

University operators. . .

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Next to this security control panel are a green and a red telephone linked to 911, Lincoln's universal emergency number. She said emergency calls always are given priority.

University operators also handle incoming long-distance calls on the WATS toll line, Michalecki said. County extension agents or faculty members of an outstate university affiliate use this, she said, and the operators connect them with the person they want.

Help line

The Help Line service has been incorporated into the university operator's duties this year, and this has led to some interesting questions, the operators said.

Sturgeon, a university operator for six years, said she was once asked if a gun will go off on the moon. Another person asked where you can donate your body after death.

Dorothy Johnson, a five-year veteran university operator, said she is often asked "how do you freeze this or how do you cook that."

University operators said they don't try to answer the questions, but instead direct the callers to faculty members or departments that seem most likely to be able to answer the questions.

But Sturgeon said she was stumped once when a man called and asked her to settle a dispute he and his wife were having about how to set a table properly.

"It was noon and everyone was out" because UNL departments close from 12 to 1 p.m., she said. "So I told him how I set my table," she added with a laugh.

Michalecki said the busiest parts of the operator's day are from 9:30 to 11:00 a.m. and from 1:30 to 3:00 p.m.

Snowy days are the busiest days, Sturgeon said. Many students call in to see if classes are cancelled, and operators "aren't able to handle all the calls," Michalecki said.

Registration is frustrating

The first week of general registration is frustrating, Johnson said. None of the operators are allowed to take off during that time because of the increased workload, Michalecki added.

But university operators "try to be helpful at all times," she said. "They take a great deal of pride in their work."

Michalecki said that the operators realize that although a question may sound silly to them, it is serious to the person who is calling.

Although some callers are very abrupt and "in a hurry," most are extremely patient, Michalecki said. Students are usually understanding, she added.

This year, students were given the

opportunity to become university operators on a part-time basis. Some of the students are working through the work-study program.

Professional university operators work eight-hour shifts, but students work around their class schedule, Michalecki said.

Experiment successful

The experiment with student operators has been "very successful," Michalecki said, and the center plans to continue using students.

"But we are particular about whom we

hire," she said. An operator must relate well to people and be courteous and pleasant, she said.

"We can train them for other things, but we can't change their personality," Michalecki said.

All student operators are given on-the-job training. Of 23 university operators, 11 are students, although not all are part-time, Michalecki said. The center has always had some students who worked full-time, usually during the night shift, she said.

Campus poll could determine Black-oriented entertainment

More and better black-oriented entertainment will be brought to UNL this year if a poll distributed by the Black Activities Committee reaches a majority of university black students, said Joyce Jones, committee chairwoman.

The poll is being conducted to determine entertainment preferences of blacks, Jones said. The poll will give students a chance to voice opinions on their educational, cultural and entertainment choices, she said.

Black Activities, a committee of the Union Program Council (UPC), is planning a major campus activity this semester, Jones said. Poll results will be used to determine who the committee will sponsor at UNL.

Polling will continue through Saturday at a booth in the north lobby of the Nebraska Union. Jones urged all black stu-

dents to complete the questionnaire.

The poll covers four entertainment areas: rock groups, speakers, group presentations (such as drama troupes and dance companies), and a section for suggestions.

The Black Activities Committee has compiled several ideas for possible black entertainment, including speakers such as Coretta King and Angela Davis, and rock groups B.T. Express and the Crown Heights Affair. All those programs could be brought to UNL under the Black Activities budget, Jones said.

Jones said she hopes to tabulate the results of the poll this weekend and begin work Monday on a Black Activities program. Although these programs are designed with the black student in mind, Jones said, they are presented for the entire university community.

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