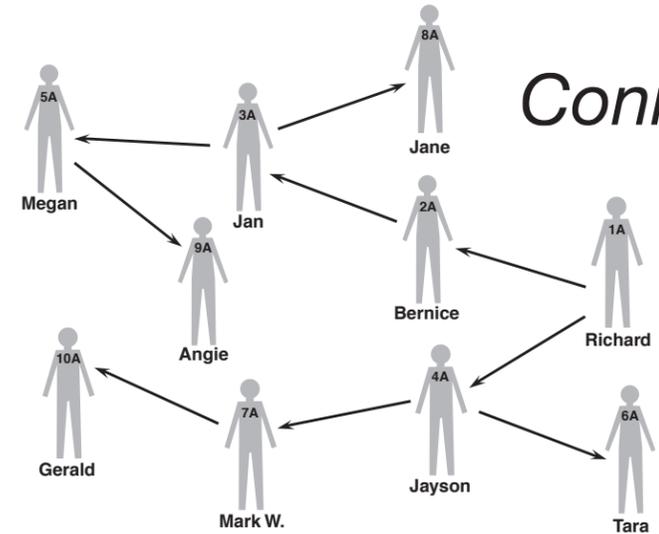


Making Connections



The comments are answers from the following questions:

How would you describe your job?

What is an average day like for you?

What effect do you feel your job has on the community?

How do you feel about your job?

What is the best part of your job?

What is the hardest part of your job?

What attitude is necessary for your job?

This project, a study of the importance of various jobs within the community, started with Maintenance II Workers Richard Martin and Dan Roney. They keep our city running by maintaining the roads and drainage systems. However, there are other jobs in the community that are important to Richard and Dan on a personal level. I sought out the people employed in these positions and asked them what they do and what is important to them. Based on this new information, I was ready to talk to a new set of people. It wasn't long until I had created a network of connections across Champaign and Urbana.

5A
Megan Everett
 Assistant Manager
 U of I Golf Course

Thoughts: I like my job most of the time. I think sometimes I feel under-appreciated out here. A lot of people think "Oh you work at a golf course it must be the greatest job"; think it's the easiest job in the world and that all I do is go out and play golf. I feel maybe that I'm not taken as seriously in this profession as maybe some other jobs.

Attitude: Patience is probably the biggest thing out here. You have to be able to handle people the right way. On busy days you'll get a couple that are in a hurry or want something done their way and you have to be patient.

Effect: A lot of people come here. Some come here to relieve stress. Some come out here to avoid work. So pretty much I think my job - it's an outlet for people that want to escape their everyday life, their jobs. And just want to come out and have fun. I'm here to make their day better.

Loves getting ice cream at the Custard Cup (see 9A)

8A
Jane Carlson
 Bookseller/Manager
 Pages For All Ages

Best part: When you can help someone find a book that they don't know any information about. "I heard about this book somewhere. I don't know the title. I don't know the author." And you can find it for them and they're really happy. Also, being able to recommend a book that you've read and have the customer come back in two weeks later and say that they really liked that. "Show me more like this."

Attitude: A very positive attitude. A very giving attitude. A great interest in many things. To be able to go into the mystery section and be kind enough to a person, even if you've never read a mystery and don't care to, to authentically say "You might like this or you might like that".

Effect: In a non-business standpoint basically you're helping people get excited about writing and reading and maybe helping someone discover a book that would move them. Helping someone find a book for their child that will get them started reading at a young age.

Loves shopping at Schnucks in Urbana
 Enjoys the Urbana Free Library

9A
Angie Horath
 Store Manager
 Jarlings Custard Cup

Average day: Here lately average days have been pretty hectic. Like most places in Champaign-Urbana, we're short of staff. It's hard to find good people. Sometimes you catch yourself coming in and going right back out. Like you just left and you could swear you were just in here. Like you've never had any time away at all. You dream about it and you wake up thinking about it and you come in thinking "I was just here". It can be pretty busy.

Best part: I'm not a people person when I'm outside of here but when I'm here I really enjoy waiting on people. I'm like a totally different person. I like to make them happy. And then the kids - I like helping guide them and things like that. It's rewarding.

Effect: It makes people feel happy. Ice cream is a happy food. It makes people feel good. They've lost 10 pounds and they want to reward themselves with an ice cream cone. Suzie or Joey got an A on a test so they bring them in for a treat. Makes people happy.

Enjoys taking her daughters out to play at Hessel Park (see 10B)

3A
Jan Wever
 Nurse Manager
 The Pavillion

Attitude: I think very flexible and a good selfishness and a selflessness. Both of those. You have to take care of yourself here. It's very easy to get involved in other people's problems. Try to solve them or be so empathetic that you can't sleep at night for worrying about people. You can't do that. That's when you have to be selfish and take care of yourself. And selfless in that these people need you. They need your help. And it's not just a 9-5 job. Everybody's different. Everybody's hurts are different. And the flexibility is - because of those differences you really have to react many different times to many different situations. In a matter of hours maybe.

Effect: I guess I feel mine is more of a role model. A role model to my staff and a role model to patients of what is appropriate social behavior. Dealing with anger in an appropriate way. Dealing with sorrow or pain in an appropriate way. Seeking help in an appropriate way. And as far as a community, I would be an example of a role model as to what we can do with people with problems. They're people.

Likes to read; can walk to Pages for All Ages (see 8A)
 Enjoys golfing at the U of I Golf Course (see 5A)

2A
Bernice Newkirk
 Nursery Specialist
 Lowe's

Job Description: Basically it's plant care and providing the community with healthy plants and information on how to plant them and care for them afterward -which adds a lot to the community I think.

Effect: I think that plants are vitally important to the atmosphere and our breathing and everything else and the more plants that get out there in somebody's yard it's not only attractive but it adds to the health of the community.

An important job to her are those in the medical profession (see 3A)

1A
Richard Martin
 Maintenance II Worker
 City of Champaign Public Works Department

Thoughts: I'd say the sewer job is not for every person probably. You mention sanitary or sewer and it's about like saying a garbage route. It is a dirty job but it's a fulfilling job. At the end of the day you know that you've helped someone. There's not a day goes by that we don't help a homeowner in some way. When we're called even at night or weekends or whenever - usually they only call for one reason. Their toilet won't flush, their basement is full of water or sewage and they know that we are there to help them. That is our job. And it makes us feel good when we can go away and take care of a problem and make them aware of what the problem was and maybe how to control that problem.

Effect: It's an important job, people that live in town mainly know that they flush their toilet and out goes the sewage and that's about all they do know. So that's where we come in. We keep all the lines flowing and if they are not flowing then we have to decide what's wrong and take care of that. That's what we do mainly every day. The way our program's set up actually we're on call seven days a week. So we do work mainly an 8 hour day but it could be some overtime at night.

Enjoys planting flowers and keeping his yard up (see 2A)
 Does all of the repairs, painting, and roof work to his house (see 4A)

10A
Gerald Enghausen
 Owner
 Hanson's Auto

Best part: The best part of my job is talking to the customers. As you see, I have a lot of friends that come in here just to talk. People I've been working on their cars for 30 years or more. They just stop and say "Hello" if nothing else.

Hardest part: Getting paid. There needs to be something better for collecting bad checks. There's too many bad checks being passed. People seem to think that's a way of life that should be accepted in the business world. Anybody who writes me a bad check should be responsible for that check. Getting paid is probably the hardest part.

Effect: I think it's a service that needs to be here. For the most part the dealers don't care. They don't even care if they do service work. They would rather sell cars anyhow. And even if they was to do service work, the dealers could not survive without us independents because they couldn't get it done anyhow. The independent garage has to be here. Besides that, we do better work than they do.

Enjoys going to Cracker Barrel or Perkins with his wife for late coffee and conversation on Saturday nights

7A
Mark Wright
 Owner
 Other Realm

Job description: It's very liquid in the fact that people come in. You don't have the same thing happening every day. You find that rarely does the conversation center around what we sell in here. It's usually an open forum and that's what I like about it. There aren't any taboos here because we sell a lot of things here that have a stigma attached to them to begin with.

Average day: We get game shipments once a week. We get comic shipments twice a week and my entire job centers around processing this inventory. Since comic books come out on a weekly basis, we have to be very cognizant about the fact that people come in according to that schedule. This is very addictive. It's like a drug. Guys have got to have them when they come in and they don't want to wait so we have to be fast. We have to be professional. We have to get things out on the rack as quick as we can.

Effect: Everything I do is based on escapism. This is fantasy related. It's an entertainment. Role playing games are a way to separate yourself from reality for a while. It gives you an opportunity to put yourself in another position for a little bit.

Loves his 1966 Malibu Convertible, Angel, and relies on Hanson's Auto for her maintenance and upkeep (see 10A)
 Enjoys driving his car to Steak-and-Shake during the summer for curb-side service

4A
Jayson Lloyd
 Sales Associate
 Menards

Attitude: Definitely positive because people like to complain a lot and you don't want the complaining about you so you gotta stay semi-upbeat. If someone makes you mad then you help the next guest. You can't be mad at that guest or that person that didn't do anything to you. That's how I look at it. You gotta stay positive all the time or else you probably won't make it through the day.

Effect: I think it's kind of helpful I guess. I spoke to a lady as soon as I clocked in this morning for 40 minutes about laying a hardwood floor. At the end she said I was helpful. It made her decision easier.

Likes to frequent the Other Realm (see 7A)
 Enjoys hanging out with friends at Joe's Brewery (see 6A)

6A
Tara Piskin
 Bartender
 Joe's Brewery

Hardest part: Putting up with drunk people is probably the hardest part. They get a little bit much sometimes. We've had people do all sorts of strange things to bartenders. One bartender got licked by some guy. He jumped across the bar and licked her. There's all kinds of strange stuff that happens.

Effect: It gives people a place to come and hang out with their friends. That's why this whole place is here.

Enjoys relaxing on the Quad with friends
 Likes going out in Campustown, especially to Murphy's

2B

Mark Thompson
Owner
Hunter's Haven

Job Description: *What I'm dealing with deals with people's free time. Pretty much it consists of - as a retailer we're providing products and services to people as to what they need to enjoy their sport. It's very fun. I love to hunt so I'm talking to people about what they like to do so we're just sitting here just like having a good time talking about what we like to do. And then I'm making them successful at it or I'm trying my best to make them successful. So when they're successful, they come back with a thank you and you can see it in their eyes. It's very rewarding.*

Average Day: *The joke is as an owner I have banker's hours. You know, 10 in the morning to 8 at night. I get to work any 70 hours a week I want. But it's fun. The clientele that comes in here - we know a tremendous quantity of them on a first name basis and we've got people who come here for lunch every day. We grill most of the time when the weather's nice. It's just good fun; it's a place to hang out like Cheers. We have a good time. We spend so much of our life here we make a point to make it a fun place to be.*

Effect: *The therapy is in the fact that you're focused and your worries and stresses are behind you and somewhere else. That part of it's gone. When you go hunting you go out in the woods. You're by yourself. You're in nature. You're focused on what you're doing.*

Enjoys playing league basketball (see 4B)
Likes watching the big screen with his buddies at BW3

1B

Dan Roney
Maintenance II Worker
City of Champaign Public Works Department

Job description: *My job at the City of Champaign is to perform services needed for the public in respect to maintaining streets for clear passability of pedestrians or vehicles. Maintaining right of ways vegetation whether it be chemicals for spraying the weeds or mowing the grass to keep visibility clearance and animal clearance.*

Thoughts: *I like my job. Although there's times that you get aggravated. Something that you did 20 years ago and didn't work and you know it and now you have found a tried and true method of doing something and the new supervisor comes in who read the book that this should work and wants you to do it again - you say "Well we did this and it won't work". "Well I'm the supervisor and I want you to do this." It gets very exasperating. And they classify you as a peon, you don't know anything but you've been here 28 years.*

Effect: *I saw a lady running up and down the street and she had her grandson there so I stopped and talked to him. I gave him a ride in the street sweeper. I stopped one day and talked to his mom. She said "Payton hasn't seen you for two weeks". She said he asked his dad Sunday "You think Dan still loves me?". I said "Yeah, I sure do. He's a pretty special little guy."*

Goes bowling every Tuesday night (see 3B)
Enjoys nature, hunting, and bass fishing (see 2B)

3B

Kevin Davis
Manager
Old Orchard Lanes

Attitude: *You gotta be like water on a ducks back. Because you're dealing with the general public. When you're dealing with drunks too. When people are drinking you take a lot more sometimes I think than you'd like to. I've gotten used to that. I find some of the younger generation doesn't do too good with that. Having patience with customers. That type of thing.*

Effect: *Our business is getting better and better all the time. We have a nice place. We don't let too much riff-raff go on and that type of thing. We're a family oriented business where you can bring your kids and they can sit in the bar too if need be.*

Enjoys going to Dairy Queen

5B

Kristina Daily
Adult Services Coordinator
Champaign Public Library

Thoughts: *I love my job. I've been a librarian for about 8 years and it is a terrific job to have because a lot of us go into this because we like finding answers to questions and it's great to get to do that all day long. Sometimes you're frustrated when you can't find the right answer but it is great to be able to do that. It's also great to be able put in someone's hand a book that they have been wanting to read or that they're not really into reading but you talk them into something and they love it.*

Effect: *We're providing people with access to materials and resources they might not be able to purchase for themselves. For those people who don't have computers at home were providing them with a way to learn how to use technology to make use of these great resources so they don't get left behind when it comes to job skills or just ways to find new information. We're also providing people with access to entertainment materials and with a variety of programs and all kinds of different things so that I think a lot of people's goals are for libraries to not only be education and entertainment resources but kind of community centers as well.*

Has been spending a lot of time lately at the Savoy 16 (see 6B)
Enjoys reading-thinks Pages For All Ages is a wonderful bookstore (see 8A)

8B

Eric Pettengill
Manager/Owner
Record Service

Thoughts: *It's a sacrifice in some ways because you don't get paid. Basically, it's one of those things where you're not in it for money. And that's essentially where more of the joy and the satisfaction comes from. Because you know that you're a part of something that is more important than material things. The actual having of the CD isn't as important as the way someone feels when they hear that music. Or why they want that music to begin with.*

Effect: *It's about not only being able to find a CD for them that they can't find on the shelf as much as it is getting someone to explore music and being able to provide them with both the knowledge as well as the customer service. So I think that the most important influence is -people come here to just hang out. It's a center for something. It's a center for art. I think music is very important in general. I don't think people necessarily even realize how important it is to them or how much it can influence or shape them. To be able to help guide someone on that journey. There's a guy in this song I just heard had this line "Life is what happens while you're listening to music".*

Loves watching movies, usually goes to That's Rentertainment
Enjoys going to Hessel Park where he can fly a kite, climb a tree, and play frisbee (see 10B)

4B

Marc Mitchell
Adult Sports Program Coordinator
Champaign Park District

Best Part: *I like dealing with people. I like to talk to people and I try to get to know the people besides what they do in sports. What they do for a living or who their friends are - things like that. When I see them at the ballpark I say "How's your golf game?" or "How was fishing last week?" and I really enjoy that. I really like that a lot when I go out to eat and I see people that I know.*

Effect: *Running adult sports I think I provide an outlet. I think that a lot of people take part in my programs. As far as creating recreational opportunities for people, I think I have a large impact too. Not everybody wants to join a fitness center. Not everyone has a bicycle. Not everyone enjoys just walking for exercise. Some people want specific things to do so I provide those to them. I create a lot of opportunities for the people in the area to participate.*

Loves libraries, goes to Champaign Library quite a bit (see 5B)
Is really into mountain biking, Bruce at Bikeworks helped get him started (see 7B)
Likes listening to alternative music (see 8B)

7B

Bruce Krueger
Owner
Bikeworks

Job Description: *Stand-up philosophy. Open-ended problem solution. Beats working for somebody else. I'm not getting rich. I didn't study bicycles in college. I've just been doing it forever and it seems like a good way to avoid the real world for a while. It's an okay way to get by. Bikes are just the schtick. I like to question people's premises and make them think and like I said - sometimes that's easier and more readily accomplished than others.*

Average Day: *I wake up, I go to the coffee shop and then I come here for 5-8 hours at a time, 6 days a week. My hours are flexible because who's going to fire me? There isn't an average day, which is what makes it so interesting. People have a really interesting way of presenting problems.*

Effect: *People have different reasons for riding a bike. Some do it because they have to. Some do it because they want to. Some do it because - you know very pragmatic reasons. It's faster than walking. It's cheaper than driving a car. It's probably better in any number of ways than taking a bus. They may do it because they want to get healthy. There was a guy that was in here earlier who bought a bike yesterday who used to be a tennis ace and then he was taking some kind of meds that really messed up his metabolism. He put on 50 pounds and wasn't happy about it so he wants to start biking to reset his metabolism. I'm willing to aid and abet most of those motivations for riding a bike.*

Likes getting coffee and reading the NY Times at Espresso (see 9B)
Enjoys going to libraries (see 5B)
Goes to Murphy's for beer and conversation

6B

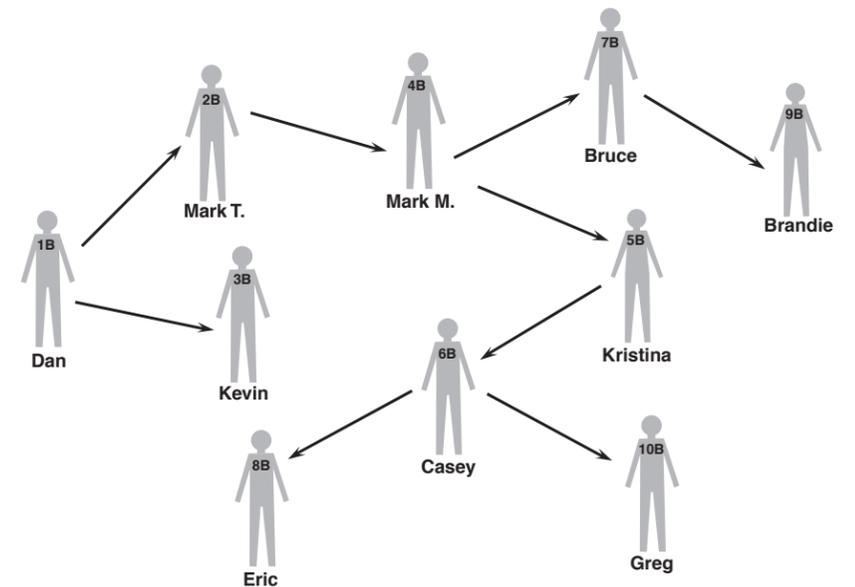
Casey Kashnig
Staffer
Savoy 16

Job Description: *Actually, I do three things. I work the box office, the concession stand, and the usher. Normally I'll work an usher or the box office because I'm one of the fastest ones in box office. Also, when we have ushers I normally tend to lead the others and have them doing what needs to be done.*

Attitude: *You just got to be friendly. People just really like to be talked to. As long as you're friendly people will be okay. I just rang up something that cost \$5.01 and I could overhear the person saying "Oh man - I gotta fish for a quarter" so I said "Just skip the penny".*

Effect: *It's kind of like a place to get away. There's not a lot of places for people to go - you know like underage. We've got a lot of underage people in the community. It's kind of like a place to hang out so you're not stuck at someone's house all night long. Some of the elderly couples who are regulars. I guess it's a friendly place where they can go and they don't have to feel weird.*

Music is his life. Says if you could tune into his head you'd probably tune in a radio station (see 8B)
Likes hanging out at the parks during the summer and looking up at the stars (see 10B)



9B

Brandie Jefferson
Server
Espresso Royale

Attitude: *You have to kind of be outgoing and put up with people a lot sometimes. In any service job people can be really bitchy. One of the things that people don't realize when they come in is like if a customer's in a bad mood and they come in and they're really rude it really ruins your day. You have to be able to put up with that I think.*

Effect: *Most of us are really friendly. It's a service job pretty much. Just giving people drinks and stuff. People will come in like ten times a day, some of the same people. So it's comfortable. It's nice because you know people just on that professional level. But it's nice to just talk to people about whatever and not really have to know them. But I think it makes people comfortable. I think people enjoy us.*

Really likes Old Main Bookshop in Champaign
Enjoys sitting in her room and listening to

10B

Greg Sancken
Horticulture Supervisor
Champaign Park District

Job Description: *It varies a lot according to what time of year it is. In the winter, we're doing a lot of inside type things like maintenance of equipment and working on the designs for the flower beds and then during the spring we're working on preparing a lot of the sites and then we're actually doing the planting. Through the middle of the summer we're working on maintaining the flower beds. In the fall we're pulling it all out and cleaning it up and then we start all over again.*

Effect: *One of the strengths of the job is that it's pretty visible in the community. Our main goal is to help make the whole community a more beautiful place for people that live here to enjoy and also visitors that come to town to hopefully feel better about Champaign.*

Enjoys going to Krannert Center with his family