

Helping others through Help Line

By Carolyn Mountjoy
School of Journalism

Most people have a desire to help others, but few people can do it day in and day out.

Ken Maguire is one person who helps people everyday. Weekdays from noon to 5 p.m., during second summer session, Maguire will be sitting in a dormitory-turned-office building on the campus answering calls on Help Line.

Surrounded by a set of college catalogs, a list of graduation requirements, dictionaries, desk encyclopedias, almanacs and other reference materials, Maguire is able to answer almost any type of question.

The Help Line office also has a listing of all UNL students, their phone numbers and addresses.

Maguire joined the Help Line staff a year ago. This summer he will be manning Help Line alone.

"Most of the calls I get are for telephone numbers or inquiries about registration, financial aid, faculty information or other general information concerning school," Maguire said. "However, many of the calls have been of a personal nature and many of the calls have been of a general nature involving non-school related subjects," he said.

Students, faculty ...

Students, faculty, housewives and business call Help Line with questions.

Maguire said that Help Line has a record of being able to answer 95 percent of all questions asked.

"One time a local radio station held a quiz contest and

Line is funded through work-study.

Though Help Line is not connected with the counseling center, it does work closely with the center, Maguire said.

"Many people call in for advice on personal problems. We refer then to counselors in the counseling center. However, some people are not

instance, the caller will be more likely to turn to Help Line in time of real need," he said.

Few prank calls

Maguire said that the Help Line has received a few prank calls. He added that Help Line does not prejudge whether the call is a joke or not.

"A call may come in which some people would regard as a

farce," Maguire said. "But the caller may not be joking at all and really needs the help and service Help Line is able to give him."

"One time," Maguire said, "Help Line received a long distance call from Texas. Two men, who were drinking in a bar down there had a bet on what the UNL colors were. Rather than keep arguing as to who was right, they called Help Line for the answer."

Helpline

472-3311

472-3312

the secretary called in to verify the answer," he said.

"Another time someone called in with a question and Help Line called the Lincoln Journal for help in answering the question. It turned out that it was the Lincoln Journal who was calling us," Maguire said.

A native of New York City's Bronx, Maguire received his bachelor's degree in psychology from Iona College in New York. In July, he will receive his master's degree from UNL in educational psychology. He currently is working toward his doctorate degree in counseling.

Suggested in 1969

Russell Brown, former dean of student affairs, suggested UNL start an information service in the fall of 1969. During the regular school year Help Line is a student affairs project. This summer Help

seeking specific advice. They just need someone to listen to them," Maguire said.

The director of Help Line is Don Holm. During the regular school year, Holm has four or five undergraduates and graduate students working with Help Line.

Soft spoken

A soft spoken person, Maguire feels that no call should have preference over another call.

"Everyone has the right to the same type of helpful service as anyone else," he said.

"Today someone may call in with a question of a general nature concerning the University," Maguire said. "Tomorrow or next week, that same person may be in a crisis situation needing the help of a sympathetic and concerned person. If I can give satisfactory help in the first

Clean water ETV subject

"Ten Years to Clean Water"—the nation's goal to clean water through state and federal controls—is the subject of a television program on Nebraska's water pollution problems July 13 at 9 p.m. on stations of the Nebraska ETV Network.

Repeat broadcasts will be seen July 15 at 3:30 p.m. and July 25 at 6 p.m.

The purpose of the program is to alert Nebraskans of subjects to be covered at a forthcoming state public hearing on rules and regulations governing the issuance of permits to anyone who discharges waste into state waters.

The hearing is being held by the State Department of Environmental Control on July 27 at the Radisson Cornhusker Hotel at 9:30 a.m.

During "Ten Years to Clean Water," J.L. Higgins and Dennis Lessig, officials of the State Department of Environmental Control, will answer questions posed by a live studio audience.

More than 75 representative of industry, municipalities, agriculture, environmental agencies are being invited to be in the studio audience in addition to professional engineers and private citizens interested in water pollution.

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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