

# STRI newsletter

May 8, 1992

SMITHSONIAN TROPICAL RESEARCH INSTITUTE - Apartado 2072, Balboa, Panama

No. 19

## TUPPER CENTER SEMINARS

Tuesday, May 12, noon seminar will be held in the Tupper Exhibit Hall. The speaker, Roy L. Caldwell, University of California, Berkeley, will talk on:

### *Stomatopod Crustacea: a smashing success*

#### Abstract

Stomatopod crustaceans are an old group of marine predators that evolved a pair of powerful raptorial feeding appendages. The form and function of the raptorial appendage is intricately tied to the coevolution of the morphology, physiology, behavior, and ecology of stomatopods. Using selected examples taken from studies of Panamanian stomatopods, I will illustrate how agonistic behavior, reproduction, and sensory systems have coevolved with the evolution of the raptorial appendage.

## Next Week

Tuesday, May 19, noon seminar speaker will be Astrid Caldas, Univ. do Estado do Rio de Janeiro.

### *Natural regulators of tropical butterfly densities*

## PEOPLE

### Arrivals

- James Roper, Univ. of Pennsylvania, May 10-Sep 15, to work on nest predation and nest site selection in low foliage nesting birds at Gamboa.
- Roy Caldwell, Univ. of California at Berkeley, May 11-Jun 1, to continue work on stomatopod population studies with Mary Wong and Mark Erdmann at Galeta.
- Matthew Jones, short-term fellow, from Univ of Florida, May 13-Jul 28, to work on the effects of seed predation on adult abundance in a tropical herb on BCI.
- Diego Lombeida, Pontificia Univ. Catolica del Ecuador, May 15-Aug 15, to assist Stanley Rand with project on reproductive biology of the Tungara frog in Gamboa.



On Tuesday, May 5, a group of legislators from the Agricultural Commission of the National Assembly, government and non-government officials and special visitors, gathered in Las Pavas to visit Gilberto Ocaña's Agroforestry Project, an example of sustainable use. In the photo, Alfonso Araujo, Colombian Ambassador in Panama, shows Juvencio Trujillo and Georgina de Alba, how to handle a kid, since A. Araujo has 10 years of experience raising goats in Colombia ••• El martes 5 de mayo, un grupo de legisladores de la Comisión de Asuntos Agropecuarios de la Asamblea Nacional, funcionarios del gobierno y la empresa privada e invitados especiales, visitaron el Proyecto Agroforestal de Gilberto Ocaña, un ejemplo de uso sostenible de la tierra. En la foto, Alfonso Araujo, Embajador de Colombia en Panamá, muestra a Juvencio Trujillo y a Georgina de Alba, aspectos de cómo manejar una cabrita. A. Araujo tiene 10 años de experiencia criando cabras en Colombia. (Foto: M.A. Guerra)

- Michael Greenfield and Valery Terwilliger, Univ of Kansas, May 15-Jul 15, to work on acoustic signal interactions in *Neoconocephalus* katydids.

### Departures

- Elena Lombardo, STRI assistant director for external affairs, May 11-17, to Quito, Ecuador, for opening of the exhibit "Parting the Green Curtain" and to consult with officials of the Pontificia Universidad Catolica del Ecuador.
- Anthony Coates, STRI deputy director, May 8-10 to Colombia to consult with colleagues of the Universidad de los Andes, then from May 11-21 to Quito on official business and to Esmeraldas to investigate research sites.



Nelida Gomez and Basilio Mela examine the heavy erosion on the Nature Trail on BCI ••• Nélida Gómez y Basilio Mela examinan la grave erosión que sufre el sendero natural de Barro Colorado. (Foto: M.A. Guerra)

## THINGS YOU SHOULD KNOW

### Renovación del Sendero en BCI

Recientemente la Administración del STRI aprobó los fondos necesarios para el acondicionamiento del Sendero Natural Interpretativo de Barro Colorado. Este sendero ha estado sujeto a una fuerte presión por parte de los excursionistas, los cuales el año pasado llegaron a una cifra récord de 1,500. El Sendero Natural de Barro Colorado y su guía escrita de 135 páginas "Un Día en la Isla de Barro Colorado, Panamá" es uno de los medios interpretativos más completos e informativos que se han puesto en uso en un área silvestre protegida de Centroamérica. Es también un lugar donde muchas personas nacionales y extranjeras aprenden *in situ* de la importancia de la conservación en la selva tropical y del valor de las investigaciones científicas que realiza el Instituto Smithsonian.

Un equipo de trabajo encabezado por Jorge Ventocilla, Nélida Gómez, y miembros del Cuerpo de Guardabosques, trabajan en la actualidad en el acondicionamiento

de un sendero natural alternativo en los caminos Bocanegra-Fairchild-Wheeler-Snyder/Molino que servirá para disminuir la presión sobre el sendero natural. Se cuenta con el apoyo técnico de la Oficina de Diseño y Construcción. En la fotografía se puede observar parte del proceso de erosión que venía sufriendo el sendero natural de la isla.

### Reminder

There will be no scientific staff meeting on Tuesday, May 12.

### Correction

Last week's front page photograph was taken by Nelida Gomez, not M.A. Guerra.

### INRENARE Permits •• Permisos de IN.RE.NA.RE.

We want to remind you that you must always carry your IN.RE.NA.RE. collecting/research permit when you are working in the field. IN.RE.NA.RE. has reported that they have encountered scientists in the field without the corresponding permit.

•••

Deseamos recordarle que siempre debe llevar consigo el permiso de colecta/investigación del IN.RE.NA.RE. cuando se encuentre trabajando en el campo. El IN.RE.NA.RE. ha reportado que se han encontrado científicos en el campo sin el correspondiente permiso.

### Jars Needed

Recycle your glass jars to benefit science! The Environmental Sciences Program needs washed, medium-sized jars (6-16 oz) with lids to store insects from its monitoring program on BCI. Please send contributions: c/o Saturnino Martinez, Office 226, Tupper Center. Thank you.

### Tupper Center News

The central air conditioning in the Tupper Conference Center Building will be out for at least one week due to a broken water pipe in the system.

### Programa Panamericano de Conservación del Aguila Harpía

La Dirección Nacional de Areas Protegidas y Vida Silvestre del INRENARE invita al personal del STRI interesado en el tema de la conservación del águila harpía, a asistir a una charla por Eduardo Alvarez Cordero el miércoles 13 de mayo en el Salón de Reuniones del Centro Tupper, de 9am a 12m. La reunión tiene por objeto formar un grupo de trabajo de carácter interinstitucional que se encargará de darle seguimiento al Programa.

**ANNOUNCEMENTS**

**Panama Audubon Society Meeting**

At the next Panama Audubon Society meeting, John Cubit, from the STRI Oil Spill Project, will give a slide presentation on Wounaan Indian efforts to produce an income through craftsmanship, using sustainable extraction of forest products such as tagua, cocobolo and black palm. The meeting will be held at 7:30 pm, Thursday, May 14, at the Panama Canal Training Center. Everyone is invited. For more information, call 52-6614.

**New Baby**

Congratulations to Irene Holst and Hector Guzman from the Oil Spill Project, who had their first baby, Adriana, on April 28.

**At Tupper Center**

Wed, May 13 *Amigos de la Biblioteca Meeting*, Small Meeting Room, 9-11 am.

Sat, May 16 *Ecotours Course* by Cesar Jaramillo, Small Meeting Room, 8 am-12.

**Resultados de la Liga de Voleibol**  
 Campeón: Naos • Sub-Campeón: Tupper  
 • 3er lugar: BCI • 4to lugar: ANCON

El equipo Campeón de Naos no tuvo derrotas en el torneo, y recibió una merecida felicitación en la clausura del evento el pasado viernes 1 de mayo de 1992, los integrantes del equipo campeón son: Gwen Keller, Javier Jara, Rainaldo Tapia, Conrado Tapia, Carlos Guevara, Argelis de Guevara, Marco Soriano, Gabriel Jácome, Alcibiades Cedeño y Jim Wetterer.

**POSITION AVAILABLE**

**The Blue Mountains Natural Resources Institute**

The mission of the Blue Mountains Natural Resources Institute (BMNRI) is to enhance the social and economic benefits derived from the area's natural resources in an ecologically sound matter. The



*On Tuesday, May 5, Tony Coates and Elena Lombardo presented Elda de Garuz, Contemporary Art Museum Director, with a donation of books, catalogs and pamphlets on art and general culture. This important collection was sent by Tom Freudenheim, Assistant Secretary for the Arts and Humanities at SI, as a result of his recent visit to Panama ••• Tony Coates y Elena Lombardo hicieron entrega de una donación de libros, catálogos y panfletos sobre arte y cultura en general a Elda de Garúz, Directora del Museo de Arte Contemporáneo, el martes 5 de mayo. Esta importante colección fue enviada por Tom Freudenheim, Secretario Adjunto de Artes y Humanidades del Smithsonian, como resultado de su reciente visita a Panamá. (Foto: Gian Montúfar)*

BMNRI will accomplish this through a program of research, demonstration, education, application, and development. The BMNRI is administratively located within the USDA Forest Service. However, it is composed of over 70 partner organizations representing all different points-of-view on how the forest health issue should be addressed.

The BMNRI is looking for an individual with exceptional qualities and experiences in the area of natural resources. This person (Synthesis Integrator) will oversee the development of an integrated synthesis paper covering all natural resources of the Blue Mountains and an integrated research framework to address forest (ecosystem) health. This person will need to be able to communicate effectively with individuals and groups with different points of view, work effectively with small groups, have excellent writing skills, and a broad knowledge of natural resource management and issues.

This is a one-year opportunity for a sabbatical, cooperative agreement, or contract. If you are interested in this unique opportunity and would like additional information, please contact: Thomas M. Quingley, Acting Manager, Blue Mountains Natural Resources Institute, 1401 Gekeler Lane, La Grande, OR 97850. Tel: 503-963-7122.

The target date to have the appropriate person starts on this opportunity is no later than June 1, 1992.

**STRI NEW BOOKLIST**

The Ant and the peacock: altruism and sexual selection from Darwin to today / Helena Cronin.

QL761.C76 1991X STRI.

Aquatic pollutants and biologic effects, with emphasis on neoplasia / edited by H.F. Kraybill ... [et al.].

QP82.2.W3A65 1977 STRI.

Archaeological investigations on Aruba: the Malmok cemetery / by A. H. Versteeg, J. Tacoma & P. van den Velde; edited by A.H. Versteeg. F2038.V56 1990 STRI.

The Archaeology and ecology of fishing in the Belau Islands, Micronesia / by W. Bruce Masse.

CC79.5.A5M415 1989a STRI.

Chris and Tilde Stuart's guide to southern African game & nature reserves \* Guide to southern African game & nature preserves. QH77.A356S78 1989X STRI.

Defending the future: a guide to sustainable development / Johan Holmberg, Stephen Bass and Lloyd Timberlake. TD170.2.H74 1991 STRI.

Elton's ecologists: a history of the Bureau of Animal Population / Peter Crowcroft.

QL69.G72U553 1991X STRI.

Environments and extinctions: man in late glacial North America / edited by Jim I. Mead and David J. Meltzer.

E61.E61 1985 STRI.

Estuaries and coasts: spatial and temporal intercomparisons / edited by Michael Elliott and Jean-Paul Ducrotoy. GC96.5.E17 1989 STRI.

Evolutionary trends / edited by Kenneth J. McNamara.

QE711.2.E93 1990 STRI.

The Formation of complex society in southeastern Mesoamerica / edited by William R. Fowler.

F1434.2.P76F67 1991X STRI.

Fruits of tropical and subtropical origin: composition, properties, and uses / edited by Steven Nagy, Philip E. Shaw, Wilfred F. Wardowski. SB359.F94 1990 STRI.

Global change and our common future: papers from a forum / Ruth S. DeFries and Thomas F. Malone, editors.

QC981.8.C5G66g 1989 STRI.

The Herbarium handbook / edited by Leonard Forman and Diane Bridson.

QK61.F72 1989 STRI.

The Improvement of tropical and subtropical rangelands / Board on Science and Technology for International Development, Office of International Affairs, National Research Council. SF85.4.T76N38 1990X STRI.

Leaf structure of a Venezuelan cloud forest: in relation to the microclimate / by Ingrid Roth.

QK649.R831 1990 STRI.

Lianas utilizadas por los indígenas Siona-Secoya de la Amazonía del Ecuador / Guillermo Paz y Miño C. [et al.].

QK266.L69 1991 STRI.

On the translation of native American literatures / edited by Brian Swann. PM159.O5 1992X STRI.

Oxford Surveys in Evolutionary Biology, v.5-7 / edited by Douglas Futuyma & Janis Antonovics.

QH359.O98 STRI.

Palaeolimnology and lake acidification: proceedings of a Royal Society Discussion Meeting held on 25 August 1989 / organized and edited by R.W. Battarbee ... [et al.].

QE39.5.P3R69 1989X STRI.

Population, regulation and dynamics: proceedings of a Royal Society Discussion Meeting held on 23 and 24 May 1990 / organized and edited by M.P. Hassell and R.M. May. QH352.P84 1990 STRI.

Pre-Columbian designs from Panama: 591 illustrations of Coclé pottery / Samuel Kirkland Lothrop.

F1565.1.C6L32 1976X STRI.

Researchers' perspectives: research support resources at the Smithsonian / Z.D. Doering; with the assistance of E.K. Ziebarth. AM101.W3D65re 1990 STRI.

Type: design, color, character & use / Michael Beaumont. Z250.B37 1991 STRI.

Views from the audience: planning a new exhibition on human evolution / Janet D. Pawlukiewicz, Zahava D. Doering, Kathleen Padasch. AM101.W3P33 1990 STRI.

Vocabulario castellano-cuna, por A.-L. Pinart. Panama 1882-1884. Ref PM3743.Z5P5X STRI.

Advances in Genetics, v.29, 1991.

**From: 365 Ways to Save our Planet**

**• Page-a-Day Calendar •**

Avoid products that are unnecessarily boxed. If something is in a jar or a bottle to start with, does it really need an outer box as well?



## From the Personnel Office

*One of the greatest victories you can gain over people is to beat them at politeness.*

### Roll Out the Red Carpet for your Phone Guests!

Whenever you entertain special friends, you probably give them the "red carpet" treatment reserved for VIP's. You greet them with a warm smile that says "I'm so pleased you could come." You may whip up one of your gourmet specialties, complement it with a vintage wine and, for the grand finale, serve a tantalizing dessert. Why all this fuss and bother? Undoubtedly, you want to create an atmosphere that makes your friends feel like welcome guests —VIPs.

Do you extend the same friendly hospitality to STRI's telephone guests? After all, the people you deal with on the phone are actually guests of the institute. And, whenever you answer the phone, you automatically assume the role of the institute's host or hostess.

How do you set the stage for projecting a positive telephone image? Start by putting a smile in your voice. That's right. When you greet callers with a cheery "It's a pleasure to do business with you" tone of voice, that smile transmits a message of goodwill that comes through loud and clear. As the courteous person whose voice has a smile in it, you enhance the institute's image, your boss's image, and your own image. What else can you do to practice proper telephone proto-

col? Here are a few proven methods and techniques:

#### ■ Answer Promptly

—Get the conversation off to a good start by answering the phone on the first or second ring. This indicates to the caller that you are eager to be of service.

#### ■ Give Proper Identification

—Be sure to give your boss's name and that of your department.

#### ■ Use Discretion when Transferring Calls

—Don't transfer calls unless the caller agrees. Explain why the transfer is necessary, or the caller may feel you're passing the buck.

#### ■ Don't Forget "Hold" Calls

—There's nothing more irritating than being put on "indefinite hold". If a caller must wait, say, "Excuse me, I'm on another line. May I put you on hold for a moment?" If the delay will be more than a couple of minutes, offer to call back. And keep your promise!

#### ■ Speak Politely

—Don't be curt or abrupt with callers. Pepper your conversation with "please", "thank you," "you're welcome," and other expressions of common courtesy. Also, be a good listener. Don't interrupt the caller in midstream.

#### ■ Be Discreet when Screening Calls

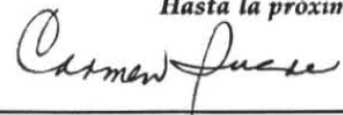
—Never ask bluntly, "What do you want?" or "Who's calling?" Make sure the caller knows that it's your boss and not you who wants to know who's calling. Say, "May I tell Mr.... who's calling?"

#### ■ Don't Let Difficult Callers "Ruffle your Feathers"

—It takes two to argue. When callers are angry, don't add fuel to the fire by responding in kind. Listen, be helpful, and if you can't help because of company policy, be firm but polite.

**Telephone Joke:** A new lawyer had just opened up his office. "Ah! A client already," he thought as he saw the door opening. "I must impress him." He picked up the telephone. "No, I'm very sorry, but I can't take your case, even for \$1,000," he said. "I'm just too busy." He replaced the receiver and looked at his caller. "And now, what can I do for you?" he asked briskly. "Nothing really," was the reply. "I just came to connect your telephone."

*Hasta la próxima,*





## De la Oficina de Personal

Una de las grandes victorias que se pueden ganar con las personas es sobrepasarlas en cortesía.

### ¡Ponga la Alfombra Roja para sus Huéspedes Telefónicos!

Cada vez que Ud. invita a sus amigos favoritos, probablemente les da el tratamiento de "alfombra roja" que se reserva para las *Personas Muy Importantes*. Los recibe con una cordial sonrisa que significa "Me encanta que hayan venido." Posiblemente prepare una de sus especialidades de la cocina gourmet, la complementa con un excelente vino, y como gran final les brinde un tentador postre. ¿Y para qué todo este alboroto y molestia? Sin lugar a dudas, porque Ud. desea crear una atmósfera que haga sentir a sus amigos como huéspedes bienvenidos —*Personas Muy Importantes*.

¿Brinda Ud. la misma amistosa hospitalidad a los huéspedes telefónicos de STRI? Después de todo, las personas con quienes nos relacionamos por teléfono son realmente huéspedes del Instituto. Y cada vez que se contesta el teléfono, automáticamente adoptamos el rol de anfitriones del Instituto.

¿Cómo prepara Ud. el escenario para proyectar una positiva imagen telefónica? Comience poniendo una sonrisa en su voz. Si, así es. Cuando Ud. contesta sus llamadas con una animosa voz que dice "Me da mucho gusto conversar con Ud.", esa sonrisa transmite un mensaje de buena voluntad que se recibe alto y claro. Las personas corteses que tienen una sonrisa en la voz realzan la imagen del Instituto, la imagen del

jefe, y la propia imagen. ¿Qué otras cosas se pueden hacer para poner en práctica un adecuado protocolo telefónico? Seguidamente unos cuantos métodos y técnicas probadas:

#### ■ Conteste Rápidamente

Empiece bien la conversación contestando el teléfono a la primera o segunda llamada. Esto le muestra a la persona que llama que Ud. está deseoso de servirle.

#### ■ Identifíquese Apropiadamente

Asegúrese de dar el nombre de su jefe y de su sección.

#### ■ Sea Discreto al Transferir Llamadas

No transfiera llamadas a menos que la persona que llama esté de acuerdo. Explique porqué es necesario hacerlo; de lo contrario, la persona creerá que Ud. está "pasando la bola".

#### ■ No se Olvide de las Llamadas en "Espera"

No hay nada más irritante que lo pongan a uno en "espera" indefinida. Si la persona debe esperar, dígame, "Disculpe, pero estoy en otra línea. ¿Me puede esperar un momento?" Si la espera va a ser por más de dos minutos, diga que Ud. volverá a llamar. ¡Y cumpla su promesa!

#### ■ Hable Cortésmente

No sea cortante o grosero con los que llaman. Salpique su conversación con "por favor", "gracias",

"para servirle", y otras expresiones usadas en la cortesía común. También sepa escuchar. No interrumpa a su interlocutor a medio camino.

#### ■ Sea Discreto Cuando Reciba Llamadas

Nunca pregunte bruscamente "¿Qué desea?" o "¿Quién llama?". Asegúrese de que la persona que llama sepa que es su jefe quien desea saber quién lo llama, no usted. Dígame "¿A quien debo anunciar al Sr...?"

#### ■ No Deje que Personas Dificiles le Hagan Perder la Paciencia

Se necesitan dos personas para discutir. Cuando la persona que llama está disgustada, no le agregue combustible al fuego contestando de la misma manera. Escuche, trate de ayudar, y si no puede hacerlo debido a reglamentos de la institución, sea firme pero cortés.

**Chiste telefónico:** Un joven abogado acababa de abrir su bufete. "Ah, ya llega un cliente," dijo cuando vio que se abría la puerta. "Debo impresionarlo." Levantó el teléfono y dijo: "No, lo siento, pero no puedo tomar su caso, ni por \$1,000. Estoy demasiado ocupado". Colgó el auricular y miró al visitante. "Y dígame, ¿en qué puedo servirle?" le preguntó enérgicamente. "En nada, realmente," le contestó. "Sólo vine a conectarle su teléfono."

Hasta la próxima,

*Carmen Suarez*