



School daze

by Kathy Kowalenko



Rushing off to the library to do research, burning the midnight oil for the final exam, working during lunch and on weekends to put the finishing touches on that mid-term paper. Does this bring back memories of school? For about 35 of us who regularly participate in the IEEE's Individual Course or Approved Degree programs, this is just a small list of what we do after work each spring and fall — and for those who are truly dedicated, even in the summer!

"Getting an education is the most important thing you can do", says Scott Cost, Controller's Office. While working in construction during the last recession, he decided he needed to change careers. Scott chose accounting and used the Veterans Administration tuition program to fund part of his education. Now working in his new field, he continues

to pursue his undergraduate degree and expects to graduate in two years. He states, "The IEEE tuition program really made the difference. Otherwise, it would take me years to complete the degree on my own since I would have to find a way to pay for the classes myself." After attending Rutgers for several years, he will transfer to Kean College in Union, N.J., this fall.

Lori Kapitan, Quality and Audit, is pursuing a master's degree in teaching at Monmouth University, West Long Branch, N.J. She expects to complete her studies in May 1996. "I'm hoping my degree will give me the skills I need to facilitate or train people at the Institute," Lori says.

Zhe (Jay) Liu, Transactions/Journals Electronic Products, is taking computer programming

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Major scale talent

by Ann Scrupski



• Flutist Sue Lange playing in her band.

You're going to be surprised to find out how many of your coworkers spend their spare time making music. Initially, this article was to be about everyone at the IEEE who is musically-inclined; but it quickly became apparent that such a story would fill at least four issues of *The Staff Circuit!* Instead, this article focuses on six IEEE employees who've taken their musical interests and talents well beyond the hobby stage.

At the IEEE, Paul Miller, Spectrum, is an electronic layout

artist; on Broadway, he's a professional drummer. Paul has been playing drums and percussion instruments for 21 years, 15 of them professionally.

Paul plays an average of 120 nights a year in area venues from Broadway to regional theaters such as the Papermill Playhouse, Millburn, N.J. If he isn't hired outright for a show, he often gets calls from music directors to substitute. Paul knows musical theater. He says he tolerates some of

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Breaking down the language barrier

by Adrienne White

Wouldn't it be great if you could communicate with anyone in the world, regardless of a language barrier? This is the same feeling that many non-English speaking IEEE members have when they communicate with us. As a global organization, we are striving to meet the needs of members who don't speak English. One of the ways we're doing this is through the Region 9 Help Desk.

In 1992, offices were opened in Brussels for Region 8 and in Singapore for Region 10. Since Region 9 was the only region that didn't have an IEEE office, Regional Activities felt it could provide special Spanish-language services to the Region's volunteers and members. "This activity is something that we have always provided, since we work with volunteers from all over the world," says Laura Durrett, Student Services. Recently, however, the Region 9 Help Desk was absorbed by

Member Services. Talking to members on the phone and replying to e-mail in their own language opens the lines of communication.

Member Services is looking into assigning each region its own representatives in the Piscataway Operations Center. The goal is to provide quality service through a better understanding of the culture, language and special needs of members.

Carol Coffey, Member Services, corresponds regularly with the offices in Brussels, Singapore and Tokyo, and she feels that understanding either Japanese or French would be a great asset in her work.

Gloria Gutwein, Section/Chapter Support, helps support the Spanish speaking members in Region 9 and is one of more than 100 staff members in IEEE who can either speak, read or write more than one language. She learned her bilingual skills when living in South America — five years in Peru and another in Brazil.

There are also staff members who learned English as a second language. Marytriz Laties, Member Services, was born in Egypt, making her native language Arabic. Her family moved from the small town of Kenya to Cairo and in the mid-1970s spent two years in Beirut, Lebanon. "Growing up in Egypt, you must learn a second language, such as English or French. We were so eager to speak English, however, that when we came to the United States, we stopped answering our parents' questions in Arabic," says Mary. Although Mary hasn't had the chance to speak her native tongue here, she is ready for that first phone call.

Do you know the bilingual staff member in your department? Arabic, Mandarin-Chinese, Ukrainian, Russian and Polish are just a taste of what IEEE staff can speak! Talk to the person sitting next to you. You might be surprised!

To learn who can help you with a foreign language problem, call Halina Borek, ext. 5309. This list will also be available on staff gopher sometime in September. ♦

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courses at New York University, New York, to obtain a certificate in systems management. A former electrical engineer, Jay says his engineering education provided a fundamental knowledge of computers, but as part of his programmer analyst position, he needs to build his knowledge about protocol languages.

Walter Pieniac, Standards, found that by taking computer networking courses at Raritan Valley Community College, North Branch, N.J., he was able to advance his career to become a systems administrator. Walter even attended classes during the summer (a very dedicated person indeed!). Walter says, "Once I discovered that the Institute reimbursed for courses, it motivated and allowed me to take a more structured approach to learning."

Pam Hoffman, Sales and Marketing, says that continuing education is important to her to continue to grow both personally and professionally. "I have always loved school, and I am particularly happy with being able to apply what I learn in the classroom to my work experience. I hope to use what I learn to help our business grow, to develop effective marketing strategies and innovative marketing programs for our products," says Pam.

This fall will be Pam's third semester in a graduate program at Fairleigh Dickinson University, Madison, N.J. She hopes to complete her master's degree in marketing by

the fall of 1997.

Sherry Russ, Corporate Activities, is pursuing an associate's degree at Middlesex County College, Edison, N.J. She will be changing her major from liberal arts to business management because she thinks it will be more useful in her career. Sherry attends two nights a week and also on Saturday mornings. Sherry says, "If you're thinking about going and aren't sure, I recommend trying a class. It's a great thing to do to better yourself."

The IEEE Individual Course program reimburses for courses that are related to an employee's present position or potential development within the Institute. The Approved Degree Program for both undergraduate/certificate degrees or graduate degrees underwrites programs that relate to staff positions. Reimbursement is given only when the employee has received a passing grade. For details about these programs, contact Halina Borek, ext. 5309 or by e-mail: h.borek@ieec.org. ♦

Those who can teach, DO!

by Kathy Kowalenko

Not only do we have part-time students working among us, we also have a few co-workers who are teachers in their off-hours.

In Washington, Chris Brantley, Government Activities, teaches two courses at American University's Washington College of Law. Chris, who is a licensed attorney in Georgia, says, "As a non-practicing attorney, teaching lets me keep my finger in the legal world."

Although Chris left law practice because of limited opportunities in his chosen field of international law, his Juris Doctorate degree allows him to teach in law and government. For the past six years, he has been teaching an introductory course on legal methods to first-year law students, and for four years he has been teaching an upper division seminar on international courts. When Chris taught his first class, he was shocked that his students — many of them only a few years younger than him — were writing down every

word! "They took everything I said so seriously; it made me realize how important it was to be intellectually honest as a teacher," he recalls.

A former middle-school teacher with a master's degree in developmental reading, Marsha Longshore, Corporate Communications, continues to stay active in her former career. For the past 12 years, she has been teaching reading and communication skills one night a week to adults seeking a high school diploma. These students must earn 110 credits, just like regular high school students, and they must pass the New Jersey High School Proficiency Test in reading, writing and math to graduate. Student ages range from 17-70. Currently, she is working for the North Plainfield, N.J., Adult High School.

Marsha says one of the rewards of teaching adults is that she sees people start to change, gain self-confidence and recognize that, yes, they can do this. Marsha states, "The success I've seen in this program proves you are never too old to learn." ♦

Major scale talent

CONTINUED FROM PAGE 1

the more conservative shows for the opportunity to do ones like *Hair* and *Godspell*. His favorite is *A Chorus Line*.

Coming up in 1996 Paul will be playing in the pit for the musical *Tommy* at the Union County Arts Center.

Prema Cutrona, Creative Services, played guitar in high school and college but put it down after graduation. She picked it up again when a friend was seeking a guitarist to help form a band. Prema is now the lead guitarist. Called 3 to 6, it's a four-piece band that plays alternative rock music — all original tunes. Not surprising, at the IEEE Prema puts her writing talents to good use as an advertising copy writer.

In October, you can hear Prema and the rest of 3 to 6 on WRSU-FM, New Brunswick, N.J., as they spent the summer recording a demo-tape. Or, you can hear them live in New Brunswick at the Court Tavern, down at the Jersey shore, or in clubs in New York's Greenwich Village.

Another IEEE staffer you might see in a New York club is Sue Lange, Communications Society. By day, she's a layout editor; by night, Sue is the vocalist and flutist for her band called *Celange*.

Sue has been playing flute since her school days and started singing about six years ago. In 1992, she and a partner formed the band and they now play a mix of musical styles including roots-rock, rhythm & blues, blues, and jazz. They mix in their original tunes with the covers they play.

This past summer *Celange* played in New York, New Jersey, North Carolina and West Virginia. They've also signed with the Weezal record label based in North Vale, N.J., which has issued a compilation of their acts.

Carolyn Yankowski, Educational Activities, has a full-time job as business

administrator, but she may as well consider being music director of Our Lady of Czestochowa Church as her other full-time job.

Carolyn began singing in her church choir in the third grade. She started out playing piano as a youngster but switched to the organ when the church needed an organist. She couldn't very well turn down the church pastor!

A parishioner at Our Lady church for the past 20 years, Carolyn directs senior, junior and a cherub choir for 4- to 7-year-olds that she describes as the "best of the bunch."

Each summer she attends a liturgical musicians' conference, which is held in various locations throughout the country. There, she not only hones her music directing skills, but also she studies parish liturgy and is updated on new religious music.

Music is a family affair for Jeri Uzzo, Transactions/Journals Electronic Production. She shares vocal responsibilities in the seven-piece band, *Scarlett*, with her daughter Amy, while husband Tom plays bass. Amy is also a classically trained violinist, and Tom owns the Mirror Image recording studio on Long Island and has produced several gold records.

Together, this family is the nucleus of a band that is always busy with gigs at weddings, night clubs and special events, mostly on Long Island. Their music styles include classical, rock 'n' roll, and jazz.

Jeri started singing professionally in college. She loves all music, but admits her favorite is country. She has sung plenty of it



• Jeri Uzzo (third from left) with daughter Amy and husband Tom (second from right) and the rest of the band.

at Jones Beach, N.Y., where she was booked this past summer.

Jeri wouldn't consider quitting her daytime job as she enjoys her work; she is content with music being a "good-paying hobby."

Musical talent also runs in the family of Mark Fendrick, Magazines. Mark plays all varieties of stringed instruments, while his son, Robert, plays clarinet and saxophone and his daughter, Iris, plays flute, piccolo and oboe!

Mark started with the piano at age four, then learned to play drums in grade school. In junior high he wanted to learn the trumpet, but changed his mind and took up the viola when no other student was willing to sign up for it. He has never regretted that decision.

Mark's love of Broadway show tunes led him to play with local community theaters while in college. He took a hiatus, however, while his children were young. But when his kids started to get involved with music, Mark got right back into it and now is busier than ever. Besides teaching several nights a week, Mark is the president of the Staten Island, N.Y. Stage and Concert Bands, a program for the best local school band musicians. Mark also spent his summer as music director for the Talisman Players of Staten Island, which staged the musical *Fiorello!*

Anyone who knows Mark knows there has to be a Disney connection somewhere! Mark says that every concert he directs includes some selection of Disney music.

These six employees are just part of the musical talent at the Institute. Rumor has it there is a top-40 hit songwriter, a distinguished trumpeter who's played at the Metropolitan Opera, more than a few guitarists (especially working for Spectrum) and lots of great singers.

Maybe the punch line to the old joke, "How do I get to Carnegie Hall?" should be "Through the IEEE, that's how!" ♦



• Mark Fendrick directs the Grand Staff Student Band at the Snug Harbor Cultural Center, Staten Island.

NJ vs NY: people make the difference

by Reginald W. Hands

Almost two years ago, about 40 current employees transferred from the Institute's Manhattan offices to Piscataway. Although some people decided to commute, most relocated. We wanted to learn how these former New Yorkers are faring in New Jersey. But instead of comparing states of residence, we found ourselves comparing states of mind.

To New Yorkers, New Jersey's major failing is "the lack of spontaneity." As a result, it can be the major obstacle to assimilation. New York City is the "Land of Instantaneous Self-Gratification." At 3 a.m., you not only can go out for a meal, but you find yourself stumped over what kind of food you want! Helen Horwitz, Corporate Communications,

who now resides in Westfield, misses the "immediacy of the city." She explains that "living in New York City is having everything at your doorstep."

Diane Burton, Reprints, takes a slightly different view. Diane, formerly of Brooklyn, doesn't feel that she has lost access to entertainment and other resources. She attributes a portion of her happiness in North Brunswick to the fact that she never felt any great need to be able to walk to the corner store. Diane feels that New Jersey offers its residents a wide variety of recreational activities from actual wilderness to shopping centers — all just a short drive away.

Melita Dixon, Abstracting & Indexing Products, now living in Piscataway, had considered leaving New York prior to the move, because "New York stopped being fresh and became a repetitive grind." In fact, the majority of the people interviewed (including commuters) don't miss the crowds, the dirt or the impersonal nature of

the city. Of course, New Jersey offers some New York City-style amenities (stores, specialty shops, restaurants, etc.) to those willing to travel. But it also provides typically un-New York pleasantness like personable service and clean streets. While people in both New York City and New Jersey like to have variety in their lives, New Jerseyans are not as willing to put up with homeless people, crime, filthy streets and crowds.

New Jersey, however, is not for everyone. As Sheila Bouwman, Abstracting & Indexing Products, puts it, "While my life is crowded, moving out of New York would make it exceedingly difficult for me to make plans." Adam Philippidis, also with Abstracting & Indexing Products, who has a 2.5 hour commute, echoed this, saying, "I've considered moving out of New York, but its resources have always been the city's major selling point to me."

The main difference in the mind set between New York City and New Jersey is that cities are (as a general rule) more compact than states. Since New Jersey's cities are not its focal points, the state is very decen-

tralized, and residents think of themselves as residents of *the state*. They feel comfortable leaving their respective towns to obtain services and/or entertainment. New Yorkers, on the other hand, actively deny any association (if not the existence) with the rest of the state. Many New Yorkers even have problems associating with all five of its boroughs.

Despite all this, the transplanted New Yorkers seem to have fared very well. They say the best part about New Jersey is its people — adjusting to their new environment has been eased by the people they've met. As Sheila Bouwman puts it, "The demographics are different, but not unsettling . . . there are lots of nice people here." And most of the other transplants agree. They may not like to drive, and may be rankled by the idea of "convenience" stores that can't be reached easily on foot, but the people make it worthwhile. New York City and New Jersey may have many differences, but it seems a "New York state of mind" doesn't stop you from enjoying the state of New Jersey. ♦

Welcome to the Web

by Susan Dorfman

"As the spider said to the fly . . . welcome to the Web," writes Anne Marlotte on an easel in her Introduction to the World Wide Web class. And many IEEE staff members are becoming happy new "web crawlers!"

Because the Web classes have been so successful, the Institute is now considering an internal Web site as a company-wide communications tool. This would allow departments and individuals to maintain internal home pages, sharing interesting and informative information.

"But before we take on such a project, we need some rules and guidelines," says Dick Schwartz, Acting General Manager. He stresses that because this proposed site would primarily serve as a business tool, appropriate content and use of the Internet must be considered.

As the first step to creating this proposed Web site, Tom (T.P.) Brisco, IS Operations and Electronic Communications, is forming a committee with representatives from IEEE departments to review this idea, address departmental issues and develop guidelines for this project.

"Our plan for the future," says Dick, "requires creative staff technological support." Adds T.P., "Opening up internal home pages to individuals and departments will encourage experimentation for creative new ways of presenting IEEE information, services and products." ♦

Fun in the sun ... or anywhere else

by Ginger Sanchez

Sometime during the work day, everyone needs to take a few minutes to "get away" — and think TROPICAL! That's part of the reason IEEE Travel Day was such a big success!

On June 9, more than 300 employees took time out to cruise through the Ada conference room and speak to various travel vendors. Giveaways and food also added to the excitement of the day. Athelda Harden, Corporate Activities, was "shocked" to win two round-trip tickets to Mexico! Several other smaller prizes were awarded, all thanks to IEEE Travel Services.

Travel Services features exciting travel

packages to many destinations worldwide with special pricing for staff, as well as members and volunteers. (Did you know that they also offer passport and currency exchange services?) Many employees have already benefitted from our on-site travel service.

JoAnn Kilyk, Awards & Fellows, asked Travel Services to arrange for her honeymoon travel. "Everyone was very helpful. Mary even gave me her home telephone number — just in case," says JoAnn. She and her husband, Jason, cruised from San Juan to stops at five islands.

Nancy Blair, Reprints, along with her daughter, Caitlin, ventured out on Walt Disney's The Big Red Boat, a seven-night cruise with visits to Disney's theme parks, which Nancy says is perfect for any parent traveling with children. "It was one of the best vacations I've ever taken," she says.

Kelly Cox, Financial Services, and her husband, Dave, chose to tour five countries: Switzerland, Germany, Austria, Italy and France. "We chose a great

♦ Visitors at the June 9 IEEE Travel Day event.



♦ Mike Sosa and Wanda Seter display the travel packages that were raffled.

package and everything went like clockwork!"

Bette Marotto, Telephone Support Services, and her 4-year-old grandson, Anthony, vacationed in the Bahamas. "Travel Services did an excellent job, every suggestion was great," says Bette. They had such a good time, Bette booked another trip to the islands. Much to Anthony's dismay, he won't be going this time.

Gina Sacchi, Conference Management, wanted to take a vacation so much that she spontaneously ran upstairs to get information on Carnival Cruises, and wound up booking the trip the same day. Now, that's smooth sailing!

Call IEEE Travel Services at ext. 6342 for more information about travel packages or for other assistance they can provide. ♦

Center preserves IEEE history

by Gale Langseth

"The biggest natural misconception about the IEEE History Center is that we're a museum," said Andrew Goldstein, curator of the Center for the History of Electrical Engineering.

More correctly, the History Center records, interprets and preserves the history of the IEEE primarily by keeping an archive of photographs and papers. Staff members also conduct oral-history interviews and publish books about the history of electrical engineering.

Housed on the New Brunswick, N.J., campus of Rutgers University, the Center was established in 1980 by IEEE, and in 1990 it began a partnership with Rutgers to operate the center jointly. Its mission is to preserve the IEEE's history and, to a lesser extent, study the history of electrical technologies in the development of the modern world. The History Center collects photos, papers and membership documents, some dating back to 1884.

Nearly 10,000 photos are in the archives and warehouse. Among the collection are pictures of IEEE facilities, notable members, the 1984 Centennial celebration, electrical and electronic artifacts such as a prototype radio with automatic volume control developed by Harold Wheeler, and much more. "Most of the photos were acquired in the mid-1980s around the time of the Centennial, and many were printed in two books about the history of the IEEE," says Andy. The photo collection is being expanded more slowly now because the IEEE is no longer actively soliciting photos and papers. Because these items mostly come from personal collections, the History Center prints a brochure to provide guidance on what people should do with their old papers that the IEEE can't archive. Notes Andy, "The History Center has an interest in all sorts of documents getting saved, even if we don't do the saving."

The center archives also holds membership information files for notable members. "We have membership files for Thomas Edison and Nikola Tesla. Engineers aren't rock stars," said Goldstein. "It says something about our culture that engineers don't get that famous."

The archive is also home to the IEEE's unpublished records, such as minutes of meetings, files of officers and departmental records. "Our goal is to be able to answer the questions: how the IEEE was run, what it did and why was it done that way," Andy says. The History Center also is interested in

assessing current IEEE departmental records for their long-term historical interest.

Frederik Nebeker, research historian, recently conducted interviews with Simon Ramo, one of the founders of TRW; Ivan



♦ This Fifth Ave. mansion in New York was once home to the Institute of Radio Engineers, a society preceding IEEE.

Getting, who helped develop radar techniques in World War II; and Konrad Zuse, the "father of the electronic computer".

"The most exciting thing about working here is that I get to work with the most distinguished electrical engineers in the world," says Fred.

The staff develops these oral history interviews into IEEE Press books like *Engineers as Executives*, a collection of interviews with the leaders of major technological firms, focusing on the significance of an engineering background for business executives; *Sparks of Genius*, biographical studies of eight distinguished electrical engineers; and *Tracking Radar History*, 20 papers on radar history and historiography from leading historians and radar engineers.

To preserve sites important to the history of electrical and electronics engineering history, the History Center sponsors the Milestones Program. Sites of achievements with lasting national or international impact are nominated, decided upon, and then marked with plaques noting the achievement and its importance in history.

To let members know about its historical preservation activities, the History Center distributes a free newsletter, which includes reports on center activities and recent information about museums, archives and conferences about the history of electrical technology. Staff members also assist members and societies with historical research and are available to provide historical information to other IEEE staff members. ♦

Customer service: a new attitude!

by Linda La Motta

"Outstanding service!"
"Always professional!"
"Thank you!"

These are not the words of customer service management or associates describing themselves. They are actual comments received from questionnaires that are routinely sent with all orders processed by IEEE Customer Service.

Every day, the mail brings added confirmation of a brand new attitude about the department. All this is a result of a renewed sense of teamwork and commitment, with the entire staff working toward a common goal of excellence.

It is well known that most employees within the department weathered many changes the past year, including the new computer system, major reorganizations of management and the relocation of departments within the group — all happening at once. What is not well known are the inner workings of the department and how we have set future goals to increase productivity and ensure quality, while always looking to exceed customer expectations.

A major new addition to the area is an electronic message-display system. It monitors the level of service associates are providing for approximately 1,500 weekly telephone calls. It also displays an average answer-delay time, the number of calls in the queue and the longest-waiting call on hold. This information is averaged every 10 minutes but can be adjusted to shorter or longer time spans. It has also proved to be an effective tool in evaluating individual performance levels.

To improve our customer responsiveness, we work closely with an outsourcing com-

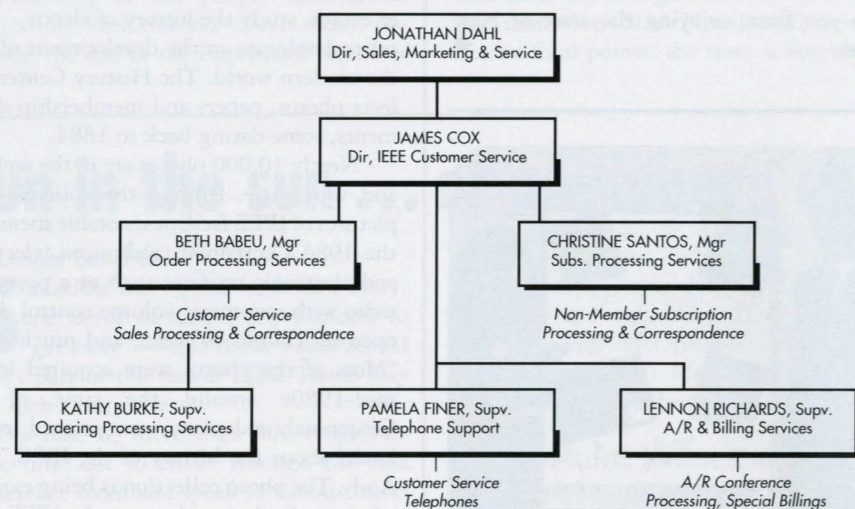
pany, Advanced Data-Comm (ADC). ADC handles the overflow of calls from customers waiting to place orders. Customers have expressed their gratitude over no longer having to wait on hold to place an order, since their calls are answered immediately. With the help of ADC, the response time is almost immediate. They are available 24-hours, seven-days a week and complement the Institute's technically advanced telephone system. For inquiries about previous orders, price and availability of products, the new system has a menu of services that offers a choice between holding for a

Mission Statement
Commitment to exceeding customer expectations by consistently providing quality service.

Orders, subscriptions and accounts receivable come in all forms: telephones, faxes, e-mail and posted mail. The implementation of an information desk has helped to centralize the workflow, as well as effectively establish controls for the department functions. All mail is logged in, sorted and distributed from one primary source, replacing separate mail desks.

Likewise, with a three-day average turnaround, the processing of orders has improved dramatically. This is due to system enhancements, such as added memory and a new quick inventory screen. The

IEEE Customer Service



customer service associate or leaving a message. Associates retrieve these messages daily, and return calls within 24 hours.

Of course, customer service responsibilities cover much more than incoming calls.

screen aids in quickly obtaining information about products, prices and availability.

Processing associates also have more specific areas of responsibility, allowing them to become experts in their jobs. This also helps to more clearly pinpoint and gauge performance levels within the department.

Important changes are still taking place. The concept of a "report card" for product owners and other departments who interact with us should help advance Customer Service's commitment to satisfying the customer at every level. An awards program to recognize superior performance within the department was launched August 14 and will run until Nov. 30. Systems enhancement are on the way, and the IEEE/IEEE Electronic Library for the new subscription year has been introduced. These challenges will help the Customer Service Department's effort to reach its goal: the optimum level of customer service! ♦



You must have been a beautiful baby!

Who did this cuddly tot grow up to be? (Clue: This employee would be happy to give you a tour of Washington, D.C.) E-mail your best answer to Kathy Kowalenko and perhaps you'll win a prize for being the first to guess correctly! The identity and winner will be announced in the next *Staff Circuit*.

The Summer issue baby was Stephanie Dyba, Reception, New York. The first person to submit the correct answer was Eric Sonntag, Spectrum. Thanks to all who participated. ♦

Helen Horwitz: someone to talk to

by Elaine Rosenberg

Have you ever wanted to talk over a problem with someone who isn't a relative or a friend? Many people sometimes feel this way — from loneliness, being caught up in the confusion of various problems, or because of a crisis situation such as domestic violence, mental health emergency or drug abuse. In Central New Jersey, when these people call the telephone hotline Contact We Care, they just might speak to Helen Horwitz, Corporate Communications.

Since mid-1994, she has been a volunteer telephone worker for Contact. Two or three times a month, usually on weekends, she works a four-hour shift, talking to as many as a dozen callers each time.

"Working on the hotline is one of the best things I ever did," says Helen. "It's a

great feeling to have a positive effect on someone else, even if only for a few minutes. Also, it helps me put my own problems in better perspective."

Helen's interest in volunteer work began when she was living in New York, where she was a reader for visually impaired people. Soon after moving to New Jersey almost two years ago, Helen learned about Contact, which is supported partly by the United Way and depends mostly on volunteers.

She attended a five-hour orientation that explained the hotline operation and the training required. Then, over the next six months she received 50 hours of training — mostly lectures and role plays — and then completed an internship.

The two main principles that all Contact telephone workers learn are to be non-judg-



• Helen Horwitz goes from daytime calls to answering the Contact hotline.

mental about callers and to avoid giving advice. Volunteers learn "active listening" skills to help callers identify and explore their options. In addition, volunteers are taught about local programs and agencies they can offer as sources for expert help.

New telephone workers are always welcome; Contact tries to operate around the clock, seven days a week, so this requires a lot of volunteers. Helen says the basic qualities necessary to work on the hotline include a genuine liking for people, the ability to converse easily, patience and staying calm in emergencies. Discretion is also important, since Contact is a confidential service.

If you would like more information about being a Contact telephone worker, contact Helen Horwitz, ext. 6821. ♦

Wedding Bells

Joanne Foley, Corporate Activities, married Jason Kilyk on June 2.
Anita Warneski, Member Services, married George Kavanaugh on June 23.

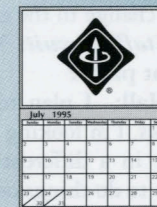
Lennon Richards, Customer Service, married Karlene Samuels on August 13.

Stork Alert

Vera Sharoff, Regional Activities, had a son. Jeffrey Aaron was born on May 26.
Stephanie Boffice, Information Services, had daughter Andrea Margaret on May 31.
Tekla Nee, Spectrum, had a daughter. Nadya Kathryn was born on June 1.
Susan Aaron, LEOS, had a boy. Daniel Roger was born on June 12.
John Gulics, Warehouse, now has two children. His daughter, Lynsey Marie, was born on June 12.
Gene Ksenzakovic, Shipping, has a new son. Jason Alexei was born on June 19.
Geni Smith, Executive, is a new mother. Her daughter, Schuyler Ivory, was born on June 25.
Virginia Arocho, Customer Service, had a daughter. Idalys Lianna was born on June 30.
Mike Weis, Financial Services, is a new father. His daughter, Casey Elizabeth, was born on July 6.
Carrie Briggs, Press, had a son. Cory was born on July 6.
Angela Wyckoff, Educational Activities, had a daughter. Sarah Jessica was born on July 18.
Lisa Mizrahi, Press, is a new mother. Her daughter, Arielle, was born on August 17.

Service Awards

(July - September)
5 YEARS: **Katherine Colapietro, Michelle Curtis, Mary Dick, Scott Grayson, Linda La Motta, Maria Mantione, Fred Nebeker, Iris Ringel, Bob Ross, Lana Starks, Jeri Uzzo**
10 YEARS: **Vin O'Neil**
15 YEARS: **Kathleen Barretta, William Hunter, Rob Jobmann**
20 YEARS: **Sarah Amarescu, Ed Donahue**



Welcome Aboard

Anthony Ferraro, Publications
Ruth Kastrod, Transactions
Gale Langseth, Educational Activities
Lauren Lawson, Educational Activities
Terry Tu Lee, Standards
Don Messina, Transactions
Lee Moore, Press
Margaret Morin, Magazines
Patricia Micus, Educational Activities
Denise Phillip, Press
Richard Schwartz, Jr., Information Services
Lyle Smith, Transactions
Kevin Stumpf, Technical Activities
Carolyn Wald, Corporate Communications
Elizabeth Williams, Spectrum
James Worde, Member Services
Tina Zahorhak, Controller's
Katherine Zhang, Information Services

The Easy Life

Janis Levin, 18 years of service.
Phyllis Hall, five years of service.

IEEE sponsors Little League team



This spring, the Institute sponsored the White Sox, a Piscataway Township American Minors Little League team. The team was made up of 9- and 10-year-olds, playing against 20 teams from various Central New Jersey towns.

The team gave it their all, but finished in last place. We plan to help them turn it around next year! ♦

Phyllis Hall retires

by Stella Paone

Before Phyllis Hall, Staff Executive-Publications, retired in September, she spent time with *The Staff Circuit* to reflect on her years with the IEEE.

Staff Circuit: What was your main goal for Publications?

Hall: I came here with a challenge — to bring the IEEE into the world of electronic dissemination. But the real challenge of electronic publishing is cultural, not technological. Soon after I arrived in 1990, I realized how insular the IEEE was. I felt my mission was to bring the IEEE into the context of the world at large, and specifically the world of publishing, of which IEEE is a very well-respected member.

The electronic publishing environment is very different; it forces collaboration and partnering. And we *have* partnered, both with other societies, other publishers, and the Universities of California and Illinois. We are partners with the IEE in several areas, including our Ask*IEEE document-delivery service.

Staff Circuit: How would you rate the IEEE's ventures into electronic dissemination?

Hall: I'm happy to say that the Institute has moved very rapidly into a leadership position in electronic publishing. And what we talked about a lot five years ago is now happening — that is, the creation of our own electronic data repository — our own digital library. That is what the newest electronic products people will be accomplishing. In 1996, IEEE will have its own electronic repository with the IEE/IEEE Electronic Library on CD-ROM.

Staff Circuit: How would you characterize IEEE Publications as you prepare to leave it?

Hall: IEEE's publications are among the most important in the world. It has been a



privilege to have played a role in their future — and to have worked with an exceptional staff of publishing professionals who made it all happen. They are well on the way to a very exciting future, and I certainly feel Tony Ferraro, my successor, is the right person to lead them.

Staff Circuit: Is there anything else you had as a professional goal at IEEE?

Hall: I did have one other agenda. As I jokingly told my colleagues, I had to make the world safe for women engineers. This has been the toughest to accomplish because I found women engineers very, very different from women in other scientific disciplines. They are much less aware that change is possible. A good sign for the future is that there is now an IEEE Committee on Women in Engineering. The Committee will begin to address issues of women engineers and hopefully bring positive change to the environment.

Staff Circuit: What are your retirement plans?

Hall: I plan to throw away all of my clocks. I'm looking forward to experiencing time in a different way. I have never had time to do things on my own terms and this will be a new experience. I'm not losing my identity. I'm just starting the next chapter — you might say "reaping the just rewards."

I have friends all over the world and will be doing a lot of traveling. I have no serious plans, perhaps do some writing, and a lot of reading. I've been collecting books these last few years.

Retirement — follow any inclination that one has — that is really what it's all about.



Our sincerest wish is that Phyllis and her family will share a future that will embody joy and happiness. ◆

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