

## *A Letter from the Staff Council Co-Chairs*

Greetings!

As we start to close in on the end of the fall semester, we find ourselves pausing to reflect and recognize some of the wonderful achievements that Staff Council has accomplished over the years – supporting staff, influencing change, and addressing concerns. Thanks to the hard work of our previous chair, Staff Council has raised its visibility on campus. We are also deeply grateful for the support from President McCartney and Larry Hunt whose commitment to Staff Council has allowed us to make a positive impact on all staff. We're excited to engage in discussions around financial sustainability, the Pathways Campus Climate Survey, strategic planning, and the NEASC review. Additionally, we have representation on a significant number of campus-wide committees and groups, as well as our own committees that focus on activities, communications, diversity, and personnel/policy issues. This year's Staff Council group is a richly diverse representation of our campus, and we're excited about what we can accomplish this year. If you would like to get involved, please contact us at [staffcouncil@smith.edu](mailto:staffcouncil@smith.edu) and "like" us on [facebook.com/smithstaffcouncil](https://www.facebook.com/smithstaffcouncil).

Deborah Wijnhoven and Rebecca Washut,  
Co-Chairs



Incoming and outgoing Staff Council members at the "crossover meeting" in June 2017.

### **Staff Council 2017-18**

**Kate Aloisio**, Assistant Director of Institutional Research  
**Mary Barr**, Manager of Retail & Catering, Dining Services  
**Nikki Beck**, Production/Publicity Assistant, Theatre  
**Jennifer Blackburn**, Administrative Assistant, Poetry and French Studies  
**Karla Borecky**, Systems Administrator, Information Technology Services  
**Denise Brown**, Doctoral Program Coordinator, School for Social Work  
**Christina Duquette**, CC Reservations Coordinator, Office of Student Engagement  
**Donna Gingras**, Athletics Business Coordinator  
**Sarah Harebo**, Title IX Coordinator, Institutional Equity Administrator, Office of Inclusion, Diversity, and Equity  
**Kate Harrington**, Senior Human Resources Specialist, Office of Human Resources  
**Eric Jensen**, Director, Center for Design and Fabrication, Clark Science Center  
**Louise Krieger**, Assistant to the Director, Museum of Art  
**Thomas Lark**, Financial Systems Coordinator, Dining Services  
**Ann Mayo**, Manager Security and Guest Services, Museum of Art  
**Lindsay McGrath**, Program Specialist, Alumnae Relations  
**Chris Niemiec**, Tech Systems Analyst, Information Technology Services  
**Davis Rivera**, Electrician, Facilities Management  
**Leo Selvaggio**, Prototyping Studio Coordinator, Interdisciplinary Studies  
**Rob Simmons**, Area Coordinator, Student Affairs  
**Caitlin Szymkowicz**, Associate Dean of International Students/Student Affairs, Lewis Global Studies Center  
**Audrey Voskoboinik**, Assistant Director, Student Financial Services  
**Johanna Walter**, Administrative Assistant, Center for the Environment  
**Rebecca Washut**, Digital Coordinator, Office of Alumnae Relations  
**Deb Wijnhoven**, Director of Employer Relations, Career Development  
**Jeanette Wintjen**, Gift Planning Administrative Coordinator, Development

## Music in the Noon Hour

**Wednesday, November 15**

Guest artist Paul Green, clarinet; Ron Gorevic, violin; Volcy Pelletier, cello; Judith Gordon, piano; Paul Hindemith Piano Quartet.

**Wednesday, December 6**

Guest artist Jamie-Rose Guarine, soprano; Judith Gordon, piano; works by Lori Laitman, André Previn, and more.

## Museum of Art Free Second Friday December 2017

Special exhibition: *A Dangerous Woman: Subversion and Surrealism in the Art of Honoré Sharrer*

Friday, December 8, 2017

4–7 PM: Hands-on!

Art making for all ages, inspired by works on view

Put A Bird On It!

Step into our surrealist photobooth and re-enact scenes straight out of an Honoré Sharrer painting. Make your own DIY bird as a photobooth prop or use ready-made ones.

6 PM Open Eyes: Guided conversation exploring a different art object each month

Museum Shop open + complimentary light refreshments

## Staff Accomplishments

*Just a few things the extraordinarily talented Staff of Smith College have been up to...*



This year, **Amy Holich Moscaritolo** (assistant director for alumnae engagement) was certified as a Master Gardener, after completing over 100 classroom and 60 volunteer hours. Master Gardeners share broad knowledge learned during their training as volunteers who advise and educate the public on gardening and horticulture. She is also entering her second term on the Board of Trustees at Greenfield Community College (her first alma mater '84; she's also Smith AC '05). She chairs GCC's Personnel and Policy Committee, the primary responsibility of

which is reviewing the president's performance each year. Amy says, "I have been extraordinarily fortunate to serve while Robert Pura has led GCC, and look forward to participating in the search for GCC's next president."

**Karen Sise** (assistant registrar) completed her Master's of Education with an emphasis in higher education administration in May 2017 at UMass Amherst. Congratulations, Karen!

**Meg Lysaght Thacher** (astronomy laboratory instructor) gave presentations this summer about the total solar eclipse at libraries in Northampton and West Springfield, and Bend and Redmond, OR (where she went to view the eclipse!). She has also recently published four articles in *Muse* science magazine for kids: "Texting Through the Ages" in April, "What Water Knows" in May/June, and "Anatomy of a Star" and "Ready, Set, Eclipse!" in July/August.



*Tell us about your recent accomplishments for the next Staff Council Chronicle.*

*Email us at [chronicle@smith.edu](mailto:chronicle@smith.edu).*

## Join the Parent Support Group

Few would argue that parenting is one of life's great joys as well as one of its significant challenges. The range of emotions that we experience as parents runs deep, often deeper and more intense than we could have ever imagined. Join our Employee Assistance Program in a parenting support group where you can discuss situations that dedicated working parents face on a day-to-day basis as they raise their children in a complex world. Meetings continue November 13, December 11 and January 8, noon to 1 p.m. To register for the group, email [hrdev@smith.edu](mailto:hrdev@smith.edu).

# The Design Thinking Initiative: A Radical Experiment at Smith College and What You Need to Know

By Leo Selvaggio, Prototyping Studio Coordinator

November 14, 2016. That was my first day at Smith, my first time stepping onto a small liberal arts campus, and my first experience working at an all-women's college. Needless to say, it was a bit of an adjustment for me. My last post was at Columbia College, whose urban campus with skyscrapers spanning 18 floors in the heart of Chicago's downtown South Loop area stands in stark contrast to the idyllic green hills at Smith where half of the services and centers on campus are housed in - well, quite literally, houses. However, what has required me to reframe my expectations of what it means to be a professional in higher education, even more so than Mountain Day, House Teas, or Illumination Night, is the quirky, experimental pilot program I began to work for called the Design Thinking Initiative.



If you have heard of the Design Thinking Initiative before, then you have probably met Zaza Kabayadondo, our tenaciously passionate and innovative staff co-director, or our other co-director, Professor Borjana Mikic, whose students often refer to as “just amazing.” You know their contributions. You know them as leaders and rebels. You know them as invested educators and colleagues. But many of you may not have heard of us or them, and that is why I chose to write this article, because the work that these two women are pioneering and the effect it is having on our community is singular.

Let's start with some history. The Design Thinking Initiative is a pilot program brought to Smith in 2015 via a grant from the Branta Foundation (the family foundation of the Picker Family, who have long been supporters of college). We have been given four years to introduce design thinking to the Smith community through collaborating and building capacity with students, staff, and faculty, which we do by providing services, programming, resources, classes, and funding that embrace, explore, or experiment with the core tenets of design thinking. So what is design thinking? Well, it has taken me almost a year to understand fully what it is exactly that Zaza teaches to her IDP 316 students, but it goes something like this.

Design thinking is a process that can be used by anyone, in any discipline, to reframe problems that produce creative solutions that might otherwise go unexplored. Unlike many other practices related to “Design” with a capital “D,” the design thinking process starts with empathy, community engagement, and human centeredness. This is at the core of what makes it such a bold proposition, because it champions design as a method of connecting with others, collaboratively empowering communities, and creating in service to others rather than as a framework in service to corporate interests.

In many ways, that is what we have spent the first two years doing; connecting with Smith students, collaborating with staff and faculty on the amazing work already happening on campus, and designing spaces, programs, and resources in service to our community. For example, in the spring of 2016, Zaza created a day-long design challenge centered on what it means to belong at Smith College. Teams made up of three to five students were taught to use the design thinking process to generate ideas of how they could help foster a sense of belonging at Smith. The results of this challenge were so vast that we created a semester-long class for students to develop some of these ideas while thinking critically about how we as a larger community invite others to participate and feel included at Smith.

Another example comes from Borjana, who, in collaboration with the Office of Human Resources, has organized a book discussion for staff using the book *Designing Your Life* as a catalyst for Smith employees to think about how they might reframe both their day-to-day activities and long-term plans at the college. The program was originally offered as a J-term class for students and was so successful that Borjana wanted to share this unique design thinking approach with staff as well.

## Upcoming Events

*Mark your calendars now!*

### Staff Winter Solstice Celebration

Tuesday, December 12

2:30-4:00 p.m.

Conference Center

### Soup and Spuds

Wednesday, January 31

11:30 a.m. to 1:30 p.m.

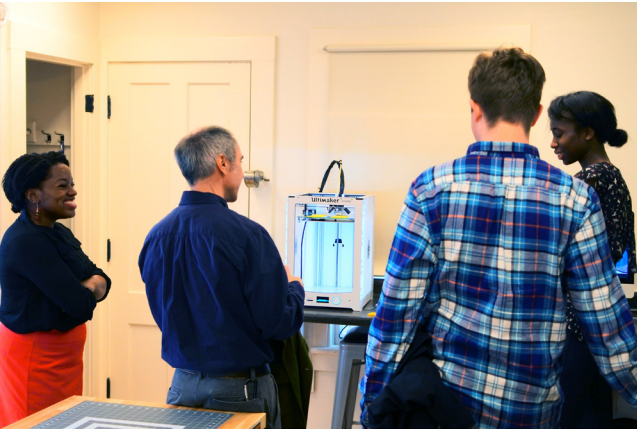
Campus Center Carroll Room

Did you know that Staff Council meetings are open to all staff members?

See [www.smith.edu/staffcouncil](http://www.smith.edu/staffcouncil) for updates and future events.

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I could also mention how we have funded faculty and staff projects through our curricular enhancement grants. This year alone, we approved almost \$40,000 in innovative, experimental and collaborative projects, from Kim Dionne's government class (Elections Around the World) where students will redesign an electoral process and apply what they learn to SGA elections, to a collaboration between art professor Barbara Kellum and Barbara Polowy of the Art Library to develop hands-on experiences for students to grapple with organizing systems of knowledge in a library context, to supporting a collaborative effort between students, faculty and staff to design a prototype solution to the need for effective social justice education opportunities.

However, what I have found so inspiring as a staff member, and the aspect of our work that I take great personal pride in supporting, is that the Design Thinking Initiative asserts that we are all designers. We all have the potential to challenge the status quo by offering wildly new and innovative human-centered solutions to all sorts of problems, from designing sustainable and easier-to-use trash receptacles for the Campus Center Café (which students in Zaza's IDP 316 actually did) to reimagining collaboratively how drones might be friendlier and less intimidating to a wary Northampton community, a task important to Smith's Spatial Analysis Lab's drone courses. What working at the Design Thinking Initiative has affirmed for me is that not only *can* I tackle problems, both big and small, but that I *should*. You should, too.

In a world riddled with wicked problems, fueled by a political and corporate system that feeds off the disenfranchisement of so many, to design with empathy is a radical act, and it is one that I am proud to see the Smith community embracing. In my day-to-day work running the Design Thinking Initiative's prototyping studio, I am grateful that my main function, my job, is to support students, staff, and faculty as they realize those radical designs into the world. Every day I get to meet new students asserting themselves as makers, staff members changing and improving the way they do things, and faculty finding new paths to empower their students to be leaders in their fields.



Staff have such crucial roles in the lives of students and the college community at large. We provide the support and infrastructure that allow our students, colleagues, and each other to succeed. The Design Thinking Initiative invites you to embrace that calling and empower yourself to address the problems that only you as a staff member can see. Make the changes that you want to see in your office, community, and environment. If, in the process, you need support, new tools, or just some inspiration, that is why the Design Thinking Initiative exists. To find out more about the Design Thinking Initiative, visit [www.SmithiesDesign.com](http://www.SmithiesDesign.com) or email [capen@smithiesdesign.com](mailto:capen@smithiesdesign.com).

## Free Personal Health Coaching for Harvard Pilgrim Members

Support is available to help you improve your health! Find out how to connect with your Personal Health Coach through Harvard Pilgrim. Learn more on HR's News & Policy Updates web page at <http://www.smith.edu/about-smith/hr>.

## Staff Spotlight: Joseph Bialek

Interviewed by **Kate Harrington** / Photography by **Louise Krieger**

Joseph Bialek has been working at Smith College for 45 years and was honored at the 2017 Years of Service Luncheon put on by the Office of Human Resources this past October. Things were a bit different 45 years ago when Joe started at Smith College. ABBA was all the rage, the digital watch and Easy-Bake Oven came on the scene, and you could feed a family of four for under \$4 at McDonalds. Things have changed a bit during his tenure here. Staff Council wants to thank Joe for his service to the college and ask him about his time at Smith.



*When did you start at Smith College?*

I started in December of 1972.

*Have you always worked in the library?*

Yes. I was hired as serials assistant. In 1976 I became the preparations supervisor, and later the supervision of the stacks was added to my duties. I now wear many hats in the Hatfield Annex while the library is being renovated.

*What is your favorite memory of working at Smith?*

Meeting my future wife!

*How did you meet your wife at Smith?*

Anne was working as the secretary to the art librarian. We were introduced by a mutual friend, went on a date that evening, and the rest is history.

*What has kept you at Smith for 45 years?*

It was a job that allowed the family to live in town, and I could walk to work. The work conditions were always pleasant, and the coworkers interesting.

*Where is your favorite spot on campus?*

The falls at the end of Paradise Pond.

*What is it like working at the Annex?*

Commuting is obviously more of a challenge, no more walking to work! I have a nice space that is shared with several people. There is less contact with students although we do have two student assistants. Some of the routine is the same—processing books—but the shelving of books which was done by student assistants is entirely a staff responsibility. The “Pod” is optimized for long-term book storage so it is cool and dry. I don’t mind it.

*What excites you about the new library?*

The devil is in the details. I am looking for more info on what the interior spaces will look like, but the current plans for the exterior are impressive.

*Do you have a favorite book?*

Tough question. My tastes change. So even though I loved the *Ring Trilogy*, I would never read it again. I have a habit of going back to favorite authors. Often I will have a “falling out” with an author only to return. The latest example is Arturo Pérez-Reverte, a Spanish novelist.

*If you could add a design aspect or feature to the new library, what would you add?*

I hope there will be quiet tech-free zones. These were discussed in the planning...we will see!

*What would be your advice for someone new starting at the college?*

It is an entirely different world. There was practically no dependence on technology in 1972. There may have been one computer in an air-conditioned room in the library in 1972. I would warn them you could fall in love and stay forever!



## Human Resources

### Resources & Training Materials

Check out the new resources on the Office of Human Resources website! There are great articles, books, videos and websites that can be a great resource to you as you plan out your next steps in your career. Contact HR at [HR@smith.edu](mailto:HR@smith.edu) for an opportunity to be paired with a senior administrator on campus for an informational interview.

#### Career Tools

In support of your career development efforts, explore the suggested resources below.

##### Articles

###### Building Career Success

- 47 Habits of Highly Successful Employees
- Here's the No. 1 Predictor of Career Success, According to Network Science
- Networking for Introverts

###### Developing Career Goals

- 6 Ways to Test New Career Paths
- A Tool for Mapping Your Goals and Resolving Career Indecision
- Is It Time to "Report" Your Career?

###### Résumés and Interviewing

- 5 Reasons Your Résumé Doesn't Stand Out From the Crowd
- Behavioral Interview Questions

Training doesn't just happen in a classroom. Take a look at the books that will soon be available to check out from the Smith College library and the curated playlists on Lynda.com that you can use to take charge of your online learning and development. All can be found at <https://www.smith.edu/about-smith/hr/learning-development>.

#### Recommended Books

*Managing Customer Relationships: A Strategic Framework* by Don Peppers and Martha Rogers

*Be Our Guest (Revised and Updated Edition): Perfecting the Art of Customer Service* by The Disney Institute and Theodore Kinni

*We: The Ideal Customer Relationship* by Steve Yastrow

#### Online Training

(Must be signed into portal): Smith College Service Excellence Online Training

## Smith College Library Resources for Staff

by Reese Julian, Circulation Manager

Smith staff have a number of wonderful loan privileges. Staff can borrow most books from the Smith library collection for an entire year and most books from the other Four Colleges for 90 days. At Young Library, there is an extensive DVD collection that includes some of the most recent films and TV shows, which staff can borrow for up to a week, and new popular fiction and non-fiction titles in our Burack Collection, which staff can borrow for up to four weeks. The libraries also have a plethora of equipment items that staff can borrow, including:

- MacBook Air laptops w/ charger (available at Young Library for four-hour loans)
- Dell laptops w/ charger (available at Young Library for four-hour loans)
- Headphones (available at any of the libraries on campus)
- External DVD drives (available at Josten and Young Libraries)
- USB chargers for Apple and Android mobile devices (available at Young Library)
- Ukuleles w/ tuner (available at Josten Library)

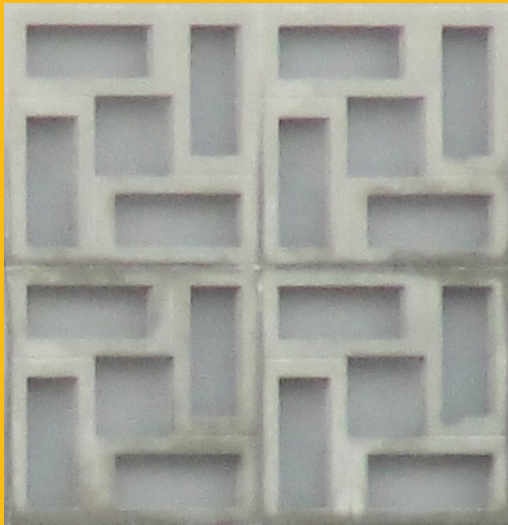
Staff have full access to all of the collections and can request and borrow materials from the humanities and sciences held at the Hatfield Annex, the offsite facility that will house the bulk of the collection during the Neilson Library renovation. Staff can also borrow materials (including CDs) from Josten Performing Arts Library and Hillyer Art Library. (Hillyer even has books on gardening!) They can also consult the Special Collections staff at Young Library if they are interested in seeing items from the College Archives, the Sophia Smith Collection, or the Mortimer Rare Book Collection.

Finally, all staff have access to any of the electronic resources online, including our databases, an assortment of academic e-books and e-journals, and Flipster, a digital newsstand that features many popular magazines.

Staff who have questions or would like to learn more can visit any of the libraries on campus or contact the Libraries staff at (413) 585-2910 or [librahelp@smith.edu](mailto:librahelp@smith.edu).



## Where Am I?



Can you identify this pattern and its spot on the Smith campus?

Send your answer to [staffcouncil@smith.edu](mailto:staffcouncil@smith.edu).

We'll reveal the answer and a winner (chosen at random from all correct responses) on our virtual bulletin board: [www.smith.edu/staffcouncil/bulletin.php](http://www.smith.edu/staffcouncil/bulletin.php).

### Contact Us

**Staff Council Website:** [smith.edu/staffcouncil](http://smith.edu/staffcouncil)

**Staff Council Virtual Bulletin Board:** [smith.edu/staffcouncil/bulletin.php](http://smith.edu/staffcouncil/bulletin.php)

**Facebook:** [facebook.com/SmithStaffCouncil](https://facebook.com/SmithStaffCouncil)

**Staff Council email:** [staffcouncil@smith.edu](mailto:staffcouncil@smith.edu)

**Chronicle email:** [chronicle@smith.edu](mailto:chronicle@smith.edu)

**Sign up for the Staff Listserv:**

- go to <http://tinyurl.com/q7w6qdr>
- click on the blue "Join Group" button,
- choose your email preferences and click "Join Group."

### Chronicle Staff

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## From the Smith College Archives



"The College wallpaper crew, Hulsie Cayen, Joseph Katra, Frank Golash, refurbishing the look of Seelye Hall in 1960."

Photographer: Dick Fish;  
from the Buildings Subject Files

Submit your campus news,  
accomplishments, or story ideas  
for our spring 2018  
Staff Council Chronicle:  
Email [chronicle@smith.edu](mailto:chronicle@smith.edu)