

Pride

Processor

PLANT

performance

paper

Paper

products

PEOPLE

Plan

ELECT. - CARP. - PAINTERS - HEATING & VENT. - OCA -
FRONT OFF. - SERV. CENTER -
CUST. TRANS. - PLAN. MAINT. -
CENT. PLANT - TELE. RM. - STOCK RM. - PLUMB. - GARD. -

THE
VIP
PHYSICAL
PLANT
CALTECH

possibilities

plan

POWER

PAINT

problems

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PULSE

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PLANT

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pipe

Performance

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planning

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pro

POSITIONS

New Telephone Facilities

At the present time our telephone staff includes five full time operators (one operator with dual responsibility as the relief operator and department clerk) and a supervisor. We also have about seven Caltech students trained to take over the switchboard from 5:00 p.m. until 8:00 p.m. daily and from 10:00 a.m. until 3:00 p.m. Saturday and 9:00 a.m. until 7:00 p.m. on "floater" holidays. One student operator acts as coordinator and assigns their shifts.

We are all looking forward to moving to our new switchboard and sound-proof quarters the first of October, pending things going on schedule with Western Electric and Pacific Telephone Company.

Our old switchboard is so old and worn out that we find that cords slip out of their connections when they are barely touched. A new switchboard will certainly be welcomed by all of us as it is rather embarrassing when you've cut someone off merely by pulling a connection down next to it and a little hard to convince them that you don't do it carelessly.

The new switchboard will be lower in height and beige in color. We will have five positions --one more than we have now, so when we are extra busy we will have a place to put another girl on if it gets too busy for four.

People calling in will be able to hear us ring extensions for them where now they just have to take our word for it. Also, when you dial for Operator or Long Distance our extensions will also hear the audible ring so that the station user will know that they have at least reached the switchboard even if the operator is tied up and cannot answer immediately.

Station users will be able to transfer calls easier and faster by merely pressing the receiver button once only. It will bring a continuous signal on the switchboard (called an automatic flash recall). One problem will be if the station user forgets and flashes more than once, he will cut himself off. There will be some other changes a station user will have to learn. To reach the Toll Operator during the day he will dial 55 instead of just 5 and to place a long distance

call afterhours they will have to dial 53 rather than only 3. The Caltech main telephone number will change to 795-6811 although the 795-6841 will still reach us. We could not add more lines behind this number so we had to advance it in order to have the capability to grow.

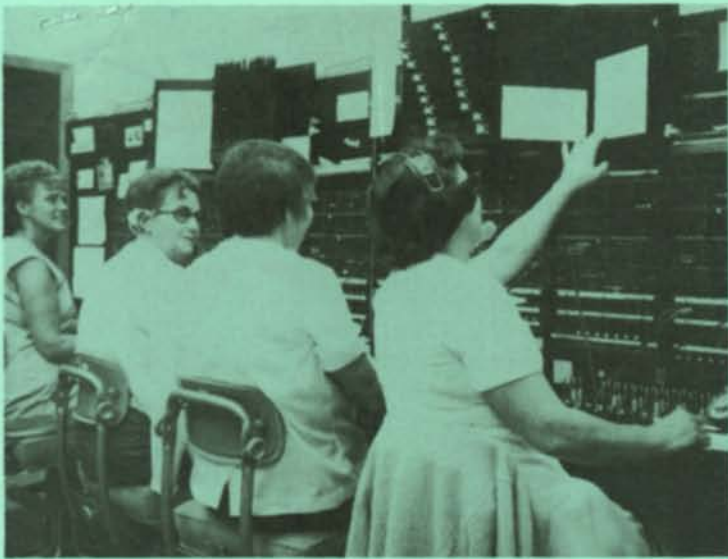
The new switchboard will start out with dials but when available will be converted to touch tone. This should speed our DDD dialing and prevent sore fingers from dialing so many numbers. Our total long distance calls amount to approximately 200 calls a day, of which about 75% are Direct Distance Dialed by the operators. The average number of calls taken during the day by our operators is three thousand (3,000).

Because our work gets very hectic and nerve wracking, much thought was given to the decor of our new facilities. It was planned with the assistance, patience and work of Bob Tobin of the Office of the Campus Architect. All effort has been made to make the area cheerful and at the same time create a "low tension" atmosphere. The switchboard room is sound proofed so that the noises from the clerical area will not disturb the operators -- as time is wasted when we have to ask the callers to repeat their request. It was said that the outside is also sound proofed so that the destruction of Throop Hall should not bother us too much.

The clerical area will also be new and the furniture more functional. The furniture we are now using is no longer efficient for our operation. The new furniture will be coordinated not only in pleasing colors but drawers and files will be arranged so that things can be put away systematically and conform with Caltech's unique accounting system.

When everything is finished and settled down to a normal operation in our new quarters, we are planning an early open house instead of waiting for our usual Christmas open house. We are certainly looking forward to showing off our beautiful new operation.

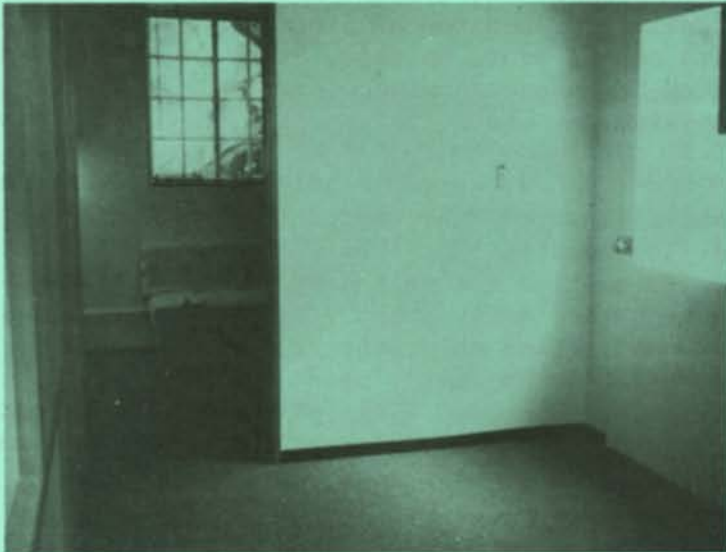
Betty H. Bosserman



"The girls" are hard at work on the old switchboard. From left: Eleanor, Audrey, Nancy & Mildred.



Betty and Cathie do all their paperwork jammed into one corner.



The new clerical area with a birdseye view of the front door and lounge.



The new lounge is complete with a compact kitchen area. Open door goes into new "pink" ladies room.



Chuck Deemer, Western Electric leadman for our installation, works on the new switchboard.



As Betty begins to unpack the new furniture she asks, "Is this all we are going to get?"