Take control of your career

by Barbara Zobel

A ccording to the experts, the average American will probably hold at least 10 different jobs — with at least five employers — before retiring!

As a result, these experts point out that no job will be completely secure and each worker will be expected to manage his or her own career.

Businesses, meanwhile, will require maximum performance from their employees in order to meet enormous competitive demands.

Because these workplace trends will affect virtually every IEEE employee, the Institute took a hard look at these trends in combination with last year's employee opinion survey results in which 53 percent said they wanted better career-counseling services.

To address these issues, Quality College developed a five-part Career Management Program. This program provides career-planning tools for employees who want to explore their career options and understand how to manage their careers.

The program includes a computerized career-interest assessment, and workshops that focus on self-assessment, resume writing and interviewing techniques.

Part of helping employees manage their careers is helping them better understand the job-posting process and using it more effectively.

• Terri Simonetti

Learning a new language: HTML

by Christy Coleman

A round the world, thousands of people, including IEEE staff members, are learning HyperText Markup Language, or HTML, to create and maintain sites on the World Wide Web.

Staffers in all departments are learning a new vocabulary and skill set. HTML tagging, creating home pages, learning to send files using ftp, and importing graphics and spreadsheets are just a few examples of this.

Employees are managing this tremendous learning curve by reading books on the subject, taking courses both on- and off-site and discussing solutions with colleagues facing the same challenges.

Last year, Debbie Arcuri, Information Technology, decided to become more involved with the Institute's Web projects. She enrolled in Middlesex County College's "Computer Training To Go" program and now has completed two courses. This fall she is taking "JAVA Programming for the Web."

"By taking these distance-learning courses by email, I've gained critical background knowledge without ever having to step inside a classroom," says Debbie proudly.

To put her new skills to use, she has taken an active role on the Web Migration Team and transferred to Information Technology from Publications.

"The more I get involved, the more I like it," she says. "It's a whole new career path in which I get to

• Debbie Arcuri

Take control of your career

CONTINUED FROM PAGE 1

According to Halina Borek, Human Resources, career management will help employees understand the skills and interests they have and where they want to go with their careers.

"Career management requires being proactive; it requires time and commitment to exploring your accomplishments and talents," she says.

When asked why she registered for the Career Management Program, Terri Simonetti, Credit and Collections, says, "I want to know if I am in the right career. The Strong Interest Inventory assessment will analyze my interests and compare them with suitable careers.

"There are certain aspects of my present job that I enjoy and excel in," she adds, "and identifying my interests will help me expand my career to include those interests."

Terri enjoys teaching and found that

facilitating the Quality College course, The Seven Habits of Highly Effective People, is beneficial to her and the IEEE. She also wants to identify other interests to expand upon.

As employees move toward this new work environment, they will be expected to learn and maintain skills to perform multiple jobs within the IEEE. Continuous learning will become commonplace.

There is no better time to ask yourself, "How should I manage my career?" ◆

Learning a new language

CONTINUED FROM PAGE 1

combine new skills with some old ones."

Gail Cillis, Facilities, fully understands Debbie's sentiments. Gail has learned HTML tagging through posting and maintaining the Operations Center's weekly cafeteria menu — the most frequently visited site on Eye on the Institute.
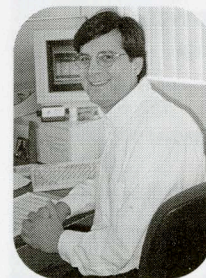
Through various Quality College courses on HTML and with the help of several other users, Gail learned how to convert the menus from Word to Web files.

• Gail Cillis

"The software really makes it easy," Gail says. "But it doesn't do everything for you."

Casey Della Salla, Human Resources, agrees. "I like knowing how to read the source code rather than relying on the software because it enables me to locate errors in the formatting."

Casey, who maintains all the general Human Resources information on the Web, also teaches the Word HTML course for Quality College.

Gene Ksenzakovic, Shipping/Inventory, has learned quite a bit about HTML through his work maintaining the Distribution Operations Web Page. To gain the tools necessary to create the page, Gene took the initiative to learn HTML on his own by reading books, talking to other users and attending the Quality College HTML course.

• Gene Ksenzakovic

Just a few years ago, doing business via the Internet was the trend of the future, but now it is the path of the present. With the IEEE's goal of doing business on the Internet, knowing how to create documents for the Web is a critical new skill. ◆

Y2K on its way

by Lyle Smith, Jr.

Imagine on your desk a voluminous mass of very sensitive work that absolutely, positively needs to be completed in exactly 10 minutes less time than you have. Imagine also that this deadline was etched into a stone tablet by a lightning bolt from a burning bush on a mountaintop and personally handed to you by Charlton Heston.

This is the general feeling of Year 2000 (Y2K) project teams worldwide. Until recent years, most computer hardware and software were programmed to recognize a two-digit date notation instead of four digits as in "1900" and "2000."

There are just 15 months left to correct this problem before the last page of the 1999 calendar turns over. Technical staffs around the world are working feverishly to complete their Y2K projects by a deadline that will not budge!

The potential Y2K disaster ranges from nearly unnoticeable quirks when a machine is turned on, to a system that locks up and totally fails to run on 1 January 2000.

"The truth lies somewhere in between," says consultant Anthony Scudiero, "but the potential is very serious."

The IEEE retained Anthony as the program manager to lead the overall Y2K effort and harmonize various teams' efforts. He previously worked for such diverse organizations as Bear Stearns, Goldman Sachs, Dow Jones, IBM and the U. S. federal government.

According to Anthony, what is more likely to happen, for example, is a particular software application that might contain date calculation problems may link its information to one or several other applications and the incorrect calculation problem will grow with each new link. This scenario makes predicting the extent of the problems a nearly impossible task without intense planning and testing.

At the IEEE, the Y2K project is well under way and progressing steadily through a three-tiered plan. It addresses the common computer infrastructure (network of servers and system hardware) within the Institute,
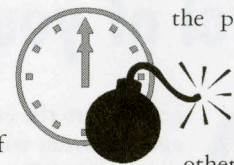
the primary business systems including the Oracle database, and the departmental business unit, which addresses all other software systems used throughout the organization.

"The immovable deadline is a real challenge," Anthony says. "But at this point we are progressing on schedule and should be in position to test all the major changes by the end of the 1998."

Rita Reeck, I.T., is heading the Primary Business Systems team, Dave Bankowski, I.T., is managing the Common Infrastructure team and Anthony is heading the Departmental Business Systems team.

The project takes a five-phase approach to the problem with the first four stages already underway.

Awareness

Everyone must understand and work toward a solution to the Y2K problem. It is imperative that this awareness continue and expand throughout the project.

Inventory

Identify all critical business processes and the computing involved in supporting these processes, and know what hardware and software are being used throughout the IEEE.

Assessment

Research and understand how the Y2K problem will affect each of the machines, programs and software applications used by the Institute as well as their overall potential impact.

Remedy and unit test

Repair or replace any computing elements that cannot handle the Y2K date change. Rigorous testing in a lab situation is required before new elements are introduced into the production environment.

Production implementation

Install repaired and replaced systems and services into the production environment.

By the end of the last phase, the IEEE should be Y2K compliant and ready to do business into the next century. ◆

Caring for a disabled or elderly relative

by Bernice Evans

In addition to planning for our career and our retirement, many of us also must plan for how we will care for disabled or elderly relatives. With an aging population and with more of us living longer, some employees are finding themselves caring for disabled or aging parents or relatives – often juggling their care with jobs, childcare and a marriage.

Whether the care is provided by a nursing home, assisted living facility or a family member, the commitment of time and resources is great.

Mercy Kowalcyzk, Signal Processing Society, is fulfilling her second family commitment as a caregiver to her 87-year-old father. He has a heart ailment and Black Lung disease, requires oxygen, and takes more than 20 medications at various times of the day.

"He is able to participate with the family and I am able to keep him with me," says Mercy. "That is my reward."

Frequently, caregivers are forced to make choices they might not otherwise make and there is often a financial responsibility. For example, Mercy bought a house in Pennsylvania to maintain familiar surroundings for her father and care by a local doctor.

Like so many other caregivers, this is not Mercy's first time in caring for a family member. She also was a caregiver for her mother until her death. Mercy relocated to Pennsylvania to care for her disabled mother who had a heart condition, arthritis and was wheelchair bound.

From 1984 to 1987, while working at the IEEE Computer Society in Washington, D.C., she commuted to Pennsylvania

on Friday evenings to care for her mother and returned to Washington on Sunday nights.

"You have to know the person's personality you are caring for," says Anita Ricketts, Standards. "My grandmother would not have done well in a nursing home."

• Anita Ricketts

For two years, Anita and four family members provided care at night and alternate weekends until their grandmother's death. Anita's grandmother had diabetes.

During the day, a county home-health aide provided care.

"Get as many family members involved as possible," recommends Anita.

Her family began planning and researching early into various county programs such as health aides, utility rebates, and the financial aspects of Medicare and Medicaid. They also contacted local and state representatives about services.

"We even visited our local councilman to get transportation for my grandmother." Anita added.

• Sharon Richardson

"Granny was missing for a month," explains Sharon Richardson, IEEE-USA. Her grandmother, who has Alzheimer's disease, had wandered from Sharon's uncle's home and reappeared weeks later at the door

of a nursing home. She was taken to the police after her picture was shown on the local television stations.

"We realized that she now needed constant supervision so we found daycare for her."

The family shared the responsibility of caring for her until she recently became a resident of the nursing home section of a daycare center. Sharon admits that the family is not yet comfortable with their relative living in the nursing home and monitors how the other residents are treated.

"We visit Granny frequently to boost her memory," she adds.

Mercy cautions others who are considering the role of caregiver.

"Don't go into this lightly because it is a long-term commitment and you have to be compassionate." ◆

<div>

Resources and tips

Check with your local religious organization to find out what services and resources are available such as social visits, respite care, grocery shopping, transportation to non-emergency medical appointments and even yard work.

To learn what services are available in your community for a particular disability, start with your state or area "agency on aging."

The Eldercare Locator, financed by the Federal Administration on Aging, also can provide information, (1.800.677.1116, 9 a.m. - 8 p.m. EDT or visit their Web site at www.aoa.dhhs.gov).

The elderly and disabled should consider drawing up a living will and a power of attorney, which identify who is to handle their finances when they cannot.

</div>

4357 spells help

by Evelyn Hargrove

Have you ever received a misdirected phone call or email message and didn't know what to do with it? The Staff Connection, formerly called the Staff Help Desk, can resolve just such a problem.

The service was established in 1996 to assist employees with answering external inquiries about IEEE membership, functions, services and products, and to help employees direct these inquiries to the appropriate area.

Jackie Obuch, Member Services, provides the support and other associates within the area provide backup. From January

1997 through August 1998, the area handled almost 190 inquiries.

To help respond to the inquiries, the Connection developed a guide that relies on information from the IEEE's Web sites, previous inquiries and department liaisons. The liaisons are employees from several key areas such as Regional Activities, Technical Activities, Standards and Human Resources. Jackie relies on these liaisons to keep her updated on department functions, people's responsibilities, upcoming IEEE events, new product releases and staff changes, among others.

Each week, the Connection responds to about 20 phone calls, emails, letters and faxes.

"The questions are always answered in a timely and professional manner," notes Debbie Schreiber, Regional Activities. Debbie

says she found the Staff Connection to be very helpful with its network of resources when it comes to answering general and departmental questions.

To make it easier for employees to find information, the Connection recently launched its guide as an online searchable database that links to frequently-used internal and external Web sites.

Here are some examples of the information employees will find on the site at http://staff-web.ieee.org/member-services/staff-help.html:

- 1999 prices on society membership and publications
- Society promotional offerings and services
- Society news
- Internal and external contact information ◆

Growing pains

by Kathy Kowalenko

Captain Kirk thought space was 'the final frontier,' a challenge to be met. Space also is a challenge at the IEEE Corporate office and the Operations Center.

Our first real space challenge began almost 25 years ago.

In 1975, when the IEEE transferred some of its operations from New York to Piscataway's new Building One, 35,000 square feet seemed like enough office space for the 200 transferred employees — with plenty of room for an anticipated 90 new hires and a warehouse and shipping operation.

However, by 1986, the New York and Piscataway office buildings were nearing capacity. With more hiring and transfers from New York projected, Building Two in Piscataway was constructed in 1988 and 60,000 square feet added.

By 1989, the New York Second Avenue office was closed and 150 positions transferred to the United Engineering Center and the Service Center, now called the Operations Center.

In 1991, another round of construction began at the Operations Center when 90 more New York positions were scheduled to move to Piscataway. Building Three was completed in 1993 to accommodate these transfers.

Now, in 1998, 170,000 square feet is a tight fit for almost 570 regular full-time and part-time employees and temporary workers — with 50 more employees projected by 2000!

So why don't we expand or construct a new building?

According to John Hunt, Facilities, the building configurations cannot bear the weight of additional floors. Also, the IEEE cannot acquire the surrounding land for building because it is a county-designated land conservation project.

But within these constraints, the IEEE is continually looking at how to maximize existing space. For example, one option briefly considered was to convert the entire Conference Center into office space.

"Since the IEEE holds 60 to 75 meetings weekly, the seven existing meeting rooms are not enough so that option is not feasible," says John. "Some departments already hold meetings in the cafeteria or use small conference rooms located in other areas of the company when the Conference Center is booked up."

In early 1998, an architect updated the blueprints to show the building configura-

Construction Timeline
• Operations Center Building One, built in 1974, 35,000 square feet.
• Operations Center Building Two, built in 1988, 60,000 square feet.
• Operations Center Building Three, built in 1993, 75,000 square feet.
• Corporate Headquarters, 3 Park Avenue, occupied in 1998, 22,000 square feet.

tions. Then, the blueprints were analyzed for better space utilization and placing additional workstations.

Some solutions were found to optimize use of the Center while still keeping the same number of meeting rooms. By removing the registration desk and reconfiguring the floor plan, enough space was created to house the Educational Activities video room, freeing up room in Educational Activities to add two new cubicles in its area, and to construct two small conference rooms in the Conference Center.

In addition, permanent office space was created in the Conference Center for temporary personnel who help with the renewal process.

Another solution to the crunch came when the INSPEC office moved off-site. This allowed I.T. to expand into this area. The I.T. Help Desk also moved to new space created by reconfiguring part of the mailroom.

Additional space will become available next year when product inventory is moved off-site through outsourcing single sales and order entry.

But hiring new employees also requires more parking space. A plan to add a new entrance to Building Three will provide some employees a convenient new building access and encourage use of the parking areas at the far end of the employee lot.

Planning for the future

For space renovations, a professional office designer is being used.

Alternative workstations (AWS), a new trend in offices, are being considered. AWS options include 'hoteling,' or reserving a workstation for temporary space on a short-term basis for consultants, sales people and employees who work flexible hours. ◆

On the move

by Nancy T. Hantman

After 34 years at the United Engineering Center, the IEEE moved its New York Corporate Office to 3 Park Avenue in September. Developer Donald Trump and associates purchased the UEC building and plan to demolish it this fall to make way for a high-rise condominium complex.

Those moving to the new location were staff members from the Executive Office, *IEEE Spectrum*, Transactions, Journals, Electronic Publishing, Office Services, and Awards. All now occupy the 17th floor. In addition, the IEEE is subleasing some space to the American Institute of Mining, Metallurgy and Petroleum Engineers.

Ups and downs

While several employees miss the views of the East River and the United Nations building, others have a more convenient commute and are closer to various businesses and cultural sites. Located between 33rd and 34th Streets, 3 Park is close to Grand Central Terminal, Pennsylvania Station, the Port Authority and other transportation hubs. The new office also is within several blocks of the New York Public Library's Science, Industry and Business Library, the Pierpont Morgan Library and Macy's department store.
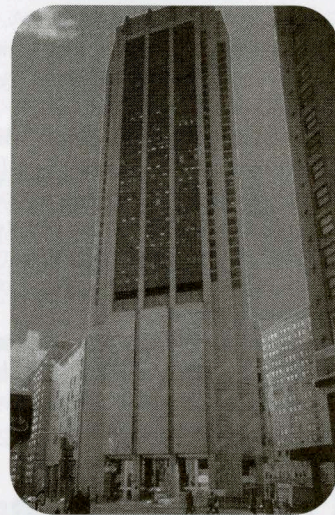
• *IEEE's new Corporate Headquarters at 3 Park Avenue*

For some staff members, this move is just one of many over the years since the UEC building was constructed in 1964. *IEEE Spectrum*, for instance, has been on three different floors of the UEC. When the magazine was located on the first floor, one editor even had an office in an unused elevator shaft!

Ins and outs

Charlie Stewart, Corporate Activities, and now retired, and Renee Panero, Office Services, were the key organizers behind the

Investing in the future

By Laura Durrett

Investing in the future at the IEEE means investing in student members. To help recruit new student members and to keep them as members while in college or after graduation, and to add an extra dimension to the student's educational experience, the IEEE has developed the Student Branch Center of Excellence program.

Funded by a $50,000 grant for 1998 and 1999 from the IEEE Foundation, Student Branch Centers of Excellence can now be established in engineering schools at universities throughout the U.S.

These centers will be the central location for IEEE activities on campuses, serve as a resource center to enhance the learning experiences of electrical and computer engineering students and encourage interest in the profession.

The centers also will provide opportunities for students to develop leadership abilities, team building, communication, networking and interpersonal skills. Research has shown that employers place a premium on these skills.

Plans for establishing these centers include:
• A management training and IEEE meeting center, computer laboratory and student laboratory;
• An open-design laboratory where students can independently build and experiment with electronic circuits and devices;
• Office equipment;
• New programs including workshops, a computer database of industry contacts, IEEE student member email addresses

and resumes, and a mentoring program that pairs IEEE upperclassmen with freshmen;
• An information center designed to publicize upcoming events and meetings, student achievements, engineering department news and job openings.

To establish a center, officers of student branches must develop business plans to qualify for a grant of up to U. S. $5,000 and must submit a final report on whether the center met its goals. ◆

These universities will establish the first IEEE Student Branch Centers of Excellence:
• California Polytechnic State University, San Luis Obispo, Calif.
• State University of New York - Stony Brook, N.Y.
• Ohio State University, Columbus, Ohio
• Pennsylvania State University, University Park, Pa.
• Portland State University, Portland, Ore.
• San Diego State University, San Diego, Calif.
• University of California-Santa Cruz, Calif.
• Wayne State University, Detroit, Mich.

Introducing the IEEE's first scholarship recipient

by Kathy Kowalenko

When Michelle Lowry attended her high school senior awards ceremony, 'IEEE' meant only letters on a sign she passed daily on her way to Piscataway High School. But at the end of the evening, those letters were on a $1,000 scholarship check she received to help her study the only career she had ever considered: engineering.

Michelle is the first recipient of an IEEE scholarship presented to a Piscataway high

school student. (In the future, the IEEE may increase the scholarship amount or recognize a high school graduate who lives in New York or Washington, D.C.)

According to Stella Paone, Human Resources, the scholarship program was based partly on a suggestion made by Peg Pascale, Accounts Payable, after she attended a financial aid seminar at Piscataway High School.

"As a math and science person, what better thing to do than engineering?" says Michelle of her career choice.

She credits her mother, a math teacher, for instilling in her the importance of education.

"She didn't care what discipline I chose as long as I strongly pursued something," notes Michelle.

From an early age, Michelle wanted a career in math or science. But she did not want to be a teacher or spend her days in a lab. Although women engineers are still in the minority, that does not bother her. Michelle says she always has been one of the few girls in her math classes. In fact, she was the only female in her graduating class who studied advanced biology, advanced calculus and advanced physics!

"I've earned the guys' respect in the past 12 years," she says. "I'm like one of the guys, and I expect it always will be that way."

At 17, Michelle is just beginning to

• *Scholarship recipient Michelle Lowry accepts scholarship check from Executive Director Daniel Senese.*

consider what field of engineering to pursue. Whatever it is, she would like it to benefit society in some way — particularly children. She came to this decision while visiting prospective colleges. An engineering student told her about a freshman project that involved designing a watergun for children with disabilities.

"I want to do something where you can help someone, especially kids," says Michelle. "It's not fair for them to watch everyone else have fun. Something that is trivial to the rest of us is a big deal to these kids."

Michelle was accepted at Duke and Dartmouth, but chose Swarthmore College, Swarthmore, Pa. It has a prestigious engineering department and is known for the small size of its classes. Swarthmore also has an IEEE student branch and will be recruiting Michelle as a student member. ◆

On the move

construction of the new offices and relocating furniture and files.

From security to storage, fax machines to phones, innumerable details had to be considered. Renee even negotiated the sale of furniture that was no longer needed or was scheduled for replacement. As the moving date drew closer, other employees pitched in to help. Theresa Fitzpatrick, IEEE Spectrum, designed change-of-address cards used to notify authors, consultants, vendors, clients and other associates.

Employees eyed full cabinets and empty cartons — preparing for the challenging task of purging and packing more than three decades worth of files and adjusting to a new work environment and commute. ◆

Help with finding funding

When IEEE members wonder where their dues go, Grants Administration probably is not anyone's first answer. However, it is an excellent example of the important and wide-ranging service that a large association can provide.

IEEE entities such as societies, sponsor projects and conferences, that require funding. There are many organizations able to provide funding but matching them up with projects isn't something that can be done easily.

Grants Administrator Karen Galuchie, who works in Financial Services, helps the entities find funding and deal with the complexities of the grant process. In 1997, grant revenue was almost $1.7 million. At the end of September, 1998 grant revenue totaled almost $987,000.

"Grants Administration has helped many IEEE conferences offer a student travel-grant program," says Karen.

A grant for intelligent highway standards is the largest the IEEE has been involved with to date, with more than $3 million over five years. Although a majority of the grants involve the federal government, others are available from a variety of sources.

For example, the IEEE/Sloan Career Education Project is funded in part by a nearly $500,000 grant from the Alfred P. Sloan Foundation. The primary IEEE organization that benefited from that grant was the Educational Activities Board, although 15 IEEE technical societies were involved with the effort as well.

Sometimes the process works the other way. An IEEE entity has a project idea and is looking for funding. Karen helps the prospective researcher, known as the 'principal investigator,' find funding and turn the idea into a concrete proposal. The principal investigator is usually responsible for financial reports, which Karen will help with, as well as a technical report.

"I've worked with nine societies and eight operational areas on funding requests," notes Karen.

There are many complicated and difficult tasks in the grants world. Some of these are finding other agencies or foundations to provide secondary grants that satisfy matching fund requirements.

The IEEE Foundation, a 25-year-old non-profit corporation, also can fund a project. However, the Foundation and Grants Administration are two separate offices. Since Karen seeks grant funds and the Foundation provides funding, some measure of synergy is obvious and inevitable.

However, the IEEE Foundation is a small funding source compared to some larger organizations such as the National Science Foundation and the AT&T Foundation, two organizations that Grants Administration has worked with recently. ◆

Process Management update

by Joanne O'Rourke

Sometimes in the business world, we get where we want to go and achieve our objective, but we don't exactly know how we did it. And we don't know if we did it the most efficiently and for the least amount of effort and money.

That's where process management can help. Many staff organizations are mapping their processes and finding ways to improve them. All staff groups will be using process management, but in this issue of *The Staff Circuit*, we look at the efforts of IEEE Press and Educational Activities.

IEEE Press

Each staff member used a cross-functional approach and was assigned to one of three subteams — acquisitions, production and administrative. A team from Marketing also was included because, although Marketing does not report directly into the Press structure, it is integral to Press' goals.

"In the beginning, some staff members thought the process management exercise took up a lot of time that the staff would have rather used for more immediate business," says Press Staff Director Ken Moore. "Eventually, however, the subteams discovered they were learning a lot about their own jobs, how other teams fit into the total picture and their dependence on each other to succeed."

Through this exercise, the teams not only looked at long-term benefits, but also made immediate improvements. The Acquisitions team, for example, found some "low-hanging fruit" (immediate, low-cost improvements) in the areas of soliciting project proposals, the evaluation process and bringing authors to contract. The team recognized their authors were providers of intellectual content and therefore a customer group that needed to be accommodated. They found ways to meet the authors' needs by seeking their input and providing a clearer picture of IEEE Press objectives.

"It's not as if we wouldn't do these things without process management, but we're able to apply them now in a more organized and efficient way," explains Ken.

Acquisitions also will work with tools like improved author kits and more easily readable Web pages.

"There's still a lot of work to be done, but process management is intended to be continuous," notes Ken.

Educational Activities

Educational Activities chose its video program as one of the areas on which to use process management.

The video program takes a comprehensive look at critical technologies in the electrical engineering fields and includes tutorials, short courses and conference video proceedings.

"Under the framework of process management, improvements to the video program over the last four years include refining the content and production quality through the increased use of pre-production scripting," says Patty Mickus, media producer. "In addition, a technical editor's supervision improved the content organization significantly."

Other improvements include written procedures and guidelines for presenters, taping in a studio to ensure quality production, redesigning packaging to compete with other technical products and using an outside vendor to manage the video library.

In addition, the overall product-cycle time was shortened, packaging errors were reduced by assembling video sets in-house, and product information in the Oracle and Marketing databases was standardized.

Continued process management efforts include increased market research of selected topics, inventory and sales analysis, and internal communications to other areas about new product releases. ◆

Introducing IEEE's own New York City tour guide

by Joanne O'Rourke

Take a stroll with Cathy Kemelmacher, production editor, IEEE Communications Society, for a lesson about the early history of New York City.

Cathy was born and reared near Chinatown, and is very interested in New York City's history since its founding as New Amsterdam. She traces her interest back to her grade school at St. Luke's in Greenwich Village, which emphasized local history. In fact, a piece of that history resides at St. Luke's. One of the vicars at the church was Clement Clark Moore, the author of *The Night Before Christmas*.

One sightseeing stop that Cathy encourages people to make is St. Paul's Chapel on Vesey Street. It is perhaps the only remaining pre-Revolutionary War church in New York City, and the only pre-Revolutionary War site in the city that has a three-feathered symbol over the pulpit.

"During the American Revolution, this was the symbol of the English throne," explains Cathy. "Almost all of these symbols were destroyed during the war."

Even the street names have special meanings, according to Cathy. Monroe Street is named after President James Monroe. Cherry Street is named after the cherry orchards that grew there, some of which were owned by President George Washington. Alas, when he was an older fellow, no lies are known to have been told by him there.

Cathy loves reading books and novels about old New York. That love of books is

• *Tour guide Cathy Kemelmacher with her two children.*

one reason why she became an editor and now edits the IEEE Communications Society's three magazines.

She is currently reading *The Angel of Darkness* by Caleb Carr, which takes place in 1897 in lower Manhattan. As you can tell, Cathy really loves lower Manhattan.

Cathy and her family live in Knickerbocker Village, which is located between the Brooklyn and Manhattan Bridges in lower Manhattan. The same contractors who built Tudor City, which is located near the United Nations and the former United Engineering Center, also built the Manhattan Bridge in 1934. ◆

Putting out "real" fires

by Tatiana Garnys

Have you ever considered that the people working around you might actually be heroes? They might not look like Superman or Wonder Woman, but they are heroes to the critical community programs where they volunteer their time.

In addition to full-time jobs, and family, social and personal activities, James Grbac, Educational Activities, and Rose Nelidin, Regional Activities, manage to find the time to volunteer at their local fire departments. James is a second lieutenant with the Millstone Valley Fire Department, East Millstone, N.J., while Rose is a Ladies Auxiliary volunteer with the East Windsor, N.J., Fire Co. #1.

James began volunteering in his junior year of high school.

"It started out as a class project," he explains. "Part of our grade in English class was based on a project involving volunteering time in an organization, and then reporting and presenting on how we spent our time. I elected the local fire department."

Rose has been volunteering her time for the past five years. She became involved because she wanted to do something for the community.

"I also wanted to spend more time with my husband, who is a captain with the fire company," says Rose.

As a volunteer firefighter, James is reg-
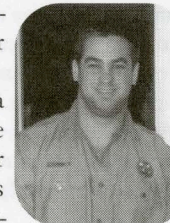
• *Volunteer fire fighter James Grbac.*

ularly called upon to put out fires and save people's lives. He also started a fire company newsletter to provide information to the community on the company's activities. Another project he recently became involved with is Firefighter Assistance and Search.

"The purpose behind creating this team was to search for firefighters who, due to injury, might become trapped in a fire," explains James.

While James and other firefighters are on a call, they count on volunteers like Rose. The volunteers provide essential support such as helping the firefighters prevent

---

Wedding Bells

David Ringle, Customer Service, married Kimberlyn Breffle on 6 June.

Myra Lubetkin, Shipping/Inventory, married David Jablonski on 20 June.

Martin Morahan, Publications, married Kerry Randles on 22 Aug.

Debra McIntyre, Publications, married Michael Cantillo on 30 Aug.

Service Awards

(July through September)

30 Years: William Saunders, Ann Burgmeyer

20 Years: Rosanne Loyal

10 Years: Karen McCabe

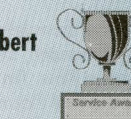**5 Years:** Tina Alston, Robert Davidson, Scott Hamilton, Martin Morahan, Mariola Piatkiewicz, Michael Roccuzzo, Murray Slovick, Dennis Taylor, Michael Weis, Valerie Zelenty

Retired

Geri Small, Member Services, 6 years of service.

Charles Stewart, Corporate Activities, 27 years of service.

You must have been a beautiful baby!

Who did this cuddly tot grow up to be? (Clue: Even as a toddler, this N.Y. employee could point the way to the next conference.)

Email your best answer to Kathy Kowalenko and perhaps you'll win a prize for being the first to guess correctly. Prior contest winners are ineligible. The employee's identity and the winner will be announced in the next *Staff Circuit*.

The baby in the second quarter 1998 issue was Belinda Burden, IEEE-USA. The first person to identify her was Bessy Burch, IEEE-USA. Thanks to all who participated.

Staff rates recognition programs

by Ken Moore

Few would argue that employees are most interested in seeing their work recognized in their paychecks. But there are other ways the IEEE recognizes the accomplishments of staff members and, in June, Human Resources conducted a survey of these recognition programs.

Halina Borek, Human Resources, posted descriptions of the current programs on the HR Web site to collect opinions on the effectiveness of the IEEE's recognition efforts.

Thirty-three employees completed the online survey. The consensus was that recognition efforts at both the Institute and departmental levels are effective, but could be improved.

The most popular current programs, in order of ranking in the survey returns, were:

- American Express gift checks, which are certificates that managers may issue to employees to recognize special efforts;
- The Joyce E. Farrell Staff Award given annually to the employee who best exemplifies the principles of Enabling Staff Culture;
- Kudos Bulletin Board, which features written praise for individual employees.

Selecting from a list of recognition programs at other companies and organizations, survey respondents said they would be most interested in gift certificates, periodic recognition receptions during business hours and dinner certificates for two.

Halina says that in response to an open-ended question about improving current recognition programs, "Several people said that we should have an employee of the month, whether that would be at the department level or higher."

Also among the volunteered comments, Halina noted, "A number of respondents said that a simple, sincere "thank you" is a very effective recognition."

Employee recognition has occurred mostly on a departmental level, and not all employees or managers have been aware of the different resources at hand.

"We have a number of recognition programs," says Patrice Ventura, Human Resources, "and we're trying to coordinate them so we can document what the different programs are, and what the procedures are for each of them."

At training classes, Patrice says, "Some of the attendees were surprised to learn of the programs that we already have in place." ◆

Putting out "real" fires

fatigue and dehydration by bringing food and beverages during structure fires, the most difficult to fight.

The Ladies Auxiliary also holds fundraising events for the fire department. Rose helps organize and participates in such events as fairs and auctions.

"Our fund raising helps make improvements to the fire house and basically pays the bills not covered by the township," she says.

James and Rose agree that, while often challenging, volunteering gives them a sense of pride and accomplishment. ◆

1998 IEEE Volleyball Champions

- Top row from left: Reginald Hands, Bill Thiemann, Dave Bankowski; Second Row: Jim Siepmann, Rose Ann Carey, Not Pictured: Kristina Collmann, Stacy Lehotzky, Lesley McCadden and Maria Palombini.

GRANTLAND®

I HATE THIS SEASON! —

ALL THAT ROUGH STUFF, THE SCREAMING, PEOPLE GOING CRAZY!

SO DON'T WATCH FOOTBALL.

FOOTBALL! I'M TALKING ABOUT BUDGETING!