling. If a position is approved for rehire, call or e-mail the Helpdesk and we will supply a refreshed computer that is problem-free and ready for the new employee’s own customizations, rather than subjecting them to inherited issues on potentially outdated equipment.

Equipment can be returned to us in a variety of ways:
• You can drop it off at the walk-in area at the main library.
• Call the Technology and Support Help Desk at x2200 to schedule a time for us to retrieve it.
• You can also request equipment pickup/delivery from Facilities Services by completing their online form: http://blogs.middlebury.edu/facilities/online-forms/service-request/

MILESTONES

Milestones are determined by years of uninterrupted employment at Middlebury College. The following milestones were attained in March 2010:

5 YEARS

Peggy Burns
Alliance for Civic Engagement

Seymour Prim
Facilities Services

Gary Taylor
Facilities Services

15 YEARS

Mark Christensen
Arts Center

20 YEARS

Norm Cushman
Facilities Services

25 YEARS

Linda Knutson
Library and Information Services

Congratulations on reaching these Milestones!
**ZUMBA Fitness Classes For Faculty and Staff**

You asked for it... you got it!! Six weeks of ZUMBA for $40. The first 12 people to register will receive a $20 OHIC discount.

Tuesdays at 4:30 p.m., March 30–May 11
(No class held April 13)
Location: 3rd Floor Gym
(above Pepin Gymnasium in Memorial Field House)

Get a great aerobic workout with fun, easy-to-learn dance moves and a variety of energizing music that includes salsa, hip hop, merengue, cumbia, pop, bellydance, cha-cha and more. From beginners to those with dance experience, this Zumba class is for everyone. Don’t you deserve to have a little fun at the end of your workday?

Wear comfortable lightweight workout clothes and sneakers that you can dance in. Bring a water bottle and towel or yoga mat to stretch on afterwards. Any questions, call Liz Cleveland at 388.6437.

Register on the HR Website: [http://www.middlebury.edu/offices/business/hr](http://www.middlebury.edu/offices/business/hr).

**Fabulous and Frugal Clothing Swap seeking donations**

Staff Council is seeking donations of gently used, clean, spring and summer adult clothing and accessories for its Fabulous and Frugal Clothing Swap planned for Saturday, April 24, from 8 a.m. to noon in the lower Mahaney Center for the Arts. The event will include door prizes, light refreshments, and a “What Not to Wear” fashion show featuring familiar faces from across campus.

Swap your old clothing, jewelry, belts, and accessories for a whole new wardrobe! Donations will be collected the week preceding the swap at locations TBA. You may also bring donated items right to the swap on April 24.

You need not donate anything to attend, and there is no charge. One might, however, be so moved by the treasures one finds, or perhaps didn't get a chance to donate items ahead of time, and want to make a thank-you contribution in some way. Any financial gifts will benefit The Chaplain’s Fund.* Unclaimed items will go to HOPE.

If you have questions or want more information, go to: [http://www.middlebury.edu/offices/administration/scouncil/events/swap](http://www.middlebury.edu/offices/administration/scouncil/events/swap) (or contact Peg Myhre at myhre@middlebury.edu or 545.3060). Thank you!

*The Chaplain’s Fund provides monetary support in the form of either a one-time grant or a one-time loan to employees facing an unforeseen financial emergency or crisis. See [http://www.middlebury.edu/offices/business/hr/staffandfaculty/emergency](http://www.middlebury.edu/offices/business/hr/staffandfaculty/emergency) for more info. on the Chaplain’s Fund.*
Classifieds

Classified ads are free for members of the staff, faculty, student body and alumni of Middlebury College. Ads must be submitted seven days prior to the publication date. Guidelines for ads can be found on the MiddPoints section of the HR Website. Please send ads to Classifieds, MiddPoints, HR, Service Building, or e-mail to middpoints@middlebury.edu (electronic submissions preferred).

Misc.
For Sale: Filtration system for Doughboy pool with Waterways pump and Pentair (Rainbow Lifeguard) filter system. $600 obo. Contact Madeleine at mwinterf@middlebury.edu or x2007.

For Sale: Gold’s Gym Stride Trainer 300 Elliptical. Adjustable stride length; 8 workouts; large LCD display. Originally $300; asking $175. E-mail jaudet@middlebury.edu or call x2207.

For Sale: Wireless routers. One Netgear Wireless G router, WG R614, supports Windows Vista, etc. Still in original box with shrink wrap, $40. Also one Apple “Airport Extreme Base Station” router, 802.11g flying saucer model, used but in excellent condition. Call Jim at 388.9725 or e-mail karrabee@middlebury.edu.

For Sale: 3 air conditioners, Two 10,000 BTU units for casement windows, $100 each; One 24,000 BTU unit for double hung window, $200. All in excellent condition. Call Jim at 388.9725 or e-mail karrabee@middlebury.edu.

For Sale: Mio DigiWalker C310x portable car navigation system. Used only once, kept in the box w/ all accessories including a car charger. Asking $50, contact Tammy at x3147 or tgrant@middlebury.edu.

Real Estate
For Rent: Apartment in Middlebury. Bright, cheerful, furnished 2nd floor apartment with private entrance. 1 BR, LR/kitchen, BA. One mile from town on 2 acres next to woods & trails. $850/mo. includes cable tv, wi-fi, heat, hot water, garbage, snow plowing. Tenant pays metered electric. No pets, no smoking. References required. Security deposit. Flexible lease terms. E-mail ishjon@gmail.com or 382.9467.

For Rent: Charming furnished house. Available mid August 2010-June/July 2011 (school year). Central village location. Walking distance to College and downtown. 3 BR / 2.5 BA / office / den / front porch. Nice landscaped back yard. Spacious; lots of light. Close to everything. $1,200/month +utilities. Contact 802.388.9353 or herb@middlebury.edu for more details.

For Rent: Lake Dunmore camp located on the water with 4 BR (1722 Lake Dunmore Road); $1,000 /week; maximum occupancy of 7 people; no pets; no indoor smoking. Saturday-to-Saturday rental. Call Liane (x5659) or John (388.6371 or 388.7421).

Wanted
Rental Wanted: Couple looking for a nice place to rent August 2010 through March 2011, or May 2010 to May 2011 if necessary, near Middlebury College. Looking for a cozy place preferably not downtown, with storage for bikes and skis, and garden space. Love to cook, so a spacious kitchen is desirable. We are quiet. E-mail sswerdl@middlebury.edu.

Housing Wanted: Second year Assistant in Science Instruction in the Geography Dept. looking to rent an apartment or house for the 2010-11 school year, ideally within walking distance of campus. I would like to be able to live with a friend (2 BR ideal), but would also be interested in an affordable 1 BR. My friend and I are quiet, very responsible, and have experience with gardening and home maintenance. A lease starting in early June or mid-August would be most convenient. Please contact Chester Harvey: charvey@middlebury.edu or 802.377.2760.

Congratulations on a Perfect Game!

Jim Dayton (Golf Course) bowled a perfect 300 game on Tuesday, March 2. Connor Photo Opt team members Steve Goodman (Reprographics) and Skip Brush (retiree) were present for Jim’s first perfect game.

The team plays in the National League out of Ticonderoga, NY. Jim, whose average is 215, bowled 300-227-232 for a 759 total on the night.

Apple Authorized Campus Store in the College Bookstore

Features the New 2010 MacBook for $899.
It has 2GB RAM and 250 GB hard drive. Wow!
A great new Mac at a wonderful price!
Nominations for the 2010 Staff Recognition Awards are invited. These awards have been endowed through the generosity of Rudolf K. Haerle, Jr., Professor Emeritus of Sociology, who wished through his gift to recognize the importance of staff to the Middlebury College community. Professor Haerle hoped especially to recognize dedicated employees from the dining and facilities areas of the College with these awards.

Four awards are presented each year – one to a staff member in Dining Services, one to a staff member in Facilities Services, and two to staff members in all other areas of the College. Each winner will receive a cash prize of $200, and their names will be engraved on a plaque that hangs in the Grille.

Nominations for these awards may be submitted on the enclosed form or in response to the electronic version of the form, previously circulated to all faculty and all staff via email. The deadline for nominations is Friday, April 3, 2009.

The winners will be chosen by a selection committee consisting of the recipients of the 2009 awards: Dawn Boise (Commons Dining Room Manager, Dining Services); Franci Farnsworth (Coordinator of Sponsored Research, Academic Affairs); Steve Goodman (Manager of Mailing Services and Reprographics, Reprographics); and Linda Langeway (Custodian, Facilities Services).
Staff Recognition Award Nomination
Recognizing outstanding members of the college staff
through the generosity of Rudolf K. Haerle, Jr., Professor Emeritus of Sociology

- **Leadership** – initiative, innovation, spirit, offering encouragement and setting an admirable example for others to follow; leadership not necessarily part of a job description, but rather an inherent quality of a co-worker, someone from whom we learn

- **Stewardship** – demonstrates concern for the comfort and beauty of the environment that the College Community shares; stewardship of our resources suggests a person who considers his or her actions and weighs the impact on the greater community

- **Attitude** – good will, patience, tolerance, abiding concern for others, a voice of reason; attitudes of our co-workers can set the tone for a civil and more enjoyable community

- **Community Service** – volunteer service can make a tangible difference within our College Community and in our surrounding area; the College relies heavily on volunteers to fill committees; volunteers are vital to our local fire departments, rescue squads, humane societies, schools, and myriad other organizations

I would like to nominate: ______________________________ of (department): ______________________________

Because he/she has notably demonstrated any or all of the above qualities by:

(You may add extra pages.)

Submitted by: ______________________________

Nominees must have been employed by the College for a minimum of three years as of May 1st in the year for which they are nominated for the award. Middlebury College faculty are not eligible for these awards. Family members may not nominate family members for awards (partners, spouses, children, siblings, parents). Award recipients are ineligible for four years after they have received an award. Nominations for the 2010 awards should be submitted on this form by e-mail (or send by campus mail) to the Executive Vice President mailbox at ooftevp@middlebury.edu by Friday, April 2, 2010.