Facing with budget cuts and a fluctuating work force, Physical Plant’s Building Services division has found creative ways to improve their level of service. The division’s strategies include team cleaning, a database of cleaning schedules and floor plans, improved training programs and electronic communication.

Team cleaning

“Team cleaning,” introduced last year, has helped Building Services meet the challenge of servicing seven million square feet of classroom and office space with only 250 custodians. Budget cuts, staff turnover and employees away at training programs reduce the number of available workers.

Before the division adopted team cleaning, an area was divided into sections. Each custodian was solely responsible for all the tasks within her or his assigned section. Under team cleaning, a team of custodians shares responsibility for the entire area. They all have the specific knowledge of the priorities in the area. This provides a more consistent service, particularly when there are absences.

Before team cleaning, for example, four custodians might each be assigned one floor of a four-story building. Under team cleaning, those four custodians share responsibility for all four floors.

“The changes with team cleaning, improved communication and continuous efforts at training our staff members will put us in a position to provide high quality service well into the next millennium.”

— Greg Fichter, Assistant Director

... continued on next page
The team decides how tasks will be divided among the workers. Responsibility for tasks rotates among workers, so each custodian learns all the skills needed to clean the entire area.

“It’s like a baseball team,” explains custodian Steve Sheppard. “You get out there, you know your objective. If I get behind, there’s somebody to come in right behind me and help.” With the whole team taking on absent employees’ work, absences are more efficiently covered.

The head of Building Services, Assistant Director Greg Fichter, notes that team cleaning seems to enhance employee morale. “Staff members learn a wider variety of skills than before team cleaning, employees don’t get burned out on the same job week after week and working as a team improves worker camaraderie and morale.”

Supervisor Harry Clark concludes, “By going to team cleaning, we gained cleaner buildings and better harmony among our people.”

**Color-coded floor plans**

To educate Building Services’ customers about the cleaning schedules they can expect, the division has developed a massive database of floor plans. The database produces color-coded maps of each floor in every building showing which areas will be cleaned and when. Each building representative has a copy of the floor plan and is consulted each semester on revisions to the plan.

**Electronic communication**

Building Services has also taken advantage of e-mail to provide more effective service. A new communication system requires customers to e-mail work requests to Building Services supervisors and managers.

This system is far more effective than in years past, when customers taped notes to the custodial closet door or made verbal requests to non-management personnel. Service requests now reach the supervisor immediately and the work can be scheduled accordingly.

E-mail also makes it easier for Building Services supervisors to contact their customers. In administrative buildings like Franklin Hall, says Clark, “you’re working with some of the busiest people on... continued on next page
“We have excellent staff members. We have people who take a lot of pride in their work. They respect their teammates, and together they want to provide good service to our customers.”

— Greg Fichter, Assistant Director

Other program revisions

Over the past year, Building Services has revised and improved several internal programs. These programs include the Building Services orientation packet, the Management Training Program and the group leader orientation program. Most recently, Building Services developed the Supervisor Operating Standards program to set clear standard benchmarks for all management team members. Each of these programs makes a vital contribution to the overall effectiveness of the Building Services operation.

A dedicated team

Ultimately, Building Services’ continued success in the face of budget cuts and fluctuating employee availability depends on the dedication of the staff. “We have excellent staff members,” says Fichter. “We have people who take a lot of pride in their work. They respect their teammates, and together they want to provide good service to our customers. If and when they leave Building Services, we believe the skills they have learned on the job here will be valuable to them anywhere else in the university and will help make other IU departments better.”

Fichter concludes, “The changes with team cleaning, improved communication and continuous efforts at training our staff members will put us in a position to provide high quality service well into the next millennium.”

Do you ever have car trouble?

■ A dead battery?
■ A flat tire?
■ Locked out?
■ Out of gas?

Call 5-9849 for free Motorist Assistance.

(For personal vehicles with IU parking hang-tag.)
Web focus group

Interested in designing or working on your division’s Web site? Physical Plant’s new Web focus group will share Web design tools, techniques and tips, including what we learned through working on the new Physical Plant Web site. All facilities employees are welcome to participate.

Roundtable discussion

Monthly discussions let Web designers of all levels of experience share information and ask questions about Web work. Information technology experts — from UITS, for example — will be invited as guest speakers.

Hands-on training

Monthly training sessions give Web designers of all skill levels hands-on experience with Web design software like NetObjects Fusion and Photoshop.

Details about where and when sessions will take place are coming your way. Questions can be directed to Group leaders Cindy Stone (5-6296, stonec@indiana.edu) and Theresa Thompson (5-7363, ththomp@indiana.edu).

Communication Tips

Being assertive

How do you communicate your thoughts, feelings and opinions? Are you assertive — that is, are you active, direct and honest, while demonstrating self-respect and respect for others? Are you non-assertive — that is, are you passive and indirect, communicating a sense of inferiority? Are you aggressive — that is, do you communicate an impression of superiority and disrespect, getting your way by being a bully?

Use these examples to see how well you can identify each type of behavior.

1. “Only an idiot would think of a solution like that!”
2. “You know, maybe we might want to think about a different alternative, uh, what do you think?”
3. “Oh, I can’t go – I have other plans.”
4. “No thanks; I appreciate your asking, but I really don’t enjoy country and western music.”
5. “Opera! You’ve got to be kidding!”
6. “Well, okay, if that’s what you want to do.”

—Adapted from Developing Positive Assertiveness, by Sam Lloyd, Crisp Publications
Building Services: David Irwin

David Irwin became an acting group leader in Building Services last year. His area covers Woodburn Hall, Ernie Pyle Hall, Wildermuth Intramural Center and the HPER Building. He was hired by Physical Plant in June 1997 as an hourly employee in the Main Library. In November of that year, he was put on appointment as a custodian.

At the beginning of his 10:00 p.m. to 6:30 a.m. shift, Irwin meets with his team members to assign the night’s tasks. He then turns to administrative duties, like checking the status of work requests and answering correspondence.

Irwin spends most of his time in his area’s buildings, keeping in touch with his team. Special projects and employee absences can impede the team’s progress. If they need help finishing the night’s cleaning, Irwin reassigns tasks or takes on a task himself.

Summers are the busiest time for Irwin. With most of the students gone, Irwin’s team tackles big, annual jobs like waxing floors and cleaning lights.

Communicating daily with all of his team members helps Irwin deal with one of his challenges as a group leader. “You get all kinds of personalities,” Irwin says. “Being out in the buildings with them helps you get to know them better.” By learning the individual skills and needs of each team member, Irwin hopes to become a more effective group leader.

Irwin has completed about two-thirds of Building Services’ Management Training Program. Completing the program will qualify him to become a group leader. The nine-month program lets employees apply in the workplace the management techniques they learn in class.

In his free time, Irwin enjoys visiting amusement parks with his 11-year-old daughter. They’ve been to King’s Island, Six Flags and Holiday World, and they have their sights set on Disney World.

Building Services: Harry Clark

Harry Clark has worked in almost every building on campus since he was hired as a Building Services custodian in 1983. Since becoming a supervisor in 1988, he’s covered Bryan, Franklin and Maxwell Halls; the Poplars Building; the Student Building; and the second floor of Carmichael Center.

One of Clark’s challenges as a supervisor is accommodating employee absences. With vacations, illnesses and special projects, Clark says, “There’s not a day goes by that you’re not short of people.”

Clark keeps in constant touch with his employees to anticipate and cover absences. “If you’re organized and you can communicate,” he explains, “the job can get done.”

Clark was in on the ground floor of Building Services’ switch to team cleaning; he worked at Poplars when the pilot program was launched there. He considers team cleaning “the best thing that ever happened at Building Services.” With each employee trained for multiple tasks, covering absences is easier. Clark believes the 19 custodians he supervises also enjoy

... continued on next page
After 22 years at Physical Plant, Jim Bayne was promoted in March to Maintenance Foreman of the high voltage and maintenance crews that service Utilities’ central heating and chilled water plants. Bayne began his career with Building Services. A year later, he started a 70-week training program at the Central Heating Plant (CHP).

Over the course of his career, Bayne has “done everything from being a trainee, a boiler operator, water technician, maintenance helper and second relief operator.” With experience as a plant tender and maintenance mechanic, too, Bayne has worked on nearly every piece of equipment in the CHP.

This diverse background gives Bayne insight into the big picture at Utilities, which he now applies as a supervisor. “It’s one thing to say, ‘Plan this job, finish it up and get back with me,’” he explains, “but you’ve got to make sure it’s suc-
cessful and that everybody else is on the same page and working toward that same goal.”

As a supervisor, Bayne schedules employees, orders supplies, supervises two crew leaders, tracks work orders, talks with salespeople, conducts annual equipment inventories and ensures that outside contractors follow safety protocols. He also serves as a liaison between crews and directors.

Bayne’s usually busiest in late fall, making sure “everything’s up to snuff.” He says, “We have confidence that when we go into our winter heating season, we will not have any unplanned, unscheduled outages.”

Bayne appreciates the help of his co-workers in his transition from crew member to supervisor. He says, “It’s not one person’s effort; it’s a great team effort.”

At home in Stinesville, Bayne works with the Stinesville Renaissance Group. The Group played a role in registering five downtown buildings as national historical sites and is involved in the renovation of Stinesville’s Oddfellows Hall.

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**Electronics: Bridget Gentry**

![Equipment Coordinator]

If you find yourself lugging a broken computer to Electronics’ Computer Service Group, Bridget Gentry’s friendly face will probably be the first thing you’ll see. As Equipment Coordinator, Gentry is the liaison between customers, technicians and vendors.

Gentry started working for the Physical Plant Directors’ Office in 1996 as a part-time, hourly employee, was laid off for about a year and then returned to the Directors’ Office for a year and a half. Filling in for absent employees and providing extra support during busy periods, “I think I ended up learning nine different jobs,” she says. Working half-days at Electronics prepared Gentry for her current position, where she was appointed in December.

Gentry’s work day, starting at 7:30 a.m., usually begins with writing up service requests submitted late the day before or by e-mail after hours. Technicians often have left service completion forms, which Gentry ensures are in order before letting the customer know the equipment can be picked up.

When a customer drops off equipment for repair, Gentry explains the Computer Service Group’s policies to avoid confusion later (customers can’t bill the Bursar’s Office, for example). She also makes sure she receives all necessary paperwork from the customer, including sales receipts and warranty information.

Some work orders, such as requests that more memory be installed on a computer, require that Gentry contact the product vendors. She also stays in touch with vendors to make sure supplies are delivered on schedule.

Gentry’s typical work day is rounded out with answering phones and taking work requests and “people coming in dropping off their stuff and people coming in picking up their stuff. It’s just a never-ending process,” she says.

The less computer-savvy customers are the most rewarding to work with, says Gentry. “Whenever you get the job done, they’re like, ‘Oh, thank you! You just worked miracles!’” This response reflects Gentry’s favorite aspect of her job: “Because you’re helping somebody, because it’s something that they need to get done,” she explains, “it feels like you’re accomplishing something.”
Summitt retires after 38 years

Sheet Metal Foreman Don Summitt’s recent retirement concluded 38 years of service to Physical Plant. Summitt was hired in 1961 as an hourly employee. Two years later, he was put on appointment as a Sheet Metal Worker. In 1969, Summitt began his seven-year tenure as a pattern maker, responsible for designing, cutting and installing metal ducts. He was promoted to a supervisory position in 1976.

For many years he and Lance McDonald shared the supervisory duties of the Sheet Metal Shop.

Five ways to reach us

If you use the World Wide Web, you can place service requests from the Physical Plant web page at www.indiana.edu/~phyplant.

Just click on the line that says, “Need Service Now?” and fill in the blanks, stating the work you need.

You can continue to use e-mail to place service requests (phypltbl@indiana.edu), along with campus mail, phone and fax, as shown at right.

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 through campus mail.

Most recently, Summitt helped Jeff Broadstreet move from Sheet Metal Mechanic to Supervisor in anticipation of Summitt’s retirement.
In our last issue, we talked about first aid you can perform in a workplace emergency. We looked at breathing, circulation, bleeding and shock problems. Here are some other situations we hope you never have to deal with. But if you do, you’ll know how to react.

**Fractures**

Bones can break on the job. A fracture can occur under the skin, or a bone can protrude through the skin.

**Symptoms include:**
- pain
- swelling
- discolored skin
- inability to move the injured part

**You should:**
1. call 911
2. immobilize the injured limb use a splint only to immobilize the limb or reduce pain; *don’t move the limb* — splint it in the position you found it
3. for a fracture under the skin, apply ice wrapped in a cloth or towel

**Head injury**

Things fall; gravity is always at work. Heads bump into things.

**Check for:**
- swelling of head or spine
- loss of consciousness, even briefly
- sleepiness
- changes in behavior: restlessness or irrationality
- changes in vision nausea or vomiting
- eye pupils of unequal size
- blood or clear fluid from mouth, nose or ears
- numbness or paralysis anywhere on the body

**You should:**
1. call 911
2. immobilize the head and neck just as you found them; place your hands beside the victim’s ears, and hold the head still
3. monitor the ABCs (airway, breathing, circulation)
4. treat for shock: lie the person down; maintain body temperature; keep the victim comfortable; if the victim is vomiting, place the victim on a side; give nothing by mouth; do *not* elevate the legs

**Impalement or amputation**

Gruesome, yes. But help is critical. Here’s what to do:

**Impalement:**
1. call 911
2. do *not* try to remove the impaled object
3. keep the object from moving by bandaging cloths around it

**Amputation:**
1. call 911
2. stop the bleeding
3. find the body part
4. wrap it in sterile gauze or clean material
5. put it in a plastic bag; place the bag on ice, but *make sure* the part doesn’t freeze
6. take the part to the hospital with the victim
7. treat for shock

Yes, these things can happen. And, as bad as they are, you can help by following these simple first aid steps. Wouldn’t you want help if it were you?
We hear a lot about “teams” in the workplace. People often refer to a group of workers as a team. True teams have specific characteristics that distinguish them from “groups.” Some of these differences are listed below.

Traditionally, most workplaces are organized into groups. Having true teams takes the commitment of everyone in the workplace — commitment and communication. Everyone needs a chance to speak her or his mind.

If everyone understands how a true team works, and it’s agreed that’s what everyone wants, you have a good chance of developing one. There will always be bumps in the road, but if you stay focused on where you’re headed, you’ll get past them. When you do, the payoffs will be very satisfying.

<table>
<thead>
<tr>
<th>In a team...</th>
<th>In a group...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members rely on mutual support to achieve personal and team goals. Time isn’t wasted on “turf” struggles or attempts at personal gain at others’ expense.</td>
<td>Members think they are grouped together for administrative purposes only. Individuals work independently; sometimes at cross-purposes.</td>
</tr>
<tr>
<td>Members feel a sense of ownership for their job and unit because they’re committed to goals they helped establish.</td>
<td>Members tend to focus on themselves because they are not sufficiently involved in planning the unit’s objectives. They approach their job simply as a hired hand.</td>
</tr>
<tr>
<td>Members contribute to the team’s success by bringing unique talents and knowledge to team objectives.</td>
<td>Members are told what to do, not asked what the best approach would be. Suggestions aren’t encouraged.</td>
</tr>
<tr>
<td>Members work in a climate of trust and are encouraged to openly express ideas, opinions, disagreements and feelings. Questions are welcomed.</td>
<td>Members distrust colleagues’ motives because they don’t understand the role of other members. Expressing opinions or disagreements is considered non-supportive.</td>
</tr>
<tr>
<td>Members practice open and honest communication. They try to understand each other’s point of view.</td>
<td>Members are so cautious about what they say that real understanding is impossible. Game playing may occur and communications traps set to catch the unwary.</td>
</tr>
<tr>
<td>With the team’s support, members are encouraged to develop skills and apply what they learn on the job.</td>
<td>Supervisors or other group members may limit members from applying good training to the job.</td>
</tr>
<tr>
<td>Members see conflict as normal in human interaction but also as a chance for new ideas and creativity. They try to solve conflict quickly and constructively.</td>
<td>Members find themselves in conflict situations that they don’t know how to resolve. Supervisors may put off intervention until serious damage is done.</td>
</tr>
<tr>
<td>Members participate in team decisions but know their leader must make a final ruling if the team can’t decide or in an emergency. Positive results, not conformity, are the goal.</td>
<td>Members may or may not participate in decisions affecting the group. Conformity often seems more important than positive results.</td>
</tr>
</tbody>
</table>
Physical Plant Web page debuts

Physical Plant’s World Wide Web homepage was redesigned this summer. A new layout and some additions make the site easier to navigate and more informative for our customers and staff.

What’s new?

We’ve added a box where we post the latest news and announcements about Physical Plant. The scrolling text lists information about, for example, power or water outages, changes to our work request system and special Wellness events like the YMCA Corporate Challenge.

A new link on the sidebar of our homepage takes customers to more than 600 pictures of IU campuses. The photos are mostly fall and spring exterior shots of buildings, grounds, landscaping and outdoor art.

The new pull-down menu on our homepage provides easy access to Web pages for each Physical Plant division. On these pages, you’ll find each division’s contact information, their areas of responsibility and division-specific information. The Building Maintenance page, for example, provides a link to the IU Apprenticeship Program Web page. The Utilities page, maintained by Office Coordinator Karen Adkins, has become popular for its weather forecast and outage information.

What’s better?

With our enhanced organizational chart, customers can use the Web to e-mail individuals at Physical Plant. A link on the sidebar accesses the chart. Clicking on any name takes you to a picture profile of that individual. You can e-mail that person by clicking on her or his name inside the picture profile.

The “Need Service Now?” link on our homepage sidebar accesses our service request form. The form is easy to change and compatible with Physical Plant’s Maintenance Management System, which tracks work requests.
Behind the screen

Former T&D Database and Web Assistant Emilio Rodriguez-Lopez is behind our new Web page. Lopez came to IU Bloomington after building the IUPUI facilities intranet site. He completed a degree in Business with a concentration in Computer Information Systems in May. He’s now a consultant in Ohio.

Lopez led the web development team responsible for the Web page’s new look: Karen Adkins, Vinson Bushnell and Cindy Stone.

What’s new to the web page?

- New Physical Plant division sections
- Enhanced organizational chart with ‘business cards,’ for example:
- 600 photos of all IU campuses
- Record of daily planned outages
- Constantly updated local weather, as reported by Utilities to the National Weather Service
- Up-to-date news and announcements about Physical Plant

Visit us on the Web at: http://www.indiana.edu/~phyplant
On June 9, 1999, Indiana University, and Physical Plant in particular, lost a valued employee. Michael Eugene Hackler had joined us on September 21, 1992, as an electrician apprentice on the Night Operations Crew. It soon became apparent to all who knew him that Mike was very intelligent, dedicated and hard-working. He got the job done and helped others do the same. Early in his apprenticeship, Mike received a top quarterly rating of “4” from a journeyman with whom he worked. The journeyman wrote on the evaluation form, “I’d give him 5s if I could.”

Within a year, Mike transferred to an elevator apprenticeship, where he applied his associate degree in electronics engineering technology from ITT Technical Institute, earned right before joining Physical Plant. He had also been a skilled maintenance mechanic at both Dunn Memorial Hospital and the IU Medical Center in Indianapolis, and his knowledge and experience really showed in his work here at IUB.

Mike became an instructor in our apprenticeship program several years ago. Here he was able to bring to bear all his valued qualities as a worker, teacher and caring individual. During the same time, Mike successfully completed the department’s Presupervisory Training Program, a lengthy, information-packed course to prepare people for supervisory positions in Physical Plant.

We all knew Mike was making a big contribution to our department’s effectiveness, and we were looking forward to having Mike with us for a long time as a worker and a friend.

Our deep sympathy goes to Mike’s family and friends. We, too, will miss him greatly.

Mike was 42.

Fiber or cyber?

Name: ____________________________

Department: _______________________

E-mail address: ____________________

E-mail: trngdev@indiana.edu, Fax: (812) 855-9549
Campus Mail: Training & Development Office, Physical Plant, 2931 E. 10th St., IUB

If you prefer to read Perspective on the World Wide Web, send this form with your information to us and we will remove your name from our paper-based mailing list.
Phil Taylor

Phil Taylor has been very busy since retiring from Physical Plant in 1991. He spent 500 hours last year volunteering at the WonderLab Museum of Science and Health Technology, and he donates time to the Children’s Organ Transplant Association, the Salvation Army and the Retired Senior Volunteer Program. He also belongs to an antique car club.

Physical Plant hired Taylor when he graduated from high school in 1954. After working briefly on the Grounds Crew, he transferred to plumbing. He was promoted to Plumbing Shop Foreman in 1968. Taylor remembers, “Everything north of the railroad tracks was out in the country in 1954. Cattle were grazing there.”

Taylor enjoyed the chance as a supervisor to meet famous personalities. He considers himself “real fortunate” to have met “great people” like John Denver, Petula Clark, the Mellencamps, Herman B Wells and Cam Cameron. Bobby Knight presented Taylor with an autographed basketball at Taylor’s retirement party, attended by over 100 people.

You can’t set foot in Taylor’s home without noticing his passion for IU. His basement houses a collection of IU memorabilia that he’s been told is the world’s most extensive. Decades old Arbutus yearbooks and Herman B Wells’ gold cuff links can be found there. When you ascend from the basement, you’re assured, “You haven’t seen anything yet.”

A baby-blue antique car is in Taylor’s garage, along with his collections of antique children’s pedal cars and international Coca-cola bottles. The IU emblem is cemented on his driveway.

When Taylor lost his legs to diabetes eight years ago and was confined to a wheelchair, a spot was reserved for him in the Assembly Hall press box. He’s missed only four home basketball games in 31 years.

Taylor got hooked on WonderLab three years ago when he took his grandchildren to an outreach program. “I was astounded at some of the things I saw and how the kids really loved it,” he recalls. “I signed up that day.”

Young visitors to WonderLab are greeted by Taylor. “I’m the one they see first,” he explains, “and I make them feel welcome. They’ll come in bashful, and when they leave they’re not wanting to go.”

WonderLab also benefits from Taylor’s talents as a handyman. He recently took home 40 army green stools. At his work bench, he painted them “psychedelic neons, and it enhanced the museum so much.”

In April, the Bloomington Volunteer Network honored Taylor’s commitment to WonderLab with a Golden Rule Award, which included a $1,000 donation to the lab. Taylor is quick to acknowledge that “most of that stuff I couldn’t have done without the help of my wife, Judy.”

Nine years after retiring, Taylor has no plans to slow down. “It’s been a ride,” he says, “I hope I’m still on it for while.”
Wellness Council activities abound

The Wellness Council, chaired by Steve LeBeau from the Electric Shop and Jim Davis from Zone 3, has worked hard this year and in years past to create a variety of free or low-cost activities in which Physical Plant, Architect’s Office and Vice-President of Administration employees may participate. The first list shows activities that were introduced this year, and the second shows activities that have been offered continuously.

New this year

- Free bicycles available as an alternative mode of transportation around campus. Any employee may sign out a bike key from the Control Center, 24 hours a day, seven days a week.
- Recreational co-ed softball
- Nine-mile bike-ride beginning at Griffy Lake, through Cascades Park and back to the Service Building. The first trip took place in June, and another trip is planned for the spring.
- Travelling wellness library, consisting of 27 books and audiotapes about achieving a healthy mind and body, is available for two-weeks periods to individual employees.
- Free blood-pressure screenings offered to all Physical Plant employees by HPER’s Kinesiology department.

Offered year-round

- Free passes to SRSC or HPER after work (see Jane Simpson, or call 5-8295 to obtain passes)
- Free Health Center “Happy Tests” (health assessment tests) on-the-clock. Choose a time with your supervisor, then call 5-7338 to schedule an appointment.
- Discounted HPER Adult Fitness Program (call 5-7556 on Tuesday or Thursday mornings)
- Free Tai Chi classes after work (Randy Pardue taught the class from ’97-’98, and Jiang Lu taught it in ’99)
- “Oh Well!” chair massage on-the-clock (employee paid, but released time given in place of breaks; call Training Office 5-6296 to get on schedule)

Offered annually upon request

- YMCA Corporate Challenge (every September and October)
- National Employee Health and Fitness Day (every spring)
- Physical Plant Volleyball (practice begins every summer for Y Corporate Challenge and continues in the winter)
- Canoe trip down the Blue River (every spring)
- Healthy Weigh (Health Center weight loss program, brown-bag lunch format)
- Managing Stress (Health Center stress management program, brown-bag lunch format)
- Smoking Cessation (Health Center stop-smoking program, brown-bag lunch format)

Please tell your Wellness Council representatives about any new activities you would like us to try, or any that you’d like to see started up again.

Assistant Vice President
Gary Kent throws the first pitch for the new Physical Plant softball team started by the Wellness Council.

Department Secretary
Jane Simpson participates in the free blood-pressure screenings offered by the HPER’s Adult Fitness Program.

Perspective 15
Safety tips

Lights out?

If you see outdoor lighting that needs repair or replacement anywhere on campus, call Physical Plant at 5-8728 to report the location — anytime, day or night.

Car trouble?

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

Need a phone?

Call the numbers above or any other local number toll free from the IU emergency phones 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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From:
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Bloomington, IN 47408
What will happen when December 31, 1999, rolls over to January 1, 2000? That question is at the heart of the “Y2K” challenge. Around the world, countless people are working to ensure that the answer is, “Nothing unusual.”

By now, you’ve probably heard a lot of rumor, misinformation and jargon. So what’s going on? Is there really a Y2K bug? Will everything stop, blow up or go crazy? This fact sheet will help clarify the situation.

First of all, just what is this Y2K bug? Well, it’s about computers, those technological extensions of human ability that are everywhere in modern life. Many computer systems have a two-character value for storing the year (96, 97, 98, 99, 00) in files and memory. Systems may not be able to perform data manipulation (mainly calculations and comparisons) at the turn of the century when 00 comes up.

The consequences of not “fixing” the bugs could be anyone’s guess. Utility companies, airlines, security agencies, governments and average folks are all engaged in eliminating or minimizing potential problems.

So is IU. There is a Year 2000 Task Force, appointed by President Brand, that is overseeing Year 2000 readiness all across the university. For those of us who work in the facilities area at IUB, there is also a special Facility Committee within the Task Force. The Committee is headed by Hank Hewetson, Executive Associate Director of the Physical Plant Department. The Committee has been focusing on three key areas of the Y2K challenge: building systems, embedded chips and contingency planning.

Building systems and embedded chips

A critical part of analyzing IUB’s building systems was to identify where all such systems and embedded chips are found. Embedded chips are components or microprocessors found in some computers and other electronic systems. Such chips may be in elevators, scientific equipment, heating and air conditioning units, telephone systems, vehicles and other equipment. The inventory of such systems and chips is completed, and over 98% of the assessment phase is done to determine if any corrections or modifications are needed. The most critical systems, where life safety is an issue (for example, fire alarms), are being remedied first. According to Hewetson, the remediation phase is about 98% completed: “We had a very small list of remediation work. We’re working through it, and we feel like we’re in pretty good shape. We’re going to be done long before the end of the year.” Tracking down information from vendors of our facilities equipment has been a critical part of the process. Physical Plant’s Fred Simic has been devoting just about all his working time to this task. He finds out which equipment has chips that must be checked, and reports that information to the Facilities Committee so it can take action.

Contingency planning

This is the area of planning that says, “Just in case we’ve missed something, or we haven’t thought of everything, or things happen over which we have no control, here’s what we’ll do to ensure that the upset is minimal and we return to normal as quickly as possible.”

Well, let’s think about the weather that is likely on December 31st and January 1st. Cold? Probably. Need heat? You bet. The campus is heated by our Central Heating Plant, which uses coal and natural gas to provide steam heat to academic and residential buildings. But the Central Heating Plant can’t run without electricity and water, which come from utility companies.

Our electricity supplier, Cinergy, assures us they are ready for Y2K, and the City of Bloomington, our water supplier, says the same. Just in case, here’s what we’re doing.

First, we’ll be installing a generator big enough, according to Frank Ball, Utilities Manager, “to run at least one boiler to keep the system from freezing”. Keeping that boiler running also protects the underground piping network that normally carries the steam to buildings and returns condensate to the plant. But one boiler won’t keep the campus warm (though it will ensure that we’ll be able to warm the campus once electricity is available).

So we’re looking at the capacity of the emergency generators now in place around the campus in various buildings, according to Jim Koryta, Senior Electrical Engineer. “We’ve figured out just what we need to keep going, to keep heat in the buildings,” he says. “Heat,” in case of a Y2K problem, will probably mean minimal lows – just enough to keep buildings from freezing. And, according to Hewetson, “Enough lights for you to get out of the building,” if you’re
in one at midnight on December 31st and power is lost.

Since many people won’t even be around campus during the Christmas/New Year’s break, the required load for the campus will be lessened. But for those who are in their offices – faculty or staff – or in other campus buildings, there are some things to keep in mind. For example, if you are involved in running experiments or other research that requires temperature-controlled environments that can’t be shut down, you should be talking with the head of your academic unit. Each academic area will be working with the Campus Committee, chaired by David Gallahue of HPER, to determine what the priorities are that our facilities staff must address. Of course, as Hewston says, “If you have the luxury of scheduling when you run your experiment, it doesn’t make much sense to schedule it for that period of time.”

As for water, which boilers ours from the City of Bloomington, which is also confident its system will function normally. Our “just-in-case” backup plan is to use the water in the Chilled Water Plant’s system. A special pumping connection is being planned that would supply enough water for about 24 hours of steam. The Central Heating Plant has also checked out its own control systems, by the way. In particular, Arlan Lemen and Terry Schmidt, Instrument Control Technicians, have gone through all of the technical manuals and run equipment tests to identify potential problems. Since most of the plant’s equipment has been replaced and updated recently with new technology, they haven’t come up with any problems.

As far as staffing at the Central Heating Plant on December 31st, Chuck Sheppard, Associate Director of Physical Plant, says, “We’ll staff up for it. We’ll have extra people on duty. It will cost us some money, and I hope and pray that it will be wasted money.”

So what else could go right?

Let’s look at some of the other areas of facilities operations that may be of concern.

High-tech classrooms may not be a problem when Y2K rolls in (students will be on break, remember?), but what about after classes resume? All those computer-controlled VCRs and other electronic equipment, including lighting systems, need to be ready to go. And they will be, according to Andrew Lowry, Manager of Physical Plant’s Electronics group. The key to ensuring smooth operation is checking the computer systems, the software, the peripherals – not just once, but over and over between now and the new year. Why? As Lowry explains, “You can check it all out and everything can be OK. Then, somebody comes in next week and loads in new software or an update, and it’s got to be all checked again.” It’s up to Lowry’s staff to be sure that none of the more than 65 high-tech rooms on campus have a problem with the Y2K rollover.

Fire alarm and security systems should also be fine, says Lowry. Our systems are not date-dependent, so alarms will work (hopefully not needed), building doors will open when tried, and security systems will function.

Energy management systems are very complicated, computer-dependent systems, but the computers have checked out fine, says Lowry, as have the software packages and the firmware. Even though vendors have documented their equipment’s compliance with Y2K, Lowry’s staff is taking no chances – they’re checking any-way. And even if somehow something slips through the cracks in critical buildings, his staff or other maintenance staff will be running the systems by hand operation on the critical day to ensure no problems occur with energy controls.

What about your computer tools?

Just in case you haven’t yet checked out your own computer – at work or at home – do so. Probably the best resource for you is the IU Year 2000 Website: www.indiana.edu\~year2000.

Greg Baker, the former head of the PC Support group for all areas reporting to the Vice President for Administration, recommends that site: “It’s there for them” (IU staff). “It has lots of links that download software and check and update things.”

Doing a live test is useful, especially if you go beyond January 1, 2000, to check the system out. Lowry suggests: Run it through its routine; push the date ahead, then shut it down; then power it back up and see if it starts correctly with the date pushed ahead during start up. Even though the system or applications may start, the files may not make the transition with the new date. And most important: do a full backup of your system before performing all that testing.

In summary: There are lots of people at IU working on Y2K. In addition to the Facilities Committee there are four other Task Force committees: one for auxiliaries (for example, Transportation, the Indiana Memorial Union, Communication), one for colleges and schools, one for academic support units and one for contingency planning. All these groups are working together, coordinating to be sure all the bases have been covered and that everyone knows what they can expect and rely on.