



Network NEWS

WRITTEN BY AND FOR EMPLOYEES OF THE IEEE • SECOND QUARTER 2000

IEEE primed for e-business

by Greg Kohn

For more than 35 years, engineers have relied on the IEEE to stay on the cutting edge of technology. A new Institute-wide e-business initiative is now underway to satisfy professional demands well into the 21st Century.

According to Matt Loeb, Institute Projects and Research, the idea of an IEEE e-business initiative "had been percolating for a long time," but, until now, the technologies driving it were immature. Matt is quick to point out, however, that IEEE employees — not its technologies — will propel the project.

"Above all, e-business is a change of mindset," he explains. "While it is certainly driven by new technologies, it is really more of a social issue. The goal is to have everyone in the Institute think: 'How can I use technology to do my job better?'"

The first phase, according to Matt, is "to get people to talk about it." Increased communication — such as an updated Intranet, online staff tutorials, or a pamphlet of common e-business terms — will help raise awareness. So might the examples of IEEE departments that currently conduct business electronically.

Judy Gorman, Standards, says her department uses e-business technologies to "streamline, debureaucratize, and unencumber" the demanding standards

process. Where standards developers used to have only four chances each year to initiate new projects, the Web and email

continued on page 2



Judy Gorman

Tales from the front lobby

by Charlotte McCue

You never get a second chance to make a good first impression. While this saying rings true for most employees, it is especially relevant for the IEEE's receptionists. They are the first impression callers and visitors get of the IEEE, and they are truly our "frontlines."

Sound daunting? Perhaps to some, but not to Mary Ann, Arnette, Jayme and Stephanie — receptionists at four IEEE facilities. For them, the pressure to make a good impression on callers and visitors is offset by the reward of meeting and interacting with so many different people. Our receptionists definitely have interesting stories to tell, and each has her favorite front-lobby experience.

Operations Center receptionist Mary Ann Erazo remembers an exceptionally hectic day when her desk overflowed with flower and gift basket deliveries. "Delivery people were coming in non-stop asking me to sign for packages. The phone was ringing off the hook. I had visitors in the waiting area and guests waiting to sign the registry," she says. "Meanwhile, I was becoming enclosed in a growing wall of flowers and gift baskets!"



Mary Ann Erazo

Mary Ann remembers the reaction she received from a visitor who arrived to meet with Human Resources: "She was so surprised by all the flowers on the counter and watched as I tried to handle all these tasks. All she could say was, 'I feel so bad for you!'"



Arnette Riddick

Arnette Riddick, IEEE-USA receptionist, says her most memorable front-lobby experience was the day a homeless man sauntered into the IEEE-USA lobby and demanded that she deliver a letter to a particular IEEE member. "I calmly assured him that his request would be carried out. He then asked to use the men's room," she says. "When he didn't come out after 20 minutes, I got concerned and notified security." When

continued on page 2

IN THIS ISSUE

- | | | | | | |
|---|---|---|---|---|--|
| 1 | Front lobby tales
E-business update | 5 | Follow the money trail | 7 | Mailbag |
| 3 | IEEE globetrotters | 6 | Reaching out to members
Guess the baby | 8 | Bill Saunders retires
Write in and win! |
| 4 | Roving reporter
On the long ride to work | | Profile: Information Center | | |

e-business

continued from page 1

now allow for year-round processing. And when the governing committees of Standards do meet in person, they do so without paper (see sidebar below).

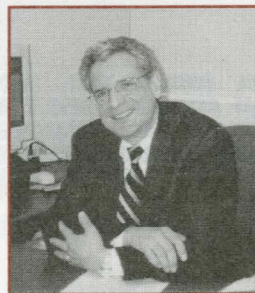
While Standards has spent more than a decade anticipating the e-business boom, the real "leap of faith," according to Judy, came in 1998. "That's when we decided to convert all our standards into SGML," she says, referring to Standard Generalized Markup Language. "It allowed us to make available via the Web every standard we offered in print. In many ways the project culminated a long-range technical vision, which the Institute supported."

Judy agrees with Matt that e-business success is more about people than technology. "We always work hard to recognize employees with technological vision and know-how, and we make sure they get enough freedom to experiment and research," she says.

IEEE Publications is also familiar with the tenets of e-business. The result of a long-term commitment to e-business, IEEE Xplore will make all IEEE publications available via

Some recent e-business strides at the IEEE:

- ◆ The IEEE Standards Association (IEEE-SA) Standards Board members recently conducted their first paperless meeting, accessing PDF files and Web documents via laptops.
- ◆ The 'What's New @ IEEE' opt-in email service was expanded, and it now includes 10 electronic newsletters that provide monthly updates to IEEE members and customers.
- ◆ The Online Catalog & Store now welcomes more than 75,000 visitors weekly.
- ◆ IEEE employees can now request limo service, update their training records, book meetings, submit fix-it requests, request pick-ups and more online via the 'Eye on the Institute.'



Scott MacFarland

the Web. "The IEEE has been a recognized leader in electronic publishing for some time now," says Scott MacFarland, Publications. "So when we decided two years ago to make available on the Web everything we offered in print, very few editorial staff or production processes had to change."

Scott says e-business also will steer his department's next ventures. "Right now we reproduce on the Web what we offer in print," he says. "Our vision for the near future is to use the Web to provide enhancements, such as multimedia, that are not possible in print."

Such a mission, in fact, is exactly what Matt has in mind. "The IEEE owns a huge pool of intellectual property," he says. "We generate tons of information. Our challenge is to re-package and add value to that information in ways not previously possible." ◆

Front lobby

continued from page 1

the man saw security, he put up a struggle and started screaming.

"Pretty soon the lobby was full of spectators and confusion," Arnette says. "I couldn't help but laugh at how the front-lobby suddenly became so interesting." According to Arnette, this event is still one of the most favored conversation topics at staff gatherings.

For Jayme Meza, receptionist for the IEEE Computer Society in California, naming a favorite front-lobby experience is easy — the indoor golfing event.

"The building was being renovated, and, with all the packing up and moving around, everyone was a little on edge," she says. "So, Matt Loeb (IEEE Computer



Jayme Meza

Society publisher at the time) thought of a way to boost our morale."

Did he ever! A mini-golf course was set up around the building, and the front lobby was transformed into the 18th hole! "It was a lot of fun," Jayme says. "It gave us a chance to blow off some steam and say goodbye to our 'old' building before the renovation."

In New York at Three Park Avenue, receptionist Stephanie Dyba's favorite front-lobby memory is the day an IEEE member who was visiting from Turkey presented her with a box of Godiva chocolates and an open invitation for her and her husband to visit him in his home city of Istanbul. The member also offered to be their personal tour guide on the trip!

"I had established a wonderful rapport with him in prior phone conversations and emails," she explains. "And he wanted to thank me for the times I helped him." Stephanie definitely sees a trip to Turkey in her future. ◆



Stephanie Dyba

Wow!

According to The Gallup Organization, the average American worker receives 202 messages each day.

Telephone calls

52

Emails

36

Voice-mails

23

Pieces of interoffice mail

18

Faxes

14

Globetrotting vital to pleasing customers

by Maureen Curran

One of the IEEE's major goals in 2000 is to *increase customer satisfaction*. What's being done to meet that goal? Well, if you're a Sales & Marketing employee, the philosophy is simple: *get out there* and *spend time with customers*. Just ask Joe Dillon and Debra Park, two staffers who have been spending much time in the air and on the road traveling to that next customer.

"Behind your desk is a dangerous place to view the world," Joe says. "That's a quote Jon Dahl (Sales & Marketing) likes to use. There's just no denying that we as an organization need to make an effort to *travel more* and *meet our customers — they expect it*."

This is especially true of our international customers, who often feel more far removed from the IEEE. In August 1999, Joe spent 17 days visiting IEL customers in South Korea, Taiwan, Singapore, Thailand and Hong Kong. This was the first trip that an IEEE Sales & Marketing staff member has made to many of these countries.

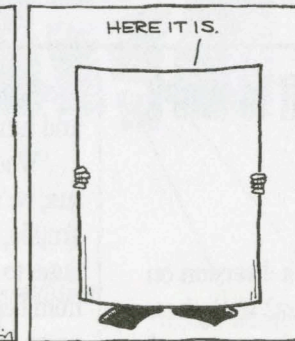
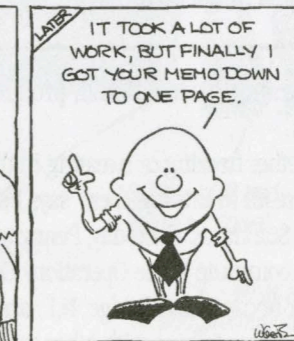
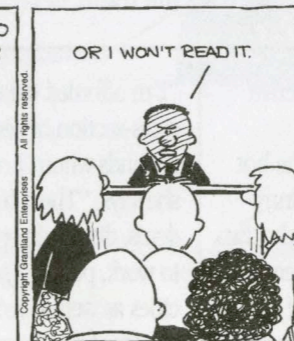
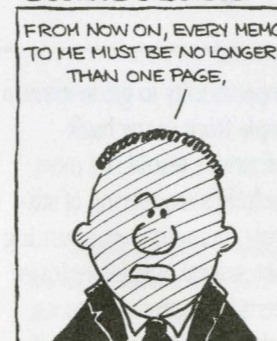
The goal of the visit was to meet IEEE customers, *gain a better understanding of their needs and concerns*, and find out how the IEEE/IEE Electronic Library (IEL) is being used and delivered.

"Words can't describe how pleased they were that an IEEE representative would travel around the world to *sit and talk with them*," Joe says. "They were so happy to have the IEEE there 'in person,' to feel that we were reaching out to them. It made a big



Joe Dillon, third from left, with local representatives and customers in South Korea.

GRANTLAND®



Send your story idea or suggestion for *Network News* to c.bouziotis@ieec.org, or call +1 732 562 5489.

ROVING REPORTER

by Barbara Zobel

What was your *WORST* experience as a customer of another company?



Mary Hoffman

Mary Hoffman, Information Technology:

"When my husband and I ordered our dining room set from a popular furniture store, we had no clue of the nightmare that lie ahead. The first set came damaged

so we refused it — my credit card, however, was charged. The second set came damaged (worse than the first), we refused it. The driver said we had no right to be so picky (was he paying?). My credit card was charged again. When the third set came (yes, damaged) we were told to keep it as a loaner until another set arrived — my credit card was charged again! I spoke with all levels of personnel (store president included), and nobody 'owned' my problem — they just kept passing

me off. It took 10 full months until, finally, I received a beautiful dining room set and corrected my credit card balance. A simple letter of apology would have been nice, but they chose to ignore their customer. Unfortunately, customers go away, not problems."



Sue Lange

Sue Lange, IEEE Communications Society:

"My bank gave me a really hard time when I wanted to switch branches. Bank headquarters told me all I needed to do was have my current branch forward my paperwork to the new one. But my then-current branch insisted I had to close down my account with them and open a new account with the new branch. What a hassle!

Then, the new branch told me to come in to fill out paperwork. As I waited for it to be processed, the teller asked if I wanted to complete a questionnaire to "pass the time." I said sure. Well - that was a big mistake. I STILL get calls from the bank asking if I want to take out a mortgage for a home."



Lennon Richards

Lennon Richards, Controller's Office:

"My wife and I took our nephew to a popular pizzeria that caters to kids. After waiting 35 minutes for our order, I spoke with the manager, and she

apologized, saying there had been a mix-up, and that my order would be the next one out. Ten more minutes passed until, finally, a pizza was brought to our table. But it was the wrong one! The waitress took my order — again — and returned to the kitchen. My correct order was delivered more than an hour after I had originally placed it!"

What was your *BEST* experience as a customer of another company?

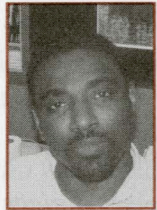


Anne O'Neill

Anne O'Neill, IEEE Solid State Circuits Society:

"In the early 1970s on a vacation to Oxford, England, my husband and I spent several hours awash in browser's delight at Blackwell's Bookstore. My

husband asked if they had a particular medieval classic. The clerk said no but had us fill out a card and promised to let us know if a copy came in. Five years later, my husband received a postcard from Blackwell's asking if he was still interested in the book since a copy had come into their possession."



James Easterling

James Easterling, IEEE Computer Society:

"I was having dinner at a trendy D.C. restaurant. The manager came out to explain that one of the chefs had to leave on short notice, so there would be a delay in people receiving their orders. Despite the restaurant employees' efforts to keep us happy during the wait, many patrons became impatient and left. Too bad for them. The restaurant not only treated the remaining patrons to dinner but also offered us a complimentary dinner on a future evening."



Debbie Tomaro

Debbie Tomaro, IEEE Spectrum:

"My husband and I were on our way to a popular amusement park. On the access road to the park, we got stuck in bumper-to-bumper traffic for over an

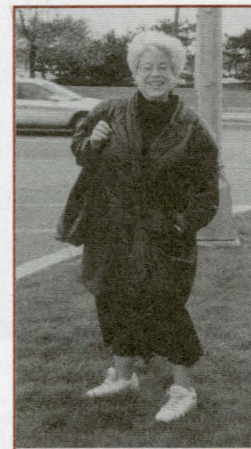
hour (in mid-July heat) because of construction. We finally made it to the park and had a great time. Upon returning to our car at the end of the day, we were given vouchers for free tickets and free parking for our next visit — all because the park management felt badly about the traffic delay!" ♦

their commutes educational, productive and fun.

"Whether freezing or sweating in the hot sun, we're all in this together," says Penny Trujillo, Standards. Each day, Penny takes two buses to commute to the Operations Center from her home in Old Bridge, N.J., and she passes the time talking with other commuters.

"I'm afforded the opportunity to get to know a cross-section of people from many backgrounds whom I otherwise would not meet," she says. "These include a smattering of students, disabled people, homemakers returning to work, people from several New Jersey inner cities as well as recent immigrants from a variety of third-world countries."

Their stories and struggles are important to Penny, and she has developed many friendships. For her, the experience of waiting for and riding on a bus with a group is a great leveler that encourages camaraderie, interaction and a kind of intimacy you don't get in the office. "I wouldn't want to commute any other way," Penny says. "As a born and bred New Yorker, I'm much more comfortable with taking buses than driving."



Penny Trujillo at her 4:40 p.m. post—waiting for the bus after work.

The city commute

For some IEEE employees, commuting via mass transportation is more a matter of convenience than comfort. Just ask Richard Comerford, *IEEE Spectrum* - NY, who enjoys reading *The New York Times* on his commute to the Park Avenue office from his home in Brooklyn. His day starts with a 10-minute walk to the subway stop. "The train is usually packed—standing room only," Richard says. "But if I'm lucky, I'll get a seat

in a few stops and be able to read." The 20-minute subway ride delivers him to 34th Street and Broadway — just three blocks from the office, and a pleasant walk past the Empire State Building in nice weather. Just before entering the office, Richard stops at a deli to pick up a bagel and a hot cup of coffee. "The ladies behind the counter always give a warm 'good morning,'" he says. "It's a great start to the day."

Are we there yet?

"I get lots of strange looks," says Sales & Marketing's Judy Brady. "People probably think I'm talking to myself." And just what does she do during her 50-minute car commute to the Operations Center from Howell, N.J.? Believe it or not, Judy often uses the time to prepare for presentations she will deliver at work. "I put the slides on the passenger seat and glance over every now and then if I forget what I'm supposed to say

next," she explains. "It allows me to act out loud without bothering my family at home or cubemates at the office."

Want to take the stress off commuting by car? Try Ronni Rubenstein's remedy! Ronni, Standards, listens to books on tape during her 40-minute commute from East Brunswick, N.J., a pastime she discovered at the library. While looking for videos and books to rent for her children, she found she could also rent books on tape. "It really takes the frustration out of sitting on Route 18," she explains. Ronni usually rents long books with 14 tapes that take her two weeks to get through.

Exercise and more . . .

If you commute down New Brunswick's highly trafficked Lexington Avenue during the summer, you may see Chrissy Kuhnen, Publications, breeze by on her bike. Chrissy rides her bike to the Operations Center on the Fridays she works summer hours. It usually takes about an hour; she takes the eight-mile ride from North Brunswick nice

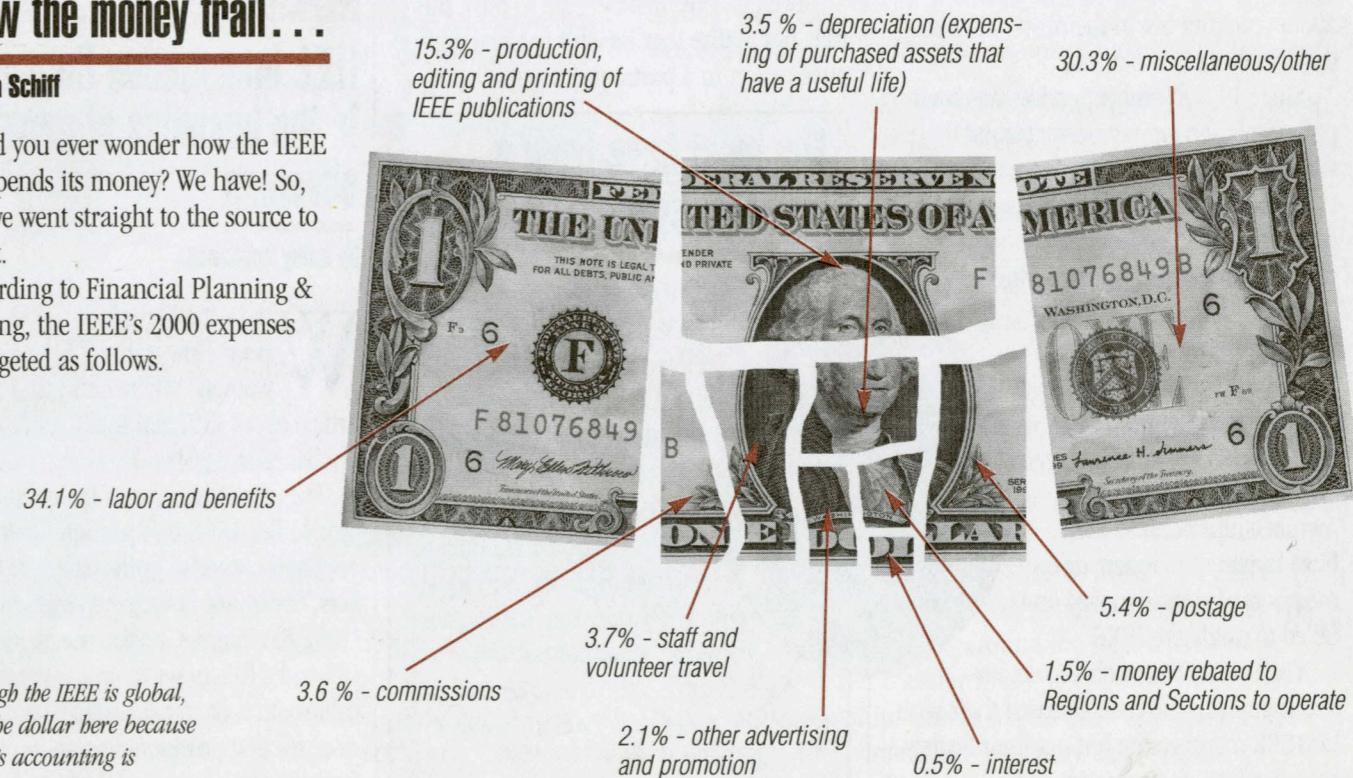
continued on page 6

Follow the money trail . . .

by Debra Schiff

Did you ever wonder how the IEEE spends its money? We have! So, we went straight to the source to find out.

According to Financial Planning & Budgeting, the IEEE's 2000 expenses are budgeted as follows.



Though the IEEE is global, we use the dollar here because the IEEE's accounting is handled in the U.S.

Heigh-ho . . . It's off to work we go!

by Sharon Richardson

Stuck in traffic? Need a diversion on your commute to work? Well, these employees have found ways to make

Off to work continued from page 4



Chrissy Kuhn secures her bike after a relaxing ride to work.

and slow. Her favorite part is through Johnson Park in New Brunswick. "I get to smell the fresh morning dew, watch the mist rise off the river and listen to the world around me," she says. ♦

A proactive approach to serving members

by Evelyn Hargrove

Providing service to IEEE members is no longer about reacting to their letters, calls and emails. Instead, it's about reaching out to them — whether they've contacted us or not.

Since 1997, Member Services has been proactively serving members around the world through the Society Outreach and Fellow/Senior Preterminator Outreach programs. In 1999, another program, the Change-of-Address and Hold-Mail Outreach, was added.

Each project can last from one week to several months. Efforts are concentrated on members who have either "fallen away" from their memberships because they have forgotten to renew, or on members who have moved and failed to notify the IEEE.

The Society Outreach Project targets members who have renewed their regular IEEE membership but not their Society memberships and subscriptions.

Tomy Mayers, Member Services, who works on the Society Outreach for Regions 4 – 6, explains, "Members often neglect to renew their Society memberships because they think their Society memberships will be automatically renewed once they renew their regular IEEE membership." During the 1999 Society Outreach, approximately 3,000 members were contacted about renewing their Society memberships.

The Fellow/Senior Preterminator Outreach Project targets members who have failed to renew their memberships. Ella Seay focuses her efforts on Regions 7 – 10. While asking for payment is never a pleasant thing to do, Ella says Fellow and Senior Members in particular go out of their way to make her feel comfortable. "They thank me for contacting them," she says. "And they often apologize for being late with their renewal, assuring me that payment is on the way."

The Change-of-Address and Hold-Mail is the largest and most important outreach project. The goal is to keep member data current and accurate — a daunting task with members relocating and changing jobs. The IEEE receives bundles of returned mail each month — from members who have moved and forgotten to tell us.

"Because our members are so busy, they may not realize they haven't received a given publication in a particular month," says

You must have been a beautiful baby!

Who did this cuddly tot grow up to be? (Clue: This IEEE Computer Society editor learned a lot about distributed systems by handing out Easter goodies years ago.)

Email your answer to Christy Bouziotis (c.bouziotis@ieee.org), and win a prize if you're the first to guess correctly. Prior contest winners are ineligible. The employee's identity and the winner will be announced in "Circuit Board." ♦



Three Member Services staffers who reach out to members are (from left) Debbie Gould, Tomy Mayers, and Ella Seay.

Debbie Gould, Member Services, who works on the Change-of-Address and Hold-Mail Outreach Project for Regions 1 – 3. "When we locate and contact members through email, their former place of employment or a forwarding phone number, their response is usually very positive," she says. "They appreciate that we have their best interests in mind."

Through its outreach programs, Members Services demonstrates just how valuable every single member is not only to the IEEE but also to the engineering profession. ♦

PROFILE

IEEE Information Center: In the business of providing answers

by Kathy Kowalenko

What's the lifestyle of a design engineer? How many U.S. engineers are women? Where can I find an IEEE article about artificial intelligence that was published in 1961?

These are just a few of the questions Mary Jane Miller, IEEE Information Center librarian, fields every day from staffers, IEEE members, librarians, lawyers, reporters and others. Using the Internet, books, magazines, the IEL and a full-range of online databases, the Information Center strives to be a corporate resource that provides information and data for problem-solving and decision-making.



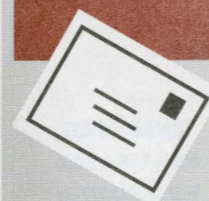
Mary Jane Miller in the IEEE Information Center

"We're in the business of providing solutions. But looking up answers and providing information is pointless unless the person you're speaking with is really going to do something with what you provide," Mary Jane says. "Ultimately, the goal of any library or information center is to enable the parent organization or the members of that organization to be more successful."

The impact of the Internet has been felt everywhere, and information centers are no exception. "Librarians or information professionals have been exploiting technological advances for some time now, and electronic databases have been around for more than 30 years," she says. But, according to Mary Jane, the Internet isn't the only information source.

continued on page 8

MAILBAG



In this column, your questions about IEEE procedures, policies and products will be answered. Submit your question to c.bouziotis@ieee.org, and we'll take it to the appropriate manager for an answer. If you'd like to remain anonymous, just let us know! Here's our first batch of questions and answers.

Q: With members in countries around the world, do we publish any of our books, magazines and other technical literature in languages other than English? — Kathy Colabaugh, Technical Activities

A: The IEEE publishes most of its material in English. This is because English has become the primary international language for scientific and business literature. (Until the 1970s, engineers were generally required to study either German, Russian, or French because they were considered the international languages for scientific literature.)

We sometimes arrange to have some of our books translated into other languages. For example, *Engineering Tomorrow* was just printed in a Japanese Language Edition. And we are examining the option of having the basic Web pages of IEEE Xplore translated into other languages. This would make it easier for people for whom English is not their native language to find our information — although they would still need to understand English to read the final document. — Tony Durniak, IEEE Publications

Q: In Dan Senese's "Year In Review" presentation, it shows that the IEEE has money in reserves. If we are a non-profit organization, how can the IEEE have these profits? — Anonymous

A: The IEEE is allowed to have profits because, as a non-profit organization, it:

1) does not have any owners to whom these profits are transferred; and 2) is required to use profits to support program activities that benefit the public good.

The term "non-profit" organization is misleading; it does not mean that the organization cannot earn a profit. The best way to define a non-profit organization is to first define a "for-profit" organization. A for-profit organization exists to operate a business and to generate profits for those who own the business. A non-profit organi-

zation also exists to generate profits; however, it does not have owners. Also, non-profit organizations are required to use their profits for program activities. The IEEE's program activities are scientific, educational and charitable.

As a matter of law, there is no difference between the terms "non-profit" and "not-for-profit." However, there is a difference in proper legal terminology. The term "non-profit" refers to an organization, while "not-for-profit" refers to an activity rather than an entity. — Dave Galicki, Controller's Office

Q: How come only nine IEEE Societies have offices within IEEE structures? What warrants a Society having an IEEE office, and do the Societies that don't have IEEE offices have 'home bases' elsewhere? — Mary Ellen Hanntz, Corporate Activities

A: Nine of the 36 IEEE Societies have elected to have full-time, permanent staff who are fully funded by the Society and perform tasks solely for that Society. Since this is a large investment and commitment, Societies are cautious in moving in this direction. Triggers that might prompt the hiring of staff could include specialized functions, a need for operational improvements or a decrease in available volunteer time. Society archives also are maintained at the headquarters.

Seven other Societies use temporary employees or independent contractors for administrative support. The rest utilize volunteers supported by the shared IEEE staff. Additionally, most Societies use some type of temporary staff or independent contractors to support their publications processes.

As for the "home base" for a Society, those with executive offices and/or with long-term independent contractor agreements organize their efforts around the locations of those staff. Other Societies transfer their "home base" with each turnover of leadership. Others have a Society volunteer who maintains their "home base." — Mary Ward-Callan, Technical Activities ♦

Profile

continued from page 7

"There's a notion that everything electronic is good, and anything paper based or on microfilm is old fashioned or obsolete," she says. "But, it's really the content that's important."

According to Mary Jane, the need to reference books and other traditional sources probably will not go away since a lot of older material is not in electronic format. "While the Internet is a rich, exciting resource, there's a great deal that's not there," she says. "And, besides, the Internet and traditional sources are highly complementary."

Surprisingly, the Information Center (formerly the IEEE Library) houses very few books. With only 540 square feet of floor space at the Operations Center, the Information Center is much smaller than many other association libraries, according to a benchmarking study Mary Jane conducted last year.

"A reconceptualization effort is underway," Mary Jane says. "The major question to be answered is, what should the information services unit of the world's premier technical organization look like? I think there are opportunities for imagination and innovation."

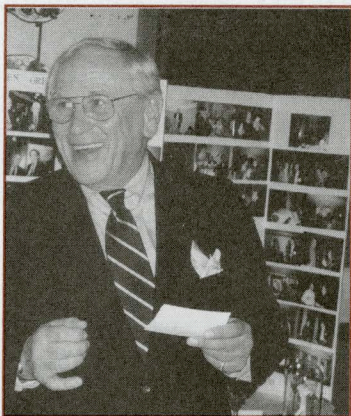
Mary Jane's professional experience includes managing information centers in two Fortune 500 companies. She joined the IEEE in December 1998. ♦

Way to go! — Bill Saunders retires in style

by Nancy T. Hantman

On a rainy evening in March, more than 75 people gathered at Cellini's Restaurant in New York to celebrate the retirement of Bill Saunders, who worked for *IEEE Spectrum* for over 31 years.

Current and former co-workers roasted and toasted Bill throughout the evening. Tony Durniak, Publications, read a congratulatory letter to Bill



Bill Saunders

from Executive Director Dan Senese, who was unable to attend the celebration. Complimenting him on his great business relationships, Dick Schwartz, Business Administration, presented Bill with an engraved golf club from "the three D's":

Dan Senese, Dick Schwartz and Don Curtis of Human Resources. Michael Triunfo, Susan Hassler and Al Rosenblatt of *IEEE Spectrum* presented Bill with a framed list of his IEEE colleagues and a mock issue of *IEEE Spectrum* devoted to Bill's life and IEEE career. Don Christiansen, editor emeritus of *IEEE Spectrum*,

talked fondly about Bill's international travels for the magazine.

Ralph Bergen and Charles Harrison, current and former *IEEE Spectrum* sales representatives, and Janet Mannheimer, former director of art production, paid tribute to Bill's dedication to the magazine, profession and industry. They recalled the first *IEEE Spectrum* sales meeting (held in Bill's apartment for lack of funds) and Bill's tirelessness in pursuit of sales. Tom Lotrecchiano of Putnam Printing added that it was Bill's U.S. Marine training that made him so hard to beat both on a sales call and on the golf course.

Bill worked through nights and weekends and played through rain, robbers, and alligators in pursuit of his goals!

When it was finally Bill's turn to speak, he looked back on 5 September 1968 — the day he joined *IEEE Spectrum* as advertising director. He recalled with pride the growth in advertising sales in the past 30 years: 20,000 pages sold and more than \$110 million in revenue. Despite the ups and downs of advertising, Bill enjoyed it all.

Bill's retirement to Massachusetts will certainly open new vistas for, as his friends call him, "a gentleman farmer and major golf enthusiast." ♦

Write in & win!

The answers to the following questions appear in this issue of *Network News*. Answer them correctly, and you could win a special prize!

1. What is the new name for the IEEE Library?
2. According to Tomy Mayers, why do some IEEE members neglect to renew their Society memberships?

3. What position was recently created to better serve U.S. customers?



Email your answers to Christy Bouziotis at c.bouziotis@ieee.org by 14 July. Correct entries will be placed in a drawing, and the first 5 selected will be winners. Good luck!

445 HOES LANE, PISCATAWAY, NJ 08855

Editorial Board

EDITOR
Christy Bouziotis

REVIEW BOARD
Don Curtis
Helen Horwitz

LAYOUT
Robin Edwards

PHOTOGRAPHER
Carrie Briggs

CONTRIBUTORS TO THIS ISSUE:

Maureen Curran	Charlotte McCue
Nancy T. Hantman	Mary-Louise Piner
Evelyn Hargrove	Sharon Richardson
Greg Kohn	Debra Schiff
Kathy Kowalenko	Barbara Zobel