Cycle of support for commuters

Emory commuter cyclists joined hundreds across the city to get in gear for Bike to Work Day.

By KIM URQUHART

Bicycle commuter Ingrid Blanton was among the hundreds of Atlanta-area cyclists who took part in National Bike to Work Day. Bike Emory encouraged Clifton corridor employees to ride their bikes to work on May 14 in a show of support for cycling commuters.

Blanton, who regularly rides her bicycle to work in the Office of Development and Alumni Relations, says she enjoyed the “special camaraderie” with other commuter cyclists. More than 300 Atlanta-area cyclists took an online pledge to bike to work May 10-15 as part of National Bike to Work Week, logging a collective 12,127 miles cycled, and on May 14 cyclists joined together to form “bike trains” across the city.

Bike Emory and its Clifton corridor neighbor, the U.S. CDC, hosted an “energizer station” at the Dobbie Center for the nearly 100 cyclists who stopped by to fuel up on snacks and connect with other commuters over coffee.

The Atlanta Bicycle Coalition plans to use the Bike to Work Day numbers to demonstrate demand for cycling improvements for the region, says Bike Emory Director Jamie Smith. “It was a nice event from an attendance and partnership standpoint. For Bike Emory, it was a day to recognize people who bike to work, and encourage others to try it on that day,” Smith says.

Most mornings, Blanton pedals through the wide, quiet tree-lined streets of her Druid Hills neighborhood, through campus and toward her office on 1762 Clifton Road — a 20-minute trip. She rides in her work uniform, says Smith.

Emory made the whole thing incredibly successful, given the feel-good message.

“Bike to Work Day is a nice event from an employer standpoint. For Bike Emory, it was a nice event from an attendance and partnership standpoint. For Bike Emory, it was a day to recognize people who bike to work, and encourage others to try it on that day,” Smith says.

By LESLIE KING

Staff Fest is becoming more than a day away from the desk. To the fun, food and physical activities of Staff Fest, add community service.

While the party hosted by Human Resources started in the afternoon of May 14, Emory volunteers fanned out in the morning for three hours of giving back.

“Last year we organized an incredibly successful opportunity for community service,” says outgoing Employee Council president Matt Engelhardt, sending volunteers on-site to Project Open Hand and the Atlanta Community Food Bank.

This year volunteers went to Oakhurst Community Garden, Project Open Hand and MedShare.

Coordinating with the Council, Volunteer Emory’s Harold McNaron set up the three projects. Providing transportation, courtesy of the Employee Council, brought out the response. The garden and Open Hand “sold out,” McNaron noted. MedShare didn’t have the transportation component but about six or seven showed up, he said, to pack medical supplies to ship to countries in need of them.

One of the drivers behind the service component for Staff Fest is Linda Sheldon, a past president of Employee Council and a maintenance administration manager, dubbed by McNaron as “a rock star” for community service.

Why a community service component to Staff Fest? “Some people didn’t connect with Staff Fest,” Sheldon explains, but “giving of yourself felt like a real contribution.”

“We wanted to sponsor the community service as one of the three projects. Providing a venue for how to make it work,” she says. “Volunteer Emory made the whole thing take off.”

Based on enthusiastic response from participants, McNaron hopes next year to add projects.

Despite the feel-good, there’s work involved. “One participant said she scored an invitation to staff festivities for three hours,” McNaron says.

He shared comments from the post-project surveys:

• “It was a pleasure to get to know your co-worker off the job site.”
• “I had no idea how many medical supplies were just wasted, when people in many countries need them so badly.”

Emory scientists quickly joined a national effort to develop better methods of rapid detection, prevention and treatment for H1N1.

The recent A(H1N1) influenza outbreak rallied a wide variety of Emory departments, faculty, administrators and health care workers who rose to meet the many challenges presented by this rapidly emerging virus.

Coordinated by Emory’s Office of Critical Event Preparedness and Response (CEPAR), directed by emergency medicine physician Alex Isakov, the University’s response began with communications to faculty, staff, students and frontline health care professionals, who were kept informed through the CEPAR Web site as well as the Emory and Woodruff Health Sciences Center home pages and all-Emory e-mails. Leadership from across the University and Healthcare mobilized quickly to address the outbreak.

“Talented leaders and experts from across the enterprise worked together to minimize the impact of this novel influenza virus at Emory and the broader community. Our ability to coordinate an effective response will be important again as we anticipate what may be a very tough flu season this fall,” says Isakov.

Emory’s expertise in infectious diseases research and international public health won it a national and international front seat in the crisis.

PREPAREDNESS AND RESPONSE

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Professor promotes joy of intellectual debate

By ANN HARDIE

On career days at DeKalb’s Shamrock Middle School, Jack Zupko, 49 years old and packing all of 190 pounds, introduces himself as a middle linebacker all of 190 pounds, introduces himself as a middle linebacker for the Atlanta Falcons. The students don’t buy it, of course, but their curiosity is piqued by him. They laugh and big personality has come clean about his real job — philosopher. "After I get the blank faces, I tell them that philosophy is best understood by doing it," says Zupko, who engages the students in debates on whether 12-year-olds should drive or middle school should be voluntary. "Afterward, I tell them, you have been doing philosophy." The Canadian with a hearty laugh and big personality has been no less successful in connecting with college students and administrators alike during his 14 years at Emory. Disarming down-to-earth for someone expert in the likes of John Buridan, Duns Scotus and other medieval philosophers, Zupko lacked the talent to pursue a career as a professional—ice hockey player and athlete — even lives vicariously through his 28-year-old son Neil, a standout pitcher for Maryville College in Tennessee. As fate would have it, Zupko happened upon an introductory philosophy course for freshman year at Ontario’s University of Waterloo. "It was love at first sight," he says. And it is a love he enthusiastically has shared with his students. In 2003, Zupko received the Emory Williams Distinguished Teaching Award in the Humanities. "I like to think I am a good teacher and my students seem to like my courses," Zupko says. "I do try to draw them into the pleasures of intellectual debate." The back-and-forth is likely to extend to the Clairmont Campus this fall where Zupko will live among the students with his wife Frances as he serves as faculty-in-residence. Zupko: '124 DCATUR DESIGN AWARD FOR INTERIOR ADDITION
Catholic Studies minor that he now directs for Emory College — the only such minor in the country at a non-Catholic institution. The minor came about after a core group of professors from across the University and O’Connor. The minor offers instruction in the academic study of Roman Catholicism and the Catholic intellectual tradition and its contribution to Western civilization," he explains. "I am worried that the twenty-first century is devolving into a secular society. It is worth talking about. To be sure, Roman Catholicism has always been a big part of Zupko’s life. As a very young boy growing up in Kitchener, Ontario, he played ‘Mass’ by converting the coffee table into a makeshift altar and candy dish into a chalice. ‘Even then I wanted to be Pope,’ he laughs. As such, Zupko undoubtedly would shake things up since many of his beliefs on issues ranging from homosexuality to the ordination of women run counter to official church teaching. In an article published May 17 in the Atlanta Journal-Constitution, Zupko defended the University of Notre Dame’s decision to invite Barack Obama to give the commencement address despite vocal protests of the president’s support of abortion rights and stem cell research. Even so, Zupko continues to attend Mass at Cannon Chapel. ‘You can work for justice inside the Church,’ he says. Then, too, he is not one to presume to have all the answers. He likes to paraphrase St. Augustine in saying, ‘We are all but poor sinners struggling on our way to the homeland.’
**CAMPAIGN EMORY**

**Dean creates scholarship fund**

Stephen Bowen

**By CARIE PAINE**

Oxford College Dean Stephen Bowen and his wife, Nancy, have pledged $100,000 to create an endowed, need-based scholarship fund at Oxford.

“We at Oxford have been working to build a tradition of philanthropic support and I recognized that it is important to lead by example,” says Bowen.

“Nancy and I have developed a particular appreciation for the students who begin their Emory careers in Oxford College. An endowment that will provide them with financial assistance through scholarships seemed most appropriate.”

A biologist who began his teaching career in Michigan in 1978, Bowen says Oxford’s focus on learning resonates with his values as a professor. “Oxford’s mission is very close to my heart as an educator. The faculty have a commitment that is humbling and an esprit de corps that is engaging. The students, regardless of their majors, receive a personalized education in the liberal arts.”

Bowen’s scholarship fund will help make Oxford an affordable and accessible higher education opportunity for students from diverse backgrounds.

**Vaccine Center director elected to national academy**

Immunologist Rafi Ahmed has been elected to the National Academy of Sciences, one of the premier recognitions in science.

Ahmed is director of the Emory Vaccine Center and associate director of vaccine science for the Emory Center for AIDS Research. He is also professor of microbiology and immunology and a Georgia Research Alliance Eminent Scholar.

Ahmed’s groundbreaking discoveries on immune memory have laid the foundation for understanding vaccine-induced immune responses. His recent work has focused on rejuvenating the immune response to chronic viral infections.

Ahmed, who joined Emory in 1995, has received numerous grants for his research, including a $13 million grant from the National Institutes of Health for work on a molecular pathway known as programmed death 1. As part of Campaign Emory’s overall University goal of $1.4 billion, the Emory Vaccine Center has committed to raise $40 million. Gifts from alumni, friends, faculty and staff have generated $19 million as of April 1 for scholarships, a new science and mathematics building, a new library and academic commons and other priorities.

**ACCLAIM**

Several Emory Healthcare employees were honored at the Atlanta Business Chronicle’s 10th annual Health-Care Heroes awards for demonstrating excellence in the health-care community.

For Health-Care Innovation, winners were: Trent Spencer, associate professor of pediatrics in the School of Medicine; John Lollar III, professor of pediatric hematology and oncology; and Christopher B. Doering, assistant professor of pediatrics.

Physician winners were: Lillian R. Meacham, professor of pediatric hematology and oncology; and Ann C. Martens, acting professor of pediatrics.

Winners included:

- Heilpern, Kirk Kanter, Ralph DiCicco, Jason Wingood and Gary Verruyse

- Susan Henry-Crowe, dean of the chapel and religious life, was awarded an Honorary Doctor of Divinity degree by LaGrange College.

- Also given an Ecclesiastical speech fo the class of 2009.

- Bill McDonald, J.B. Fugua chair of late life depression and chair of geriatric psychiatry, was appointed by Gov. Sonny Perdue to serve as special advisor to the governor on mental health.

- The appointment follows creation of a new Georgia Department of Behavioral Health and Developmental Disabilities.

- Myron McGee, circulation specialist with the Pitts Theology Library, was the first place winner of the National Archives “Excellence in Genealogy” Awards.

- McGee’s essay, “The Use of National Archives Holdings for Genealogical Research,” traces his family’s ancestry using federal, state and local government records.

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A Search Advisory Committee will identify candidates to replace Emory College Dean Robert Paul, who is retiring. Provost and Executive Vice President of the Office of Diversity Affairs Earl Lewis has appointed Graduate School Dean Lisa Tedesco and political science professor Michael Gill to the committee.

The committee is charged with developing a work plan for searching and compiling a list of candidates. The group will also assist Lewis in identifying a successor by June 19.

“Our goal is to identify candidates by June 19, 2009,” Lewis said in a letter to faculty, “in the hope of having final candidates officially identified by late 2009 or early 2010.”

Project: Dean search

The application deadline is June 19. For more information, visit www.pcw.emory.edu/hers anunciare or contact Alicia Franck at 404-727-4632.

OAKHURST COMMUNITY GARDEN GETS MULCH LOVE

“Projects that matter for Sierra Club, Center for Writing Across the Curriculum

At first blush it could be mistaken for a sort of upscale detention hall: teachers speaking for four or five first days of the summer interim back in the classroom, only this time as students. But the 27 attendees at the Institute for Pedagogy in the Liberal Arts (IPLA), held at Oxford College last month, were willing participants — more precisely, very enthusiastic ones. The 2009 institute was a joint effort of Oxford’s Center for Academic Excellence and Emory’s Center for Faculty Development and Excellence.

The four-day program consisted of two two-day sessions, in which participants focused on new ideas to refresh and expand their teaching. They were led by members of the faculty of both Oxford and Emory, each of whom has been recognized for expertise in their fields of study. Session subjects included the use of information technology in the classroom, problem-based learning, debate as a teaching method, and preparation of presentation software. Presenters were Patricia Oman-Smith, Ken Carter and Paul Oser of Oxford, and Pat Marsteller and Melissa Maxcy Wade of Emory College.

IPLA sessions, says Young, concentrated on “issues of critical importance for the next generation of educators.” Evaluating the program, a faculty colleague noted: “I really gave me an appreciation for dedicating your career to something,” says Tori Sundheim, who received her BBA on May 11 and whose long-term plans include law school. The Center was founded in 2007 to support the primary goals of Oxford’s long-term strategic plan: to establish Oxford as the model example of an arts-intensive, college and to continue giving rise to transformative, liberal learning environment through innovative pedagogy. “IPLA received national recognition in 2003 from the Carnegie Foundation for its Outstanding Community College teaching and learning,” says Director Jeff Grimes. “Programs such as IPLA aim to nurtur- e and support innovation and to share the knowledge it creates with colleagues within and well beyond the University.”

Galie says that participants evaluations showed enthusiasm for opening the conference to those beyond Oxford and Emory, and that will be considered again for future conferences. Work and planning are already under way for IPLA 2010.

By BETH WOODEN

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As Emory searches across the institution for new ways to ensure resources, the Office of Information Technology (OIT) is leveraging emerging technologies to improve server performance and reduce expense. In the Feb. 16 Emory Report, I highlighted our cost-saving efforts to streamline communication systems and organizational structure. I would now like to report on our efforts to maximize the cost effectiveness of two basic information technology building blocks — servers and storage.

The demand for IT services continues to grow at phenomenal rates. The number of users at Emory over the last three years has increased 40 percent. Storage is growing more than twice that fast. Indirectly, by making better use of servers and storage, we avoid adding new data center space. This has a very real economic impact, since our data centers are among the most expensive space on campus — building a new data center averages around $200 per square foot!

The primary approach we have used to garner greater server efficiency is called “virtualization.” Server virtualization safely divides a single physical computer into multiple “virtual” computers. Since most servers aren’t fully utilized, consolidating multiple virtual servers in a single physical machine allows for much higher utilization and economy of scale.

From a sustainability standpoint, having fewer physical machines reduces the power, space and cooling needs in the data center because each virtual machine uses only 20 watts of power; little more than a refrigerator light bulb.

To date, these power-efficient solutions are saving more than 1.1 kilowatt-hours of power each year. OIT has gone virtual with over 25 percent of our servers and will be rolling out a virtual server offering in the next month that campus IT departments can use. In addition to the cost savings, the scalability of a large virtual environment provides a level of redundancy and reliability that hasn’t been affordable for smaller departments.

In terms of storage, many people do not realize that OIT has gigabytes of e-mail, health records and other data under management at any given time. An innovative tiered approach has helped control cost in the face of explosive growth. By enabling business users and academic users to access storage based on their needs over the past two years, our storage team has been able to re-architect new classes of storage within our existing equipment, avoiding more than $500,000 in new purchases. Over the past two years, more and more units and schools have begun to take advantage of our central storage offerings, saving their areas both time and money.

The exciting news is that at the same time we were increasing our total storage, we were also reducing our cost for customers by up to 87 percent (in the case of storing backups) and reducing power and cooling demands by 44 percent.

Our strategic goal to enhance its technology capabilities comes with the ever-present need for new and updated IT applications and services. Server virtualization and storage optimization are intelligent solutions to that demand. Their beauty lies in practicality: maximizing resources, minimizing cost.

Please feel free to e-mail me your reactions: rich.mendola@emory.edu.

Rich Mendola is vice president for information technology and chief information officer.

CYCLE: Bike to Work Day pedals viability

Continued from the cover

Emory is test site for Fuji electronic bikes

The 1762 Clifton building will be the test site for Fuji’s electronic pedal-assist bicycles. Bike Emory expects to install the prototype fleet on Thursday, June 11. The bikes, which operate on a battery pack, are stored in the charging station in the lobby of Plaza 1000.

Engage the throttle on the right handlebar to climb a hill, or whenever extra pedal power is needed, explains Bike Emory Director Jamie Smith.

Any Emory faculty, staff or student can test out a pedal-assist bike — a free rental includes a helmet and lock — but the bicycles must be returned the same day to 1762 Clifton. bike@emory.edu to provide feedback to Fuji Bikes through a post-ride survey.

For more, visit bike.emory.edu.

FLU: Teams develop faster methods to fight outbreak

Four international experts, one team, the “eye of the storm” in Mexico and three from the CDC, drew a packed room including visitors from Atlanta and the Southeast.

Guillermo Ruiz-Palacios, director of infectious diseases at a major hospital in Mexico City, described how he became involved in handling the H1N1 outbreak by taking a worried call from a former student in Oaxaca. His student had identified an unidentified virus at first thought to be related to SARS.

“But that was when we got the sense that we had something really explosive on our hands,” said Ruiz-Palacios.

Soon his hospital was seeing 200 patients a day, while outside the hospital Mexico closed first schools and then other public facilities in an effort to dampen the outbreak.

Dan Kernagan, deputy director of the CDC’s National Center for Immunization and Respiratory Diseases, discussed why the emerging virus preferentially affects young people. The reason: until 1957, annual waves of flu included some of the same H1N1 elements that came from the devastating 1918 outbreak.

Scott Dowell, director of CDC’s global disease detection program, explained how emerging viruses can be contained and controlled. He cited the success of an international initiative to provide local scientific community together in the recently renovated WHSCAB Auditorium on May 20 to present on H1N1.

Richard P. szczególny, deputy director of CDC’s Global Disease Detection Program, explained technology that helped a federal cross- border monitoring program detect the new virus variety in San Diego.

CDC’s Dr. Dan Jernigan, deputy director, said the CDC’s plan for monitoring public health threats involved gauging the speed at which the outbreak would arrive in the U.S. He said the CDC’s plan is based on vaccine development, aiding nations in the Southern Hemisphere, and refining policy recommendations on protective equipment for health care workers.

“The ability to share expertise, experience and current assessments among scientific institutes around the world is critical to saving lives,” says Jeffrey Kaplan, director of Emory’s Global Health Institute and president of IANPHI.

Continued from the cover

As one of six National Institutes of Health (NIH) Centers of Excellence for Influenza Research and Surveillance, the Emory University Georgia Influenza Pathogenesis and Immunology Research Center (IPIRC), established first in 2005, was quickly asked to focus its research specifically on H1N1 as part of the NIH Pandemic Public Health Research Response Plan.

The center team led by microbiologist Richard Compans is using technology they developed with virus-like particles (VLPs) to develop a quicker, more efficient alternative to the current method of making flu vaccines by growing it in chicken eggs. VLPs are empty shells that look like viruses but don’t reproduce. In March, the researchers had reported the effectiveness of their VLP vaccine in mice in the journal PLOS One.

Another research team led by Rafi Ahmed, director of the Emory Vaccine Center on the East Campus, with scientists at the University of Chicago, is using a new method of rapidly producing highly targeted monoclonal antibodies to develop a diagnostic test as well as a temporary therapy against H1N1. The antibodies, which can be isolated from a small amount of blood of humans infected with the virus, were tested against H1N1 and rapidly reproduced to treat and attack the virus. Ahmed’s group first published the monoclonal antibody technology last April in the journal Nature.

Report to the vaccine community

The Emory-led Atlanta Vaccine Design Hub brought together local and national vaccine community together in the recently renovated WHSCAB Auditorium on May 20 to present on H1N1.

Institute for Drug Discovery announced at BIO

Emory has established a new Emory Institute for Drug Discovery (EIDD), with a dual mission of carrying out early-stage discovery and pre-clinical drug research aimed at developing small-molecule therapeutics, and training new generations of researchers in the area of drug discovery.

Building on Emory’s strong history of drug discovery research, the EIDD will focus on clinically neglected diseases, global health partnerships, multidisciplinary interactions within and outside the University.

“With the EIDD we are strategically positioned to make Emory one of the premiere centers in the world for drug discovery and development,” says Director Dennis Liotta. “Our EIDD model will preserve the academic independence of university-based laboratory research, while at the same time offering opportunities to close gaps with the pharmaceutical industry.”

Gov. Sonny Perdue announced this and other news, including a new research collaboration between Emory Vaccine Center and the Australian Centre for Vaccine Development, at the BIO International Convention May 18-21 in Atlanta. For a wrap- up of Emory at BIO 2009, visit wvch.emory.edu/home/research/bio2009.html.

— Staff Reports

REPORT FROM: Office of Information Technology

Saving real money by virtualizing servers
Gay marriage bans linked to rise in HIV

By CAROL CLARK

Bans on same-sex marriage can be tied to a rise in the rate of HIV infection, a new study by two Emory economists has found.

In the first study of the impact of social tolerance levels toward gays in the United States on the HIV transmission rate, the researchers estimated that a constitutional ban on gay marriage raises the rate by four cases per 100,000 people.

“We found the effects of tolerance on gay HIV to be statistically significant and robust — they hold up under a range of empirical models,” says Hugo Mialon, assistant professor of economics.

“Laws on gay marriage are in flux and under debate,” adds Andrew Francis, also an assistant professor of economics.

The study used data from the General Social Survey, which has tracked the attitudes of Americans during the past four decades. The economists calculated that a rise in tolerance from the 1970s to the 1990s reduced HIV cases by one per 100,000 people, and that laws against same-sex marriage boosted cases by 4 per 100,000.

“Intolerance is deadly,” Mialon says. “Bans on gay marriage codify intolerance, causing more gay people to shift to underground sexual behaviors that carry more risk.”

Francis and Mialon previously did an analysis of the optimal penalty for sexually transmitting HIV. Published in March 2008, the study was recently named outstanding paper of the year by the American Law and Economics Review.

The researchers developed a game theory model for sexual behavior, which showed that laws in some states regarding the sexual transmission of HIV are generally inefficient at slowing the spread of the disease.

“In Georgia, for instance, failing to inform a partner that you are HIV positive prior to having sex is a felony punishable by up to 30 years in prison. The same penalty can apply even if the person who is HIV positive uses precautions such as a condom during sex, and even if the sexual partner does not contract HIV. The law does not apply, however, to people who do not know that they are HIV positive and transmit the virus.”

For more breaking news from the natural and social sciences at Emory, visit www.emory.edu/esciences/emcomms.

JUST PUBLISHED

Answers come in from Cold War

By BEVERLY CLARK

Cold War intrigue is the basis of many a movie and novel but the truth is often stranger than any fiction, as uncovered by Emory political scientist and historian Harvey Klehr in his newest book, “Spies: The Rise and Fall of the KGB in America.”

In his 14th book, and the sixth with co-author John Earl Haynes (a historian with the Library of Congress), Klehr discloses evidence based on hand-written notes straight from the KGB vaults. The result is a detailed account of Soviet espionage in the United States that answers many Cold War-era questions.

Klehr’s Decade of Research

Klehr’s decades of research on American communism and Soviet-run espionage has been likening together a giant jigsaw puzzle, says Klehr, Andrew W. Mellon Professor of Politics and History. “Some sections are complete and filled in, while others still have pieces and chunks missing. The notebooks have allowed us to just about fill in all of the pieces to complete the picture.”

Klehr and Haynes draw their research in “Spies” from a series of notebooks produced by former KGB officer Alexander Vassiliev, also a coauthor of the book. In the early 1990s, Vassiliev was permitted access to Stalin-era records of Soviet intelligence operations against the United States.

The notebooks, which include more than 1,300 pages of copious notes, have been translated and are available online through the Cold War International History Project of the Woodrow Wilson International Center for Scholars. “One thing that gave us confidence that the notebooks are genuine is the way it fits in with what we already know,” says Klehr, who was the first American scholar to get access to KGB files (now closed) after the collapse of the U.S.S.R.

“Spies,” published in May by Yale University Press, has already attracted widespread notice in the media and blogosphere, including The New York Times and Newsweek. The biggest revelations in the book include definitive evidence that J. Robert Oppenheimer was not a Soviet spy (“the case is closed”), while confirming that journalist and activist I.F. Stone did indeed do some work for the KGB in the 1930s, Klehr says.

Klehr and Haynes also were able to identify a number of people who were spies, many of them completely unknown. One spy who was previously unknown, at least by name, was Russell McNutt. A recruit of Julius Rosenberg (who was executed with his wife, Ethel, in 1953 for conspiracy to commit espionage), McNutt later became a wealthy oil company executive.

Klehr and Haynes tracked him down, finding him living as a retiree in a golf community in the Blue Ridge Mountains of North Carolina. “As an atomic spy, McNutt is a fascinating character. His name floats around, but there had been no strong hint before that he was a spy,” says Klehr. McNutt is among many compelling human interest stories unveiled in the notebooks; he adds.

“By and large, these people probably didn’t do it for the money,” he says. “They were complex, complicated people, and so many of them got away with it. Some suffered public shame, while others went on to have very successful lives and careers when their spying days were over.”

‘Spies’ signing

Harvey Klehr will present a talk and signing for his book, “Spies: The Rise and Fall of the KGB in America,” at 7 p.m., Thursday, June 25 at the Barnes and Noble in Buckhead, 2900 Peachtree Road NE.

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The Emory Center for Health Discovery & Well Being

A New Approach to Health and Healing
FIRST PERSON

Putting others first a trait worth nurturing

By TED WILLI

Volunteering to serve in a soup kitchen, joining the Peace Corps, helping your neighbor pull his ox out of a ditch — these are examples of service to others. Hotel and restaurant hosts and waiters have “customer service” jobs, but it could be argued that every person in every job is working in customer service: a university president — the top-level administrator — ultimately serves all the students, faculty, staff and alumni of the college; a janitor working through the lonely hours of the night creates the bright, clean welcome that greets visitors to the building the next day.

Everyone can enhance their job performance by adopting a service attitude. This does not mean subservience, or subjugation, or slavery, but a quality of helpfulness, that their secret? They took the time to consider the actual lifeblood of an organization: its people (customers and employees both). With a service attitude, the software engineer will think about the average Joe before launching a new 15-step payment system, the cafeteria server will have patience while Jane decides between the “Chef’s Surprise” and the lasagna, and the medical records clerk will carefully file the documents, knowing that quick retrieval later could save a life.

Remembering to put people first is a trait of character worth nurturing. Organizations with a good business plan and good employees still need one thing more to ensure success: making customers feel welcome and appreciated so that they will want to come back — and they will “spread the word” to their friends?

Some points to consider:

- Beware of bureaucratization, which essentially makes every person-to-person encounter into a series of hoops that must be jumped through.
- Allow for different (potential) job opportunities; for example, if someone wants to fax in a handwritten personal essay to the registrar rather than emailing it as a PDF, allow for that.
- For PowerPoint.

Ted Willi suggests viewing your job through the lens of customer service.

If I empathize? Did I value the opportunity to help them find a solution? Why am I here: To serve or to be served?

"Gotta serve somebody," Bob Dylan famously sang on his “Slow Train Coming” LP. That formulation reminds us of what is essential to our personhood. The person, the enterprise, and the community are built up through service.

Ted Willi is an information specialist in Emory Health Sciences Library.
ADVANCE NOTICE

Gifts in Garden benefits Winship
The Emory Winship Cancer Institute volunteer program is hosting a fundraising event at the Vaughn-Jordan Memorial Garden at the Winship Cancer Institute on Thursday, June 11 and Friday, June 12 from 10 a.m.–6 p.m.

The event features hand-made jewelry, crafts and scapes. Total proceeds will benefit the Emory Winship Patient Assistance Fund, Patient and Family Resource Center, and Volunteer Services.
For more information, call Emory Winship Cancer Institute at 404-571-1800.

Ticket to school on Turner classic films
How has film been used as a tool to expose injustice and advocate social change? What are the challenges of bringing a literary property to the screen? The new TCM Film School, offered by Evening at Emory and Turner Classic Movies, provides an opportunity for adult students to learn about and discuss the history and artistry of American film.

Award-winning filmmaker and DVD producer Bret Wood will teach the inaugural TCM Film School on Turner Classic Films this June. The course will explore the history and artistry of five American films personally selected by Turner Classic Movies’ on-air host Robert Osborne, including “Ben-Hur” (1959), “The Letter” (1940), and “I Am a Fugitive From a Chain Gang” (1932). Tuition for the course is $195.

For more information, visit www.EveningatEmory.org.

Brent Fogt opens ‘Accrual Method’
Brent Fogt’s exhibition “Accrual Method,” opens in Emory’s Visual Arts Gallery on June 18 with a free reception at 5:30 p.m., and an artist talk at 6:30 p.m. The exhibition features a series of large-scale, highly detailed drawings of abstract forms that vary from the topographic to the decorative, referring to aeronautical maps, turbulent water, live oak trees, coral reefs, ant farms and pasleys.

The exhibition, which closes July 31, will include a number of works suspended from the gallery ceiling, including a 16-foot drawing based on an aerial view of the Mississippi River.

For more information, visit www.visualarts.emory.edu.

Donate clothing for farmworker health project
Physical therapy students are hosting a clothing drive in preparation for the 14th annual South Georgia Farmworker Health Project June 12-26. Bring gently used pants and t-shirts to donation bins in School of Medicine and the Center for Rehabilitative Medicine before June 11.

PA, medical and physical therapy students, under the direction of Emory faculty, will provide free medical care at mobile clinics to farm workers and their dependents during a peak period of Georgia’s summer agricultural season. Coordinator Thomas Himelick says he expects the biggest project yet to-date.

SNAPSHOT

Scouts dig spig
The chemistry of spit, and how it can be used to desalinate objects, were among the Boy Scouts’ discoveries in a mock archaeological dig with Carlos Museum docents and staff. On May 2, 35 Boy Scouts from the Atlanta Area and Flint River councils fulfilled many of the requirements for an archaeology merit badge at the Carlos. The scouts studied artifacts from Etwah Indian Mounds, part of the Carlos’ teaching collection; made clay oil lamps as they learned about experimental archaeology; and explored the galleries through a scavenger hunt.

Oxford tennis wins national title
For the third time in four years, Oxford College has come away triumphant from the NCAA III Men’s Tennis National Tournament, which took place May 11–15 in Plano, Texas.

“This is a great honor for Oxford College and an exciting cap on the year for this remarkable team,” says Coach Brandon Feldman. “These young men have displayed great focus and worked very hard to reach this goal. We will proudly display this trophy for many years to come as a reminder of their achievement.”

Three members of the Oxford team — Chris Dickson, Ben Freedman and Travis Platek — were named to the All-American first team singles roster. Freedman and Ethan Protas were selected for the second team All-American roster of doubles players.

EAGLE SPOTLIGHT

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