



Physical Plant New:

PERSPECTIVE

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Remodeling for IU's toddlers

Last fall, Physical Plant completed work on an important project, one that required extra

consideration for some special customers: infants and pre-school children.

The site was the Knee High Day Care Cooperative, an Indiana University-run facility used mostly by children of IU students. According to Dale Lisby, Assistant Manager of Building Maintenance, the building required major renovations. For this reason, Physical Plant was called upon to work even harder than usual to create an ultra-safe environment for the children.



Lisby says that they had to approach this project somewhat differently because they were dealing with such young children and child-proofing work is different than their typical work for students, faculty and staff on campus.

Knee High's face-lift included new windows and exterior siding and a fresh coat of paint for all interior and exterior walls, doors and woodwork.

According to Lisby, every trade within Physical Plant had a hand in this project. Improvements to Knee High include:

- **new exterior siding**
- **new windows**
- **new ductwork and central air conditioning system**
- **new electric water heater to replace the gas unit**
- **refinishing or repainting of all interior and exterior walls, doors and woodwork**
- **replacement of kitchen cabinets, floor and appliances**
- **replacement of all electrical wiring and plumbing**

Tim Dunnuck, Coordinator of Child Care Services for Indiana University, says that another



Dale Lisby, Assistant Manager of Building Maintenance, directs our attention to some of Knee High's new ductwork.

major consideration of the project was handicap accessibility. Physical Plant employees had to make sure that "renovations of all doors and rooms took into account accessibility issues, like doorways being large enough for a wheelchair to get through and restrooms having enough room for wheelchair access and turnaround."

Jana Wilson, Director of Publications for the IU Foundation and IU Liaison for Knee High, says the feedback has been positive from parents like herself whose children attend the cooperative.

"We are extremely pleased with the renovation that has been done on Knee High. It is bright, cheerful and pleasant and makes our job of taking care of our children so much easier," Wilson says.

This is not the first time Physical Plant has renovated

a day care facility. In the summer of 1997, improvements were made to Sunflower Day Care Cooperative, although, Lisby says, the work was not as extensive.

"We are extremely pleased with the renovation that has been done on Knee High. It is bright, cheerful and pleasant and makes our job of taking care of our children so much easier."

— Jana Wilson, IU Liaison for Knee High

"The wood floors and walls in that building were free of lead-based paint, for example, and could be maintained," Lisby says.

The Knee High remodeling project was funded as part of \$2 million earmarked by IU President Myles Brand for day care centers from the 1996 Strategic Directions Charter.

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1999,



Natural grass keeps Campus Division busy

For 22 years, Campus Division's athletic crew painted lines on the artificial grass in the stadium only once a year. Since the natural grass has been in place, three



Campus Division Groundskeeper Steve McCutchen paints a yard line on the new natural grass surface in Memorial Stadium.

crew members devote approximately 36 hours each week to painting and repainting the field. They paint the boundaries and lines for officials, the yard markers and the "Indiana" in the end zones for both the fall football season and the spring practice schedule.

Having to keep up with regular work has been the hardest part for the athletic crew since the natural grass has been in place, but the crew manages.

Although painting is the only part of the field's maintenance that Campus Division is in charge of, it is a big project. Every time the grass is cut (every one to three days), Ryan Fulk, Wally Hansford and Steve McCutchen repaint the lines. "It's very tedious work, and these guys know what they're doing," says Parker.

If a home game is scheduled for Saturday, Fulk, Hansford and McCutchen start painting on Wednesday. "We have to watch the weather very closely," says Parker. "If it rains Thursday or Friday, the guys have to stay late at night until the job is fully

"If it rains Thursday or Friday, the guys have to stay late at night until the job is fully done. No marks, no play."

— Prentice Parker, *Supervisor*

done. No marks, no play."

Campus Division bought spray pumps with bigger tanks because the athletic crew now uses three times the amount of paint than before the move to grass. In addition to the new field, the athletic crew paints the cross country course, the soccer field and any other athletic area that needs marking.



Another view of the new natural grass surface in Memorial Stadium.

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Communication Tips

Subtle or direct?

When you have to say something that may be a criticism, should you soft pedal it or lay it on the line? For each of the following situations, what would you do?

Your boss gives you conflicting directions.

Subtle: "I guess I didn't understand what you said yesterday. That isn't what I thought you wanted me to do."

Direct: "I assume you know this isn't how you asked me to do this yesterday."

During a meeting, a co-worker belittles your efforts in front of the boss.

Subtle: "I'm upset about what you said in the meeting. Did you have any reason for saying that to the boss?"

Direct: "I won't put up with anyone telling the boss such things about me. Let's discuss what it will take to make sure you don't do that again."

An employee you supervise fails to perform a task well.

Subtle: "Let me suggest something that will help you do that differently."

Direct: "Let me show you how I need to have you do that."

— *Communication Briefings*, March 1998

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Physical Plant facts

We have approximately 705 fulltime clerical, technical, craft and administrative employees in our department. With this staff we serve:

- **over 13 million square feet of building space**
- **more than 250 campus buildings**
- **more than 2,000 acres of landscaping, lawns, sidewalks, parking lots and streets**
- **more than 180 miles of utility distribution systems**
- **195 elevators, 20 chair lifts, 13 dumbwaiters and 7 escalators**
- **3,000 outdoor lights**
- **1,800 restroom stalls**

We process over 50,000 service requests annually.

We are the largest customer of PSI Cinergy, spending \$7.5 million annually on electricity for the campus.

We distribute 800 million gallons of water a year (25% of the City of Bloomington's annual production).

We produce 1.5 billion pounds of steam annually for heating and other needs.

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Physical Plant Profiles

Building Services:

Building Maintenance:

Building Maintenance:

Building Services:

Profile facts

Since 1986 the Department of Physical Plant has profiled 336 dedicated individuals representing our department's divisions. Our goal has been to introduce our employees and their projects, sharing the varied range of duties their jobs entail.

In recent issues, we have expanded these profiles to include "project profiles," focusing on a team working together on a customer's project. We have also begun "retiree profiles," updating all of us about our former veteran employees.

We continue this practice with four outstanding staff members and one retiree in this issue and remind our staff and customers of the words from our department's mission statement: **"Our staff members are our most valuable asset."**

Building Services:

John Campbell



Custodian

John Campbell has been working for Physical Plant Building Services for 10 years. He spent the first five years cleaning academic buildings as a custodian. After completing the Management Training Program, Campbell became a group leader and, in 1994, was assigned to the Recycling Center.

The Recycling Center is located several miles west of campus. "It's surprising how many people have no idea where we are or what we're doing," says Campbell. The five Building Services employees who work in the Recycling Center (two hourly workers, two van drivers and Campbell) are responsible for collecting and processing all paper and cardboard on the IU campus.

"It is one of the roughest jobs on campus," says Campbell. "I'm proud of each one of my guys – they do one and a half day's worth of work every day." Every week, they collect 10,000 pounds of cardboard and 900 to 1,000 bags of paper, each bag weighing 35 pounds.

Once the recyclable materials are collected and brought back to the Center, the team separates them into categories of white paper, mixed paper, newspaper, magazines, books and cardboard. During the sorting process, Campbell and the other workers find many materials that are not recyclable. "You name it, we've seen it. We find hair dryers, old computers, clothes – we get everything students don't want," he says. "The ideal thing would be to open a bag that says 'white paper' and get white paper."

Originally, the Recycling Center was much smaller; Campbell, one other group leader and two hourly workers did all the recycling for IU. They used to collect the paper and take it to a local paper mill. Because of the amount they collect now, they have it hauled to a company that stores it and sells it to a variety of mills out of state.

State laws are encouraging universities across the nation to recycle more each year, according to Campbell. "The amount we're doing now will probably be doubled by the year 2000," he says. "For every 1,000 pounds of paper and cardboard recycled, 17 trees are saved. The cans you put in bins could become a car."

Campbell finds satisfaction knowing that his children will be able to take their kids to a park and see trees. "If we didn't recycle like we did, people would probably have to pay to go to any park and see trees – even in Bloomington," he says.

Building Maintenance:

Jill Kenealy



Electrical apprentice

Jill Kenealy, an electrical apprentice, has been with Physical Plant since 1989, when she began working as a custodian in Building Services. Three years later, she enrolled in the Crosstraining for Careers program and, in 1996, was accepted into the apprentice program.

Working mostly in electrical construction, Kenealy has a part in many building projects on campus. Her day usually begins by heading to a job site with her electrical co-workers. Then she spends her time running conduit, pulling electrical wiring and installing light fixtures and electrical outlets. Depending on the size of the project, these tasks can take anywhere from a few days to a few months to complete.

Although sometimes routine, Kenealy's job provides her with many challenges as well as satisfactions. She admits it's occasionally hard to visualize how a project will end up from looking at a blueprint, but her greatest pleasure comes when the project is done.

"I enjoy seeing the finished product," Kenealy says, "watching it all come together and knowing that I had a part in it."

Kenealy's busiest time of the year comes when students go home for summer and other campus breaks. "This is when we can really get into the buildings and work," she says. "Lighting projects are especially important at these times."

Even while working on the most demanding projects, Kenealy finds her job easier to manage because of Physical Plant's apprenticeship program classes. In addition, she has been taking courses at Ivy Tech State College.

Since Kenealy began working for Physical Plant nine years ago, she has seen many changes within the department.

"One of the best changes I've seen is that now there are more women working in Physical Plant," Kenealy says. "It's good that they are giving us the opportunity, giving us the chance to do this kind of work."

Building Maintenance: Rick Whiteman



Electrical apprentice

Rick Whiteman has been an electrical apprentice since January, 1998, although he has been a Physical Plant employee since 1992. He began working as a custodian in Building Services. After three years, he transferred to a custodial position within the residence halls. He stayed there for about a year and a half.

It was the opportunities provided by Physical Plant's Crosstraining for Careers program that brought Whiteman back to Physical Plant. "I wanted to gain some upward mobility," he says.

Now he works with a Night Operations crew of nine Physical Plant employees that includes one other electrician, two refrigeration mechanics, an elevator mechanic, a plumber, two heating mechanics and a heating mechanic apprentice. The crew works as a team to handle MOD (maintenance on demand) jobs all over campus.

Each day, Whiteman clocks in at 4:15 p.m., picks up any tickets requesting maintenance work, then heads out to complete the jobs. Tasks vary from night to night, with the occasional emergency call, such as a clogged sink, that requires immediate attention.

"This is not routine work, which is one of the things I like about it. You never know what to expect," Whiteman says. "Some nights there will be three or four jobs that take all night. Other times there will be fifteen different jobs."

Whiteman says he occasionally receives maintenance requests that include no details about the problem, only that something is not working properly.

"Troubleshooting is the most challenging part of the job," he says, "to walk in blindly and figure out what is going on and how to fix it."

Another aspect of Whiteman's work that he finds interesting is the colorful array of practical jokes he's seen pulled by students on campus. "When I was working as a

custodian, I would catch some pretty odd things," Whiteman says. "Even now that I work nights, I never know what I'll see."

But while the night life of an electrical apprentice offers variety as well as spice, Whiteman says his time outside of work is a bit calmer. He is actively involved in his church and is part of the music program there. He says he is devoted to his church community and at some point plans to work fulltime in the ministry.

"That is where my heart is," Whiteman says. "I want to be able to help people who need help and make their lives happier."

[Editor's Note: As we went to press with this issue of Perspective, Rick Whiteman's position changed to elevator work, allowing him to draw upon his electrical background as he tackles his new job duties.]

Building Services: Jim Dwyer



Custodian

Jim Dwyer has worked as a Building Maintenance custodian for one year. He and his fiancée both became custodians last year because they wanted to attend classes at the University.

As a custodian, Dwyer's main job duties include cleaning classrooms and bathrooms, emptying trash, changing light bulbs, doing minor repairs and making sure doors are locked. He is one of eight custodians working from 5:00 p. m. to 1:30 a.m. on the evening mobile crew. He and two or three other custodians clean the Optometry Building and several houses on Atwater Street every night. Also, two or three custodians from his crew make sure the 24 bathrooms in the stadium are clean and well stocked the night before home football games.

The crew is busiest at the start of the fall semester and during midterms and finals because students stay longer and leave more trash. "Classrooms are messy with pizza boxes and drinks," says Dwyer.

The most difficult part of the job is following the same routine every night,

according to Dwyer. "But the team members keep each other happy and laughing – we have a real good time. Working with each other keeps us in high spirits." The job is also made easier because the supervisor and group leaders are such nice people, he says.

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Presupervisory Training Program

This past fall, 11 employees of Physical Plant's Building Maintenance Division completed a 13-week program that helped them learn more about how to be a

supervisor. The participants had attended class at least once a week for about three hours per class during regular work hours.

Participants were selected by Bob Breeden, Assistant Director for Building Maintenance, after they had signed up on sheets posted in their work areas. Breeden was particularly interested in finding potential candidates for supervisory positions that may be vacated due to retirement in the next few years.



Front row from left: Mike McGinnis, Lee Axsom, Ed Bitner, Jay Elkins and David Fowler. Back row from left: Steve Wrght, Jim Todd, Dennis Macy, Steve LeBeau, Mike Johnson, Roger Lane and Paul Schneller.

The curriculum topics, listed below, were taught by a number of Physical Plant staff members and other IU employees. For each lesson, trainees had reading or other assignments to complete, either in advance of the lesson or following it. They demonstrated their learning for each topic by taking quizzes or completing practical exercises in class which were reviewed by their peers and the instructor.

Instructors for the 13-week course were:

- Paul Schneller
- Hank Hewetson
- Faye Elkins
- Bruce Williams

- Maurice Smith
- Mark Bryson
- Laura Galloway
- Beth Moses
- Josh Reilly

Curriculum topics:

- **IUB & Physical Plant Organization / The role of the supervisor**
- **Budgeting / Purchasing and receiving / Service requests**
- **IU personnel policies**
- **Listening**
- **Getting information / Giving instructions**
- **Working in a diverse workplace**
- **Being assertive / Managing stress**
- **Setting goals / Using time / Delegating responsibility**
- **Setting performance standards / Job coaching**
- **Handling complaints and grievances**
- **Working safely**
- **Serving customers**

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Big Ten building services staff meet

Administrators from IUB's Physical Plant Building Services Division received valuable advice from some of the most knowledgeable people in custodial services at the 40th Annual Building Services Administrators Conference. Assistant Director Greg Fichter, Coordinators Daryle Cofield and Randy Sutherlin and Supervisors Keith Owens and Harry Clark represented IU at the conference, which took place in September at Michigan State University in East Lansing. Other schools that attended the conference include University of Illinois, University of Iowa, University of Michigan, Michigan State University, University of Minnesota, Northwestern University, Ohio State University, Pennsylvania State University, Purdue University and University of Wisconsin.

The conference lasted several days, and all representatives had time to share information about their respective programs and the problems they face. Administrators also had the opportunity to attend special presentations covering such topics as safety and using e-mail as a customer service tool.

"All of us who attended from IU agree that it is one of the most important educational events of the year," says Daryle Cofield.

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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: .

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 to place service requests
, along with campus mail, phone and fax.

For fax or campus mail, you can send a written memo or use fill-in-the-blank service request forms, available from the Physical Plant Operations Center. Just ask for some and we'll send them to you by campus mail.

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Working Safely

Boom!

--Preventing explosions

An explosion can be a dramatic and possibly deadly worksite accident. Almost any work area has the potential for an explosion.

Explosions are rapid expansions of gases – sometimes very rapid. They may be accompanied by high pressure shock waves or fires.

Causes

Aside from materials that are manufactured to be explosive, like dynamite, there are other things that can cause explosions:



- flammable vapors and gases that are confined may ignite
- sparks or friction from electrical or mechanical equipment can ignite explosive vapors or gases
- certain chemicals can explode if mixed with incompatible substances or, in some cases, if exposed to air or water
- compressed gas cylinders or larger pressure vessels (such as steam boilers) can release gas pressure if ruptured or if a valve fails
- chemicals that are normally stable can become unstable and shock-sensitive as they get older
- overheated, poorly maintained machinery can be hazardous
- oil leaks can ignite flammable materials
- stuck boiler relief valves
- poor ventilation, as in confined spaces
- dust, in grain silos or similar areas
- static electricity

Prevention

A lot of common, potentially explosive substances are used in the workplace. So always check the material safety data sheet (MSDS) to see if a substance can explode. An MSDS will indicate two aspects of a chemical's explosion risk:

- **The Flash Point** - the minimum temperature at which a flammable liquid can give off enough vapors to ignite
- **Flammability Limits** - the safe minimum or maximum amounts of vapor or gas in the air; a liquid that is below the lower limit or above the upper limit is not likely to catch fire or explode

In addition to reading MSDSs, you should:

- avoid smoking around anything that might burn or explode
- use appropriate safety devices to vent or release dangerous pressure levels in a cylinder or pressure vessel
- keep explosives away from heat sources
- watch out for heat buildup in containers or in the air
- be especially careful in confined spaces
- be sure ventilation equipment works properly when working with flammables or explosives
- clean up spills quickly when working with possible explosives; remove heat and ignition sources from the area
- keep your work area clean
- use properly grounded containers for transferring flammables
- keep reactive chemicals away from each other
- never dump flammables on the ground or in a sewer

But what if ...?

If there is an explosion, you must act quickly to protect yourself and others:

- Know where firefighting equipment is kept and how to use it
- Report the explosion immediately to a supervisor, IUPD (911) or the Operations Center (5-8728)
- Leave the area quickly, following an emergency route, if necessary
- As you leave, notify everyone in the area to get out
- Close doors and windows behind you to contain the problem
- Keep upwind of the explosion

Also: Be sure to discuss the topic with co-workers, so you're all prepared for an emergency.

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One hundred years recognized

With just three craftworkers, the campus has a century of knowledge and experience.

Their combined service adds up to one hundred years for Plumber Fred Shields, Carpenter Dick Schweer and Sheet Metal Mechanic Harry Rushton. The contributions these three veteran employees continue to make each day are a valuable resource for campus customers.



From left: Plumber Fred Shields, Carpenter Dick Schweer and Sheet Metal Mechanic Harry Rushton. Their combined years of service, so far, total one hundred years.

Shields started his IU career 35 years ago in the Plumbing Shop and now works in Building Maintenance, Zone 6, which is located in the new Recreational Sports Center.

Schweer also started his IU career 35 years ago in the Carpentry Shop as a mason laying blocks and brick and mixing mortar.

Rushton has been with Physical Plant 30 years and has spent his career in the Sheet Metal Shop located in the Service Building.

Congratulations to these three outstanding craftworkers!

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Improving Job Performance

Bloodborne pathogen safety training

This fall, Physical Plant employees learned how to prevent and respond to contact with bloodborne pathogens at safety training led by IU Compliance Officer Norma Hollingsworth of Research and the University Graduate

School.

Bloodborne pathogens are viruses such as hepatitis B and HIV that can be present in human blood and can infect humans who come into contact with contaminated blood.

Employees are at risk of exposure to contaminated blood from, for example, blood spills, discarded feminine hygiene products and used "sharps" — such as syringes or razor blades. Those who maintain or service restrooms are among the most likely to encounter bloodborne pathogens.

All Physical Plant employees whose jobs might expose them to bloodborne pathogens are notified of the risk of infection and required to attend the annual safety training. "It's important that they're protected and have an understanding of how to protect themselves," says Hollingsworth.

The 87 employees who attended the training learned to prevent exposure to bloodborne pathogens by treating all blood and bodily fluids as though they were contaminated. Even a single drop of blood can carry dangerous viruses and should



I
U Compliance Officer Norma Hollingsworth teaches craftworkers Keith Bruce (left) and Lee Axsom (center) to safely remove "blood"-stained gloves at bloodborne pathogen safety training.

be treated with caution.

When blood or bodily fluids are present in the workplace, employees should avoid contact with them and wear disposable vinyl or latex gloves or reusable rubber ones. Anything that has touched blood should be assumed to be pathogenic and handled carefully, if at all.

Removing gloves that have touched a bodily substance such as blood can be tricky, as demonstrated at the training by volunteers who dipped their gloved hands in ketchup and then attempted to remove the gloves without splattering their skin, their clothes or the floor.

If, despite all precautions, contact is made with blood or bodily fluids, wash your hands immediately, notify your supervisor and report to the Health Center. Hollingsworth emphasizes, however, that one simple precaution can prevent almost all contact with bloodborne pathogens: "Always wear gloves."

To prevent exposure to bloodborne pathogens, hands should be washed...

- B** eating
 - E** drinking
 - F** smoking
 - O** applying cosmetics or lip balm
 - R** changing contact lenses
 - E**
- and...**
- A** removing gloves
 - F** completing hazardous tasks

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Personal safety reminders

Lights out?



Call 5-8728 if you see outdoor lighting which needs repair or replacement anywhere on campus. Call the Department of Physical Plant to report the location, anytime, day or night.

Car trouble?

Call 5-9849 for free Motorist Assistance if you have a dead battery, a flat tire, if you are locked out or out of gas (available for personal vehicles with a valid IU parking decal).



Need a phone?



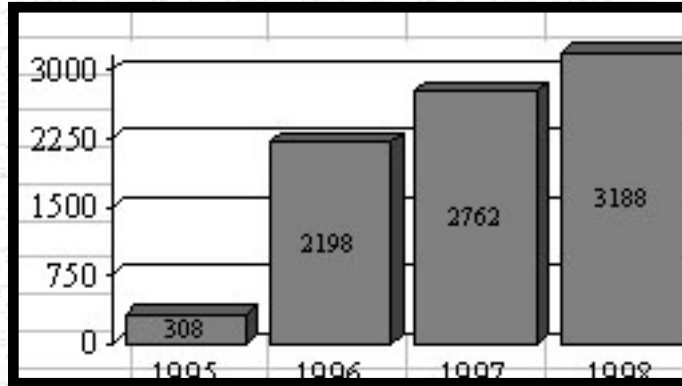
Call the previous numbers or any other local number toll free from the IU emergency phones that are located in parking garages, lots and breezeways at all IU Residence Halls. In an emergency, press the large red button for help, or dial 9-1-1 from any pay phone, no coin needed.

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E-mail us your job requests

Your response to our call for greater use of e-mail and the web for placing job requests has been outstanding. From 1995 to 1998, the number of requests via e-mail or the web increased by over 1,000%. Consequently, the Operations Center receives about 2,800 fewer phone calls per year, freeing the lines for emergency calls.



When non-emergency requests are submitted by e-mail or the web, the Operations Center can better prioritize jobs, resulting in more efficient service to our customers.

E-mail addressed to PHYPLTBL now works from IUB's Shakespeare/Pine, GroupWise and Outlook mail programs along with the web form on our homepage.

Thanks for your help, and keep up the good work!

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"Quarter Century Club" growing

Eight Physical Plant employees recently achieved membership in the "

Quarter Century Club," which marks 25 years of service to IU.

Roy Welch has been a Campus Division tree trimmer since his first day of work at IU in 1974. He now serves as the head tree trimmer and finds it hard keeping his feet on the ground, as he climbs IU's trees all day long.



Welch

Wally Hansford worked eight years as a custodian with Building Services before transferring to Campus Division in 1981. He was a tractor operator for one year before being

promoted to his current position of senior crew leader.

Susie Clendening transferred to Physical Plant's Building Maintenance Division in 1996. She had been the inventory control coordinator at Central Stores for 23 years. She is now a senior records assistant.



Clendening

Currently assigned to Zone 2, Supervisor **John Flake** joined Physical Plant in 1973 as an experienced refrigeration mechanic. This background helps him manage the

Zone 2 crew in Chemistry with all of their specialized equipment and cooling system work.



Flake

George Bull started his career in Campus Division in 1973 and transferred to Building Maintenance, where he is currently a carpenter. He enrolled in the first carpentry apprenticeship program and shares his expertise



Bull

freely with today's new apprentices.

Stan Robertson is a day mobile crew group leader with Building Services. He began working for Physical Plant in 1973 as a night shift custodian in the Main Library.

Peggy Gentry has worked for the Business Affairs Office since 1973. She started as a keypuncher and is currently the Office Services Assistant for the Business Office.

Dale Lisby first worked for Physical Plant as a carpenter in 1974. In 1979, he was promoted to Carpenter Supervisor and in 1994 to Structural Coordinator. He assumed his current position as Building Services Assistant Manager last year.



Lisby

We congratulate and thank these employees for their dedicated and invaluable service to Physical Plant and its customers.

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Reflections

Note: This column features retired Physical Plant employees reflecting on their careers at IU and life in retirement.

Herb Metz retired in September of 1995 after working at Physical Plant for 21 years. As Building Systems Manager for Building Maintenance, he supervised the operators in the Control Center and did long-term planning for the monitoring systems.

Through the years, Metz saw many changes. One major change was the increase in campus buildings. He remembers when the Control Center monitored only nine buildings; it now monitors over 100. When he started, there were less than 1,000 points connected to the monitoring system (each point represents a unit in a building such as a fire alarm, smoke detector, water sensor or thermostat); now there are over 12,000 points.

One of Metz's proudest accomplishments took place in the last few years of his work. He helped implement a large energy conservation project that upgraded the lighting system in the Main Library. All magnetic ballasts (devices that stabilize the current in a circuit) were removed from the ceiling lights and replaced with electronic ballasts. The electronic ballasts produced the same amount of light but saved 4 watts of energy, cutting costs on both electricity and air-conditioning. They also eliminated the flicker that the magnetic ones made. This replacement created a savings of \$100 per day. Metz had done similar energy conservation projects in other buildings, but none this large. "It was very interesting because we looked at doing this project 10 years ago, but we didn't have the money or the technology then."



Metz

The most rewarding part of his job was "making enhancements that were really helpful to the campus – especially when the customers could recognize the

importance of those enhancements," he says. Metz enjoyed finding practical and economical ways to provide customers with what they needed. "Every customer need is different and should be seen as an opportunity to be of service," he says.

Since he retired, he has had more opportunity to travel. He and his wife took a three-week trip to Europe and visited Germany, where Metz's great-grandfather had lived, Switzerland, Austria, France and England. They have also traveled closer to home with trips to Iowa, Kansas, Idaho and California visiting family and friends. They are currently preparing to move to a large plot of land north of Atlanta to be closer to their children. In Georgia, Metz plans to spend time farming and "playing" with his antique tractors.

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