



Indiana University Bloomington

Physical Plant PERSPECTIVE

Spring 1997 Issue

Published by: Indiana University, Department of Physical Plant

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Physical Plant Perspective is published...

...quarterly by the Indiana University Physical Plant Training & Development Office. It is prepared in-house with PageMaker 6.5, PageMill & standard text editors. If you have any questions or concerns please feel free to email the following:

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Hot to cool, dark to light

—*Engineering makes it right*

When President Myles Brand first arrived at Indiana University in 1994, as part of his budget request he asked the legislature for infrastructure funding.



This stairway, located in the Geology Building, is typical of many areas that can benefit from updated lighting. Lights that are brighter and more energy efficient can make a stairway without windows much brighter.

"We understand it's not beautiful to fix sewer pipes, but you've got to do that," he said. These words immediately endeared him to the hearts of many Physical Plant employees. Physical Plant engineers, in particular, were touched by this statement and a few actually hang these words proudly over their desks.

The work of an engineer is not usually glamorous. It is not always innovative. It is technical, detailed and often behind-the-scenes. Physical Plant's Director of Engineering, Jeff Kaden, explains their work in simple terms. "We take buildings that are warm, and make them cool; and we take space that is dark, and make it light." Engineers keep environments comfortable, safe and efficient.

Engineering at IUB

IUB Physical Plant's Engineering Services is made up of three groups: Three electrical engineers, headed by Senior Electrical Engineer Jim Koryta, four mechanical engineers, headed by Senior Mechanical Engineer Gil Agarwal and the special projects group which includes the Control Center and the Energy Management group. The control center and energy management group have been featured in previous *Perspective* articles. The electrical engineers deal primarily with lighting, power and wiring systems for classrooms, offices, labs and outdoor areas. The mechanical engineers create the plans for heating, cooling, ventilating, fire protection and plumbing systems. There are also five designers who investigate the construction area to determine measurements for the drawings, and create detailed drawings from the engineers' rough designs. All the engineers and designers also serve the IU regional campuses.

Currently, engineers in both groups are busy with new projects. Mechanical engineer Mark Menefee recently redesigned the drainage system in the Showalter Fountain. The existing system directed the water into the Jordan River, but because the fountain water was treated, concerns arose about the possible damaging effects on the river's aquatic life. The new system will direct the water into the wastewater drains. It took seventy-six hours to prepare the plans. Menefee had to survey the area, check the field conditions, design the new routing and prepare the final drawings.

Plans for an electrical project to upgrade the street lighting along North Jordan Avenue have recently been completed. Area residents were concerned that it was too dark at night. Electrical Designer Barbara Fisher prepared drawings and specifications for the new design that replaces sixty existing lights with taller poles and higher wattage bulbs. Contractors will replace the old lights, including the wiring and the concrete bases. The project should be completed by the middle of August.

Preparing estimates is a large part of the Engineering Services mission, says Koryta, who prepared the initial estimate for the new lighting project. "I'd say more than half of our time is spent creating designs and developing estimates. The remainder is spent coordinating projects with the consultants who work for the University, working with the craft shops and making ourselves available if there are any maintenance-related problems." Electrical Engineer Tim Quiring agrees that an engineer's job isn't over when they have completed the designs. "Just because it goes down on paper doesn't mean it's buildable," he says.

Simultaneous projects

These are only a few examples of projects that engineers are currently working on. According to Koryta, "Each engineer is either designing or overseeing about half-a-dozen projects at one time." Some tentative summer projects include designing new lighting for the stairwells in Psychology, lighting in the Assembly Hall parking lots and drawings to remodel the Business Building's faculty lounge into offices. The electrical engineers will also create estimates for new lighting at the Atwater Parking Garage and for a major remodel of room 120 in Ernie Pyle Hall. Over the summer, the mechanical engineers will prepare plans to replace a boiler in the Mathers Museum and to create an energy saving cooling system for the elevator machine room in Ballantine Hall.

"I'd say more than half of our time is spent creating designs and developing estimates. The remainder is spent coordinating projects with the consultants [and] craft shops...."
— *Jim Koryta, Senior Electrical Engineer*

Engineering projects on other campuses include modifying the ventilation system at the IU Southeast Ogle Center to improve the indoor air quality, and replacing boilers and domestic water heaters at IU Kokomo's Main Building.

Moving IU into the future

As lighting, cooling and computer systems become more complex, so do the needs of customers.

"We must constantly assist the faculty and staff to incorporate new technology," says Koryta. One way engineer TJ Kackowski is doing this is by creating preliminary designs for adding Ethernet connections in the Law Building to provide students and faculty with fast computer connections to campus computing systems and the Internet. The engineers are also preparing designs and estimates to turn a Geology Building classroom into a "high-tech" room with extensive computer and multi-media systems.

People and equipment need cool offices during the summer, and students, faculty and staff are grateful for outdoor lights in IUB parking lots at night. Engineers make it possible for that hot office to be cool and that dark parking lot to be light.



"We understand it's not beautiful to fix sewer pipes, but you've got to do that..."

— IU President Myles Brand

Senior Project Engineer Jack Baker inspects filters in Chemistry's heating and cooling system. These special filters will keep labs and classrooms with proper air circulation. The design work was completed by Physical Plant engineers.

Custodians put finishing touches on alumni center

The construction work at the Virgil T. Devault Alumni Center, on the corner of Walnut Grove and 17th street, is finished, and the hard work of two Building Services custodians has helped the staff of the Alumni Association to move into the first two floors and enjoy their new building. Custodians Evette Mitchell and Grover Lithicum were assigned to get the new Alumni Center in shape. They cleaned all the furniture that stayed in the building during the renovations, wiped down the walls, cleared construction debris from the floors, cleaned light fixtures and replaced light bulbs. "They did a great job," says Building Services Area Coordinator Jay Owens. Mitchell and Lithicum will continue to



One of the new conference rooms at the Virgil T. Devault Alumni Center, 1000 East 17th Street. Building Services custodians cleaned and prepared this new conference room and others like it at the Virgil T. Devault AlumniCenter for the center's dedication on June 14, 1997.

provide custodial services to the center.

The Alumni Association previously held offices in the Indiana Memorial Union, and did not have their own building until now. Alumnus Virgil T. Devault donated the money used to build the new center. The Devault Alumni Center staff held their dedication and grand opening for IU alumni on Saturday June 14, 1997. IU President Myles Brand presided at the dedication.

The Alumni Association is an important asset to IU. In addition to its communication and information functions, the Association raises money to support Indiana University in achieving its goals and objectives. "Our Building Services staff members plan to do their best to support the efforts of this group of people and enhance their ability to do their job," says Greg Fichter, Assistant Director for Building Services.

Training annex opened

The former Utilities Switching Center (aka Cosmic Ray Building) has been given new life and functionality for the Department of Physical Plant. Over the past year, the old building was renovated into two small meeting/training rooms, a large "hands-on" shop area, and a second floor large conference/training room. With chairs and tables for 50 or more people in these rooms, the facility gives Physical Plant, Architect's Office and the Vice President's staff much needed "in-house" space.



At left: Judy Steiner-Williams watches her students complete a business writing exercise in the new Physical Plant Training Annex. This large classroom is on a new floor in the building over the former "bay area".

Funded by Building Maintenance, the Apprenticeship Program and the Director's Office, the work was done by craftworkers as workload permitted this past winter and spring. Their efforts have not been wasted. Engineering was quick to hold the first training sessions on Business Writing in May. Since then Campus Division, the Wellness Council and many other groups have begun using the new space.

Many thanks to Building Services staff for getting the rooms cleaned and ready, and a hearty thank you to the carpenters, electricians, and heating/cooling staff who worked so hard on the project.

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Physical Plant Profiles

Administrative Services: Marty McClure



Dispatcher

In 1989, Marty McClure began working for Physical Plant's Building Services. As a custodian, he was in the Management Training Program for 18 months. After he completed the program, he continued with Building Services for four years and worked in many campus buildings. After that, he entered the Custodian-to-Craftworker program where he worked as a clerical for three months before applying for and receiving a permanent position in the Building Maintenance Office. He stayed there for three years. In November 1996, he applied for and was granted his current position as Dispatcher for Operations.

McClure works out of an office that he shares with another dispatcher in the Service Building. He responds to customer service requests from all campus buildings served by Physical Plant. These requests come as phone calls, faxes, campus mail and e-mails. After receiving the information, he enters a service request ticket. If it is a high-priority job like a broken window, he calls the appropriate shop/crew so they can service the problem immediately. He also receives emergency calls from crews working on-site. He is their connection to an ambulance or police.

McClure and the other dispatcher typically receive over 175 service requests a day. If the weather is bad, there are more. "My second day of work was rainy. We processed over 300 service requests it seemed like every roof on this campus was leaking." Good weather makes summer workdays slower.

McClure says patience, a sense of humor and the hard work of the staff help make his job easier. "My personal goal is to make all customers feel good about their involvement with Physical Plant. The workers in the shops always answer the request quickly and get the job done, so I can confidently tell a customer that problems will be dealt with quickly."

When it comes to emergency situations, McClure says the trick is not stressing out or panicking. "You just have to do it. It's your job."

Paul Colbert has been a Physical Plant Custodian since August 1995. He worked in many buildings during his first year, including the Student Building, Franklin Hall and Maxwell Hall. He was then transferred to the Evening Mobile Crew , and works primarily in the IU Research Park section of the Showers Building.

Colbert is responsible for the second floor of the IU Research Park, which has about seven very large offices. First he takes out all the trash. He does half the floor on Monday and Wednesday, and the other half on Tuesday and Thursday. He vacuums the offices, cleans the two bathrooms, dusts, mops, sweeps the stairs, vacuums the hallways and cleans any window glass that needs it. "It's a new building, so we really want to keep it very clean," says Colbert.

On Fridays, Colbert and other custodians usually work on a special project. Recently they waxed and buffed some hardwood floors on campus. Colbert enjoys the special projects because they bring a change to his normal routine:

"You're doing something you might not have done before. You get to learn new skills." He also likes the feeling of accomplishment he gets after completing a large project. "Even a couple of months after finishing a project, I can still look back at it and see that my work really made a difference."

Colbert takes classes at IU during the day, and says his work is great because it is very low stress. "There's a lot of work to be done, but it's more physical than mental. It gives me a chance to rest my mind." He also likes working on his own. "It gives me time to think about things, and if any problems come up, I can always call for assistance."

Building Services: Paul Colbert



Custodian

Building Services: Wanda Melton

Wanda Melton started working at Physical Plant in 1977 as an hourly custodian in the Business Building. After six months, she applied for and was granted an appointed custodial position in the Main Library. A few months later, Melton transferred to an opening in the Business Building. Melton has been assigned to the Music School for the past 15 years.



Custodian

Melton cleans the Annex, the third floor and half of the first floor of the Music Building. This includes 18 offices and studios, three classrooms, eight organ rooms, many practice rooms and the large first-floor lounge. She vacuums and dusts around the bookcases and all the grand pianos. "Lastly, I do the restrooms and clean the stairway from the top floor all the way down," she says. Melton works on her own, but likes it. "You can see what you've done yourself, and really take pride in your work."

In the winter, Melton also cleans after IU basketball games. She sweeps hallways, bathrooms and cleans the seating area. This is a busy time for Melton, as she works all night at the Music Building and then comes to Assembly Hall at 7:30 am to work her overtime shift.

Melton has been nominated twice for the IU campus-wide outstanding employee of the year award given by Vice President Gros Louis. Nominations for this award come from each department, and there are only two people nominated from the Service Maintenance Category each year.

The best part of Melton's job is getting to know the students and faculty. She says they are always friendly, which makes her job easier. "Occasionally, I get to talk with my professors, and they are so nice to me. They write a kind note, or take time to say thanks after the job is done."

Troy Carter has been working as a Concrete Finisher for Campus Division since October 1990. Before coming to Physical Plant, Carter spent two years working for a privately-owned concrete company.

One of Carter's major responsibilities is building campus sidewalks. First, Carter layers the bottom of the designated area with fine gravel. He then lays "forms," long pieces of wooden 2x4s or metal, on either side to create the edges of the concrete walk. Carter then pours the concrete, and uses a chemical compound spray to cure the concrete. Curing slows down the hardening process and keeps moisture in the concrete. "The more moisture you have, the stronger the concrete is," says Carter. On very cold days, the process is slightly different. He must add an antifreeze agent to the concrete, and use a different curing chemical. When the concrete is completely dry, after about 3-4 days, Carter removes the forms. He may landscape around the walk, if the customer has requested it.

Carter also builds handicap ramps, steps and foundation footers for stone walls. When he's not working with concrete, Carter installs and maintains the chain barriers that separate some campus areas. He may also remove snow, or help tree-trimmers haul away trees and branches.

Last year, Carter was an instructor for two Building Maintenance apprentices. He developed written lessons and hands-on work examples. Besides general concrete procedures, Carter taught the apprentices how to make colored concrete and "exposed" concrete, a decorative type where small shiny pebbles are exposed. Carter enjoyed teaching, but said it was not easy. "Writing the lessons was the hardest part. It's difficult to explain the techniques in words. Concrete work is really a hands-on job."

Campus Division: Troy Carter

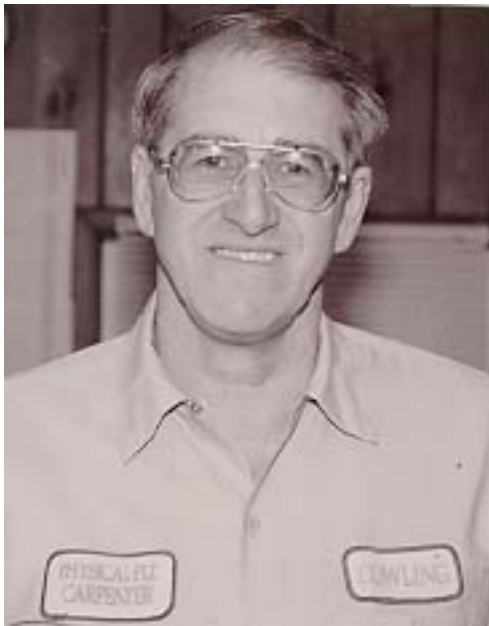


Concrete Finisher

Steve Dowling has been a Physical Plant carpenter since 1970. He has worked in the Carpentry Shop, also known as "the mill", for all but the first of his twenty-seven years at Physical Plant. He spent his first year doing on-site carpentry work.

Dowling repairs everything from folding chairs and table arm chairs to antique furniture. Steve Dowling has been a Physical Plant carpenter since 1970. He has worked in the e also builds storage cabinets, wooden signs, custom frames and display cases. You can see his work in the display cases and stands for football and basketball items in Assembly Hall. "We repair and build about anything that anyone wants that has to do with wood or furniture," says Dowling. Occasionally his supervisor will ask him to go on-site to work on an especially difficult or time-consuming project.

Building Maintenance: Steve Dowling



Carpenter

Dowling and other carpenters build and repair with a variety of

woods. They stock walnut, cherry, oak, maple, mahogany and poplar. On occasion, they use cedar and redwood. They buy the wood in its native form, which means only the bark has been removed. Before the wood is usable, they must make the board flat, or get rid of any warping. This is called "flat-jointing." Then they "plane" the wood, which means removing the top and bottom layers to reveal the fresh wood underneath.

Dowling has built many of the lecterns used in campus lecture halls. A few years ago, after attending a meeting at Indiana University, some University of Montana faculty and staff decided they liked the lecterns so much, they ordered two. Carpentry is an area that lets Dowling show a lot of versatility. "I can repair an old classroom chair one day, and create a brand new piece of furniture the next. The great thing is, I enjoy it all."

Randy Pardue began working at Physical Plant in 1978 as an hourly worker in Utilities. He was attending college then, and only worked in the summer months. The following summer, he worked in the Refrigeration Shop. His last summer position was as a sheet metal hourly. In 1981, he joined Physical Plant full-time as a custodian at the Health Center. After a year there, he joined the Sheet Metal Shop as an apprentice, and after completing the program in 1984, has continued as a journeyman for fourteen more years.

Building Maintenance:

Randy Pardue

Pardue repairs roofs, doors, chairs, benches, counter tops and kitchen equipment as well as heating and air-conditioning duct

work. "I pretty much work on anything that has a metal screw in it, or is metal," he says. Most of Pardue's work is "on-site," which means he travels to the problem and repairs it where it is. Heating and air-conditioning duct-work is Pardue's favorite. He not only repairs, but makes and installs the duct-work that carries hot or cold air from where it is generated to the rooms where it is released. "I feel duct-work is not only physically challenging, but mentally challenging. There is more geometry involved than one might think." For instance, Pardue often must solve difficult problems like connecting a square tube to a round one.



Sheet Metal Mechanic

One of Pardue's most unique jobs is repairing and setting up the football goal posts, and the basketball goals in Assembly Hall. The goals must be made and maintained to meet NCAA standards. Pardue likes his work and says he is never bored. "I enjoy the sense of accomplishment I get from a job well done, and we're so busy that that happens a lot."

Engineering:

James Ward

James Ward has worked at Physical Plant since 1971. Before coming here, he served in the military, doing electronic work in Vietnam and Japan for three years. For the next four years, he traveled around the United States installing and repairing typesetting equipment. Eventually he came to Bloomington, where he applied to Physical Plant and was hired by Electronics as an Electronics Technician. About a year ago, his job title was reclassified as Electronic Technician Master.

Ward helps install and maintain the computerized security and fire alarm systems for about 75% of Bloomington campus buildings. These systems notify either the Physical Plant Control Center or the IU Police Department (IUPD) of fire or intrusion. One of Ward's daily duties is to check with both the IUPD and the Control Center to make sure the systems are connected and running properly. Installing a security or fire alarm system can take anywhere from a few hours to



a few months, depending on the amount of wiring and the number of zones. "We have to make sure the wiring is aesthetically acceptable and provides the proper technical performance," says Ward.

Sometimes, the most difficult part of Ward's job is the physical work. "On occasion we have to get into some dirty and extreme-temperature locations," he says. Working with new alarm and security systems can also be difficult. "New technology means we must learn new techniques and new ways to approach the work, but it also opens new doors of knowledge and opportunity," says Ward.

Electronics Technician

Ward likes his job. "I get to work all over campus. It is not repetitious at all." He says, "Technically, my work is interesting and challenging. We work with a variety of hardware and software. There is always new technology to learn."

Kayo Olujobi is an Electrical High Voltage Specialist for Utilities. He was hired for this position in 1996. Before coming to Physical Plant, Olujobi spent ten years working with high voltage electricity at Mobil Oil in Indiana.

Utilities:

Kayo Olujobi



High Voltage Specialist

The high voltage systems on the IU campus distribute electricity from PSI Energy to the entire campus. Olujobi maintains and repairs the distribution systems that consist of four distribution centers areas where many cables and systems connect to "step -down" the electricity to lower electrical voltage, the substations of those centers and the overhead and underground cable systems for all of the IU campus.

Problems in the high voltage systems can result in prolonged electrical outages, and worker accidents could result in injury or death. Up to 12,000 volts of electricity may travel through the cables Olujobi works with. Therefore, workers take special precautions when working with the systems. Recently, seven buildings in the Rawles Hall area experienced an unplanned power outage when contracted workers in the area accidentally dug into and damaged some high voltage cables. No one was hurt, thanks to a safety covering on the cables which prevented direct worker contact. Olujobi and other

Physical Plant workers fixed the problem permanently by removing the damaged cable, digging a new trench, installing a new cable, covering it with concrete and replacing the soil. The entire process took about a week.

Last winter, Olujobi worked in Assembly Hall during IU basketball games, making sure all the high voltage systems that power the lighting ran smoothly. "I never had time to watch the games. I was too busy," he says. Olujobi liked the extra work. "I always want to make sure that IU portrays the reputation of excellency it has always stood by. Working basketball games just gave me one more opportunity to do this."

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Communication Tips

Helping your supervisor solve problems

Sometimes you may have an idea about solving a problem that's different from your supervisor's approach. To get a positive reception for your ideas, try these:

Openers—

Use a warm and friendly greeting, then say why you're there. Ask your supervisor to agree to discuss the situation.

Exchange—

Invite your supervisor to offer an opinion: "What do you think about...?" or "What do you think is causing...?" When you're sure your supervisor has nothing else to add, offer your ideas; "How about considering this?" or "I agree with you about...I also think..."

Resolving differences—

Start by noting what the two of you agree on. Then summarize your differences and start to deal with them: "I see these points of agreement. We also have these points of disagreement that I'd like to resolve; what do you think we can do?"

The plan—

If you both agree change is needed, encourage your supervisor to design the plan; offer to help. "What do you need from me?" If your supervisor can't come up with a plan, suggest don't create one. Let your supervisor put on the finishing touches to ensure commitment.

Five ways to reach us

If you use the World Wide Web, you can now place service requests from the Physical Plant web page. The URL is: www.indiana.edu/~phyplant. Just look for the line that says, "Need Service Now?" and click there and fill in the blanks stating the work you need.

You can continue to use e-mail as a way to place service requests (phypltbl@indiana.edu) along with campus mail, phone and fax, as shown at left. For fax or campus mail, you can send a written memo or use "fill-in-the-blank" service request forms, available from Physical Plant Operations Center. Just ask for some and we'll send them to you by campus mail.

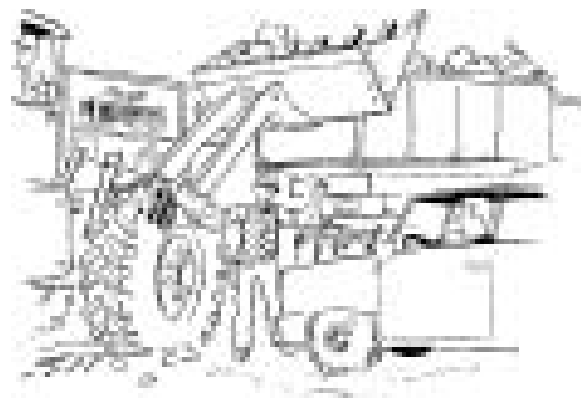
Ways to request service:

WORLD WIDE WEB:	ALL E-MAIL:	FAX:	CALL:	CAMPUS MAIL:
www.indiana.edu/~phyplant	<i>PHYPLTBL</i> WWW: web-form	855-7742 24/hrs day	855-8728 24/hrs day (especially for emergencies)	<i>Operations Center</i> 700 N. Walnut Grove IUB

Working Safely

Driving and surviving

Motor vehicle accidents are the leading cause of deaths on the job. They are also a major cause of work-related injuries. There are some things to be aware of and to do if your job involves driving. (Of course, a lot of this information applies to driving anytime, anywhere.)



Causes of accidents

Most vehicle accidents are caused by one of the following driving behaviors:

- **driving too fast**
- **ignoring traffic signs and signals**
- **following another vehicle too closely**
- **driving in the wrong lane**
- **failing to yield to another vehicle**

So, what should you do? Yes, you should:

1. **Obey the speed limits.**
2. **Pay attention to traffic signals and signs (look both ways; yellow light means stop unless you're already in the intersection.)**
3. **Stay at least two seconds behind the vehicle in front of you.**
4. **Pass only on the left; signal first, check oncoming traffic and vehicles behind you.**
5. **Yield to drivers who have the right of way.**

Other defensive driving tips

- **Keep your eye on the other driver; expect the worst.**
- **Keep your eye on the road look for holes, bikes, pedestrians, animals.**
- **Don't get boxed in keep some distance from other vehicles.**
- **Be aware that different vehicles handle differently and react differently to weather, wind, etc.**
- **Continually check other traffic with your mirrors.**
- **Keep your mind on your driving don't daydream or converse with passengers unless necessary.**
- **Be sure your vehicle is maintained brakes, tires, lights, wipers, horn, mirrors, seat.**
- **Back up by planning your route first; check mirrors, turn around, then back up.**
- **Buckle up.**
- **Don't overload your vehicle.**
- **In rain, slow down, stay further back from other vehicles; use your wipers, defroster and headlights.**
- **In snow and ice, wear sunglasses, clear off your vehicle, use wipers and defroster, drive and brake slowly, stay further back, watch for slick spots.**
- **In fog, slow down, use low beam lights, use your wipers and defroster, avoid passing; pull off the road if you can't see, and leave your flashers and lights on.**

A good driver is a safe driver not a fast one or a casual one. Be responsible. Be safe. Survive.

Improving Job Performance

Telephone techniques

Just about everyone uses a telephone on the job to communicate with internal or external customers. So it's important to use that tool as effectively as possible. Here are some ideas that may help you to improve your use of the telephone.



Handling the phone

- Learn about your phone and its features before you call don't practice on the person you call or the person who calls you.
- Hold the transmitter portion of the phone directly in front of your mouth so you'll be understood.
- Articulate more carefully than you would in face-to-face conversation.
- Place your phone so you can pick up the receiver without banging into anything.
- Avoid side conversations while you're talking on the phone: your customer deserves your full attention.
- Make sure you put the customer on hold before discussing the situation with a co-worker.
- Never eat or drink while talking it is rude, and you could choke or make unpleasant noises.
- Answer the phone in as few rings as possible.
- When you need to put a customer on hold, ask for permission and *wait for an answer*.
- If you have several customers on hold, remember the priority of each call.

Your voice

Everyone's voice is different, and your voice quality is made up of three factors:

energy—our vocal energy reflects your attitude and enthusiasm

rate of speech—a normal rate is about 125 words a minute; speaking faster can create problems

pitch—this can be a monotone, a low or a high pitch; ideally, you should vary your tone and inflection

If you have to spend lots of time on the phone every day, there are things you can do to produce a more desirable speaking voice:

- **warm up by humming a song; it will deepen your voice**
- **practice your pitch and control by calling a recording device and delivering messages, then play them back and critique yourself or get a friend to help**
- **put a smile in your voice, by smiling as you answer a call**

Addressing the caller

There are seven ways to address a customer on the phone: Mr., Mrs., Miss, Ms., first name, Sir, Ma'am.

When addressing a male, you are always correct to use Mr. or Sir. For females, the use of Mrs. or Miss is common and generally acceptable. Some women may request Ms. If you are uncertain, ask.

Some customers may suggest using their first name. You may also use a first name when

- **you have established a good "connection" over a period of time**
- **you have been called by your first name**
- **you know the customer, and you know she/he is comfortable with a first name basis**

We'll have more telephone techniques in our next column.

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Machinists finish course

This spring Sheet Metal Mechanics Gary Higgins, Darryl Powell and Harry Rushton volunteered to stay wafter work to learn machinist basic skills. Physical Plant does not have a separate "machine shop." However, orkers in a variety of craft shops need fundamental skills in milling, lathes and working with drawings.



From left Sheet Metal Mechanics Harry Rushton and Darryl Powell receive congratulations from Associate Director Hank Hewetson and Course Instructor John Waltke. Gary Higgins was not available for this photo.

Management offered the four-hour 15 week classes at no cost to the employees. The classes were taught by John Waltke, a veteran machinist in the IU Department of Psychology.

More emergency phones added

Have you noticed the new outdoor emergency phones on campus? In the past few years, nine phones were installed. Recently, Physical Plant Utilities installed six more at the request of Parking Operations and the Commission on Personal Safety, bringing the total to 17 phones. Parking decal monies were used for the phones in parking areas, and additional funding came from the Office of the Vice President for Administration.

These new phones have two functions. A single button can be used to call IUPD in an emergency. Another button permits you to call a tow truck, family member or Safety Escort Service (5-SAFE) in an urgent situation. The two existing phones near Forest Quad and Jordan Hall were retrofitted by Physical Plant to match the new phones.

New Emergency Phone Locations:

Two in the Von Lee Lot

(one across from Sample Gates and the other across from the Poplars Garage)

Two at 10th Street & State Road 46 Bypass Lot

(one across from Communication Services and the other across from the Intramural Gym)

Ashton Parking Lot

(near the Center Building)

10th Street / Teter Parking Lot

(10th St. parking lot, across from the SRSC railroad walkway)

Other phones are located at:

- **Student Legal Services**
- **Briscoe Northeast**
- **Service Bldg. Parking Lot**
- **Optometry/Atwater Garage**
- **HPER Northeast**
- **Jordan Avenue Garage (4)**
- **Jordan Hall/Ballantine**
- **Forest Quad/Univ. East.**

Ernie Higgins retires

Campus Division worker Ernie Higgins recently retired after 38 years of service to Indiana University and the Department of Physical Plant. Higgins began his career in April 1959 and has worked a variety of positions in grounds maintenance over the past five decades.



From left: Dave Hurst, Campus Division Manager, congratulates Ernie Higgins upon his retirement.

"Quarter Century Club" growing

Ada Allen and Gary Kent each recently completed 25 years of service at Indiana University.

Ada Allen began working at Physical Plant in 1972 in the Operations Center. During her time here, she has held many positions including work order assistant and work order specialist. Last January, she became the Office Services Assistant.

Gary Kent began his career at Indiana University in 1968, working in IUB's Internal Auditing. After several years, he left the University, then returned in February 1976 to the Department of Physical Plant, where he rose to become Director. He is now the Assistant Vice President for Facilities Operations.

Congratulations to our latest additions to the Physical Plant Quarter Century Club.



Ada Allen (right) is congratulated by Rich Macek of Human Resources Management after receiving her 25-year award.



After receiving his 25-year award, Gary Kent (left) receives congratulations from IU Internal Auditing employees Ralph Voelke and Jerry Chambers.

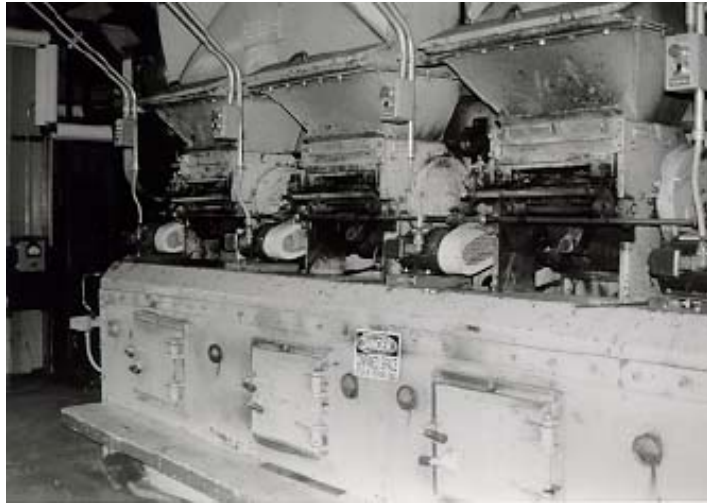
Ford donates equipment to IU Central Heating Plant

During the last two years, Physical Plant and the IUB campus have benefited from the generosity of The Ford Motor Company Plant in Indianapolis. Ford has donated parts to the Central Heating Plant that have saved the university thousands of dollars.

The Central Heating Plant has six boilers. The boilers provide a controlled environment in which fuel is burned efficiently, and the thermal energy that is released is transferred to a fluid that distributes the energy for use elsewhere. One of the boiler components is the stoker that feeds solid fuel (coal) into the combustion area and supports the fuel while it is burning. Every stoker in the Central Heating Plant is designed and manufactured by a company called Hoffman Combustion Engineering.



Utilities Equipment Operator Fred Norman inspects a boiler stoker at the Central Heating Plant. Unneeded parts from Ford Motor company's plant will be used for repairs as equipment is needed.



The three stokers in Boiler # 1 at the Central Heating Plant.

Every 10-12 years, Central Heating Plant workers must completely rebuild a stoker. The parts can cost up to \$100,000. The Ford plant also uses Hoffman Stokers in their boilers, and in 1995 and 1996 they donated unneeded stoker parts to IUB. The parts were all original replacement manufacturer's parts.

This generosity has helped to maintain service to Physical Plant's customers, and reminds us that businesses view themselves as an active part of a larger community.

High schoolers complete "field" work at IUB

In early February, a small group of Indianapolis area horticulture students from the McKenzie Career Center in Lawrence Township and their teacher, former Physical Plant employee Kathy Luessow, took a field trip to IU Bloomington.

They didn't just come to admire the well-kept grounds and beautiful flowers IU is known for. They came to learn about the field of professional landscaping. Luessow worked for Physical Plant's Campus Division for six years before becoming a teacher, and knew that Campus Division workers and examples of their work would teach her kids a lot. "I wanted them to see what intensely-landscaped grounds, and lots of them, were like, and get a feel for what it took to keep them beautiful," says Luessow. The students toured the campus, visited the nursery and watched some tree trimmers work. Along the way, they received advice from Campus Division Manager Dave Hurst, Crew Leader Bob Watkins and other Campus Division workers. "Everyone we spoke with told them the same thing," says Luessow: "Be on time, go to work, work hard when you



Luessow

get there and learn as much as you can.' What was amazing to me is that the kids heard it! I tell them that all the time, but when they heard it from a division manager, suddenly it all made sense."

Luessow's students plan to pursue careers in the horticulture or landscaping fields. Their class meets for three hours every day. They do small landscape jobs, indoor plant work, maintenance jobs, floriculture and installations. They have also propagated (reproduced) about 100 plants and doctored some sick ones, and are currently growing spring annuals from seed. "I want the kids to get a taste for the many different types of jobs available to them in the field," says Luessow.

Luessow's students enjoyed their day at IU and were very impressed with the campus. "They were proud of what they already knew about the industry. Terms flew around them all day that are industry-specific, and they knew exactly what was being said." Campus Division Manager Hurst enjoyed meeting the students, and said he hopes they're not the last to come to Physical Plant. "It was a great experience. I wish we had more opportunities like this. We welcome field-trips

like this one from any school that is interested."

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