

*Welcome to the Center for Government and  
International Studies*



*A Building Guide for Faculty and Staff*

# CGIS BUILDING OPERATIONS MANUAL

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### ***Art Exhibits – Rotating***

Both CGIS South and Knafel offer unique exhibition opportunities. The most popular are the Fisher Family Commons (FFC) Gallery in CGIS Knafel (first floor) and the Harvard Friends of Japan Concourse (HFOJC) Gallery in CGIS South (concourse level). The Knafel Concourse (KC) Gallery (concourse level) is another option when the other venues are unavailable and timeliness is key. Interested parties should contact Bettina Burch, Art Board Associate, at 617-495-0713 or [bburch@fas.harvard.edu](mailto:bburch@fas.harvard.edu) to schedule an appointment for portfolio viewing and/or discussion about an exhibit. Though CGIS-sponsored exhibits have precedence, other interested Harvard-affiliated groups, sponsors, or individuals are welcomed. In addition, more information can be found via the CGIS website.

### ***Audiovisual and Equipment Assistance***

CGIS has a full-time AV technician in S053 (CGIS South, concourse level) assigned to support the complex. For all audiovisual and equipment assistance in any of the conference or meeting spaces, please email [mtscgis@fas.harvard.edu](mailto:mtscgis@fas.harvard.edu) or use our online order form at <http://ims.fas.harvard.edu/request>.

### ***Bicycle Racks***

There are two bicycle racks on either side of CGIS South (44-bike capacity) and one near CGIS Knafel (16-bike capacity). Please do not lock your bike to the small trees around the CGIS complex.

### ***Building Access Using Your Harvard ID***

Your Harvard ID is also used to access spaces protected by a card reader, including the exterior doors. Department administrators are responsible for notifying CGIS Building Operations ([bburch@fas.harvard.edu](mailto:bburch@fas.harvard.edu) and cc: [kfigueiredo@fas.harvard.edu](mailto:kfigueiredo@fas.harvard.edu)) of additions and deletions to the card access list. For a lost or stolen ID, you should notify the Building Operations staff to deactivate the card (for security reasons this is best done in person). If a replacement ID is needed, please go to the ID Card Office in Smith Campus Center at your earliest convenience.

### ***Building Hours***

CGIS's front doors are programmed by CGIS Building Operations. During the academic year, the doors are unlocked at the following times:

Knafel — 7:00 AM – 10:00 PM, Monday through Friday; and 1:00 PM – 9:00 PM, Sunday.

South — 7:00 AM – 10:00 PM, Monday through Friday

During break periods and the summer months, the doors are unlocked at the following times:

Knafel — 7:00 AM – 7:00 PM, Monday through Friday

South — 7:00 AM – 7:00 PM, Monday through Friday

Either building can be unlocked for evening or weekend classes or for special events by arrangement with CGIS Building Operations (617-495-9114).

### ***Café Operations & Catering Services***

The café, operated and managed by Harvard University Dining Services, is open during the academic year. The café is available [online](#). If you have questions about the café or have catering needs, please call 617-496-9617.

### ***Composting***

CGIS is now offering composting for seminars and events that are held in the CGIS seminar rooms. If you are interested, please include inquiry when emailing room request to [cgisroom@fas.harvard.edu](mailto:cgisroom@fas.harvard.edu).

### ***Copy Machines***

There are public Crimson Cash copy machines on the concourse levels of Knafel and CGIS South. These copiers are provided by Ricoh; any questions should be directed to their customer service center at 888-456-6457.

### ***Crimson Cash***

There are Crimson Cash readers on the café registers and vending machines on the ground floor of Knafel, and on the copy machines on the concourse level of both Knafel and CGIS South.

### ***Custodial Services***

SSC (formerly Eurest) provides custodial services for the CGIS complex. Office cleaning occurs 5:30 PM – 10:00 AM (Monday through Friday) unless otherwise requested. Carpet washing is done once a year per request.

Twice Weekly (or as needed) Custodial Services

Occupant Areas: Empty and clean all waste receptacles  
Vacuum rugs and carpeted areas

Restrooms: Empty and clean all waste receptacles  
Sweep and disinfect floors  
Disinfect all plumbing fixtures  
Spot clean partitions  
Restock supplies as needed

Public Areas: Wipe down doors, walls, and glass as needed  
Empty and clean all waste receptacles  
Vacuum rugs and carpeted area  
Dust furniture as needed

If you have questions or comments about custodial services, please contact the Building Operations Office at 617-495-9114.

### ***Day Porter Services***

The day porter keeps the building clean throughout the day and assists with classroom setups and minor maintenance tasks. Special requests of the day porter should be made through CGIS Building Operations at 617-495-9114.

### ***Disability Access***

All CGIS space is accessible by wheelchair, except for 61 Kirkland Street, the upper floors of 34 Kirkland Street, and 17 Sumner Road.

### ***Email Kiosks***

There are FAS email kiosks at the entry to the computer lab on the concourse level of CGIS Knafel, as well as in the South concourse. For IT support please contact Harvard University Information Technology (HUIT) at 617-496-2727.

### ***Emergency Procedures***

You should familiarize yourself with the emergency evacuation plans located throughout the buildings. There will be annual emergency evacuation drills. In case of a medical emergency, AED units are available in both the CGIS Knafel and South lobbies and include lists of those with CPR training for this device.

You can sign up to receive text message notifications in the event of a campus-wide emergency via the University Emergency Notification System at the following website:

<http://messageme.harvard.edu>.

### ***Heating and Cooling***

For the academic year all offices are programmed to heat up to 68F and cool down to 75F, during designated occupied hours.

Exterior offices (i.e., those with windows) are heated and cooled by individual fan coil units. If you are in your office outside designated hours and want to turn your fan coil on, press and hold (for 5 seconds) the sun/moon button on your thermostat. The fan coil will then stay on for 2 hours.

Interior offices do not have individual fan coil units, but rely solely on the main building air handlers to provide conditioned air. This is why the designated times are defined more generously for interior offices during the Academic Year, see following:

Exterior Offices: Monday through Friday, 8:00 AM – 7:00PM

Interior Offices: Monday through Friday, 8:00 AM – 7:00 PM; Sat and Sun, 9:00 AM – 5:00 PM

During the summer, the exterior offices are in unoccupied mode 24/7. To get cooling, you must press and hold (for 5 seconds) the sun/moon button and the fan coil will then stay on for 4 hours; and the interior offices have air-conditioning Monday through Friday, 9:00 AM – 5:00 PM.

Please note: If you have a weekend or evening event, you may contact CGIS Building Operations at 617-495-9114 or [cgisroom@fas.harvard.edu](mailto:cgisroom@fas.harvard.edu) to arrange for heating or cooling during the event.

### ***IT Support***

Harvard-MIT Data Center (HMDC) provides local IT support to CGIS occupants in coordination with Harvard University Information Technology (HUIT). HMDC can be reached by phone at 617-495-4734, or by email at [CGIShelpdesk@help.hmdc.harvard.edu](mailto:CGIShelpdesk@help.hmdc.harvard.edu). For more details about HMDC and the services it provides, which includes data service and research computing support, please visit HMDC's website at <http://www.hmdc.harvard.edu/>.

### ***Keys – Ordering***

Requests for additional keys must be made through your CGIS department/center administrator via email or the online work order system [PRESTO](#). An email will be sent when keys are ready; keys should be picked up at CGIS K051 unless other arrangements are made.

### ***Lactation Room***

To use the CGIS lactation room, pick up a form in the CGIS Building Operations Office (K051). Once you've filled it out, you can fax (617-384-7419), scan and email ([bburch@fas.harvard.edu](mailto:bburch@fas.harvard.edu)), or bring it to K051. We will then send you/give you directions and door code.

### ***Loading Dock – Deliveries***

The loading dock is open Monday through Friday, 7:00 AM – 2:00 PM. Activity in the loading dock and at the curb cutouts in front of Knafel is overseen and managed the Loading Dock Coordinator, who is located in Knafel on the concourse level. If you have a special delivery or questions about the loading dock, please contact him at 617-495-8658.



### ***Lock Out Policy***

If you are locked out of your office during regular business hours, contact CGIS Building Operations at 617-495-9114. After hours, contact the security guard or call the Control Center at 617-495-5560.

### ***Lost and Found***

Please bring any found objects to CGIS Building Operations in K051.

If you have lost an item and would like to report it or see if it has been found, please contact us at 617-495-9114 or [cgisroom@fas.harvard.edu](mailto:cgisroom@fas.harvard.edu), or stop by our office anytime during regular business hours (Monday through Friday, 8:00 AM – 5:00 PM).

At end of the semester any items still in our care will be donated to the Harvard Recycling Office.

### ***Mail***

In-coming mail is delivered to the central mail room in Knafel three times a day (Monday through Friday) at 9:15 AM, 11:00 AM, and 2:00 PM, and is then distributed to the department mail centers consistent with the following schedule:

|                   |  |   |
|-------------------|--|---|
| 10:30am-11:00am   | Delivery/Pick-up                           | CGIS North/South<br>61 Kirkland St.                                     |
| 1:30pm-2:30pm     | Delivery/Pick-up                           | CGIS North/South<br>17 Sumner St.<br>34 Kirkland St.<br>38 Kirkland St. |
| 2:30pm-3:30pm     | Parcel Drop-off<br>Delivery/Pick-up        | William James Hall<br>61 Kirkland St. (last of day)                     |
| 4:00pm-4:30pm     | Pick-up                                    | CGIS North/South  |
| 8:30am (next day) | HUMS pick-up of previous day's 4 pm items. |   |

Outgoing mail is picked up from each departmental mail center at the time of delivery or can be dropped off at the central mail room in CGIS Knafel (concourse level).

St. Clair Lowe, the mail coordinator, also performs a daily courier route (e.g., to Smith Campus Center, 61 Kirkland Street, etc.). All mail going to Smith Campus Center is logged and signed for when delivered to the addressee. Courier routes can be tailored, if necessary, to meet departmental needs. Below are some examples of the proper way incoming packages should be addressed to ensure receipt:

Jane Smith  
Government Department  
CGIS Knafel Building  
1737 Cambridge Street  
Cambridge, MA 02138

John Doe  
Asia Center  
CGIS South Building  
1730 Cambridge St.  
Cambridge, MA 02138

Jane Smith  
WCFIA  
CGIS East  
1727 Cambridge St.  
Cambridge, MA 02138

Jane Smith\*\*  
WCFIA  
61 Kirkland St.  
Cambridge, MA 02138

\*\*17 Sumner Rd., 34 Kirkland St. and 38 Kirkland St. should use the same address format as 61 Kirkland St.

### ***Maintenance Requests***

Routine maintenance requests should be made via the FAS Physical Resources daily maintenance work order page [PRESTO](#). Any emergency requests should be called into the Control Center at 617-495-5560.

### ***Meeting Rooms – Scheduling***

The Office of the Registrar (617-495-1541 or [classrms@fas.harvard.edu](mailto:classrms@fas.harvard.edu)) has scheduling authority over most of the public teaching space Monday through Friday, 9:00 AM – 10:00 PM, with a few exceptions. When scheduling rooms, they give first priority to courses taught by Government and History faculty and other faculty with offices in CGIS. The Teaching Fellow (TF) meeting rooms (S002A, S002B, and S002C) in the south concourse are scheduled by the Government Department.

The computer training room, K018, is scheduled via the Harvard-MIT Data Center (HMDC). The remaining rooms are reserved by CGIS Room and both the Registrar and CGIS schedules rooms must be scheduled via the Room Book website [here](#). Due to overwhelming demand for CGIS meeting room spaces during the academic year, any classes and events scheduled must be affiliated with the Government Department, History Department, or sponsored by a Center or



CGIS faculty member. CGIS Room is also responsible for scheduling Fisher Family Commons and the yard behind CGIS Knafel. Please see the [Seminar Room Information Guide](#) for photos of seminar spaces and detailed information on room capacity and multimedia capabilities.

### ***Meeting Rooms – Use***

After an event, please make sure you leave the room in good condition for the next group. If you bring anything into the room (e.g., food, beverages, catering supplies, papers, extra tables, folding chairs, etc.), please remove them from the room at the end of your meeting. If you serve food at your event, please wipe down the tables. Please also wipe the whiteboard down as needed. Additionally, while you are welcome to move the tables and chairs around to suit your group's needs, we ask that you return them to their original positions at the end of your event.

Please note: Food and drink are not permitted in either the Tsai Auditorium (S010) or the Belfer Case Study Room (S020). Amplified sound and music are not permitted in the South Concourse common event space. Exceptions will be granted if the sponsoring department has all South Concourse rooms and common space reserved.

### ***Notices and Postering***

Bulletin boards in common spaces are cleared of old materials every Monday morning. Please do not hang notices or posters anywhere but on the bulletin boards. Exception: On the day of your event you may put flyers or posters on the front doors of CGIS South or Knafel.

### ***Parking***

There is no parking anywhere in the CGIS complex. Please call the Parking Office at 617-495-3772 with any questions. Under no circumstances should anyone park on the ramp to the loading dock.

### ***Pets***

Please be considerate of your colleagues and do not bring your pets to work.

### ***Recycling***

All offices, reception areas, classrooms, and meeting rooms have single-stream recycling bins, in addition to trash receptacles. There are also single-stream recycling bins in the café and all lounge areas. The bins will be emptied as needed. Items such as batteries, keys, and printer cartridges may be dropped off at CGIS Building Operations in K051 for recycling, or recycled at one of the tower bins in the lobby of either CGIS South or Knafel. If you have a computer or monitor that needs to be recycled, please contact CGIS Building Operations staff at 617-495-9114 to arrange for its pick-up. Items left out for recycling must be clearly labelled as such. Before recycling computers, please make sure hard drives are erased. You can contact HMDC to arrange for this service.

We recommend checking out more exciting ways you can help sustain the environment by clicking [here](#).

### ***Security***

Monday through Friday there is a security guard stationed at the front entry of CGIS Knafel 4:00 PM – 12:00 AM, and in CGIS South 4:00 PM – 10:00 PM; on Sunday there is a guard stationed at the front entry of CGIS Knafel 1:00 PM – 9:00 PM, on days when the Fung Library is open. On weekdays there is a roving guard from 12:00 AM – 8:00 AM, and on Saturday and Sunday, from 5:00 PM – 7:00 AM.

On weekends, when the building does not have security coverage, departments are required to hire a security guard for large events that require the exterior doors to be unlocked. Event sponsors may be asked to hire a Harvard University Police detail if there are cash transactions. Questions about these policies should be directed to CGIS Building Operations at 617-495-3084.

### ***Shipping and Receiving***

All incoming express mail packages to Knafel, South, and East are delivered to the Loading Dock Coordinator, who then delivers them to the center drop-off points. Deliveries take place between 12:45 – 1:15 PM, Monday through Friday. Any packages that come in after 2:00 PM are dropped off at the Building Operations Office and will be delivered the following morning. Time-sensitive and expedited deliveries are delivered upon receipt. There are FedEx drop-off cabinets in the lobbies of CGIS South (under the bulletin board) and in Knafel (on the right side of the security desk). FedEx generally picks up from these locations at 6:00 PM, Monday through Friday.

### ***Signage***

Office signs must conform to building standards and can be obtained by contacting Bettina Burch ([bburch@fas.harvard.edu](mailto:bburch@fas.harvard.edu)) in CGIS Building Operations.

### ***Smoking***

Smoking is prohibited in all Harvard buildings, Harvard Yard and the North Yard. The Sunken Garden on the concourse level of CGIS South is also off limits to smokers.

### ***Teleconferencing***

Departments wishing to conduct multi-user conference calls may borrow a Cisco 8831 IP Conference phone from CGIS Operations. Please consult the [Conference Phone User Guide](#) for details on its use. Questions? Call 617-495-3084.

### ***Telephones***

Telephone problems should be reported to Harvard University Information Technology (HUIT) at 617-495-7777 or [ithelp@harvard.edu](mailto:ithelp@harvard.edu). You will need to provide a detailed description of the problem, the type of equipment being used, the telephone number, location, jack number, and a contact name and number.

### ***Utilities***

Please turn off all lights, fans, radios, desk lights, and task lights when leaving private offices and conference rooms. We need and appreciate your assistance in keeping utility costs down. When leaving your office for an extended period of time, please consider turning off all power strips and unplugging unnecessary items.

### ***Vending Machines***

There are vending machines located on the concourse level CGIS South and on the ground floor of CGIS Knafel next to the Fisher Family Commons.

### ***Videoconferencing***

K031, K354 and S020 have IP videoconferencing capability. Please contact the CGIS AV Manager at 617-495-9807 with any questions.

### ***Website***

For questions about or changes to the [CGIS website](#), please contact Bettina Burch ([bburch@fas.harvard.edu](mailto:bburch@fas.harvard.edu)).

### ***Window Blinds***

There are motorized blinds installed on all exterior windows, programmed to open each morning at 7:00 AM and close each evening at 7:00 PM. Please make sure your hopper windows are closed by 7:00 PM and that no furniture is in the path of the blinds. If you have mechanical problems with the blinds, please call CGIS Building Operations Office at 617-495-9114.

### ***Quick Reference Phone Guide***

|   |        |
|---|--------|
| Building Operations Office.....                 | 5-9114 |
| CGIS Art Exhibit Spaces .....                   | 5-0713 |
| CGIS Classroom/Space Scheduling.....            | 5-3084 |
| FAS Classrooms Office (Registrar).....          | 5-1541 |
| Harvard Control Center (24-hour response) ..... | 5-5560 |
| Harvard Police .....                            | 5-1212 |
| Knafel Security Desk .....                      | 5-8667 |
| Mail Room .....                                 | 5-8659 |
| Harvard Telephone Office .....                  | 5-4900 |
| Loading Dock Coordinator .....                  | 5-8658 |

|                            |        |
|----------------------------|--------|
| CGIS Café Manager.....     | 6-5035 |
| Parking Office.....        | 5-3772 |
| Audio/Visual Support ..... | 5-9807 |
| IT Support.....            | 5-4734 |