

THE FACULTIES OF  
ARTS, LITERATURE, AND SCIENCE

OFFICE OF THE DEAN

The University of Chicago

FOUNDED BY JOHN D. ROCKEFELLER

7

CHICAGO, March 8, 1905

My dear Mr. Keehn:

Enclosed I send a letter from Dr.

Goodspeed, which perhaps you will kindly return to me. I think this explains the situation. While we should be glad to help the reporters, I do not see how under the circumstances we can make the appropriation in question.

Very truly yours,

*H. P. Freedom*  
The fact remains that the papers are paying  
double fares. I have been retained to see the  
Telephone Company. *W. D. Keehn*

THE UNIVERSITY OF CHICAGO  
LIBRARY AND MUSEUM  
OFFICE OF THE DEAN

The University of Chicago  
OFFICE OF THE DEAN

CHICAGO, March 8, 1902

My dear Mr. Keenan:

Enclosed I send a letter from Mr.  
Goodspeed, which perhaps you will kindly return to me. I think  
this explains the situation. While we should be glad to help  
the reporters, I do not see how under the circumstances we can  
make the appropriation in question.

Very truly yours,

W. D. Keenan  
The foot mentioned that the papers are forwarded  
double form. I have been reluctant to see the  
Chicago Tribune W. D. Keenan



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The University of Chicago  
FOUNDED BY JOHN D. ROCKEFELLER

WILLIAM R. HARPER, *PRESIDENT*

OFFICE OF  
THE SECRETARY

CHICAGO March 8 1905

Dear Dr. Judson,

I am in entire sympathy with the petition of the reporters & should urge strongly that it be granted were it possible to do it without actual additional expense to the University. We have however such a contract with the Telephone Company that there is not a single free phone in the University. It is probably not known even to you that in addition to paying a small monthly rental for each of our 65 telephones, a monthly rental for each of the fire trunk lines, a monthly rental for the switchboard, a mileage charge for all the phones off the original campus, and in addition to all this & the salaries of the operators, three cents for every message sent out. Not only those sent over the so called pay phones, but for every message sent on any & every phone we use. It would therefore cost us three cents for every message a reporter sends to his office, however long or short. \$500. a year is a moderate estimate of the actual extra expense the granting of this petition would cost the University. Over and above the receipts from the pay phones our annual telephone expenditures is \$2,000. I think you can see that however much we would





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OFFICE OF  
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CHICAGO

like to assist the boys. it is impossible for us to pay  
out in actual cash three cents for each of their messages  
to him for us. I think if they understand that  
this is what it will actually cost us in extra cash  
over & above the regular standing charge of our  
telephone system they will not feel that they can  
ask it.

Very truly yours,

T. W. Goodspeed -



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JAMES HARRIS, Secretary

CHICAGO

What a great day! It is impossible for me to say  
but in a short time I shall be back in the  
to their papers. I think if they were not  
this a great victory. I am sure that we are  
the whole. The whole of the world is  
happy to see you. They are not just  
not at all.

Very truly yours,  
J. W. Gilbert

Memorandum of the Committee Meeting

Held at the Quadrangle Club

Friday, May 25th, 1917.

Those present were Messrs. Dickerson, Dimore, Fairweather, Moulds, Plimpton, Robertson, and Rouse.

Telephones

The Telephone Company submitted a report, a copy of which is to be sent each member of the Committee. Messrs. Fairweather, Moulds, the Chairman, and Rouse requested to make a digest of this report and submit specific recommendations. Mr. Rouse was requested to remove the limit on all limited service telephones wherever this would result in an increased cost to the University. Mr. Rouse was requested to complete the telephone directory at once.

Taxi Cabs

It was voted to recommend to the Committee on Expenditures that the University arrange with the Emery Motor Livery Company to establish a taxi cab station on the Campus and sell coupon books entitling the holder to a discount of 15% for Emery service.

Inspection of  
Buildings

The report on the inspection of the Law Building and Haskell Museum was deferred until next meeting.

Messenger  
Service

The Cashier called attention to the fact that his office provided messenger service to the City Office twice daily and suggested that the other departments take advantage of this free service.



Memorandum of the Committee meeting

held at the Executive Club

Friday, May 25th, 1944

Those present were Messrs. Dickson, Messrs.  
Lalonde, Messrs. Ewing, Robinson, and Messrs.

Telephone

The Telephone Company submitted a report, a copy  
of which is to be sent each member of the Committee. Messrs.  
Lalonde, Messrs. Ewing, the Chairman, and Messrs. Dickson  
made a study of this report and submit specific recommendations.  
Mr. Messrs. was requested to remove the item on all limited services  
telephone number this would result in an increased cost  
to the University. Mr. Messrs. was requested to complete the  
report on this item as soon as possible.

It was voted to recommend to the Committee to  
expedite the University's request that the Heavy Duty  
Heavy Duty be established a full cap station on the Campus  
and well equipped building the holder to a standard of  
100 per cent service.

Test Case

The report on the inspection of the law building  
and Messrs. Messrs. was delayed until next meeting.

Inspection of  
Building

The Chairman called attention to the fact that the  
after provided messenger service to the City Police force  
daily and requested that the other departments take advantage  
of this service.

Messenger  
Service



SPECIAL SERVICE TO TERMINALS:

This service is of four classes:-

Terminal lamp caps are marked with a special opal designating the class of service furnished to each terminal as follows:

White Lamp Cap - Unlimited Service.

White Lamp Cap Letter "X", Unlimited service to individuals

listed on designation strip, operator questions calling party, where voice is not recognized or name of individual calling is not given, as to who is calling. Where person's name is given and they are not entitled to unlimited service, they are told to use a public telephone. There are twenty-five of these terminals and five of them are located in corridors and it is suggested that one rule be adopted for handling calls from these telephones as follows:

- A - Authorized users be instructed to pass their order to the operator as follows:  
"Mr. Perrins speaking, Main 5000."
- B - When no name is given, operator to advise calling party to use public telephone.

It would not seem necessary to restrict the use of all these lines as twenty of the twenty-five are in private offices and would hardly ever be used by others than those entitled to this service as it is quite a drag on the operators to question these calls where calling party fails to pass the name, and it would seem that only the five located in corridors should have this special opal designation.

White Lamp Cap, Letter "N"

Twenty-nine terminals equipped with a single nickel slot coin box are located in the various departments where students and clerks use these telephones for intercommunicating and outgoing service. Outgoing calls are charged at the rate of five cents per call.

Special instructions were issued to give free service to four individuals from certain terminals when they passed their name to the operator. It is suggested that these individuals be furnished with slugs and account for the use of these slugs for official business where necessary, in order to avoid this special instruction to the operators, and all outgoing calls be charged at the rate of five cents for each five minutes' conversation, or fraction thereof. A list of individuals given special service is attached.

**SPECIAL SERVICE TO TERMINALS:**

This service is of two classes:

Terminal long calls are carried with a special special designation the class of service furnished to each terminal as follows:

White Long Call - Unlimited Service  
White Long Call - Limited Service

Based on designation with operator assistance during party, where voice is not designated as one of individual calling is not given, as to who is calling. Where party's name is given and they are not called is without charge, and the call is not a limited telephone. There are twenty-five of these terminals and they are located in terminals and it is suggested that you will be subject for handling calls from these terminals as follows:

A - Authorized users are instructed to pass their order to the operator as follows:  
"Mr. Terrence speaking, Main 5000."

B - When no name is given, operator to advise calling party to use White telephone.

It would not be necessary to restrict the use of all these lines as twenty of the twenty-five are in private offices and would hardly ever be used by others than those entitled to this service as it is given a tag on the operators to mention these calls where calling party fails to pass the name, and it would seem that only the five located in terminals should have this special special designation.

White Long Call - Limited "X"

Twenty-five terminals equipped with a single nickel slot having coin box are located in the various departments where station and other use is permitted for international and long distance. Outgoing calls are charged at the rate of five cents per call.

Special instructions were issued to give free service to four individuals from certain terminals who they passed their name to the operator. It is suggested that these individuals be furnished with tags and account for the use of these calls for official business where necessary. In order to avoid this special instruction to the operators, and all outgoing calls be charged at the rate of five cents for each five minutes, or fraction thereof. A list of individuals given special service is attached.



Report of Study of Conditions and Irregularities on Private  
Branch Exchange switchboard and Terminal Stations at the  
University of Chicago, Midway 800, March 1917.

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EQUIPMENT:

4 Position, #31, Private Branch Exchange.

Terminal jacks equipped - 240 Ultimate capacity  
Terminal jacks in use - 217  
Trunk jacks equipped - 30; ultimate capacity 40  
Trunks in use: Measured service "in" and "out"- 19  
Measured commuted outgoing only- 2  
Connecting trunk ----- 1

TRAFFIC:

Busy hour - 458 calls; traffic record of January 11, 1917.

The traffic has increased during the past three months and the busy hour load is approximately 550 calls. Due to the number of calls which are questioned by the operators on account of special service and the collection of nickels, this load is too heavy for the three operators at this board to give prompt and efficient service.

One of the operators is practically new and it will be some time before she will become acquainted with the names of the various departments which are difficult to locate, due to irregular arrangement mentioned later in this report.

The switchboard has a capacity of 240 terminals and, with the natural growth in the next year, it will be necessary to install a new switchboard to care for the increased growth of terminals and traffic. This has been referred to our Traffic Engineers for recommendation.

The location of the present board is not satisfactory as the switchboard room faces west on a courtway where teams are continually passing and it is difficult for the operators to hear when the teams are going through.

The light and ventilation is unsatisfactory, due to the room being small and switchboard located too near the window. The entrance to the room is through a short hall, which is used as a locker room for the office force. This prevents the door being closed. Arrangements should be made to have the room shut off for privacy and proper ventilation and lighting provided.

Report of Study of Conditions and Recommendations on Traffic  
at Grand Exchange and Terminal Stations of the  
University of Chicago, Chicago, Illinois, March 1917.

## EQUIPMENT:

4 Positions, 2nd, Private Branch Exchange.  
Terminal Jacks equipped - 200 Wires capacity  
Terminal Jacks in use - 114  
Terminal Jacks equipped - 10; Wires capacity 20  
Terminal Jacks in use - 10; Wires capacity 10  
Terminal Jacks equipped - 10; Wires capacity 10  
Terminal Jacks in use - 10; Wires capacity 10  
Terminal Jacks equipped - 10; Wires capacity 10  
Terminal Jacks in use - 10; Wires capacity 10

## TRAFFIC:

Peak hour - 4:30 called; Traffic record of January 11, 1917.

The traffic has increased during the past three months  
and the peak hour is approximately 4:30 called. Due to the  
number of calls which are handled by the operators on account  
of special service and the collection of tickets, this load is too  
heavy for the three operators at this hour to give prompt and  
efficient service.

One of the operators is practically new and it will be  
some time before she will become acquainted with the names of the  
various departments which are difficult to locate, due to  
irregular arrangement mentioned later in this report.

The sub-board has a capacity of 200 terminals and  
with the central switch in the next year, it will be necessary to  
install a new sub-board to care for the increased growth of  
terminals and traffic. This has been referred to our Traffic  
Engineers for consideration.

The location of the present board is not satisfactory  
as the sub-board room faces west on a courtyard where there  
are constantly passing and it is difficult for the operators  
to hear when the tones are going through.

The light and ventilation is unsatisfactory, due to  
the room being small and sub-board located too near the window.  
The entrance to the room is through a short hall, which is used  
as a locker room for the office force. This prevents the door  
being closed. Arrangements should be made to have the room kept  
off for privacy and proper ventilation and lighting provided.



Another suggestion in order to avoid the irregular operating condition at the P.B.X. and difficulty in collecting nickels at the switchboard is that public telephones be installed for the use of students for outgoing calls and the nickel telephones be changed to direct terminals in charge of the clerks or heads of various departments, as it does not appear advisable to place the responsibility for collecting nickels up to the operators with the heavy traffic which they are obliged to handle.

There are between seventy and one hundred calls per day from nickel telephones for exchange numbers.

#### RED OPAL:

Seventy nine terminals are designated with red opals which indicate that calling party is entitled to intercommunicating service only. Occasionally operators are obliged to advise calling parties that these telephones cannot be used for outgoing exchange calls, which makes it necessary for them to check very closely on all calls from these terminals.

#### INDIVIDUAL SERVICE:

There are four terminal users who request operator to secure connection by number or name of individual and then call them back. Attached is a list of these terminals and we would recommend that this service be discontinued as the operator is obliged to wait in on each call, thereby neglecting the service to other terminal users and incoming calls.

#### SPECIAL SERVICE:

Occasionally heads of departments and clerks use terminals equipped with nickel coin box and request outgoing service claiming it is on official business. Where this is necessary it would be well to instruct all people who are obliged to call from these telephones in emergency to deposit their nickel and submit a voucher for expense.

#### OPERATING METHODS AT P.B.X.:

A study of the phrases used by the operators was made with a view of suggesting improvements in this line, with the following results:

Phrases suggested and put into effect:

Answering incoming calls on trunk lines - "University"  
with emphasis on the third syllable - "UN - I - VER - SI - TY"

Answering terminal call signal:  
"Number!" with rising inflection.





Answering recall signal:

"What is it please?"

Requesting nickel:

"Drop a nickel please."

Questioning call from a terminal designated with white opal, letter "X" or "N"

"Who are you please?"

Informing party where not entitled to special service to use a public telephone:

"Please use a public telephone nearby."

Recall signals

Trunk signals

Terminal signals

#### METHOD OF PASSING CALLS TO EXCHANGE OPERATOR RECOMMENDED:

Terminal user to pass the full order to the P.B.X. operator who in turn would select an idle trunk and pass the call to the exchange operator. This would give a double check on the repetition of the order to the terminal user and the P.B.X. operator would be more apt in handling the call, both as to enunciation and supervision and should the exchange operator fail to repeat it correctly she would be in a position to signal promptly rather than wait for the signal from the terminal user.

The present practice is for the terminal user to request a line and P.B.X. operator selects an idle trunk and terminal user gives his order to the exchange operator.

At present the number of operators does not allow the practice recommended; it would be necessary to increase the number of operators to four to care for same.

#### PHRASES USED BY TERMINAL USERS ON INCOMING CALLS:

A record was kept of the phrases used by persons answering terminal telephones with a view of improving the speed of answering and standardizing the phrases used for each department.





Record showed the following:

Total number of calls observed .....	102
Party answering with name of person or department .....	33
Party answered with "Hello".....	49
Party answered with "Yes".....	7
Party began conversation without introduction.....	8
"Don't Answer" reported.....	5
Average answering.....	11.1"
Maximum.....	1' 23"
Minimum answering.....	4"

#### IRREGULARITIES ON INCOMING CALLS TO TERMINALS:

A number of terminals request the calling party to hold the wire while they leave the telephone and look up information.

It is necessary at times to transfer calls and due to the poor method of flashing, the terminal is cut off.

P.B.X. operators are not informed, at the time, of these cases, but receive a letter through the Superintendent's Office two or three days later.

A number of cases were observed where terminals called local and exchange numbers, and abandoned call without notifying the operator.

On outgoing calls some of the terminal users continue conversation with persons in the room where they are calling from, after the P. B.X. operator has requested the number.

A list of these irregularities showing terminal numbers and names where possible is attached.

#### LOCAL DIRECTORY FOR TERMINAL USERS ON INTERCOMMUNICATING CALLS

It is noted that out of one hundred calls, but eight calls from one terminal to another were made by number, although a local directory is issued. The names of some of the departments are very confusing and similar as are the names of individuals, which makes it difficult for the operators on the heavy intercommunication traffic, which they handle, to locate the departments and names promptly.

The directory should be arranged to cover names of individuals and departments in alphabetical order. In this connection, the terminals on the switchboard should be changed to an alphabetical arrangement to provide a simple method of locating the various terminals in the departments and buildings on incoming calls.

Report should be following:

100	.....	Total number of calls reported
25	.....	Party answering with name of person or department
25	.....	Party answering with "hello"
7	.....	Party answering with "yes"
5	.....	Party giving information without introduction
5	.....	"Don't know" responses
11.1	.....	Average answering
1.1	.....	.....
1	.....	.....

INTERVIEWING BY INSURANCE AGENTS TO TERMINALS:

A number of terminals request the visiting party to take the wife while they leave the telephone and look up information. It is necessary at times to transfer calls and due to the poor nature of the line, the terminal is not all. P.O. operators are not informed at the time of these calls but receive a letter through the department's Office for or from some later.

A number of cases were reported where terminals called first and exchange number and requested call without notifying the operator. On outgoing calls some of the terminal party's business conversation with person in the room where they are calling first, after the P.O. operator has requested the number.

A list of these irregularities showing terminal number and name where possible is attached.

LOCAL DIRECTORY FOR TERMINAL UNDER OR INTERCOMMUNICATING CALLS

It is noted that out of one hundred calls, but eight calls from one terminal's number were made by number, although a local directory is issued. The names of some of the terminals are very common and similar as are the names of individuals, which makes it difficult for the operators on the party intercommunication system, which they handle, to locate the department's and hence properly.

The directory should be arranged in every name of individuals and departments in alphabetical order. In this connection, the terminals on the system should be changed to an alphabetical arrangement to provide a single method of locating the various terminals in the department and listings on incoming calls.



UNIVERSITY OF CHICAGO, Midway 800

Special Study - March, 1917.

Irregularities.

Terminals requesting calling parties to "Hold The Wire" while they look up information.

Terminal #63 Purchasing.

Terminal #71 Purchasing.

Terminals cut off on transfer because of slow flashes:

Terminal #82 Miss Carter (Dean Angell's Office)

" #73 " " " " "

Terminals continuing conversation with people in room instead of giving their order when operator answers.

Terminal #71 Miss Booth

" #35 Miss Barton

Terminals calling local and exchange numbers and abandoning the calls without notifying operator.

Terminal #63 called #2 and disconnected before an answer was received.

Terminal #123 called a So. Chicago number and disconnected after exchange operator took the order.

UNIVERSITY OF CHICAGO, Midway 800

Special Study - March, 1917

Terminal users requesting operator to secure connections by number or name of individual and then call them back:

Terminal #20 Mr. Newman Miller, Mgr.

" #27 Mr. Tracht

" #11 Mr. McFarland

" #171 Mr. Rouse

University of Chicago - Midway 800

Special Study - March, 1917.

Terminals with "N" opals and names of individuals who are given free service:

Terminal #144 Mr. English

" #146 Mr. Michelson

" #145 Mr. Carlson

" #111 Divinity Office.

UNIVERSITY OF CHICAGO - MARCH 1917

Special Study - March, 1917.

Investigation

Technical reports regarding calling parties to "this the wire" calls  
they look up information.

Technical 173 Wednesday  
Technical 174 Thursday

Technical out all on telephone system of the University  
Technical 175 (from Agassiz's Office)

Technical 176 continuing conversation with people in room instead  
of giving their order when operator answers.

Technical 177 11:30 AM  
178 12:30 PM

Technical 179 calling local and exchange numbers and observing  
the calls without notifying operator.

Technical 180 called 14 and disconnected before an answer  
was received.  
Technical 181 called a Mr. Wilson's house and disconnected  
after exchange operator took the call.

UNIVERSITY OF CHICAGO - MARCH 1917

Special Study - March, 1917.

Technical 182 reports regarding operator to answer connections  
by number or name of individual and that call them back.

Technical 183 1:30 PM  
184 2:30 PM  
185 3:30 PM  
186 4:30 PM

University of Chicago - March 1917

Special Study - March, 1917.

Technical 187 7:30 AM and names of individuals who are given from  
central office.

Technical 188 Mr. English  
189 Mr. Robinson  
190 Mr. Carlson  
191 Mr. Gifford