



interCOM

COMPOSED, EDITED, AND PRINTED BY AND FOR THE EMPLOYEES OF IEEE

A MESSAGE FROM OUR GENERAL MANAGER

Announcements appear from time to time, on our bulletin boards or by direct distribution to individual staff members, that report on personnel or organizational decisions and actions already taken, or on options available for a decision by each staff member. How do these actions or decisions originate? What factors are considered? What are the inputs? The following paragraphs are addressed to the above questions.

A subcommittee of the IEEE Board of Directors, specified in the IEEE Bylaw 311, has the important title "Compensation Committee." This committee is responsible for overall personnel policy review, and the application of these policies in setting individual salaries, particularly for the top positions. The current members of the Compensation Committee are the IEEE President, the Junior-Past President, the Treasurer, and the Executive Director. Hence, the Committee has very close ties to both the IEEE Executive Committee and Board, and the findings, conclusions, and recommendations of the Committee carry great weight.

The Employee Benefits Coordination Committee is also specified in IEEE Bylaw 311; it is composed of IEEE volunteer members appointed by the Finance Committee. It reports to the Executive Committee when functioning as the IEEE Finance Committee, i.e., when the Treasurer, rather than the President, serves as the Chairman. The title is descriptive. The Committee regularly reviews the benefits package offered to the IEEE staff. Comparisons are made with the benefits offered by other societies and similar organizations. Consideration is given to national trends and to legislative or regulatory changes that affect social security and any of the other typical employee benefits. As a matter of policy, IEEE will try to maintain a benefits package above the average of relevant societies.

Hardly three years ago, IEEE employed the services of a personnel management and assistance firm, Hay Associates. The Hay concept includes two fundamental factors:

- 1) annual surveys that will provide a sound basis for keeping salaries at a level that is competitive with outside organizations in our area; and
- 2) an internal pay system, based on position descriptions, that determines a salary range for each job.

Application of the Hay system would have problems for a very small staff, a staff of only, say, three people. For a large staff of perhaps several thousand, a purely statistical approach may be appropriate. For the IEEE staff, we have taken an intermediate course and have tried to write a special job description for each exempt position. Nonexempt positions are treated by types, or categories. Many of you were busy last year, or early this year, helping us write job descriptions.

If a job changes significantly, the job description should be reviewed and amended, if necessary.

A Staff Policy and Compensation Committee, composed of the IEEE Staff Directors and the General Manager, with the Manager of Personnel as Secretary, undertakes the difficult task of evaluating the written job descriptions in accordance with Hay guidelines, paying attention to such factors as know-how, human relations, problem solving, and accountability. The evaluated "mix" of all these factors determines where a particular position falls on the salary scale. Two quite dissimilar jobs, i.e., different combinations of the above factors, might end at the same spot on the salary scale. The objective is a fair and homogeneous system throughout all IEEE Departments. For each spot on the salary scale, there is a salary range, which extends above and below the salary line established by the Hay system. The actual salary of an individual depends on a performance review by the responsible Supervisor or Manager, which leads to an individual salary within the permitted salary range. Neither the Hay organization nor the above Staff Committee becomes involved with an individual salary.

A Staff Benefits and Suggestions Committee is composed of nonexempt staff members representing each Department. The Personnel Manager also serves as Secretary of this Committee, which has an open-ended charter and is free to revise, comment, advise, or recommend on any matter affecting the IEEE staff. For example, the Committee earlier this year recommended some changes to the benefits package. The proposals were reviewed by the Employee Benefits Coordination Committee, with attention to the estimated budgetary requirements for implementation. The IEEE Executive Committee at its last meeting was favorably inclined towards all five of the suggestions that originated with the Staff Benefits and Suggestions Committee; two were authorized and three were tabled pending more information from the Employee Benefits Coordination Committee. Incidentally, IEEE has a greater percentage of exempt positions than is found in a typical commercial organization. Perhaps we should expand this Staff Committee, or establish a parallel committee composed of exempt staff members, to have a better balance.

The operating responsibilities of the IEEE staff--each member, all the supervisory and administrative positions, the Personnel Manager, and the General Manager--are interwoven with IEEE personnel practices, which are affected to various degrees by the four committees described above and by the Hay system. What may seem to an individual as an isolated decision or action is supposed to be part of a comprehensive employee plan. If we are fair to both IEEE and to each employee, we should also be in a good position relative to outside competition. You can help us achieve this goal.

NOTES from the EDITOR

Eleanor Maul Celebrates 40th Anniversary In IEEE

One of the rare individuals who has given so much to IEEE over an extended period of time is Eleanor Maul of the Publications Department.

Belatedly we learned of her long tenure with the Institute. She completed 40 years of service on June 15, 1977. Our face would be red if we had slipped up on reporting it, but instead we plead guilty with an explanation: no systematized method for reporting tenure in Intercom had existed until this time, but we are assured that such notice will be given to us in the future from the Employee Benefits Department.

Note to Mrs. Maul: Eleanor, please accept our apologies along with our best wishes in this your 40th anniversary year in IEEE. Speaking for those who have known you for all the years before and since the Institute merger, we join in recognizing you as a truly outstanding worker, a lovely person, and a dear friend. Congratulations and best wishes for the future.

Happy Holiday Season

As we approach the Holiday Season in IEEE and the end of another year, it occurs to us that Intercom has had its first full year of publication, and it is a good time to look back and to look ahead. We look back to assess what has been accomplished so far. We see that many people have been acknowledged, photographed, recognized, and publicized and that is good. Our readership was extended to old friends who have retired, and new personnel have found a vehicle which has put them in touch with individuals in IEEE of whom they may not have been aware. That is good too. We have provided useful information on benefits, check stubs, and a source on how to get a job printed or mailed. Score another plus for us. We hear from our General Manager and receive his words of encouragement directly; add one more plus. Is this a measure of success? You bet it is.... And its success is not important because of individual efforts, but because above all it has given the IEEE staff a voice and a useful means of bringing us closer together in understanding. We would like to particularly thank those readers who have offered some fine suggestions, and who showed they were genuinely interested in our efforts.

Intercom extends to all our friends and associates in IEEE and those who are retired a healthy safe and Happy Holiday season for 1977, and continuing throughout the coming year.

On Prompt Replies

It would not be surprising to discover that unreturned phone calls and unanswered memos are a major factor in loss of productive time with resultant waste in business organizations. But there is one more reason for returning calls promptly. It is a courtesy extended to others who request an answer to a problem or a question which would not be asked if it were unimportant.

Among our New Year's resolutions, we might jot down: ALWAYS RETURN WORK CALLS OR ANSWER MEMOS AS QUICKLY AS IF IT WERE A PERSONAL MATTER. However, we could begin to practice now, and by January 1, we might have the routine down to a science. It would go far in making the New Year of associates less frustrating.

Eleanor "Schloss" Maul 40 years AIEE/IEEE



Perhaps the best way to begin is to explain where the name "Schloss" originated - Eleanor Maul's maiden name was Miss Eleanor Schlosser, when she was hired by Editor G. Ross Henninger in 1937, as his dictaphone secretary. Have you ever tried calling someone Miss Schlosser--it's really quite difficult--that's where the "Schloss" originated!

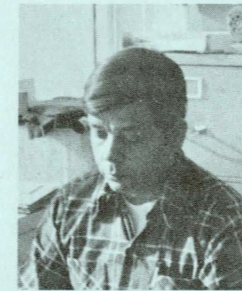
The day Eleanor walked into the old AIEE building on 39th Street (donated by Andrew Carnegie in 1884 and leaving the onlooker with the distinct impression that they had just been transported back to that point in time), she gazed around her at all the marble columns and the numerous pedestals supporting the busts of past presidents, and while very impressed by all this majesty she made the silent, solemn prediction, if not a promise to herself, that she would never remain there longer than six months, if that long. That was 40 years ago--how wrong can you be? Suffice it to say, it was not the plush accommodations that kept her with the Institute--but the people; people who were more than co-workers--many of whom became life-long friends.

Work has had its ups and downs. Eleanor can always be found riding up on her "favorite elevator" and with good reason. Since coming to the UEC she has been trapped in malfunctioning elevators, and on three occasions the cars started to fall down.

The Publications Department consisted of four men and Eleanor. However, when war was declared in 1941 three of the four editors followed the beckoning finger of Uncle Sam, and Eleanor found she was no longer just a secretary, but was actively involved in just about every phase of the business of getting the publications out on schedule. Later when things were back to normal she continued processing photo-offset publications, compiling indexes, etc. She had many titles--too many, she says, to remember "when" she "what"! She doesn't care what they call her--just don't call her too late for the coffee cart!

However, the title she prefers is the one bestowed on her by Woody Gannett shortly after the merger of AIEE and IRE in 1963--Supervisor, Special Publications. Eleanor processes Conference Records, PES preprints for winter and summer meetings, IEEE Transactions on Nuclear Science, and IEEE Transactions on Plasma Science.

profile: Fernando Serrano



Fernando Serrano, Supervisor of the New York Office Mailroom, is responsible for processing the large volume of mail and packages which comes into and leaves the United Engineering Center. Fernando was born in Caguas, Puerto Rico. He graduated from Caguas Commercial High School, Puerto Rico, and Morris High School, Bronx, NY. He served in the United States Army for five years, attending U.S. Army Quartermaster School, Ft. Lee, VA, and served in Korea. After being discharged in October 1954, he was employed at General Tire of Puerto Rico, Inc. as Manager of Warehouse and Inventory Control for three years. Fernando joined the IEEE staff in October 1974 and worked in the Shipping Department in Piscataway before transferring to New York as Mailroom Supervisor in April 1976.

Millie Smith

New York Mailroom

by Fernando Serrano



Like the New Jersey Service Center, there is also a mailroom facility in New York staffed by four employees: Hector Delgado, in charge of the Total Copy System, and Sal Rapisaldo and Papo Rivera--mail clerks, who are supervised by Fernando Serrano. This mailroom is part of the New York Office Services Department under the management of Mary Carroll-Mirylees.

The duties performed by the New York Mailroom are many, including receiving all mail for New York Headquarters and daily correspondence for the New Jersey Service Center. This mail is sorted and delivered to the various departments of IEEE and individual staff members on a four trip daily

basis by mail clerks, Sal and Papo. At the same time, the outgoing mail is picked up and brought to the Mailroom to be weighed, stamped, and postage affixed. But this is only part of the job--a well stocked supply room is maintained to handle all supply requests by Sal Rapisaldo. Sal fills orders for supplies on Mondays and Wednesdays from 9:15 to 11:15am.

The total copy machine responsibility is Hector Delgado's, and this area is heavily used and operated competently by him. Hector can reproduce almost any original document as what is called a "true copy." T.C.S. serves the needs of all departments in Headquarters and some of the needs of the New Jersey Service Center.

Papo Rivera is our all-around man, performing a variety of jobs efficiently. Packing, shipping, and receiving are also New York Mailroom duties, along with meeting programs and many other mailings where the labeling and inserting is done by hand. No one is left with time on his hands; with a staff of only four, every minute counts. Combined with hard work, a sense of responsibility, and loyalty to the Institute, the job is always accomplished.

Those who have contact with the New York Mailroom crew would agree that, considering the prevailing happy atmosphere with these four guys, happiness must be a four letter word: IEEE.

profile: Jane Post



Among our IEEE employees, there are some who seem to know exactly what they want in life, and are still young enough to pursue their goals. One of these employees is Jane Post, Manager of Publication Sales. As you will see as you read on, the goals she has set are not only progressive, but are somewhat unusual.

Jane started working in IEEE on September 19, 1966, and her basic philosophy has helped to spur her onward and upward from the starting position of Correspondent in Servicing Groups to Supervisor of Subscription Services. On moving to New Jersey, she became Supervisor of the Single Publication Sales Unit. When an opportunity presented itself, she was promoted

to Office Systems, and finally, her background permitted her to be appointed Manager of the Publication Sales Unit. Jane indicated that her greatest challenge was in handling SPSU because of the complexity of the work, the pressure it represented, and the necessity for training an entirely new staff at the same time. In her recent promotion to Manager, she has determined to bring a "systems" approach to solving the problems in the Sales Units.

Jane was born and raised in Queens and had lived in Brooklyn, NY. She attended Richmond Hill High School and graduated in 1961. She then attended Boston University as an English major, and currently attends L.I.U. in pursuit of a Master's degree in sociology. In other education, she received a certificate in systems analysis at the New School for Social Research. Jane is studying sociology as an important link to understanding people. This, she believes, will help in her pursuits in business and prepare her for a possible future as a Feminist Psychotherapist.

As if that isn't enough, Jane also works diligently in the Feminist movement, and recently worked on the campaign of Carol Bellamy who was elected President of the City Council of New York.

Single Publication Sales Unit



The Single Publication Sales Unit (SPSU), more commonly referred to as the Order Department, consists of 12 people. The Order Department processes orders sent without payment, requiring an invoice, placed by both members and nonmembers. SPSU processes orders for Conference Records, Standards, Transactions, Spectrum, and Proceedings, as well as the Standard Dictionary and microfilm. SPSU also invoices customers for reprints based on information received from the New York Office.

Most invoices are machine-generated from transmittals completed by SPSU. The exceptions to this are phone orders which are hand-typed to expedite delivery and special billings. Special billings are also hand-typed because they concern situations not involving products on the product file, involving special discounts approved by other areas of the IEEE, or for services rendered by IEEE. Work orders requiring invoicing to an outside firm are processed in SPSU. In all of these situations, SPSU provides customer numbers, separates, and distributes invoice copies to the appropriate departments. Although SPSU does not generate invoices for advertising, it does provide customer numbers for the invoices.

SPSU handles customer inquiries and price quotes by telephone. Approximately 250 calls a week are received in SPSU. This

Jane lived in New Jersey for 2 years when IEEE relocated in Piscataway, but returned to Brooklyn where she might continue to be in the mainstream of politics and at the heart of the women's movement. Believing as she does that the way to make important strides for women is through political power, she sees in her future a political career, possibly as high a goal as the U.S. Senate.

Jane's basic philosophy is that "the unexamined life is not worth living," or put another way, the means of self improvement lie in our evaluations of where we are, where we have been, what lessons we have learned, and where we are going. If reexamining does not take place, the intellect and living itself is a wasted effort.

Jane's hobbies are caring for her pets: 4 guinea pigs, a dog, a cat, 2 parakeets, and a fish tank. One of the guinea pigs is appropriately named "OOPS." She is buying a 19th century brownstone building in Brooklyn which she plans to renovate and occupy, "zoo" and all.

For IEEE and other local businesses, Jane recommends a joint effort to establish a day care center in NJ for children of mothers whose talents are being lost to the business world.

From left to right: Joyce Farrell, Cheryl Feeley, Jo Ann Alligier, Ruth Jordan, Rene Owens, Robin Boss, Diane Burstein, Kathy Lee, Sushila Mangla, Wanda Zaremba, and Janice Goodman, Supervisor. Absent: Dotty Spano.

results in a phone call about every 9 minutes, every day. The Order Department's customer contact is not restricted to the telephone. It also handles price quotes and problem situations involving both invoiced and cash orders by letter as well.

Other functions performed by SPSU include billing, statistical record keeping, and customer correspondence related to the Open Order Plan. Any invoice requiring cancellation of charges is done in SPSU. On the average, SPSU processes 4000-5200 pieces of work every month.

Any operation of this size and complexity should expect a certain number of problems. To a large extent, SPSU depends on information received from different areas of the IEEE. Without precise and accurate information, SPSU cannot provide the type of fast and efficient service it wishes to render to members, nonmembers, and co-workers alike.

SPSU is looking forward to on-line invoicing and a coordinated exchange of information among all departments of the Institute.

Janice Goodman
Supervisor, SPSU

Subscription Service Unit



SSU (Subscription Service Unit) is the department responsible for:

- 1) processing all new or renewal subscription orders for nonmember subscribers,
- 2) answering requests for information from nonmembers concerning IEEE periodicals,
- 3) answering complaints and solving problems concerning nonmember subscriptions,
- 4) maintaining control of Deposit Accounts for certain customers,
- 5) preparing selection requests for labels to mail microfiche issues of IEEE periodicals.

All IEEE Transactions and Journals, IEEE Spectrum, Proceedings of the IEEE, and Inspec publications are available on a non-member subscription basis. At present, we are servicing one or more subscriptions to approximately 11,000 active nonmember subscribers. The majority of our nonmember subscribers are schools, libraries, research centers, government training centers, and technical institutes. Also, a large percentage of our nonmembers are foreign subscribers located outside the United States. As a result, we receive a tremendous volume of written correspondence rather than phone calls. All correspondence requires some sort of reply, whether providing ordering information, sending replacement issues, sending standardized form letters, or writing originally composed letters.

The volume of incoming correspondence varies greatly. SSU receives between 200 and 500 pieces of correspondence per week. Many outside factors affect nonmember subscriptions. The dock workers' strike which placed an embargo on all classes of overseas mail to certain countries, the printer's strike at Banta which delayed several IEEE periodicals, and a computer strike which delayed the Inspec publications caused considerable increases in nonmember subscription correspondence.

Another important factor affecting the volume of both correspondence and paid subscription orders is the Nonmember Renewal Billing. Renewal invoices are automatically generated for all nonmember subscribers prior to expiration of their subscriptions. These renewal invoices prompt subscribers to send payment for renewing their subscriptions. At the same time, many subscribers also write, advising of any problems they are having involving their subscriptions. During this time of year (from October through March), referred to as

our "peak season", we receive approximately 1000 paid subscription orders and 400 pieces of correspondence per week.

We have recently converted to a new data-base system for recording and updating subscriber records on the computer. This change is the beginning of a process which will, in the future, enable us to update, change, or correct a subscriber record with direct on-line input.

Back row, left to right: Robby Strauss, Cathy Uffer, Ceil Flesher, Jane Purkiss.
Front row, left to right: Lila Teitelbaum, Vera Sartain, Mary Bode, Kim Sullivan, Laura Kohler, Supervisor.

NEWS & NOTES

Wedding bells rang out on October 8 for Linda Rotolo of the Corporate Services Department and Jimmy Jackson at their lovely marriage ceremony at St Fortunata Church in Brooklyn. Very warm wishes go to the happy couple, who will be residing in Hauppauge, NY.

The Corporate Services Department was happy to welcome Betty Stillman on October 31. Corporate Services is quite fortunate to land an able and experienced hand with Board of Directors and Executive Committee matters. Betty has previously worked in the Technical Activities area, most recently in Standards Activities, and for a long period was Administrative Assistant to the IEEE General Manager. She will now directly assist Emily Sirjane in the increasingly voluminous work associated with meetings and services for the IEEE Board of Directors and Executive Committee.

It is with mixed emotions that EDP says farewell to Sebastian Zacharias, Manager of Programming. Zach, as he is fondly known, has been an essential part of EDP for eight years. As of November 14, our loss will be Boy Scouts of America's gain. Best wishes, Zach.

Congratulations are in order to Walter Last, who is replacing Zach as Manager of Programming. Gook luck in your new endeavor, Walt.

On Thursday October 27, Joe King, our night Computer Operator, became the proud father of a bouncing baby boy. Congratulations, Joe.

News coordinated by
Verna Miller

HAPPY BIRTHDAYS!

NOVEMBER

3 Bertram Stanleigh
 4 Mary Sidders
 4 Carolyn Yankoski
 10 Hector Delgado
 10 Esther Kelmenson
 10 John Wong
 13 Mai McNair
 13 Eddie Danahue
 16 Dee Weitz
 17 Mary Infante
 18 Donna Basile
 18 Vince Giardina
 19 Ann Burgmeyer
 19 Mary Goulding
 20 Ivan G. Easton
 21 Barbara Baker
 22 Gail Ferenc
 22 Mario Ripatranzone
 24 Henry Prins
 27 Pat Wojnas
 30 Audrey Waldman

DECEMBER

3 Mary Ann Battagliotti
 4 Karin Andersen
 8 Janice Goodman
 15 Fernando Serrano
 17 Ed Rosenberg
 18 Carolyne Elenowitz
 20 Otto Vathke
 24 Rose Pellegrino
 25 Ed Spatarella

JANUARY

8 Pat Lech
 11 Carl Maier
 12 Carol Gershowitz
 17 Josephine Malyar
 17 Jorge Rivera
 24 Stephanie Wolfson
 27 Emily Sirjane
 31 Veronica Lewis

SCORPIO -- October 24 thru November 22

One can easily recognize Scorpios because of their deep and penetrating eyes. Their tone of voice can be soft, husky, or sharp and cutting, depending on the circumstances. You cannot ruffle a Scorpio with an insult or a compliment, and the facial expression will rarely show any change. No blushing or flushing for this one.

Loyalty to friends is a strong trait, and a Scorpio never forgets a gift or kindness. Scorpians' interests can be deep, whether for religion or cultist pursuits. Scorpians are also very possessive and determined in anything they want to do.

SAGITTARIUS -- November 23 thru December 21

Sagittarius people are normally restless. They hate to sit or stand still. Their features consist of a fairly large, well-shaped skull and a high broad forehead.

The typical Sagittarian is attracted to danger in sports, at work, or at hobbies.

Most Sagittarians are happy and outgoing, but tempers can flare like a skyrocket if they are pushed around by people who abuse their natural friendliness. They are also frank and earnest.

They believe that tomorrow will surely be better than yesterday, and today is pretty interesting. Every Sagittarian is something of a gambler. To a Sagittarian, life is secretly a circus.

When Saggies aim straight, they shoot higher than man can see, past the stars to the place where all dreams are really born.

Mary Ann Battagliotti

Piscataway Bowling League

In September 1977 an IEEE bowling league was formed for Service Center employees by IEEE employees. Since then, each Wednesday evening there is a caravan of autos leaving the Service Center en route to Green Brook, NJ to a place called "Strike and Spare." The officers of the new league are Jack Williams, President, Shelly Tennenbaum, Treasurer, and Ann Brinkofski, Secretary.

The top team after 7 weeks of bowling is the Sky Divers, composed of Cheryl Feeley, Ronald Ranger, and Joseph Cuthie. The top single-game score is 220, held by Mike Atkins. Jack Williams is second with 203 and Pat Merola third with 195. High 3-game series for men is held by Jack Williams 505, Joseph Cuthie 495, and Ronnie Ranger 418.

In the women's standings, Wanda Zaremba is tops with 165 for a single game; Shelly Tennenbaum and Susan Cucchiara are tied for second at 163. High 3-game series leaders thus far are Fran Donaruma 433, Susan Cucchiara 427, and Ann Brinkofski 426.

At the end of the season there will be a party at which time cash and trophies will be awarded to the top bowlers.

Bowling with IEEE people has become a real fun night. Disregarding the occasional disappointing games lost, there is always the thrill and fun of a game or two won. The bowlers are friendly while being competitive: overall, no one can deny that bowling together goes far in promoting comradery among the employees and introduces a new zest to our Wednesday evenings.

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