

# The Lost Can Be Found

by Scott Williams

Guiding the misguided, securing the insecure, and orientating the disoriented are just some of their daily duties. At least once in our college careers, we all turn to them in desperation. They compose the most widely used, but least recognized Northeastern institution. They are the folks at the Information Center.

"We consider this a general information office," says Estelle Omansky, supervisor for the past ten years.

However, the services of the Information Center, which is located on the main floor of the Beehive Building, extend far beyond that description. The information that they are responsible for includes everything from the location of a teacher or activity, to available cross-town routes for daily commuters. If the Center is unable to provide the requested information, they can direct a student to another office or department which can.

According to Ms. Omansky, students, potential students, visitors, and even U.N.I. faculty and staff members approach the Center for assistance. Ms. Omansky says that she and her

staff of five student aides are questioned about "anything and everything".

She seems to have a good relationship with her student-aides who work between classes for student-aide wages. Although the students go through one month of training, Ms. Omansky says, "You have to be here for months before you learn everything."

In the past decade, Ms. Omansky has occasionally encountered people whom she describes as "belligerent". Some people find it difficult to ask you the question properly, "she explains, "so that you can understand them."

The lack of recognition received by the Information Center doesn't concern Ms. Omansky. "I'm not looking for it. I know we've helped a lot of people getting through the rough spots in the beginning."

Through the course of my interview with Ms. Omansky, dozens of students came to the window for her skillful guidance; and I suspect that students will still be coming to Ms. Omansky and the Information Center long after I have left Northeastern.