Moulders of Community Service:
The Directors of
Lakewood Public Library,
1916 - 1976

MOULDERS OF COMMUNITY SERVICE: THE DIRECTORS OF LAKEWOOD PUBLIC LIBRARY, 1916-1976, examines the careers of the first five directors of a medium-sized public library in Lakewood, Ohio, a suburb of Cleveland. Secondary sources, institutional records, personal interviews and the directors' own writings are analyzed and synthesized in order to help dispel stereotypes and achieve a more accurate understanding of mid-twentieth century public librarians. Not only does this study elucidate the contributions of these directors to one particular library, it also examines their overall careers and their roles in the profession of librarianship. The evidence demonstrates that in spite of their differences in background, philosophy, and style, the common thread found in all their careers is an intense commitment to community service.

MOULDERS OF COMMUNITY SERVICE: THE DIRECTORS OF LAKEWOOD PUBLIC LIBRARY, 1916-1976

A Master's Research Paper submitted to the
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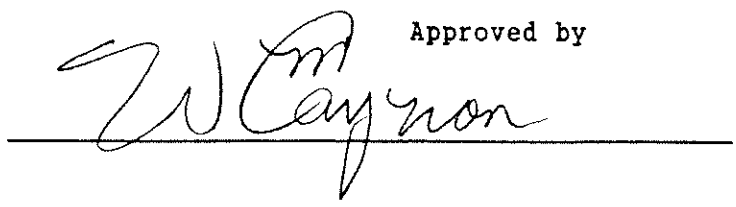
Advisor  Date 7/20/89

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CHAPTER ONE

INTRODUCTION

The genesis of this study goes back to the late summer of 1988 with the realization that the city of Lakewood, Ohio (a suburb of Cleveland) would be celebrating its centennial in 1989, and that Lakewood Public Library would be observing its seventy-fifth anniversary in 1991. During the preliminary inquiry it became evident that little formal research had been done on the history of this important suburban library.[1] The time appeared to be ripe, therefore, for a new investigation into this institution's roots.

Lakewood Public Library is an independent library system in close proximity to two "mega systems:" Cleveland Public Library and Cuyahoga County Public Library. Though not the only independent system outside of Cleveland and Cuyahoga County, it is one of the oldest and one of the largest.[2]

This study is more a personal history of librarianship than it is an institutional history of a library. It concerns the careers and the impact of the first five directors of the Lakewood Public Library:

Roena A. Ingham, director: 1916-1938

Mary P. Parsons, director: 1938-1944

George W. Grill, director: 1945-1948

Mary B. Bloom, director: 1948-1968

Jane E. Heath, director: 1968-1977

Besides describing their personal, educational, and professional backgrounds, this study will examine and compare their philosophies of management and

community service, their professional involvement, and their legacies to the library and the community.

In order to analyze the first five directors of Lakewood and their contributions to the library, though, it is necessary to first describe the community and the library in which they functioned. With a main library located at 15425 Detroit Avenue and one branch library located at 13229 Madison Avenue, Lakewood Library serves a community of nearly 61,000 which is primarily residential (75% of the land is zoned one and two family residential). The population of that community is primarily white. According to 1980 Census figures, 2.1% of Lakewood's population is Black, Spanish, or other non-white groups. Although a low percentage, it is nevertheless higher than the percentages of the other northwestern suburbs of Fairview Park, Rocky River, and Westlake.[3]

Through the years, Lakewood has always been described in library and city promotional literature as a city of homes and families possessing good municipal services, excellent schools, and a scenic, convenient location.[4] Today, it has so many homes (5,118 housing units per square mile) that it has the highest density of any city in the state. Fifty percent of those homes were built before 1918, making Lakewood's housing stock the second oldest in the county. In addition, the population of Lakewood is also aging, with twenty-five percent currently over age 60. In fifteen years nearly half the population will be over 75. Seventy-seven percent of the residents are high school graduates and twenty two percent are college graduates. Even though the majority of residents do not have extensive higher education, only thirty-five percent are employed in blue collar jobs. A troublesome aspect of Lakewood's current demographic profile is the

increase in the number of residents who live below the poverty line. Since 1980, Lakewood's poverty rate has increased by 5%, meaning that 6,000 residents currently live below the poverty line.[5]

During the approximate period of this proposed study, Lakewood's population skyrocketed twice: from 15,181 to 70,509 in the 1910-1930 period, and from 66,154 to 70,173 in the 1960-1970 period. Since 1970, Lakewood's population has steadily receeded, and by 2000 it is projected to dip to 47,000.[6]

Despite population fluctuations, Lakewood Public Library throughout its history can be classified as a medium-sized public library (if one follows the standard of considering libraries serving populations from 10,000-100,000 as medium in size).[7] Founded as a school district library in 1916 with a grant of $44,600 from the Carnegie Foundation, Lakewood Public Library, according to its 1988 Annual Report, has a budget of $885,970, a materials stock of 231,637, and a circulation figure totalling nearly 800,000.[8] In terms of such performance indicators as per capita support and per capita circulation, Lakewood Library has fit either within or above the range typical of libraries in this medium sized category.[9]

Press coverage of the library over the past seventy years clearly indicated that the community has always been proud of its library and valued its services. Even though Lakewood Public Library is not unique in an absolute sense, it has certainly been perceived as unique and superior by the community it has served.

During the initial research phase of this study it seemed that an appropriate approach would be to analyze the history of Lakewood Library as

a community service institution. The amount of material available and the fact that nearly everything a public library does is anchored to the concept of community service, required a further narrowing of focus.

While organizing the voluminous clipping files and boxes of materials retrieved from forgotten closets, the aspect of the library which began to emerge as truly fascinating was its directors. Their personalities fairly radiated in the many press accounts tucked away in manilla folders. The conviction arose that something must be done to insure that these people and their individual accomplishments are not forgotten. Not only their local significance, but also their place in the profession of librarianship needs to be illuminated and honored. For example, it does not seem to be generally known that the second director of Lakewood Public Library helped to organize and directed the first professional library school in New Zealand!

The underlying assumption of this study is that examining a segment of an institution's past can be a source of pride and renewal, particularly in times of fundamental and far-reaching change. There is also a basic assumption that history is inherently interesting, and that to study history does not imply resistance to change or lack of interest in the future.

What is the point of looking to the past when the present and future seem to hold more than enough challenges to occupy one's energies? Many have addressed this issue. For example, in speaking of Black history and and storytelling, Virginia Hamilton, author of children's literature, emphasized that history raises the legitimacy of a group. The conscious awareness of the history of a group or an institution serves to validate its existence and provides a framework of worthwhile traditions.[10]

When institutions, including libraries, are going through periods of large-scale change, the role of history must not be forgotten. One of the more cogent scholars of organizational change, Rosabeth Moss Kanter, wrote that part of the mission of the change masters (those in the organization who anticipate and lead productive change) is to act as historians who know which parts of the past to honor and preserve while moving toward a different future. She further wrote, "one of the prime uses of the past is in the construction of a story that makes the future seem to grow naturally out of it in terms compatible with the organization's culture."[11]

In the field of library science, many have written about the value of studying library history. Jesse Shera maintained that library history is the concern of every librarian since history is a synthesis of life itself. Only through this synthesis and active understanding can the past become a living reality and a medium for a better understanding of the present.[12] Louis Shores was convinced that "neither library nor society" could go forward without first looking backward. To avoid "shocks of the future," librarians must study "the past of library and society."[13] In an essay on what should be taught in library schools, Lakewood Library's second director, Mary Parsons, wrote, "Important library problems should not be solved in the light of the present alone and therefore the history of libraries must be taught."[14]

Both Francis Miksa and Paul Raabe have addressed the need for more historical studies of individual libraries from which would emerge a better understanding of public library development as a whole.[15] Miksa went even further and maintained that there is also a "need for more earnest studies of individual librarians based on an attempt to acquaint oneself with

the person being written about and not simply with a writer's conception of a particular type of person." He felt that such studies would provide a corrective to the tendency to stereotype librarians as a group.[16] Edward G. Holley stressed the need for interpretative and analytical studies of individual librarians, as opposed to tributes and chronologies.[17]

Unfortunately, many have labored under the traditional misconception of librarians as conservative, genteel ladies with glasses and hair pulled back in buns, whose prime concerns were reading and books. As maintained by Pauline Wilson, little is gained by writing about this stereotype. She proposed, "The real solution to the stereotype has to come from within. Librarians must acquire a better perspective on the stereotype and learn to take it in stride."[18] Perhaps one way to acquire this better perspective is by studying the lives and works of past librarians in order to obtain a more accurate picture of the tradition upon which current librarianship is based.

The prime limitation of this study is its time frame. The period 1916-1976 was chosen for several reasons. First of all, it represented a round number of sixty years, i.e. 1916 was the year Lakewood Library first opened its doors to the public and 1976 was the last full year of the fifth director's tenure. Second, the reason for limiting this study to the first five directors is related to political factors. In the opinion of this author (who has worked under the fifth, sixth, and seventh directors), it is less awkward and much easier to achieve an objective historical perspective when dealing with subjects who are no longer living. This does not rule out tangential reference to the sixth and seventh directors. Another limitation of this study is that the emphasis is on the first

CHAPTER TWO

REVIEW OF THE LITERATURE

When conducting a historical study of the early directors of a local suburban public library, one expects to find few, if any, sources in the professional literature. A comprehensive search of Library Literature using the descriptors "Lakewood Public Library," "Public Libraries--Ohio," and the names of the first five directors, yielded a surprising number of articles.

Perhaps the most thrilling discovery was to find a two-page obituary of Mary Prescott Parsons in the February, 1972 issue of New Zealand Libraries. Although anonymous, the author was apparently a New Zealand native who had been a student of Parsons at the University of Michigan. The author spoke glowingly of Parsons' accomplishments on three continents and characterized her as a "distinguished library educationist" who was a "perfectionist" in everything she did.[20]

Mary Parsons authored three articles on library education for New Zealand Libraries in the mid 1940s.[21] She wrote these article during her tenure as director of the New Zealand Library School, and they aptly illustrated her commitment to professional education grounded in both theory and practice. At the same time that Parsons was director of the New Zealand Library School, she was also director of the United States Information Service Library in Wellington, and thus was quite prominent in New Zealand library circles. Her name appeared in eight volumes of New Zealand Libraries, from 1945-1953. In addition, two monographs, Librarianship in Australia, New Zealand, and Oceania, and The New

Zealand Library Association, 1910-1960, both mentioned Mary Parsons' valuable contributions to the development of New Zealand librarianship.[22]

Much earlier, in 1916, Parsons began her writing career by compiling a debate handbook entitled Selected Articles on Non-Resistance, published by H.W. Wilson. In 1919 and 1922, she wrote the first and second editions of a study outline on early twentieth century British and American poetry called The New Poetry, also published by H.W. Wilson.[23]

An early article on library education by Mary Parsons appeared in a 1926 issue of School and Society. Based on a paper presented to the International Congress of Librarians and Booklovers in Prague (28 June-3 July 1926), this paper summarized the philosophy and content of professional library education in the United States, noted the recommendations of the famous Williamson Report of 1923, and described the work of the Paris Library School which Parsons headed at that time.[24]

While Parsons was director of Lakewood Library, she wrote about Cleveland Public Library's work with foreign born readers and refugee librarians for the ALA Bulletin.[25] Based on an address to the ALA Committee on Work with the Foreign Born, this article reflected Parsons' commitment to the internationalism of library work. One year later she wrote an article for Wilson Library Bulletin about the experiences of Lakewood Public Library in using volunteers to supplement the work of a staff thinly stretched due to budget reductions and extra wartime duties.[26]

Apparently Mary Parsons never stopped expanding her expertise, for in 1955 she published an article on professional education for medical librarians. At the time, she was a visiting professor in the Department of Library Science at the University of Michigan, and this article appeared to

be her last published work. Perhaps this was not too surprising considering that she was then seventy years old![27]

Compared to Mary Parsons, the other four directors of Lakewood Library published very little. If Parsons was a scholar first, and a practitioner second, the other four may be characterized as practitioners through and through. The first director, Roena Ingham, did have one of her addresses to the Ohio Library Association published in Libraries in 1927. Although the title, "What the Librarian Can Do to Make the Trustees' Meeting Profitable," sounded pedantic, the article actually reflected rather well Ingham's philosophy of librarianship and her view of the public library's relationship to the community.[28] Oddly, the journal, Libraries, misspelled her name and printed it as "Ingram." The local newspapers also had trouble with her name, and often misspelled both her first and last names.

Searching through the Ohio Library Association News Bulletin in the mid 1930s, it is possible to find Roena Ingham's name (spelled correctly) in several places, since she served as the president of OLA from 1934 through 1935. According to the January, 1935 issue she served on the OLA Planning Committee with Linda Eastman, director of Cleveland Public Library.[29]

Of all of Lakewood Library's directors, George Grill was the only non-librarian, possessing instead a background in education and business. Before becoming director, however, he had had a long and close association with Lakewood Library as secretary-treasurer of the board of trustees for over twenty years. Thus it was not too surprising to find that he had contributed a chapter to the first edition of Marian Manley Winser's A Handbook for Library Trustees, published in 1955.[30] What was surprising was that Grill's chapter described the broad outlines of world

library history, rather than focused on the practical matters faced by library trustees, about which Grill knew a great deal. The book as a whole received a favorable review written by Robert D. Leigh in Library Journal.[31]

The fourth director, Mary B. Bloom, wrote an article for a 1957 issue of Library Journal in which she recounted, step by step, the library's experience with large-scale remodeling in the mid 1950s.[32] She emphasized the importance of planning and of relying on a professional library consultant before securing an architecht. Because of the original Carnegie building's excellent location and sound basic structure, the board decided to remodel rather than rebuild in order to obtain the desparately needed additional space, improved lighting, and updated heating and cooling system. In fact, the entire article read like a case study example of good building management.

Although the fifth director, Jane Heath, wrote extensive reports to the board and to the community, there is no evidence that she wrote for the professional literature.

It could be argued that these journal articles by the early directors of Lakewood Library are both secondary and primary sources. Normally, in historical studies, journal articles are considered secondary sources. The bibliography of this study lists them as such. When the authors of those articles are the subjects of the study, however, it would seem just as correct to also consider them primary sources. Certainly the words written by the subjects of a study represent first-person evidence of the thought and personality of those subjects.

A useful guide for the early years of Lakewood Library (but only for the first director) was Mary Reed's Master's thesis, "History of the

Lakewood Public Library, Lakewood, Ohio: The First Twenty-Five Years, 1913-1938." Written in 1958 by a staff member of the library, this study contained extensive background information on the history of the community and on the origins of the library. It was thorough and highly accurate, as was found in checking some of the same primary source materials. It was especially helpful to have this thesis as a guide when perusing the earliest records of the library which are available only on microfilm and are extremely difficult to read.[33] This source is primarily, though, a chronological narrative with an abundance of information but not a great deal of analysis.

The only other secondary sources dealing with Lakewood Public Library or its directors were two historical narratives of the city of Lakewood written by a local historian, Margaret Manor Butler, and the various editions of Who's Who in Library Service, first edited by C.C. Williamson and Alice Jewett. The latter provided basic biographical information on some of the directors and some of the more prominent staff members. The works by Butler, The Lakewood Story and Romance in Lakewood Streets, were primarily community histories which included portions on Lakewood Library.[34] Mary Bloom reported to the library's board of trustees in 1948 that she had submitted material for the chapter on Lakewood Library in The Lakewood Story, and that George Grill had re-written portions of that chapter.[35]

A historical investigation of a public library cannot be carried out in a vacuum. Histories of surrounding libraries, such as C.H. Cramer's Open Shelves and Open Minds: A History of the Cleveland Public Library, and Marian Kelly's More Than Just Books: A History of Cleveland Heights-University Heights Public Library, helped to provide a local framework.[36] On a

national or general professional level, there are many historical works on public library development which contribute meaning, significance, and order to the understanding of a single library's development. For example, Rosemary Du Mont's Reform and Reaction: The Big City Public Library in American Life and Dee Garrison's Apostles of Culture: The Public Librarian and American Society, both dealt with late nineteenth and early twentieth century libraries and librarians in a social context.[37] Thus they supplied valuable background to the study of early and middle twentieth century librarians in one public library.

Several monographs on the development of public librarians' attitudes towards materials selection such as Esther Jane Carrier's Fiction in Public Libraries 1900-1950 , Evelyn Geller's Forbidden Books in American Public Libraries, 1876-1939, and Helen Haines' classic Living With Books[38] described general trends in the profession which many times found local expression in the reports of Lakewood Library's directors. As just one small example, the first director, Roena Ingham, often quoted Helen Haines' famous maxim which characterized the essence of library service as getting "the right book to the right reader at the right time."[39]

General works on public library history have analyzed many issues and movements which have also found local expression in the words and actions of Lakewood Library's directors. Some of the best general works, for purposes of this study, are listed in the bibliography. Of particular worth were the works by George Bobinski, John Colson, Ellen Fain, Michael Harris, and Edward Holley.[40] Works of a more historiographical nature which addressed the issue of the value of library history included articles by Francis Miksa, Paul Raabe, and Jesse Shera.[41] Works on public library issues of

the 1970s and 1980s, such as those by E.J. Josey, Don Sager, and Pauline Wilson,[42] added a current dimension to the study of past personalities and institutions. To fully understand certain people or certain institutions in a particular time period requires knowing what went on before and after that period. Neither events nor personalities occur in isolation.

Also included in the bibliography are a number of reference-type works, such as the Ohio Revised Code section on public libraries, Wheeler and Goldhor's classic text, Practical Administration of Public Libraries, revised edition, and census data on Lakewood put out by the Cuyahoga County Regional Planning Commission.[43] These sources provided the legal, theoretical, and factual framework for the study of the directors of an individual public library.

The traditional types of primary sources are institutional records, first-hand newspaper chronicles of the events or people under study, and oral recollections of people who lived through the period under study. In the attempt to re-create the significance of Lakewood Library's early directors, there is a more than adequate supply of written primary source material. The oral sources are becoming increasingly scarce. In fact, to the author's knowledge, there is only one person left who actually worked under the first director.

The institutional records examined for the purposes of this study included the minutes of the Board of Library Trustees, Lakewood Public Library, 1921-1977; the minutes of the Lakewood Board of Education, 1915-1921; the Lakewood Public Library Annual Reports, 1916-1988; and the Madison Branch Log Book, 1934-1953. The reason for consulting the minutes of the Lakewood Board of Education is that for the first five years of its

existence, Lakewood Library was under the direct management of the Board of Education. Thus for the years 1916-1921, there are no separate minutes for the library. All library matters during those years are a part of the minutes of the Board of Education, and they are available only on microfilm in the office of the Treasurer of the Lakewood Board of Education.

In 1920 a new state law made it more advantageous for boards of education to divest themselves of library administration.[44] In 1921 the Lakewood Board of Education appointed a separate board of trustees for Lakewood Public Library, and the minutes of that body (from 1921-present), are housed in the clerk-treasurer's office at Lakewood Library. They are all available in the original hard copy and they fill twenty-five legal sized volumes. For the most part they are typewritten and, as is also true of the annual reports, there is no consistent pagination until after the 1950s. Nearly all the minutes of the regular monthly meetings of the library board included the written report submitted by the director prior to the meeting, along with a record of the verbal comments made at the actual meeting.

The annual reports of the library form a relatively complete archive. Only six out of seventy three years are completely missing (1933, 1954, 1955, 1956, 1967, and 1968). Six other years had incomplete reports (1943, 1944, 1948, 1950, 1951, 1952). A few of the earlier reports were handwritten, but most were typed, and some were in the form of a publicity brochure. The directors often wrote the entire annual report, with liberal quotes from the reports of the department heads.

All of the minutes and annual reports are part of the public record and form the archives of the institution. Not too surprisingly, the

directors were "on stage" in these official documents, and tended to put their best feet forward. Nevertheless, it is possible to gain an impression of their differing styles and personalities--from the formal, quaint language of Roena Inhgam to the brisk, business-like style of Jane Heath. This was more true of the board minutes, which were written as internal documents, than it was of the annual reports, which were produced primarily for public scrutiny.

Although not an official record of the institution, the Madison Branch Log Books offered a few informal and personal reactions of branch staff members to some of the directors. Covering various years from 1934-1954, most of the log books appeared to have been written by the same anonymous person in the same, nearly illegible, handwriting. This collection of log books was simply a daily record of activities and persons both in the branch library and surrounding community, and in the world at large. In almost the same breath, one of the log books recorded in 1945, "Miss Cottrell [branch manager] changed the dirt in the flower boxes today," and, "President Roosevelt died of a stroke."[45]

Contemporary local newspaper accounts of the library and its directors form an important source of eyewitness evidence. Fortunately Lakewood Library has been good about retaining and labeling these press clippings. Most of the many yellowed and brittle clippings noted date and name of publication, but very few cited the page number or the name of the author. The omission of a byline seemed to be a common practice in these local newspapers prior to the 1960s. Another characteristic of these early newspapers was the flowery, quaint language and the disproportionate attention given to insignificant details. For example, the Lakewood Post

on 7 October 1938, in an article entitled "Lakewood Served Good Punch at Library Reception," devoted an entire paragraph to describing the punch at Mary Parsons' welcoming reception (it was orange sherbet melted in ginger ale!).

To fill in gaps and to complement the written record, in-person interviews have been conducted with three retired staff members of Lakewood Library. All three are in their seventies, intelligent, and relatively lucid. One worked under the first, second, fourth and fifth directors; one worked under the second, third, fourth, and fifth directors; and the other worked under the fourth and fifth directors. Thus, some degree of first-hand experience with each of the five directors was recorded. Transcripts of all three interviews are available at Lakewood Public Library, in the local history archives.

Great care must be taken in utilizing the information obtained in such interviews. Memories are fallible, subjective, and selective. Two eye-witness accounts of the same event or person can often vary or be totally different due to individual perspectives. It must be remembered, therefore, that oral history is but <u>one</u> source. It offers only a partial view and must be used in conjunction with other kinds of documentation. Once its limitations are understood, oral history offers the following possibilities: It can flesh out historical events with human and emotional content, it can fill in gaps not recorded in written records, and it can suggest motivations and reasons for certain decisions and for what went on behind the scenes.[46]

CHAPTER THREE

ROENA A. INGHAM, DIRECTOR: 1916-1938

Like Linda Eastman, her well-known counterpart and contemporary at Cleveland Public Library, Roena Ingham grew up in the Cleveland area and spent most of her life there. Born the youngest of six daughters near Franklin Circle on the west side of Cleveland, Roena Ingham graduated from Hiram College in 1902 and completed a partial course in library science at Western Reserve University. Also like Linda Eastman, she never actually obtained a degree in library science. Before graduating from college, Roena Ingham began working at Cleveland Public Library in 1896. She spent twenty years in that system, first as a cataloguer, and eventually as head librarian of Cleveland's Carnegie West branch library.[47]

When the Lakewood Board of Education approached William Howard Brett, head of Cleveland Public Library, and his first assistant, Linda Eastman, in 1915 regarding possible candidates for the head of the yet to be built Lakewood Public Library, Brett and Eastman recommended three people whom they considered "very good librarians." The Lakewood Board of Education selected one of those people, Roena A. Ingham, to organize the Lakewood Public Library and become its first director. Perhaps one of the factors that went into her selection was her residence at 1460 Northland Avenue in Lakewood, a mere one block away from the site of the future library. She began work in September, 1915, at a salary of $1,400 per year.[48]

Before the new library opened its doors on May 19, 1916, Ingham had bought and catalogued 10,000 books in a rented office on Detroit Avenue, and had set up an organization system for the library that was later followed by

Figure 1. **Roena A. Ingham**, director: 1916-1938 (black & white photograph dated 1926, Lakewood Public Library local history archives)

several other suburban libraries.[49] From that small core collection which began in a building of 11,000 square feet, Lakewood Public Library grew, under Ingham's close direction, to a building twice that size with a collection of more than 75,000 items and a budget in excess of $90,000 by 1938, the year of Ingham's death. The staff had grown from one, to more than 40, and book circulation had increased from 148,000 during the first year of operation to over 600,000 in the early 1930s.[50]

Roena Ingham's personality apparently had a powerful effect on everyone with whom she came in contact. For example, a reporter from the Lakewood Post in 1923 recorded this impression of the "remarkable, persevering, and energetic Miss Ingham":

> Miss Ingham's personality fairly radiates as she swings about the Lakewood Library helping here and suggesting there. She is a round peg in a round hole. No customer has to stand around to be waited on. The instant a reader aproaches her, she is on her feet, listening to his request. In the next few seconds she is hustling to some corner of the library to fill his need... If Miss Ingham cannot take care of a reader as quickly as she thinks he should be taken care of, one of her fifteen assistants are asked to help. Her routine work can wait, the customer's time must be saved. This seems to be the predominating rule of the Lakewood Library.[51]

Later, in the same lengthy article, this reporter further described Ingham as one whose busy years had kept her young and alert:

> Her streaming white hair is finely contrasted with a ruddy complexion. Her eyes sparkle with activity, and show a purpose: Desire to serve the public. Her mind can take in a person at a glance.[52]

Retired staff member, Martha Folsom, who began working at Lakewood Public Library in 1936, during Ingham's last years, felt that actually, Ingham looked older than she really was. She admitted, however, that this

observation was from the perspective of a person young in years at the time. Folsom remembered liking Ingham very much, and recalled that she was a large, jolly-looking woman who took a personal interest in her staff. In fact, she was very much a mother-figure, who promoted a close, family atmosphere. She did have another side, though, according to Folsom, that was stern, hard-working, and allowed no nonsense. Although the library staff had a personal, family atmosphere, there was no doubt as to who was in control. Another retired staff member, Martha Durbin, felt that Ingham may have been a little too demanding of some staff members, according to what she had heard soon after coming to the library in the early 1940s. Folsom, however, disagreed, and recalled that everyone was fond of Ingham and enjoyed working for her. The only possible exception, according to Folsom, might have been Lesley Newton, head of the children and schools department with whom many had difficulty getting along--including children.[53]

Although Ingham's management style was personal and warm, she utilized a hierarchical model of organization. A hand-drawn organization chart inserted in the board minutes of 1930 showed the board of trustees at the top. Directly below, was the director, with all lower lines of authority leading straight to that top administrative position. Ingham explained to the board that her policy was,

> to give every member of the staff definite work to do and to hold that member responsible for such work, making a report to the librarian, or consulting with her when a decision in regard to the work or a change in the work is involved . . . The librarian deems it necessary to keep in touch with all departments so far as general principles are involved, but leaves to the heads of the different departments the carrying out of such work and the oversight of their assistants.[54]

Press reports of the day characterized Roena Ingham as conservative, and as a problem-solver who carried through on all tasks. They especially praised her managerial and leadership abilities as demonstrated by her able direction of the 1924 building expansion which doubled the floor space of the library.[55]

A tribute to her administrative skill and the loyalty she generated among the staff can be found in the way she managed the library during the difficult years of the Depression. This time of diminished resources and increased demands was hard on all public libraries. Some responded to the hard times by drastically cutting back on fiction budgets in order to provide what was considered to be the more important non-fiction works. Other public libraries felt that fiction reading was essential in a time when depression hit people's souls as well as their pocketbooks and there was little available money for entertainment.[56] Cleveland Public and Lakewood Public Libraries both fell into the latter category.

Roena Ingham reported to the board in 1932 that never before had the responsibility of the public library been more challenging: "The library must help to promote clear, calm thinking on the problems of today, for the duration of the Depression will depend largely on the amount and extent of such thinking." She added that although she encouraged reading on business, social, and political subjects, she also recognized the need for popular fiction: "When we charge out an armful of books to a man or woman these days we trust that not only information is finding a place, but also a chance to forget discouragement and despair that is everywhere in evidence."[57]

To cope with a greatly decreased book budget, Ingham solicited gift books and started a rental collection so that people could still have the

popular novels they demanded without draining the budget. Ingham also decreased the size of the staff through attrition. There were still a few paydays in 1932 that came and went without any paychecks. Yet, as she commented gratefully, "the staff carried on." They had to, for the demand was ever increasing. By 1932, circulation had reached an all-time high of 610,661.[58] As former staff member Martha Folsom recalled, the library had never been so busy as it was during the Depression. Of course the building was a lot smaller then than it is now, nevertheless it always seemed jammed with people. The charging lines got so long that everyone had to help check out books, even Ingham.[59]

Roena Ingham appeared to deal as well with the board of of trustees as she did with the staff and public. In her 1927 article on making board meetings profitable, she clearly indicated that she understood the basic roles and relationship of the director and board of trustees. As later outlined by Wheeler and Goldhor (revised edition by Carlton Rochelle), the board formulates policy, the director executes that policy.[60] As did Wheeler and Goldhor, Ingham stated that the board's first duty is to make a careful selection of a director and then depend upon that person as the library's executive. She emphasized the importance of having regular, business-like meetings with complete, but not too wordy, reports from the director. The director has to create an atmosphere of trust and confidence, for only thus will it be possible to convince the community that "the public library is a utility and not a luxury."[61]

Also in the same article, Ingham maintained that a good director has to have vision and must have thorough knowledge of the community the library serves. This article indicated that Ingham felt the public

library's prime duty to the community was educational.[62] She recognized that for many, the public library is the "adults' university" in which continuing education and citizenship are the prime goals. She stated in her 1924 annual report,

> The aim to keep in touch with all books popularly in demand is made. It must also be remembered that the function of the public library is first and foremost educational and cultural--that the recreational demand should be secondary.[63]

Two years later, Ingham noted that whereas Lakewood Library's first ten years had been spent building up the popular collection, the library had now reached the point where it could become a more scholarly and specialized institution.[64]

Under Roena Ingham, Lakewood Library took part in the adult education movement that began in the 1920s, and made great use of the many booklists published by the American Library Association (ALA) under the series title, "Reading With a Purpose."[65] Throughout her tenure and beyond, the research work performed by the library staff for the many literary and study clubs of the day was an important part of community service. In addition, Lakewood Library's community rooms were in constant use by groups as varied as census enumerators, the Women's Christian Temperance Union, and the Book and Thimble Club. The emphasis placed by Ingham on the library's educational role was related to her view of reference service. An early statement of her views on reference service essentially remained the same throughout the years:

> To give prompt and satisfactory service to all seekers for information, either by telephone or to a visitor to the library, is our aim. These questions are varied, but it's just as important that the applicant be given information as to the care of pet rabbits as that the best books on corporation finance be available.[66]

She often added that this kind of service was immeasurable and could not be quantified, a feeling wich was typical of all the early directors except Jane Heath.

In Ingham's view, the educational function of the library included children's work, for she felt strongly that there should be strong and close cooperation between the schools and the public library. Indeed, until 1975, Lakewood Public Library and the Lakewood Board of Education jointly administered Lakewood's public school libraries, in varying degrees over the years. Ingham viewed the public library as "the most effective and economical laboratory for the supplementary work of the schoolroom."[67]

If Ingham considered the library's prime duty to the community to be educational, she also felt that duty should extend to all segments of the community. In her 1919-1920 Annual Report she expressed her opinion to the Lakewood Board of Education that the southeast section of Lakewood was a growing area inadequately served by the library. Thus in 1921, Madison Branch Library was established in temporary quarters, and in 1929 moved to a newly constructed building located at Madison and Clarence Avenues.[68] Madison Branch recently celebrated its sixtieth anniversary at that location.

Roena Ingham's involvement in the profession of librarianship extended beyond attendance at Ohio Library Association (OLA) and American Library Association (ALA) meetings. In 1928, she completed a two-year term as vice president of OLA, and a term as president of the Library Club of Cleveland.[69] In late 1934, a proud board of trustees adopted a resolution congratulating Roena Ingham on her election as president of OLA. Her term ran from the fall of 1934 throught the fall of 1935. At that time,

there was no executive director, which meant that the officers of OLA did all the work of the organization including publishing the bulletin and arranging all the conferences. Thus, Roena Ingham was gone from Lakewood Library a great deal and often had to call upon her assistant, Hazel Caldwell, and other staff members to assist in the administrative details of running the library.[70] That year as OLA president must have taken a lot out of Ingham, for by 1937, she was noticeably absent from the library due to illness.

She did manage to attend the 1936 ALA convention in Richmond, Virginia, however. In her usual, thorough report to the board she exclaimed, "a library convention is more active than a three-ringed circus!"[71] She always seemed to enjoy library conventions and made the best possible use of the time. In addition, she usually took members of the staff with her, and in general, encouraged their professional activities and their continuing education pursuits.

Roena Ingham exhibited a lively interest in the issues and concerns of the profession. For example, during World War I, Lakewood Library, under Ingham's direction, cooperated with the ALA in supplying books to soldiers in military camps at home and abroad.[72]

At several board meetings in the 1920s, Roena Ingham discussed the ALA national survey of libraries which was funded by the Carnegie Corporation and completed in 1926. At her urging, Lakewood Library took part in the survey. Upon receiving the final report, she informed the board that although it indicated great progress had been made, it also showed that thousands of people in the United States and Canada still did not have access to public library service.[73]

Also during the 1920s, Ingham conducted several apprentice courses for paraprofessional-level staff members who had had no previous library experience or course work. Formerly these people had been sent to the training classes at Cleveland Public Library, but those classes had become overcrowded. Eventually some of these people took coursework at Western Reserve University and Columbia University. But until they were able to do so, Ingham felt it was her professional responsibility to see that all her staff had proper training. Ingham attached her course outline to the February 1923 board minutes. It described a six-month program of lectures and discussions on topics such as loan work, cataloging, alphabeting, reference work, library history, selection aids, children's work, rules and and facts about Lakewood Library, and "library handwriting."[74]

Classes met one afternoon a week, from January through June, and were taught by Ingham along with several of her senior staff members. They assigned practice work between class sessions and gave an exam at the end of the course. Ingham did not call this program a "library school," but a "training," or "apprentice" course.[75] Perhaps she had read C.C. Williamson's report of 1923 which strongly recommended that professional library schools be organized as departments of universities and not as parts of public libraries. The report further urged that any schools remaining in public libraries should assume the status of training classes.[76]

In the 1930s the coming of the Depression and the changeover in the state funding source from the property tax to the intangibles tax in 1933 created great economic hardship in all school district libraries. This, along with Ingham's increased professional duties as OLA president, made any further thought of training classes at Lakewood Library impossible.

By 1937, Ingham's assistant, Hazel Caldwell, not only took over more and more of the administrative duties, but she and the rest of the staff had to increase their hours in the public service areas since Ingham was unable to work on the floor any longer, as she so loved to do. Judging by the available written records and by personal recollections, the nature of her illness remained unknown. Still technically director of the library, Roena Ingham died on the morning of 14 March 1938.[77]

The anonymous author of the Madison Branch Log Book recorded her death by noting that on the day of her burial (March 16), both Madison and Main were closed, and all the flags of the Lakewood schools flew at half mast.[78] All the local newspapers mourned her passing, and one called her "one of the city's most loyal citizens and civic workers."[79]

About a week after Ingham's death, her sister, Lettie Brandt, wrote to the board expressing the appreciation of the family for the many kindnesses given to Ingham during her last year. According to Brandt's letter, Ingham had thought it best to resign nearly a year before her death, but the board would not hear of it. Brandt further pointed out that retaining her position enabled her sister to have the best medical care and to maintain a positive mental attitude through being made to feel invaluable to the library.[80]

At its first meeting after Roena Ingham's death, the board of trustees adopted a resolution marking her many accomplishments in building Lakewood Library to the point where it ranked sixth in the state in circulation. The resolution went on to describe her personal attributes:

> Among many, many admirable qualities, two stood out in bold relief--her boundless enthusiasm for her profession and her unfaltering

> loyalty to her staff. No one could talk to her for more than a few minutes without realizing her zest for the work in which she was engaged, and because of this many honors came to her. She accepted them all, not as personal to herself, but rather, as a tribute to the library. Her associates always knew that in her they had a staunch advocate and a loyal friend.[81]

Three years later, in September 1941, the board established the Roena A. Ingham Garden Collection as a memorial to her work at Lakewood Public Library. Flowers and gardening had been a lifelong avocation for Ingham, so this seemed an especially fitting tribute. By the time of the dedication of the Roena A. Ingham Garden Collection and Alcove, on December 14, 1941, about $400 in contributions had been received. Over 100 people attended the dedication ceremony.[82]

In later years, Cleveland artist, Kenneth Bates, created a free form enamel mural depicting plants of the Ohio countryside for the wall above the Alcove. A picture of the mural, along with a brief article, appeared in a 1957 issue of Design magazine. On 28 January 1958, Mrs. Brandt sent a large flowering plant to the library in honor of what would have been Roena Ingham's eightieth birthday. This tradition was continued for several years by Miss Ingham's nieces and nephews. Today, over forty years after Ingham's death, the garden collection and the enamel mural still exist, but the Alcove is used for other purposes required by the needs of an ever-changing library. As one of the library's trustees eloquently pointed out in 1964, Roena Ingham's truest memorials are the library itself and the people of Lakewood whose lives have been enriched by it.[83]

CHAPTER FOUR

MARY P. PARSONS, DIRECTOR: 1938-1944

Shortly after Roena Ingham's death, the Lakewood Library Board of Trustees received a letter from Paul A.T. Noon, Ohio's State Librarian. Besides expressing grief over Ingham's death and paying tribute to her leadership in Ohio's library activities, Noon also offered the assistance of the State Library in the search for a new director.[84] Whether the trustees actually used this assistance was not documented. If the board did consult with the State Library, perhaps that might help to explain how Lakewood Library attracted such a highly qualified candidate as Mary Prescott Parsons. Retired staff member, Martha Folsom, recalled that there was a search committee and that George Grill, later to become the third director, probably served on it.[85]

However she came to the attention of the library trustees, Mary Parsons was appointed by that board as the new director at the June 1938 meetings. Her starting salary was set at $3,600. Curiously, the board minutes simply described her as "Mary Parsons of Morristown, New Jersey, who had formerly been an assistant librarian in the New York Public Library system."[86] Mary Parsons had not worked at the Morristown, New Jersey library since 1923, and her work in New York was even before that (1913-1917).[87]

The local press provided more details and revealed that what she had been doing just prior to her appointment at Lakewood Library, was teaching at the University of Michigan as associate professor in library science, and at Magill University in Montreal. In 1937, she had received her doctorate from

Figure 2. **Mary P. Parsons, director: 1938-1944** (news clipping from Lakewood Public Library local history archives--"Lakewood Librarian: Miss Mary P. Parsons," The Plain Dealer, 5 August 1938)

the University of Vienna in medieval history. Her dissertation, written in German, was entitled, "Contributions to Anglo-Saxon Diplomatics to the End of the Ninth Century." She had done most of her research in the British Museum, and in the history and John G. White collections of Cleveland Public Library. Her earlier degrees had been from Smith College and the New York State Library School.[88]

In addition to her scholarly background and her wide teaching and public library experience, Parsons had been director of the Paris Library School (École de Bibliothecaires) from 1924-1929. The American Library Association had entrusted Parsons with the establishment and the direction of this pioneer library education project in Europe which offered both basic library training and the opportunity for advanced study beyond the Master's level to graduate students from all countries. This phase of her life was the first of several which reflected her commitment to international library development. She realized that to do research in the twentieth century required the use of publications and libraries in a number of different countries. Anything that could be done, therefore, to promote an international network and to standardize library methods would further the causes of research and intellectual cooperation. Besides directing the school, she also taught some of the classes--and she did it in French. Included among the people she taught were the librarian of the King of Siam and the national librarian of Turkey.[89]

Obviously Mary Parsons' background was quite different from Roena Ingham's. As a person she was also quite different from the first director. Hardly a jolly mother figure, there was nothing formidible about her appearance. A local newspaper described Parsons as a small, medium-blonde

woman of early middle age (actually she was fifty-three when she came to Lakewood, only seven years younger than Roena Ingham). She had a self-effacing manner, and insisted on being called "Miss Parsons," rather than "Dr. Parsons."[90]

Two retired staff members both confirmed this impression that Parsons was very different from Ingham. They recalled that although modest and unassuming, Parsons could also be very forceful and aggressive.[91] Both retirees felt that they personally got along with Parsons. Martha Folsom, however, had very strong recollections of not liking the way Mary Parsons treated other staff members. According to her, Parsons was definitely partial to a few, and she could be extremely nasty towards others. In fact, as Folsom recounted, Parsons removed one librarian whom she did not like from public service, and instead assigned her strictly menial tasks. When that librarian wanted to get married, Parsons told her she would have to leave the library. In those days it was possible for married women to work at the library. But if a single woman wanted to get married and retain her job, she had to ask the permission of the director![92]

The written evidence did not reveal this side of Mary Parsons, although a much later account did emphasize her perfectionist tendencies.[93] Regardless of what may have been some personal idiosyncracies, Mary Parsons came to Lakewood Library with a long list of accomplishments and a national reputation. She was quick to recognize, however, the highly regarded reputation of Lakewood Library and of her predecessor. She stated that her policy would be to follow the plans of her predecessor, and she was especially gratified to discover that the library staff was "unusually well trained."[94]

Mary Parsons may have said she would follow the policy of her predecessor, but in fact she was quick to set forth her own plans and her own style of management. Unlike Ingham, she preferred not to have an assistant director, but instead gave more responsibility to the department heads in order to spread administrative work throughout the staff. She also felt strongly that professional librarians should be relieved, as far as possible, of clerical work.[95] Throughout her career she emphasized the importance of differentiating between professional library work and clerical work. Each should have its own high standards, and each required different educational preparations, in her view. A few years later, Parsons wrote:

> In several countries the library profession has learned, to its sorrow, that absence of standards and confusion of professional and clerical work and workers in libraries has resulted in inefficiency and has started a vicious circle of low appropriations for libraries too uninteresting to the public for better service and better revenues to be demanded.[96]

Perhaps because of her belief that differentiating library and clerical work led to greater efficiency, Mary Parsons had Lakewood Library join with thirty-six other public libraries throughout the nation in participating in the ALA-sponsored Montclair Study. This was the first scientifically planned study of cost accounting ever made for medium-sized public libraries. The results of this study confirmed Parsons' belief that libraries did not need less professional help, but that they did need more clerical help because it was a waste of resources to have professional staff doing clerical duties.[97] What the professional staff should be doing, according to Miss Parsons, was more book work and what would today be called

community outreach.[98] In fact, Parsons informed the board that Lakewood Library lost its first young adult librarian, Frances Grim, to Cleveland Public Library due partly to Lakewood's lack of an adequate support staff.[99]

Throughout her tenure at Lakewood Library Parsons felt the budgets for books and staff were inadequate. She never hesitated to express this opinion to the board, but she always did it diplomatically. Staffing problems intensified in the early 1940s with the loss of the WPA (Work Projects Administration, a federal New Deal agency) workers who had done a great deal of clerical and custodial work in the library. The onset of World War II resulted in depleting the staff even further. Parsons recognized the severity of the effect of these external factors, but she also reminded the board that salaries must nevertheless provide adequate living expenses in order to avoid turning librarians into public charges at retirement age. In her report included in the board minutes of June 1941, Parsons pricked the trustees' conscience by relating that in a place known for its reputation as a "city of homes," it was ironic that many of her staff had trouble finding affordable housing.[100]

To assist the board she submitted a recommended salary and classification schedule which divided the staff into professional and non-professional groups, listed the requirements for those groups, and also detailed the backgrounds of all the current staff members.[101] Three months later she was able to send a memo to the staff informing them of a six percent raise for all fulltime and parttime staff, and thanking them for carrying on their work in spite of difficulties.[102]

Another way in which she attempted to alleviate staffing shortages and budget cuts was through the use of volunteer workers. Because there were so

many extra demands on the library during wartime, Parsons felt it was necessary to use volunteers to fill the void left by departing WPA workers and employees leaving for war-related reasons in order to maintain service to the public. Most of the volunteers were married women. Although the library staff had to train them, an outside group--the American Women's Voluntary Services--handled the recruiting and other personnel matters. Although Parsons reported in her article on volunteers for Wilson Library Bulletin that she felt the volunteer program was "well worth while," she confided to the board of trustees, "confidentially, some are more zealous than competent."[103]

The extra duties taken on by Lakewood Library during World War II demonstrated Mary Parsons' commitment to community service. She felt that learning the interests of the community, knowing what the community wanted, and being willing to go out into the community were vital components of public library service.[104] In this vein, because of gas rationing and transportation problems, Parsons authorized staff to take books to large community meetings for checkout, and she changed the loan period from fourteen to twenty-eight days in order to reduce unnecessary travel and phone calls. Under Parsons' initiative, Lakewood Library organized and served as the headquarters for the city's Victory Book Campaign which in one year (1942) collected over 15,000 books for armed services personnel.[105]

Lakewood Library's other wartime activities and services included providing books on war, civil defense, and plans for peace; changing staff schedules to adapt to new work conditions; maintaining files on Lakewood men and women in the service; and taking part in all city and civic groups having to do with the war effort. In February 1942, Lakewood Library was

designated one of 1,200 War Information Centers in the country. The purpose of those centers was to keep the public informed regarding government war programs.[106]

Retired staff member, Martha Folsom, emphasized that Mary Parsons gave a great deal of attention to building the reference collection, at the expense of the popular collection.[107] Judging by wartime demands to provide up-to-date technical information, as well as information on civil defense, world events, and post-war planning, this emphasis on the non-fiction part of the collection hardly seemed surprising. In fact, ALA, at its December 1941 midwinter meeting, which Parsons attended, had strongly recommended strengthening reference services and increasing purchases of technical materials. At the Lakewood Library board meeting the following month, upon Parsons' recommendation, the trustees adopted a resolution reducing the budget for popular titles so that more technical books could be purchased.[108] It needs to be pointed out, however, that long before the war began, Parsons had informed the board of her intention to expand the reference, business and technology sections.[109]

After reporting to the board, later in 1942, on the many hardships endured at Lakewood Library due to wartime conditions, she stated, "Running a library requires the same time it takes to run almost any other institution or business, and in addition it requires time for reading and reviewing many books."[110] Miss Parsons somehow seemed to find that extra time, not only for reading and reviewing, but also for pursuing her more scholarly interests. For example, she spoke to classes at the Cleveland Museum of Art and Baldwin Wallace College on medieval manuscripts.[111]

She also had the same interest in local history evidenced by her

predecessor. In 1936 Roena Ingham had worked closely with the Daughters of the American Revolution in writing a history of Lakewood.[112] Three years later, Mary Parsons served as chair of the Histrical Committee of the Lakewood Semi-Centennial, and during her tenure often promoted the library as the logical repository for historical materials on the city of Lakewood. Perhaps her work for the Fiftieth Anniversary of Lakewood had something to do with the fact that in 1942, the Semi-Centennial group gave to the library, as per previous agreement, a check for $577 which represented the surplus proceeds from the centennial celebration. The funds were to be used for special work pertaining to the history of Lakewood, but in her Annual Report for 1942, Parsons stated that the funds were used for a series of free concerts, movies, and radio listening programs at the library. George Grill later reported, however, that in addition, files were bought for the historical collection, as well as a movie projector and screen.[113]

Mary Parsons also took an interest in new technological developments, especially if they facilitated research or increased the efficiency of the library. For example in 1939, during work with the Lakewood Semi-Centennial, she suggested saving local newspapers by means of a process she called "microphotography."[114] During Parsons' tenure, Lakewood Library became a pioneer in photographic charging of books. Both retired staff members, Martha Durbin and Martha Folsom, claimed that Mary Parsons was responsible for bringing this innovation to Lakewood Library. Folsom recalled, however, that it was the head of the circulation desk who initially advocated the camera and talked Miss Parsons into it.[115]

Another innovation brought about by Parsons, though not a technical one, certainly aided technical processing. In 1943 the head of

the cataloguing department expressed gratitude for the foresight of Mary Parsons in ordering the 160-volume Library of Congress Catalog of Printed Cards. This was found to be of great assistance in ordering and cataloguing, especially since Lakewood Library did not have many bibliographic tools at that time.[116]

Mary Parsons managed to participate in professional activities while at Lakewood. Like Roena Ingham, she often reported on her own professional work, as well as that of her staff, to the board of trustees. She applauded the professional involvement of her staff for she believed it helped them to "keep in touch with present trends and future planning of the profession."[117] She seemed especially proud of the election of Elizabeth Ward, head of the reference department, as president of the Cleveland Chapter of the Special Libraries Association in 1943.[118] Parsons herself held offices in both ALA (vice chair of Small Libraries Roundtable) and OLA (chair of Large Libraries Roundtable, 3rd vice president & member of executive board).[119] Perhaps her greatest contributions to the profession, however, came after she left Lakewood Library.

Her leavetaking appeared to be quite sudden. The earliest written evidence of her departure was found in the Madison Branch Log Book where the entry for 7 September 1943 stated, "There is a notice on the bulletin board at Main today that Miss Parsons is going to leave the library. This is indeed sad news to me."[120] The 13 September 1943 entry described a farewell party for Parsons to be held at the main library that evening after the library closed.[121]

The first reference in the board minutes to Parsons' leaving was a small note at the end of "Staff Changes" in the 16 September 1943 minutes.

What appeared to be a lack of information was explained by the fact that the federal government's Office on War Information had "drafted" Parsons to head its library in Wellington, New Zealand. Her past experience in international librarianship and her handling of the War Information Center at Lakewood Library, no doubt contributed to her appointment. By the end of September 1943, Mary Parsons had left Lakewood. The board of trustees, at its 30 September 1943 meeting granted Miss Parsons a year's leave of absence from Lakewood Library, and also noted that the State Department had not yet completed its investigation of her.[122] Conceivably, this investigation accounted for the air of secrecy surrounding her exit.

Most of the press coverage of Parsons' new position did not occur until a year later when Mary Parsons officially resigned from Lakewood Library. The September 1944 board minutes revealed that the Office on War Information had written to the board asking for Parsons' release in view of her important work as director of what had become the United States Information Service (USIS) library in Wellington.[123] An editorial in the Lakewood Post on 22 September 1944, entitled "Miss Parsons Resigns," paid glowing tribute to her work at Lakewood Library and characterized her tenure as "constructive," "progressive," carried out in a manner of "quiet efficiency" and "self-effacement." Especially notable, according to the Post editorial, was her unflagging interest in community affairs and her knowledge of the newest library operations. The front page of that issue of the Post carried the full one-inch boldface headline, "Lakewood Chief Librarian Resigns."[124]

Altogether, Mary Parsons spent five years as the director of the USIS library in Wellington. While serving in that capacity she was approached by

the government of New Zealand and the New Zealand Library Association to help establish and then direct the country's first graduate library school. From 1945-1948, she served as the director of both the USIS library and the new library school. According to a study by Borchardt and Horacek, the school was successful due to the "leadership and scholarly standing provided by its first director, Miss Mary P. Parsons."[125] The head of the New Zealand Library Association, in reference to Mary Parsons' work, asserted:

> It is hard to estimate the benefit that librarianship in New Zealand derived from her fortunate presence here at a critical time. The concept of librarianship as a graduate profession is now well established, thanks to her work and to those who appreciated her value.[126]

In addition to all her administrative and teaching duties, Mary Parsons also served on several committees of the New Zealand Library Association, and was instrumental in starting an annual Children's Book Week in New Zealand. While living in Paris, Parsons attended the Unesco Bibliographical Conference in 1950 as New Zealand's representative. In recognition of her services to New Zealand librarianship, the New Zealand Library Association, in 1953, elected Mary Parsons to honorary life membership of the association.[127]

The USIS apparently also liked her work in New Zealand, for in 1948 she was sent to Paris to supervise the expansion and re-organization of the USIS library in the French capital. For five years she served the information needs of French students, teachers, doctors, engineers, and scientists regarding American culture. According to her obituary in New Zealand Libraries, she returned to the United States in 1953 and retired to a home

in North Carolina. Her retirement was not total, for she periodically went back to New Zealand to visit friends, and to the University of Michigan to serve as visiting professor. She died in Ann Arbor in late 1971 at the age of 86, after a long and distinguished career.[128]

CHAPTER FIVE

GEORGE W. GRILL, DIRECTOR: 1945-1948

After Mary Parsons left Lakewood in September 1943, the library was without a director on the premises for two years. Of course it was understandable why the library was without a director during Mary Parsons' leave of absence, but why another year went on with still no director, could not be documented. The board of trustees simply indicated that it wished the staff to carry on without a director. During this "interregnum," therefore, the department heads of the library formed an interdepartmental council, and each one took a turn as chair of the council.[129]

Although the press characterized this period as one in which the loyal staff maintained the library's high standard, all was not harmonious during this time, according to two eyewitnesses. Retired staff member Martha Durbin recounted that several staff rivalries and "furors" arose during this period, most of which stemmed from the desire of Lesley Newton (head of the children's department) to become the next director. Even Martha Folsom, who at that particular time was not working at Lakewood Library but went as a patron, sensed the troubled atmosphere when she went to the library for books.[130]

The board's appointment of the next director was an odd one, at least in the opinion of the above two eyewitnesses.[131] George W. Grill had had no work experience as a librarian and no library education. He had, however, served as secretary-treasurer of the Lakewood Library Board of Trustees from 1920-1943, and thus had intimate knowledge of the library's financial and administrative matters. During the same time period, he also acted as

Figure 3. George W. Grill, director: 1945-1948 (news clipping from Lakewood Public Library local history archives--"Dr. Grill to Spend Winter in California," Lakewood Post, 12 September 1947)

clerk-treasurer of the Lakewood Board of Education. George Grill was an experienced educator, having served as assistant superintendent of Lakewood schools until 1939 when he resigned to take a newly created position as superintendent of the Cleveland Clinic. In 1943, he left that position to become an officer in the Army Medical Corps. His educational background consisted of an M.A. and a law degree from Columbia University, and graduate coursework in business at Western Reserve University.[132]

In his capacity as secretary-treasurer of Lakewood Library, Grill must have had a close association with Roena Ingham. On her deathbed, she requested that George Grill speak at her funeral. Three years later, at the dedication of her memorial garden collection, Grill was the principal speaker.[133]

The fact that he was a Major in the United States Army might also have contributed to the board's decision to appoint him as director. As the 19 October 1945 Suburban News and Herald pointed out, "Major Grill is a soldier and the library can have no bigger job than that of working with and for the returning veterans whose numbers are increasing so rapidly." The Lakewood Post on the same day, once again on the front page utilized its one-inch boldface headline to proclaim, "Appoint Major Grill Lakewood Librarian."[134]

Although it seemed irregular for the board to appoint someone who was virtually one of its own, perhaps the above circumstances help to explain the reasons behind that action. Grill's appointment became effective 22 October 1945 and the board set his salary at $3,900, an amount which was only $300 above what Mary Parsons received upon her appointment in 1938.[135] At the November 1945 board meeting, Grill was also appointed secretary-

treasurer and voted a bonus of $2,000.[136] That constituted a significant salary increase of nearly fifty percent.

The entire library staff welcomed the arrival of Major Grill and looked forward to his dealing with severe space and staff shortages. As the head of the Reference Department commented, "Reference can make an outstanding contribution to the postwar vocational, intellectual, and cultural life of Lakewood given space and woman power."[137]

Although the local press liked George Grill and called him a man of many interests who was in constant demand as a public speaker,[138] he left a rather lukewarm impression on at least two former staff members. Of course one them, Martha Folsom, was not working at Lakewood Library while Grill was director. She did, however, maintain her contacts at the library, and it was her opinion that George Grill was sort of a "shadowy person," an "interim person," whom nobody really knew. She felt he was almost more prominent as secretary-treasurer than he was as director.[139] Martha Durbin, at the time, was working in one of the school libraries (which were part of the Lakewood Library system at the time). She did have a few personal contacts with him and felt that he was reasonably responsive. She considered him a nice person. From her standpoint, though, she didn't think he knew much about libraries and she didn't feel he was a "real reader."[140]

George Grill seemed to view himself as an executive administrator who did not want to get involved in day-to-day matters, unless specifically asked. He stated in his 1946 Annual Report that he was grateful to have such a capable administrative assistant as Ruth Malling Angell. Because of her attention to detail it was possible for him "to have and to retain a vision of the work of the library as a whole, not only as it is, but also as

it should be."[141]

Unfortunately, Grill did not have very long to implemenmt his vision. Only a year after his appointment, an old heart condition reactivated itself and took him out of the library for a while, until finally he had to request a leave of absence in the fall of 1947. He did not have the time, and probably not the inclination, to take part in professional activities during his short tenure. His main concerns appeared to be strengthening the library's relationship with the community--which might have explained his heavy public speaking schedule--and improvements to the physical plant.

By this time, Lakewood Library had long since outgrown its building. Local historian Margaret Manor Butler wrote in 1948:

> The Lakewood Library stands with shelves crowded, books on top of shelves, the basement and auditorium full of book stacks, and no adequate meeting place for community groups. A new building with modern reading rooms, and auditorium and space for more books will enable the library to carry on its fine tradition and grow in service.[142]

Grill agreed with Butler totally. Soon after he became director in 1945, he wrote that the library needed an annex in order to provide more adequate reading rooms, meetings rooms, restrooms, browsing room, "and other desirable features of modern library community services."[143] He felt that after all, the main function of the library was the acquisition and circulation of literature, but that this was becoming impossible due to extreme crowding conditions.[144]

Unfortunately the funds needed for extensive remodeling were simply not available at the time. Also, it was apparently not the right time to go the voters. George Grill was anxious to get something done, though. At one

point, according to the 1952 board minutes, he had made a gentlemen's agreement with the architectural firm of Hays & Ruth whereby the firm would produce preliminary blueprints for expansion of the library, free of charge, in exchange for receiving the contract for the project once funding became available. Of course Mr. Grill was long gone by the time funding was obtained. In 1952, when the library board began serious discussion of expansion plans, Hays & Ruth sent the board a letter informing them of the firm's previous agreement with Mr. Grill. Not too surprisingly, the firm was astonished when it read in the paper a year later that the firm of Garfield, Harris, Robinson & Schafer had been retained to design the library expansion. Immediately Hays & Ruth sent a bill for $500 to cover the cost of the original blueprints, which the library eventually paid, once it received the plans drawn by Hays & Ruth.[145]

Based on the available evidence, it appeared that the board could have treated Hays & Ruth a little less cavalierly when it learned, in 1952, of the earlier gentlemen's agreement. The prime error in judgement, however, was George Grill's for engineering an agreement that should have been made by the board. In fact, his board appeared not to have known about it. There was no mention of the firm Hays & Ruth until its letter appeared in the 1952 minutes.

After Grill became ill in the fall of 1946, a Lakewood Post editorial cautioned him to not tempt fate and return to work too soon. The editorial added that Grill did not know how to spare himself, and that he always had, "a dozen kettles cooking at once."[146] Apparently he did not not heed the advice, for his heart condition worsened and by September 1947 he was forced to ask for a leave of absence since his doctor had ordered him

to spend the winter in southern California. The following spring, in April 1948, his medical condition forced him to resign--about five years earlier than he had intended, as he wrote to the board several months later. He requested that the board retain his name on the mailing list for the minutes, and he also asked to be considered as a volunteer worker in any future campaign to secure funds for a much-needed expansion.[147]

In a resolution adopted by the board at its May 13, 1948 meeting, Mr. Grill's service both as secretary-treasurer and as director were applauded. Because of this dual service, the resolution stated, he had an unusual grasp of both library finance and library administration. Also, "Mr. Grill's practical idealism has placed the library along with the rest of the community, forever in his debt."[148]

This "practical idealism" had evidenced itself in an essay which Grill wrote for the Lakewood Post in early 1946. Entitled "Librarian Sees Human Race at Forks of Final Crossroad," Grill wrote, in a rather florid style, of the devastating effects of the recently concluded war:

> And to terminate this holocaust, one of the most feverishly sought forces of the universe was utilized, the atomic bomb. May God forgive us, a Christian nation, for devoting the first use of this primary source of energy to destructive purposes.[149]

He concluded by advocating, to his credit, a strong United Nations and a true world state. But he patronizingly added the hope that such a world state would "do for our planet what our federal government has done for our own country."[150]

This same style was in evidence in the resolutions that Grill was called upon to write for various retiring board members during the 1950's.

At least three times the board wrote to him in southern California requesting that he compose a suitable farewell resolution, and he seemed happy to comply. In late 1955 there was talk of inviting George Grill back to Lakewood to speak at the dedication of the newly remodeled library.[151] There was no indication that this actually occurred, and there was no further mention of Mr. Grill in the minutes.

His essay on library history in A Handbook for Library Trustees (1955) had a more scholarly tone, and it was actually a rather good summary of library development, though it covered only the western world and lacked depth or analysis. Grill's name was not found in the acknowledgements of the second edition published in 1959.[152] It seemed logical to assume that George Grill became inactive in the late 1950s. Neither written documentation nor personal recollections of retired staff members, however, could supply verification of Grill's exact death date.[153]

CHAPTER SIX

MARY B. BLOOM, DIRECTOR: 1948-1968

In 1942 when Mary Parsons chaired the citizens committee which coordinated the Victory Book Campaign, two of the library staff members she appointed to this group were Mary Bloom, the future fourth director, and Jane Ewing [Heath], the future fifth director.[154] They were the first directors of Lakewood Library who had worked at the library prior to becoming chief librarian.

Mary Beeman Bloom came to Lakewood in 1940. Mary Parsons had established a new order department in the effort to improve the quality of the adult collection and brought in Bloom as the new department head. She must have been pleased with her new order librarian for at the November 1940 board meeting Parsons informed the trustees, "She knows books and is also a competent professional technician."[155]

During the period after Mary Parsons left and before George Grill arrived, Mary Bloom appeared to keep her distance from whatever staff dissensions were fermenting at the time. When Grill's health began to fail, it was Bloom whom he recommended to the board as the best candidate for assistant librarian. As he related to the board, "Mrs. Bloom is understanding of both staff members and public and is efficient in the handling of her many duties."[156]

A year later, at the April 1948 board meeting, the trustees accepted with regret George Grill's resignation and appointed Mary Bloom by unanimous vote as the new director at a salary $4,300.[157] An editorial in the Lakewood Post congratulated the board on its selection and pointed out

Figure 4. Mary B. Bloom, director: 1948-1968 (news clipping from Lakewood Public Library local history archives--"Lakewood Libraries Lose Their Literary Lioness," The Cleveland Press, 25 April 1968)

that Bloom had all the qualifications necessary for building public support in favor of a desparately needed library expansion program. The editorial went on to suggest that her wide community interests and public speaking abilities would do much to promote such a program.[158]

As a person, Mary Bloom had an immediate and positive effect on people that appeared to be lasting. All three retired staff people who were interviewed had great affection for her. In the words of Daniel Hagelin, retired reference department head, "Mrs. Bloom was a tall, very attractive, poised, very mature, outgoing, gracious, highly intelligent lady, with a radiant personality and an infectious laugh. Her whole face seemed to light up when something aroused her enthusiasm or her sense of humor."[159] Martha Durbin felt that Bloom's great contribution to the library was her own personality--the staff liked her vey much, and the community loved her.[160] Martha Folsom called Bloom "a great favorite of mine." According to Folsom, Bloom was brilliant, charming, got along "gorgeously" with the staff and and public, and "hardly ever put her foot wrong."[161]

This gracious lady had not had a particularly easy life. She was widowed at a young age and left with two young children to raise. She went back to school and got her library degree at the University of Michigan, where she had received her bachelor's degree fourteen years earlier. Immediately thereafter, she was hired by Mary Parsons who probably looked favorably upon her degrees from Michigan (where Parsons had taught in the early 1930's, and was to teach again in the 1950's). Bloom had worked in several school and public libraries before obtaining her library degree.[162] Years later she related, "I always wanted to be a librarian, although my father thought I was crazy. He told me I would never even have enough

money to buy clothes."[163] Somehow she must have managed, for Dan Hagelin remarked that she was always beautifully dressed.[164]

Bloom's style of relating to people was quite different from that of her predecessors. Although Roena Ingham was also warm and gracious and got along well with people, she tended to bustle, to"putter around," as described by Folsom. In contrast, Bloom was smooth, elegant, and very easy-going. Folsom added that Bloom gave the appearance of having a laissez-faire style, but in actuality people were always aware that she was the one in charge. Although Bloom had a personal style, it was not the family style of Ingham, and certainly Bloom was not the "mother figure" that Ingham was.[165] Perhaps since Roena Ingham didn't have any children, she needed to vent her maternal instincts on her staff. Mary Bloom, on the other hand, with two children of her own, took care of that instinct at home.

According to Folsom, Mary Bloom was a good mother whose children always came first and who didn't allow the library to consume her whole life.[166] Interestingly, Bloom was the only female director of Lakewood Library who had children. Fortunately for her, she was able to have her mother living with her and taking care of the children while she was at work.[167] Bloom's participation in the PTA gave some indication of her involvement with her children.[168]

In contrast to Roena Ingham who lived with her sister, and to Mary Bloom who lived with her children and her mother, Mary Parsons appeared to be a very solitary person. Nowhere in the written evidence was there mention of Parsons' family. Perhaps this family background, or lack of it, contributed to the atmosphere of the library and the directors' attitudes towards readers. Folsom remarked that the atmosphere of the library was

was markedly different under Mary Bloom than it was under Mary Parsons. Bloom was a much more open person who treated people in a far more even-handed manner than did Parsons. Whereas Parsons catered more to the scholarly reader and was interested primarily in building the reference collection, Bloom gave her attention to all areas of the collection and to all types of readers.[169]

A continuing concern of Bloom's throughout her tenure as director was personnel. While she was assistant director, she attended ALA in the summer of 1947 and reported to the board that the most useful portion was the series of meetings entitled "Human Relations in Personnel Administration." It was here that she learned the importance of job analysis and classification of positions.[170]

Throughout her twenty years as director, Bloom worked hard to raise salaries that were generally low throughout the profession, but especially at Lakewood. This situation was directly related, as she found, to the difficulty in attracting qualified and competent professional librarians to Lakewood Library. This problem was especially grave in the 1940s and 1950s. At her first board meeting as director, Bloom informed the board bluntly, "the salary this library is able to offer is of no interest to library school graduates."[171]

The following month she related that Lakewood Library had lost several good candidates to Cleveland Public and other libraries which offered higher salaries. The result was that Lakewood had to accept compromise candidates and this had brought about a lowering of standards. She even recounted to the board that one patron had recently complained, "there was not one bit of personality in the whole first floor adult

department."[172] Bloom recognized that the problem of low salaries was related to the public's perception of the librarian's image. In her view the profession had a responsibility to educate the public as to the nature of librarianship and what a librarian really does. Over forty years later one still hears the same argument, as evidenced by the 1989 ALA campaign to heighten public awareness of librarians and how they serve information needs.[173]

At its first board meeting of 1949, the trustees, upon Bloom's recommendations, adopted the library's first detailed and systematic salary schedule. It followed the pattern of Cleveland Public's schedule, although the maximums and the increases were not as high. But at least the progression of salary increases for each level was systematized and visible to all.[174]

In future years Bloom worked hard to cooperate with other area libraries in developing a uniform salary schedule. In the mid 1960s, Lakewood Library participated in a study called the Uniform Salary Administration Program which examined all library salaries and job descriptions in Cuyahoga County and which was under the direction of Erwin Taylor, head of the Personnel Research and Development Corporation. Bloom recognized the necessity for Lakewood Library's participation, but warned the board that this would be "arduous and time-consuming." The library's representative on the committee charged with executing the recommendations of the study was Jane Heath.[175] The board minutes did not indicate the actual outcome of this salary study and in fact there was no further mention of salary schedules until late 1967 when the board, in its recommended salary budget for 1968, adopted the federal salary schedule.[176]

What apperaed to have happened was that this uniform federal schedule simply replaced the findings of the local study.

Another personnel problem with which Bloom wrestled was what to do about aging staff members who were staying on the job longer than their physical and mental conditions merited. The minutes of March 1951 documented the reality of this problem in reference to Florence Cottrell, who had been head of Madison Branch since its opening in 1921. Bloom sought direction from the board and was authorized to have Cottrell moved to the main library after her retirement from Madison Branch was announced in June, 1951.[177]

Mary Bloom also had difficulties with Lesley Newton, the Director of Work with Children and Schools. According to retired staff member, Martha Folsom, Newton was the one staff person with whom Bloom did not get along. Although brilliant, prominent in the profession, and a national authority on children's literature, Lesley Newton had a tactless, cantankerous side that apparently got worse as the years went on. Bloom had great respect for her abilities and did not wish to engage in age discrimination, but after all, Newton had been at Lakewood Library since 1918![178]

In late 1960, therefore, upon Bloom's recommendation, the board adopted a mandatory retirement policy under which staff members were required to retire at the end of the library year in which they reached their seventieth birthday. After age sixty-seven, they were required to have a physical exam certifying their fitness to continue. In 1968, the mandatory retirement age was lowered to sixty-seven.[179] The 1978 ammendment to the federal Age Discrimination Act of course, by law, moved that limit back up to seventy.[180] Like all good administrators, Mary Bloom appeared to

have put the good of the organization first, but at the same time protected individual employees' rights by instituting clear, uniform policies which treated everyone equally.

A footnote of interest regarding personnel under Bloom's directorship was the list of high school pages for 1952-1953. This was an insignificant list with the exception of one name: Richard Celeste, a young man who lived up the street from the library. Bloom noted, "Richard did excellent work during the short period he was here."[181] Richard went on to become a Rhodes scholar, director of the Peace Corps, and Governor of Ohio.

Perhaps Bloom's greatest and most concrete contribution to the library was the renovation and modernization of the building in the mid-1950s. At least that was the opinion voiced by the local press and several former staff members. When Bloom became director in 1948, the library was housed in the original Carnegie building with a collection of 85,000 volumes. By the time she retired twenty years later, floor space had been increased by seventy percent and the collection had grown to 188,000 volumes. In the opinion of retired staff member Dan Hagelin, she transformed a drab structure that left much to be desired into a modern and beautiful building. This remodeling project included not only the expansion and modernization of the main library building and the renovation of Madison Branch, it also included the installation of modern heating and cooling systems in both buildings.[182]

Of course this transformation into a modern, convenient facility necessitated removal of some of the charming features of the old building--in particular, the original Carnegie frontal exterior, the grand staircase, the mezzanine, and the fireplace in the children's room. Bloom tried

to prepare staff members along each step of the way, however, so that necessary changes would be understood and not resented.[183]

Mary Bloom's handling of the renovation project demonstrated in many ways her administrative and organizational skills. First of all she was a careful planner. Two years before going to the voters of Lakewood for approval of an $800,000 bond issue, Bloom requested her staff, in 1952, to submit to her, in writing, ideas and needs regarding the proposed expansion. This was the first step of her building program, and she reminded her staff to think in terms of planning for the next twenty-five years.[184] This planning must have been well done, for indeed, the next major renovation which required a bond issue was almost exactly twenty-five years later in 1980-1981.

During this planning stage, Bloom and the board followed good building practice[185] and hired a professional library consultant, Ralph Ulveling of Detroit Public Library. With the building program in hand and the advice of the consultant, the board next hired the architecht and planned the campaign for the bond issue which was to be submitted to the voters in November 1953. During that fall, Bloom devoted almost all her time to activities relating to the bond issue, which the voters overwhelmingly approved, three to one.[186]

Except for a few weeks in the summer of 1954, when the main library had to close, building construction went on side-by-side with service to the public. As former staff members recalled, Bloom was totally involved in the expansion project, working on it night and day, supervising every step. She had a good understanding of the technical aspects of the project, and communicated well with construction personnel. She also did her best to

alleviate adverse working conditions for the staff and kept them informed of the eventual outcome.[187]

The only area in which there appeared to be a lack of foresight and planning was in providing handicapped facilities. As Martha Durbin pointed out, the one mistake in planning for the remodeled building was the omission of an elevator. Bloom and Ulveling considered it, but apparently concluded that the amount of additional cost did not justify its inclusion in the project.[188] At that time the aging of Lakewood's population was not as apparent as it is now, and besides, how many small public buildings in the 1950s planned for handicapped usage?

The renovated library was completed in late 1955, and officially re-opened in January, 1956, the year of Lakewood Library's fortieth anniversary. In May of that year, the northeast chapter of OLA held its annual conference at the new Lakewood Library. Mary Bloom and the staff proudly displayed the new facilities to the 435 attendees.[189]

With the completion of the building project, Bloom could devote more time to the collection. In her 1966 Annual Report she wrote that she believed book selection to be "the most important of all professional duties."[190] She further added, "[book selection] takes a tremendous proportion of staff time, but were it not performed with judgment and discrimination, the library would be of diminished use to the public."[191] Her belief in the importance of professinal judgment was quoted several years earlier in the Lakewood Post. In that article she emphasized the necessity of maintaining an up-to-date, well-balanced collection that not only catered to present interests but also anticipated future needs.[192]

Mary Bloom did not have the severe, scholarly bent of Mary Parsons,

nor the somewhat shallow intellectual style of George Grill. She was a wide reader of cultured tastes and high literary standards. Although she believed that a public library was for all segments of the community and should serve all intellectual levels, she nevertheless felt that it should be more than just a popular library. She approved of the practice of buying fewer copies of popular works than most libraries did at that time. According to Martha Durbin, who worked in the order and cataloguing departments at the time, Bloom bought two or three, possibly four, copies of best sellers. That was the policy she felt the library owed to the community, according to Durbin. Even books such as Mary McCarthy's The Group, and Sloan Wilson's Man in the Gray Flannel Suit troubled Bloom's high standards.[193] In the ubiquitous demand vs. quality debate, it appeared that Bloom came down solidly on the side of quality, in both adult and children's literature.

During the late 1950s and 1960s, the emphasis in non-fiction selection at Lakewood Library shifted towards acquiring more specialized, in-depth works than had been the custom in immediately preceeding years. Bloom felt that certain world events such as the launching of Sputnik and the International Geophysical Year, and that changes in the surrounding community necessitated such a shift.[194] As she explained in the 1961 Annual Report:

> Now with the accelerated courses in schools, the increasing complexity of industry, the advance of electronics and computers, the increasing numbers of research people in Lakewood, we must necessarily buy highly technical books.[195]

Closely related to Bloom's views of collection development and

community service was her concept of the importance of adult education. With the creation of a separate adult education department in 1956 (which later included public relations, and by the early 1970's became simply "community relations"), the staff gave increasingly more attention to this area of programming. Not only did adult education activities during Bloom's tenure attempt to anticipate needs and initiate interest in new ideas and trends, they were also a reflection of what the community desired. In 1958, Mary Bloom noted that the growth in adult education activities at Lakewood Library (such as the Great Books series, world politics discussion groups, and courses on Latin America) had been phenomenal. She attributed this to "increasing realization on the part of alert and intelligent people in the community that the library is a natural place for the continuous informal learning essential in the complex, modern world."[196]

What especially pleased Bloom about responding to the education needs of the community was the opportunity to serve entire families at once. To her, that was one of the rewarding features of a suburban public library. She emphasized, in the 1958 Annual Report, that all areas of service to people of all ages were expanding. Deliveries to shut-ins had more than doubled in the past five years, hospital visits by a staff librarian had increased to two per week, book talks had reached more than 900 adults, and story hours and the Summer Forum on currents events for young adults had both been highly successful.[197]

Like her predecessors, Bloom felt professional activites were essential to the vitality and effectiveness of the library. Until the years just prior to her retirement, she appeared to have attended the ALA and OLA conventions every year, and made detailed reports to the board. Also like

her predecessors, she kept the board well-informed of her staff's professional activities. She highlighted special accomplishments such as when adult education librarian, Mary Reed, became head of a major committee of the Adult Education Council, and when young adult librarian, Pauline Wilson, became editor of Top of the News (publication of ALA's Division of Children's and Young Adult Services, now called Journal of Youth Services in Libraries). In regard to Mrs. Wilson's appointment she told the board, "we are glad to have her do this. It is a substantial contribution to the profession, but it also brings prestige to the library."[198] Pauline Wilson, who worked at Lakewood Library from 1961-1967, went on to get her doctorate, then joined the staff of the University of Tennessee Graduate School of Library and Information Science. She has authored two monographs and numerous journal articles.[199]

Under Bloom's direction, Lakewood Library played a role in a number of professional conventions and meetings. When ALA held its annual summer convention in Cleveland in 1950 and in 1961, Lakewood Library sponsored tours and open houses, and in general helped with arrangements.[200] The library hosted several OLA chapter conferences, and in 1961 hosted the conference of the Northern Ohio Technical Librarians. Jesse H. Shera, dean of the Case Western Reserve library school, was at that conference and asked to be given a personal tour of the library, since he had never been there before.[201] His reactions were not recorded.

Mary Bloom often accomodated the library school when it asked Lakewood to accept field workers who needed practical experience. In addition, during the 1960s she annually organized tours of Lakewood Library for students from Case. Often these students were brought by an associate

professor from the library school named Hannah Hunt who, herself, had worked at Lakewood Library from 1934 to 1944.[202]

In her many reports to the board and the community over twenty years, Bloom demonstrated an awareness of national trends in the field and an eagerness to interpret their significance to the trustees. Several times, for example, she referred to the Public Library Inquiry (national public library survey conducted from 1947 to 1949 by the Social Science Research Council) in her discussions of the relationship of the public library to other forms of communication, especially television. She also referred to the findings of the Public Library Inquiry in regard to placing an over-emphasis on the value of circulation statistics as measures of effectiveness. In the 1958 Annual Report she brought to the community's attention the Inquiry's conclusion that the public would measure the value of public libraries in terms of concrete identified service to specific identified groups of all kinds, rather than in terms of circulation or number of registered borrowers. Bloom went on to contend that Lakewood Library was fortunate to have both concrete service to identified groups and good circulation figures.[203]

In the mid 1960s, after so many years of scarce funds and struggles to obtain the attention of federal lawmakers, the passage of the Library Services and Construction Act (LSCA) in 1964 caused much rejoicing in the entire profession. The earlier Library Services Act of 1956 was the first federal legislation to assist libraries, but only in rural areas. The 1964 LSCA was much more comprehensive and allocated $610 million for urban, as well as rural, public libraries. As Bloom put it, libraries were suddenly "in." She felt it greatly improved the status of libraries not only in the eyes of national, but also of local, politicians--especially those county

commissioners who controlled the allocation of tax funds. Although Bloom applauded this landmark legislation, she gave no indication as to how it would affect Lakewook Library, if at all.[204]

Ten years later there was an indirect effect on Lakewood Library when the Library Council of Greater Cleveland (of which Lakewood was a member), received a federal grant from LSCA funds, funneled through the State Library, to establish the Cleveland Area Metropolitan Library System (CAMLS).[205]

Unlike Mary Parsons, Bloom did not pursue professional activities after she left Lakewood Library in 1968. Instead, she retired quietly to Connecticut in order to live near her daughter. At the time of her retirement, local newspapers noted that besides all her professional activities, Bloom had been a member of the committee that had brought the Great Lakes Shakespeare Festival to Lakewood and had served on its board for five years. In addition, she was one of the original promoters of the Book and Author Luncheons in downtown Cleveland.[206] The president of the board, Janet Cheheyl, paid tribute to Bloom's contributions and affirmed in the local press:

> Mrs. Bloom has created a permanent memory of herself in the hearts and minds of Lakewood and west shore residents. No one could have done more than she to shatter the old stereotype of the forbidding librarian.[207]

In another statement to the press, Cheheyl described Mary Bloom as "always the gracious lady in her personal and professional relationships."[208]

During the years after she left Lakewood Library, Bloom kept in touch with many of her former staff members, including the three interviewed for this study. All were saddened to learn of Mary Bloom's death in December 1988 at the age of 85.[209]

CHAPTER SEVEN

JANE E. HEATH, DIRECTOR: 1968-1977

As a director and as a person, Jane Heath was stunningly different from her predecessors. An example of this difference can be seen in the description of her friend and colleague, Martha Folsom, of their first meeting:

> She walked into the Lakewood Library, probably in 1936, right after she had graduated from college, with a package of cigarettes in her blouse pocket. She wanted to see the librarian [director], she wanted a job for the summer, because she was going to library school in the fall. She'd even work free. You know Jane! She made clear what she wanted, and expected it, and got it. So, from that day on, we were friends. That's all there was to it.[210]

When asked to describe Jane Heath's personality further, Folsom responded:

> Hard to put your finger on it. Jane was Jane. She really didn't care what anybody else said or thought. She just was her own person... We had many a good argument. But we still remained friends, and she did that with everybody else; I mean, that they would all remain friends.[211]

Actually, according to a newspaper source, Jane Ewing Heath graduated from Ohio Wesleyan in 1938, and got her Master's of Library Science from Western Reserve University in 1939.[212] While earning her M.L.S., she worked parttime at Lakewood Library, from October 1938-June 1939.[213] After obtaining her degree she worked at Toledo Public Library for two years.

In 1941 she returned to Lakewood Library and became first assistant at Madison Branch. Three years later she was appointed young adult librarian at the main library. Shortly before she went to main, an entry in the

Figure 5. **Jane E. Heath**, director: 1968-1977 (news clipping from Lakewood Public Library local history archives--"Assistant Named library Director," Lakewood Sun Post, 2 May 1968)

Madison Branch Log Book on 1 June 1944 noted, "Miss Ewing married to Mr. Heath today."[214] Two years later, the Heaths moved to California for a short time. Upon her exit, George Grill commented in the 1946 Annual Report that she had built up the young adult collection and "contributed to it some of her own dynamic personality."[215] Trustee Jessie Delano, at about the same time, noted, "Mrs. Heath has endeared herself to the members of the staff, the general public, and the trustees by her gracious manner, her knowledge of the book collection, and her radiant personality."[216]

Jane Heath returned to Lakewood Library in 1950 as first assistant in the adult department (general reading--primarily fiction, literature, travel, history, and biography). She became head of that department in 1956, but then two years later, moved again, this time to Birmingham, Michigan. Shortly thereafter, Mr. Heath died while shoveling snow. Both Folsom and Durbin indicated that the death of Heath's husband was a great shock which took a long time for her to overcome. The healing factor proved to be work. Folsom recounted that Bloom "insisted" that Heath come back to Lakewood Library, "as much for Jane's sake, as for the library's."[217]

The trustees also insisted she return, and upon her doing so in 1960, they made her assistant director. Certainly the personal reasons for wanting Jane Heath back played a role, but the official reason given to the press by board president, Janet Cheheyl, was that the board was preparing for future leadership needs.[218] Since Bloom at the time was fifty-seven years old, this action seemed to indicate good planning.

Apparently the plan went well, for in the spring of 1968, Jane Heath succeeded Mary Bloom as director. The announcement of Bloom's retirement appeared in the local press on April 25. Heath's appointment appeared on

May 2. The trustees had officially hired her as "head librarian" at the April board meeting for a salary of $10,585.[219] Later that year the board changed the title of the library's chief executive to "director." Appropriately, the board also gave Heath a relatively significant salary increase which raised her pay to $14,000 a year.[220]

By the time she became director, Heath had worked at Lakewood Library for over twenty years, longer than had any other director, past or present. She was also the only native Lakewood person to hold that position. She had attended Lakewood schools, elementary through high school, and knew everyone in the community, according to Folsom.[221] Dan Hagelin felt she was a better director for having lived in Lakewood and worked in the library so many years:

> I felt her wide acquaintance with people, institutions, and agencies in Lakewood gave her a good foothold for promoting the library and tuning Lakewood Library to meet the needs and desires of the city and the people of the city.[222]

The fact that Heath had grown up in Lakewood and had come from a wealthy family also helped in her relationship with the board of trustees. Martha Folsom pointed out that most of them were her personal friends whom she had known for years. In fact, she and longtime board member, Janet Cheheyl, had gone to school together. In regard to Heath's relationship with the trustees, Folsom added, "I don't know whether she manipulated them or they manipulated her."[223]

Although all the directors demonstrated, in varying degrees, utilization of good business practices, Jane Heath was the first to demonstrate concrete interest in contemporary management theories. Soon

after she became director she completed a six-day Library Executive Development Program conducted by Miami University's School of Business Administration. In the next few years she attended additional management conferences including two on management-by-objectives (MBO).[224]

During 1973, her reports to the board of trustees indicated that she and the department heads spent a great deal of time formulating and analyzing the library's goals and objectives. They presented a report to the board consisting of statements on the library's role in the community, philosophy of service to the individual patron, maintenance of the collection, in-service training, and community outreach.[225] The management tools of MBO and goal-setting did not appear to become systematized or formalized, however, until the administration of the seventh director, Kenneth Warren.

In 1970, Heath evidenced an awareness of performance budgeting. She informed the board that most of the library directors in the area felt that under the current financial stress there was a need for at least an understanding of this type of budgeting which showed the relationship between programs, resources, and budget dollars, more so than did line item budgeting. Heath requested the State Library to offer a workshop on performance budgeting, but there did not appear to be any further record of this subject.[226]

In general, Heath manifested a strong, consultative management style. All the early directors, to some degree, consulted with their staffs and maintained reasonably good lines of communication. Heath formalized the process of staff input, however, more than did her predecessors. She held more staff and department head meetings, and she had all staff members

participate in writing their own job descriptions. She also had the public service staff rotate working in all public service departments in order to increase their understanding of the overall operation of the library and thereby enhance the flexibility of the staff and the effectiveness of the library. This practice was not only meant to increase the confidence of individual staff members and facilitate better communication, it was also indirectly meant to streamline costs.[227]

Rising expenses and reduced allocations from the intangibles tax created hard times for public libraries in Cuyahoga County in the early 1970s. One way Heath dealt with this situation was to hire paraprofessionals, in place of professionals, who were trained to work "in tandem" with professional librarians in public service areas.[228]

The economic crunch was also a motivating factor in Heath's many efforts towards cooperation and networking with other libraries. Soon after becoming director she initiated Lakewood Library's changeover from the Brett system of classification to straight Dewey. By that time Lakewood Library was the only library in the county which used the Brett system, and Heath felt that in order for Lakewood to be able to participate in some future form of centralized processing, it would be necessary to have the same classification scheme as other libraries.[229]

Under Heath's administration, Lakewood Library cooperated in a number of interlibrary networks during the 1970's, most notably NOLTN (Northern Ohio Libraries Telex Network), CAIN (Cleveland Area Information Network), and finally CAMLS (Cleveland Area Metropolitan Library System), which is still in existence today. In all these cooperative ventures, Heath encouraged staff participation and allowed staff members to attend related

meetings and workshops on library time.[230]

This active promotion of cooperation, however, never went so far as consolidation. Twice in the early 1970s Cleveland Public Library and Cuyahoga County Public Library attempted to merge and invited other systems, including Lakewood, to join them. Heath and the board, however, never viewed such proposals favorably. As she related to the board in 1971, no one had ever proved any real savings in such a venture, and the whole issue had become a political football. Two years later, in 1973, she informed the board that even Walter Curley, the departing director of Cleveland Public, pointed out that mega mergers had proven cumbersome, involved costly bureaucracies, and resulted in dissipation of services and materials.[231]

Jane Heath was not the only Lakewood Library director to have expressed negative feelings towards consolidation. Back in 1938, when the Citizen's League promoted a proposal to unify all libraries in Cuyahoga County, Mary Parsons tried to be fair and noted that the national trend was toward regional libraries. Nevertheless, she confided to the board of trustees that in her opinion, Lakewood Library could give better service by remaining independent. Mary Bloom also disliked the idea of consolidation. In 1963 when she was asked to represent independent libraries of the area in a colloquium at Western Reserve University School of Library Science on cooperation of libraries through such means as consolidation and federation, she admitted to the board that frankly she was facing an "unwanted task," and that she would have to use extreme care to remain tactful.[232]

Jane Heath had a higher motivation for promoting interlibrary cooperation (short of consolidation) than simply cutting costs. In the words of Dan Hagelin, her greatest desire was "to make Lakewood Library

abreast of anything possible that would speed up the delivery of books and the retrieval of information."[233] Because of that desire, she had the foresight, in 1973, to recognize the far-reaching potential of OCLC (at that time, Ohio College Library Center; later, Online Computer Library Center) to revolutionize the world of information retrieval.

After viewing a demonstration of OCLC at a meeting of the Library Council of Greater Cleveland in the spring of 1973, Heath enthusiastically related to the board, "I personally found the demonstration absolutely fascinating!"[234] The following month she invited Frederick Kilgour, founder and head of OCLC, to visit Lakewood Library and meet with some of the staff. She reported to the board that when Kilgour saw the backlog of books in the catalog department, he exclaimed, "You really need us!"[235]

To the trustees' credit they acted on Heath's enthusiasm and authorized the installation of OCLC which occurred on 20 September 1973. After solving the usual initial problems, Heath was able to report to the board in December that the staff was very pleased with the system and that they were up to cataloging twenty books per hour.[236] Because of the vision of Jane Heath and the board of trustees, Lakewood Library was the first public library in the Cleveland area to join the OCLC database. In 1977 the newly appointed sixth director, Hildegard Boehm, in referring to the significance of that action, stated,

> Lakewood Library was truly innovative in 1973 when we joined the OCLC network . . . . It represents the library's use of modern technology to increase productivity, to foster cooperation among libraries, and to facilitate the location and sharing of resources. This results in better service to patrons.[237]

Nearly ten yers later, in an OCLC research report on American public

libraries, Don Sager concluded that while very large public libraries were motivated by loss of personnel or fiscal constraints in installing new technology and automation systems, smaller suburban libraries, in contrast, were motivated by "the opportunity [new technology] provided to improve public service."[238] This certainly seemed to be the case at Lakewood Library, and still is today.

Jane Heath also demonstrated a forward-looking attitude towards other areas of technology. Both Martha Folsom and Dan Hagelin commented on her ability to readily grasp issues of a technological or mechanical nature, and her ability to keep abreast of new developments.[239] The audio-visual field was one that excited her tremendously. In her 1969 Annual Report she described the new A-V developments at Lakewood Library and noted that one of her goals was to fully exploit the values of non-book materials.[240] Under her leadership, the library began the circulation of records, films, and later audio cassettes. It also purchased microfilm readers and reader-printers, and began acquiring periodicals in microfilm format. Amazingly, reports on A-V materials written for the board by Heath and A-V librarian Eugene Hatch, in 1969 and 1970, contained references to a new format still in the experimental stages called "electronic video recordings," or "video tapes." The 1970 report urged, "Lakewood should be first to acknowledge this new educational medium."[241]

Although Heath had strong opinions and never hesitated to express them, she also had an equally strong belief in community service. She was delighted when all staff members wrote in their job descriptions that "service to the public" was their first priority.[242] In describing library programs to the board in 1972, Heath explained, "We again are

attempting to meet the needs and interests of people on all levels in the community, from the senior citizen to the fourth graders and preschoolers."[243]

Meeting needs and reaching out to all segments of the community, however, did not mean that librarians should function as social workers or entertainers, in Heath's view. In describing the reference department's new referral file of public service agencies, she emphasized, "we did not feel we were in the position to actually do the counseling, since we are not trained for this purpose, but we do know to whom to refer the person seeking help."[244] This view reflected the middle position in the debate of the late 1960s and early 1970s between those who supported the concept of the public library as an agency of social activism, and those who favored a more traditional, passive role for the library.[245]

Although librarians were not social workers, Heath felt that the public library's prime duty was to serve, and be responsive to its community. She supported and applauded the efforts of the Madison Branch staff to serve the special needs of handicapped children in the area.[246] In tune with the changing demographics of Lakewood, she made floor space available to Skills Available, an agency which counseled older citizens on job opportunities.[247] She cooperated with the Board of Elections when it designated Lakewood Library a polling station, even though the cumbersome voting machines (which she called "monsters") took up a great deal of storage space.[248] When the experiment to discontinue the reserve system failed and the public clamored for a return to the practice of being able to reserve best sellers, the system was reinstated.[249]

In the mid-1970s when it became clear that the recent disbanding of the young adult collection as a separate section was not meeting current needs,

Heath had the collection reintroduced in 1975. She admitted that the mistake had not been in having the young adult collection, but in having one that was too intellectual and did not target the right segment of the young adult age range.[250]

As a member of the Community Welfare Committee of the Lakewood Chamber of Commerce, Heath became involved in outreach to the youth of the community as an individual. She provided space in the library for this group which met weekly to deal with the drug and employment problems of Lakewood youth in the early 1970's.[251]

In dealing with people, whether they were staff or community members, Jane Heath did not have the same gracious, even-handed approach as Mary Bloom. Possessing an extremely quick mind and sharp wit, Heath did not always have patience with those who were slower or had a differing viewpoint. As Dan Hagelin recalled, she was an intense person who had an intolerant side when it came to other people's shortcomings. In his opinion, whereas the staff performed well for Bloom out of genuine affection for her, it was fear of criticism which seemed to motivate performance under Heath. At least this was true part of the time, for some of the staff.[252]

This intolerant, impatient aspect of Heath's personality and management style could partially explain her reluctance to initiate a Friends of the Library group at Lakewood Library. Although Friends groups were considered by many progressive library directors to be a great public relations asset,[253] Heath and the board of trustees nevertheless dragged their feet in establishing such a group. When a board-appointed citizens' committee recommended in 1975 that the library organize a Friends group, the board and Heath responded that although such groups could be of considerable

value, they felt strongly that volunteers should not be used as substitutes for library employees.[254]

Martha Folsom amplified this reasoning by pointing out that Heath had spoken with several directors who already had Friends groups and that they cautioned her regarding potential interference and the great amount of staff time it took to liaise with such groups.[255] In spite of the drawbacks, though, this was an idea whose time had come, and by 1980, under the sixth director, the Friends of the Lakewood Public Library was organized, and ever since has thrived. Elected secretary of the first board of the Friends was retired staff member Martha Folsom.[256]

An issue which Heath found particularly trying and challenging was that of the library's parking lot, or rather, the lack of one. For years it had been evident that the library needed adjacent parking space. In 1966 the board began discussing the possibility of acquiring two residential properties directly in back of the library on Arthur Avenue for the purpose of an eventual parking lot.[257] The board acquired the properties and in 1973, building consultant Hoyt Galvin recommended the library continue its efforts to build a parking lot.[258]

Those efforts were effectively stalled for a number of years, however, by a well-organized, vocal group of Arthur Avenue residents who had strong, and some understandable, objections to replacing two homes with a parking lot on their street. In dealing with this group, Heath correctly allowed the trustees to act as the official spokespeople of the library. Most of the news accounts verified that it was the board which negotiated with the Arthur Avenue residents.[259] Of course Heath did deal with these people informally and, according to Folsom, did it "a little bit too

arrogantly."[260] Undoubtedly this attitude did little to help resolve the dispute, a development which did not occur until late 1981. After sixteen years of discussion, disputes, and much hard work, the library's parking lot was finally completed and ready for use in May 1982.[261]

Jane Heath appeared to be a complex person who could inspire simultaneously feelings of like and dislike within many people. In describing how well she got along with other library directors, Folsom asserted, "They liked her, but they could have killed her half the time; I mean this was Jane!"[262] Martha Durbin had a serious disagreement with Mrs. Heath, yet she could still say about her, "Jane was a great girl. I admired her and I enjoyed her."[263]

In spite of her faults, one of the characteristics of Heath that endeared her to her staff was her reading habits. She was a voracious reader, and she was famous for her tendency to stockpile library books under her bed.[264] Although her personal tastes favored fiction, literature, and biography, she strongly advocated "a sound, well-balanced collection of books and materials that meet the needs of the community." She went on to emphasize that this meant including materials on all sides of issues, and constantly weeding outdated items.[265] She was interested in building a strong popular collection, but also had a particular interest in strengthening the business and art collections, as well as expanding into non-print media.[266]

Although some of the individual departments developed written collection development guidelines, and although Heath herself periodically admitted the wisdom of having a written policy, the first formal, system-wide collection development policy was not written until the summer of 1986.

It was adopted by the board in January 1987.[267]

Like most of the other directors, Heath was a strong supporter of and participant in OLA and ALA, and attended many of their conferences. She encouraged the staff to join both organizations and take part in their activities, and supported especially the professional staff in its continuing education endeavors.[268] Unlike Bloom and Parsons, Heath did little, if any, professional writing. She was active, though, in many professional committees, and in the Library Council of Greater Cleveland. For three years in the early 1970's, Heath served on the board of directors of the Ohio Library Association.[269]

One of her last accomplishments as director was to oversee the acquisition of an adjacent bank building and its subsequent transformation into a new children's department in 1976. This provided not only 4,000 additional square feet, but also a drive-in book window (recommended by Hoyt Galvin in 1973, along with the parking lot).[270] This purchase had been assured by the passage in 1974 of a five-year .8 mill operating levy. Its prime purpose had been to supplement income from dwindling intangibles allocations. Under Heath's direction, the levy obtained the approval of the voters by a fifty-six percent margin, in spite of intense opposition from some of the Arthur Avenue residents.[271] Thus, physically and fiscally, Jane Heath left the library in reasonably stable condition before announcing her decision to retire in 1977.

At the 9 June 1977 board meeting, the trustees accepted, with regret, Heath's retirement effective 31 July 1977. At the same meeting the board appointed Hildegarde Boehm, current head of the main library, as the new director effective 1 July 1977. The board set the new director's salary at

$19,500.[272] The president of the board, Henry Metcalf, praised Heath's thirty years of service to the library and paid special tribute to her tenure as director:

> Under Jane Heath's direction, Lakewood has continued its position of leadership among the suburban libraries of the area, both in maintaining an outstanding collection and physical plant, and in adopting new methods and procedures as new technology has become available. Mrs. Heath has been an important asset to both Lakewood and the west shore area."[273]

Sadly, Jane Heath never had the opportunity to enjoy her retirement. Two days before leaving the library's employ, she suffered a severe heart attack and was saved from death only by the rescuscitation efforts of her sister who happened to be with her at the time. She was never quite the same after that. Less than eighteen months later, on 28 November 1978, she died at the age of sixty-two. Appropriately, it appeared that Jane Heath had died in bed reading a library book.[274]

CHAPTER EIGHT

CONCLUSION

During the year 1989, the American Library Association for the first time focused its public awareness campaign on the professional librarian, rather than the library.[275] In the profession of librarianship the issue of image is not new. Over forty years ago Mary Bloom pointed out to the Lakewood Public Library Board of Trustees the direct relationship of low salaries to low image and emphasized the need for librarians to educate the public about their work.[276] According to surveys conducted by the ALA just prior to its 1989 campaign, the issue of image was one of the top five concerns of librarians.[277]

Most of the suggestions offered by ALA regarding what individual librarians could do to enhance the image of the profession were oriented to the present and to the future. If, as ALA suggested, one of the aims of its public awareness campaign was "to make librarians feel good and proud of their profession,"[278] then perhaps a look to the past could also be beneficial. Examining past librarians and their accomplishments could be more productive than bemoaning the "Marian-the-Librarian" stereotype. Such an examination could lead to greater understanding of the present, produce role models for the future, and provide a source of pride and legitimacy for the profession.

Just as the ALA focused its 1989 public awareness campaign on the librarian, rather than the library, so this study has concentrated on the early directors of Lakewood Public Library, rather than the library itself. Scrutinizing the primary sources of Lakewood Library's history has

demonstrated that librarians of today do not have a monopoly on progressive attitudes, modern business practices and management styles, or willingness to adopt new technologies.

Re-creating the personalities and administrations of the first five directors has helped to dispel the stereotype image of the old maid librarian with a perpetual frown and pursed lips whose greatest concern was to maintain neat shelves. Unfortunately, as in all professions, there have been times when the reality has matched the stereotype. In a 1989 profile which appeared in The Plain Dealer (Cleveland), the director of the Cleveland Heights-University Heights Public Library recalled that earlier in his life he had encountered a librarian who acted as if he were "messing up her shelves" whenever he borrowed books from her library.[279] Based on the available evidence, none of the early directors of Lakewood Library appeared to fit that image.

Admittedly, two of the directors were single women, but Roena Ingham had too lively an interest in people, and Mary Parsons had too varied and distinguished a career, to be considered "old maids." Mary Bloom and Jane Heath were both widows, but neither of their personalities fit into the stereotype either--Mary Bloom was too cultured and gracious, Jane Heath too earthy and fun-loving. George Grill, the only male and the only non-librarian, had an army career behind him and a high degree of involvement in community affairs, neither one of which conjured up the typical passive male librarian image.

Most of the time, the first five directors had informal managment philosophies and traditional methods of organization. In varying degrees, each director had a consultative style which incorporated staff input in

decision-making. The final decision and the final accountability, however, always remained at the top. In relating to their staffs, Roena Ingham and Mary Bloom appeared to inspire the highest degrees of loyalty and affection. Mary Parsons and Jane Heath had more abrasive styles which at times alienated people. Mrs. Heath had a more forgiving nature than Miss Parsons, however. Perhaps because of his short tenure, George Grill appeared to have a rather neutral effect on the staff. Presumably, though, he related well with the trustees since he had worked so closely with them as secretary-treasurer. Jane Heath also worked particularly well with the trustees perhaps due to their common social background. All the directors were diligent about keeping the board informed, judging by their monthly reports.

With the exception of George Grill, who had neither the professional background nor a long enough tenure as director, the early directors of Lakewood Library demonstrated a high degree of involvement in the profession. Whether through professional activities on the local level, or on the national or even international levels, all four female directors evidenced an active commitment to the profession. In reading their annual reports, or their monthly reports to the board, they indicated an awareness of national developments, which had the effect of placing Lakewood Library in the mainstream of American public library development.

All five directors were fairly conservative and did not participate in the ephemeral trends and fads of the profession. For the most part they hewed to the fundamentals of public library service--the collection and service to the community.[280] Although none of them initiated a comprehensive, written collection development policy, they all spent a great deal of time building the collection and protecting it from budgetary

cutbacks. In addition, it was paramount to them that the collection should not only serve, but also anticipate, the needs of the community.

The degree of care and professional judgment lavished on the collection bore fruit in the almost total lack of censorship problems. Over the sixty-year period of this study, the minutes of the board of trustees indicated only one challenge--to an ultra-right wing book called None Dare Call it Treason, by John Stormer, published in 1964. Mary Bloom, who was director at the time, informed the trustees at the October 1964 board meeting that the library was having a problem with several gift books which she termed "political propoganda." She went on to single out None Dare Call it Treason as "the principal object of controversy." Even though some people objected to it, Bloom felt it had a place in the library. She emphasized to the board, however, that in spite of the library's policy of accepting all gifts, the library "reserved the right to circulate only those materials which are . . . accurate and authoritative."[281]

Bloom expressed her opinion to the board that None Dare Call it Treason did not meet that standard, according to a report of the National Committee on Civic Responsibility which she cited. In the effort to maintain a balanced collection, Bloom informed the board that both that report and the work by Stormer were kept in the reference room where they "may be seen by anyone who is interested."[282] Martha Folsom and Dan Hagelin recalled that there were other minor challenges, but both corroborated this singular lack of serious censorship problems.[283]

Perhaps the strongest common thread among the first five directors was their commitment to serving the community. This commitment seemed to motivate most of their actions, from Roena Ingham's desire to build a branch

library to Jane Heath's introduction of OCLC. Each director built upon the previous director's philosophy of public service and added a new dimension of his or her own. Perhaps partly as a result of these philosophies and their manifestations, the independence of Lakewood's public library system evolved into a value which which was fiercely treasured both by the directors and the community. The issue of merging with other library systems has arisen periodically since the late 1930s, but it has never obtained the support of the directors, the trustees, or the citizens of the community.

While all the early directors had similarities, they each left a distinct and unique legacy to the library. The first director, Roena Ingham, in essence, built and shaped the library. She developed a staff which displayed a remarkable sense of loyalty and cohesion. Mary Parsons, as a scholar and nationally known authority on library education, gave status to the library, and depth to the non-fiction collection. As a major in the United States Army, George Grill made a fitting library director in a postwar community, and brought the severe inadequacies of the building to public attention. Mary Bloom transformed the building into a modern facility, and gave the library the grace of her personality. With her advocacy of technological innovation and her promotion of multi-library cooperation, Jane Heath brought Lakewood Library fully into the modern world and prepared it for the rapid changes of the 1980s.

All the directors have helped to make Lakewood Public Library a remarkable system, worthy of further examination. In conducting research for this study, several topics emerged which were beyond the scope of this paper but which merit further investigation. First, as it approaches the

last quarter of its first century of existence, Lakewood Public Library deserves a comprehensive study of its entire history. Such an enterprise, executed properly, would be the basis of a dissertation or a monograph. Other areas worthy of historical research include:

(1) An updated history of children's and young adult services at Lakewood Public Library.

(2) A biographical study of Lesley Newton, Lakewood Library's longtime (1918-1962) and professionally prominent director of work with children and school.

(3) An analysis of the library's board of trustees.

(4) A case study of Lakewood Library as an example of the femininiztion of librarianship.

(5) The evolution of technological changes at Lakewood Public Library.

(6) A study of the Madison Branch Library and its relationship to the main library.

ENDNOTES

[1]The only examples located were a master's thesis written by Mary Martha Reed in 1958 on the history of Lakewood Public Library up to 1938; and an informal history of young people's work at LPL from 1934 to 1956, written for a library science class at Western Reserve University in 1957 by Shirley Schneider Henderson. Reed was a longtime staff member from the mid 1930's to the late 1960's. She died within the past five years. Henderson has been on the LPL staff since the early 1960's.

[2]According to the 1988-89 American Library Directory, 41st ed. (New York: R.R. Bowker, 1988), 1394, 1406, 1413, Porter Library in Westlake was founded in 1888, and Cleveland Heights-University Heights, East Cleveland, and Lakewood Libraries were all founded in 1916. Outside of the two large metropolitan systems of Cleveland Public and Cuyahoga County, Cleveland Heights is the largest (serves population of 70,000; circulation of 1,070,359), followed by Euclid (serves population of 60,000; circulation of 636,303) and Lakewood (serves population of 62,000; circulation of 698,324).

[3]Cuyahoga County Regional Planning Commission, Community Data Book: City of Lakewood, Ohio, 1980 Census Data, 3.

[4]According to Lakewood Chamber of Commerce, Lakewood Residents' Guide, 1987-88 (Westlake, Ohio: Westlake Typography, 1987): 1, Lakewood has been known as a "City of Homes," since the 1920s.

[5]Evelyn Theiss, "Lakewood: Tough Enough?" Cleveland Magazine, (November 1988): 72-3, 109; Richar M. Peery, "Growing Ranks of Poor Aided in Lakewood," The Plain Dealer, 27 November 1988.

[6]Northeast Ohio Areawide Coordinating Agency, Population Projections for Minor Civil Divisions in the NOACA Region, September, 1983, 1; Population, Lakewood, Ohio, 1900-1980 + Future Projections (computerized polygon, created by library staff and based on figures from the U.S. Census and NOACA).

[7]Donald J. Sager characterized population centers (served by public libraries) under 100,000 as "smallish and medium-sized" in Donald J. Sager, Research Report on the American Public Library (Dublin, Ohio: OCLC, 1982), 5, OCLC/OPR/RR-82/1.

[8]Lakewood Public Library Annual Report, 1917, 1; Lakewood Public Library Annual Report, 1988, 1, 11, 25.

[9]Based on comparison of Library Annual Reports for years covering late 1970s-early 1980s with Sager's Research Report on the American Public Library, 39-41. As an interesting side note, Don Sager's wife, Lynn,

worked at Lakewood Library during the late 1960s as community relations staff person.

[10]Virginia Hamilton, "The Library's Role in a Multicultural Society," in Libraries, Coalitions and the Public Good, ed. E.J. Josey (New York: Neal-Schuman Publishers, 1987), 43.

[11]Rosabeth Moss Kanter, The Change Masters: Innovation for Productivity in the American Corporation (New York: Simon and Schuster, 1983), 33, 283.

[12]Jesse H. Shera, "On the Value of Library History," Library Quarterly 22 (July 1952): 241, 251.

[13]Louis Shores, "The Library and Society," Journal of Library History, Philosophy and Comparative Librarianship 8 (July-October 1973): 148.

[14]Mary Prescott Parsons, "Library Schools," School and Society 24 (23 October 1926): 521.

[15]Francis Miksa, "The Interpretation of American Public Library History," in Public Librarianship: A Reader, ed. Jane Robbins-Carter (Littleton, Colorado: Libraries Unlimited, 1982), 88; Paul Raabe, "Library History and the History of Books: Two Fields of Research for Librarians," Journal of Library History 19 (Spring 1984): 286.

[16]Miksa, 88.

[17]See Edward G. Holley, "Librarians, 1876-1976," Library Trends 25 (July 1976): 199; and idem, "Neglect of the Greats," Library Journal 88 (1 October 1963): 3547-8.

[18]Pauline Wilson, Stereotype and Status: Librarians in the United States (Westport, Connecticut: Greenwood Press, 1982), 38, 191.

[19]Lakewood Public Library Board of Library Trustees, "Official Proceedings," (Lakewood, Ohio, 31 October 1968), 9. Cleveland Heights-University Heights Public Library also made this change in the 1960s according to Marian H. Kelly, More Than Just Books (Cleveland Heights, Ohio: Friends of the Cleveland Heights-University Heights Public Library, 1979), 31.

[20]"Mary Prescott Parsons: Obituary," New Zealand Libraries 35 (February 1972): 45-6.

[21]Mary Prescott Parsons, "Professional Library Schools," New Zealand Libraries 8 (May 1945): 54-62; idem, "The Opening of the Library School," New Zealand Libraries 9 (March 1946): 15-20; idem, "The Library School; an Experience in Cooperation," New Zealand Libraries 9 (December 1946): 179-184.

[22]D.H. Borchardt and J.I. Horacek, Librarianship in New Zealand and

Oceania: A Brief Survey (Australia: Pergamon Press, 1975), 56; W.J. McEldowney, The New Zealand Library Association, 1910-1960 (Wellington, New Zealand: New Zealand Library Association, 1962), 48-49.

[23]Although no longer in print, the existence of these works was verified in Library of Congress Catalog of Printed Cards, vol. 114 (Ann Arbor: Edwards Brothers, 1945), 410.

[24]Mary Prescott Parsons, "Library Schools," School and Society 24 (23 October 1926): 519-527.

[25]Mary Prescott Parsons, "Libraries and Foreign Born Readers," ALA Bulletin 36 (15 September 1942): 28-31.

[26]Mary Prescott Parsons, "One Library's Volunteers," Wilson Library Bulletin 18 (September 1943): 34-37.

[27]Mary Prescott Parsons, "Recruitment and Education for Medical Librarians," Bulletin of the Medical Library Association 43 (July 1955): 397-401.

[28]Roena A. Ingham, "What the Librarian Can do to Make the Trustees' Meeting Profitable," Libraries 32 (1927): 133-135.

[29]See Ohio Library Association News Bulletin 5 (January 1935): 1; OLA News Bulletin 5 (September 1935): 1.

[30]George W. Grill, "The Library's Long Story," in Marian Manley Winser, ed., A Handbook for Library Trustees, 1st ed. (New York: R.R. Bowker, 1955): 161-171.

[31]Robert D. Leigh, review of A Handbook for Library Trustees by Marian Manley Winser, ed., in Library Journal 80 (1 February 1955): 282-284.

[32]Mary B. Bloom, "Lakewood Remodels," Library Journal 82 (1 December 1952): 3005-3008.

[33]The early records of Lakewood Public Library (1915-1921) are located in the treasurer's office at the Lakewood Board of Education, since the library was under the direct authority of the Board of Education until 1921, when a separate library board was established. The only microfilm reader is located in a conference room which is in almost constant use by Board of Education personnel. The quality of the original board minutes must have been very poor, since the microfilm copy is very difficult to read. All in all, prolonged study of the earliest records of Lakewood Library is virtually impossible. It seems likely that back in the 1950s when Mary Reed wrote her thesis, the original copies of these records were probably still in existence. It is not known what happened to these original copies.

[34]Margaret Manor Butler, The Lakewood Story (New York, Stratford House, 1949), 194-8; idem, Romance in Lakewood Streets (Cleveland: William

Feathers, 1962), 16; C.C. Williamson and Alice Jewett, eds., Who's Who in Library Service, 2nd ed. (New York: H.W. Wilson, 1943), 48, 419; Joel M. Lee, ed., Who's Who in Library and Information Services (Chicago: American Library Association), 542.

[35]Lakewood Public Library Board of Library Trustees, "Official Proceedings," (Lakewood, Ohio, 9 September 1948). Hereafter the minutes of the board of trustees will be cited in the abbreviated form: LPL Trustees (followed by date, and page--if available).

[36]C.H. Cramer, Open Minds and Open Shelves: A History of the Cleveland Public Library (Cleveland: Case Western Reserve University Press, 1972); Marian H. Kelly, More Than Just Books: A History of Cleveland Heights-University Heights Public Library (Cleveland Heights, Ohio: Friends of the Cleveland Heights-University Heights Public Library, 1979).

[37]Rosemary Ruhig Du Mont, Reform and Reaction: The Big City Public Library in American Life (Westport, Connecticut: Greenwood Press, 1977); Dee Garrison, Apostles of Culture: The Public Librarian and American Society, 1876-1920 (New York: Macmillan, 1979).

[38]Esther Jane Carrier, Fiction in Public Libraries, 1900-1950 (Littleton, Colorado: Libraries Unlimited); Evelyn Geller, Forbidden Books in American Public Libraries, 1876-1939: A Study in Cultural Change (Westport, Connecticut: Greenwood Press, 1984); Helen E. Haines, Living With Books: The Art of Book Selection (New York: Columbia University Press, 1935).

[39]Roena Ingham included this maxim in her 1930 Lakewood Public Library Annual Report, 5, for example. Helen Haines used this phrase in her 1935 edition of Living With Books, 16, but must have used it before then as well since Ingham quoted the phrase in 1930. The phrase also appeared in Haines' second edition published in 1950 on page 38.

[40]George S. Bobinski, Carnegie Libraries: Their History and Impact on American Public Library Development (Chicago: American Library Association, 1969); John Calvin Colson, "Form Against Function: The American Public Library and Contemporary Society," Journal of Library History 18 (Spring 1983): 111-142; idem, "The Writing of American Library History, 1876-1976," Library Trends 25 (July 1976): 7-22; Ellen Fain, "Manners and Morals in the Public Library: A Glance at Some New History," Journal of Library History 10 (April 1975): 99-116; Michael Harris, "The Purposes of the American Public Library: A Revisionist Interpretation of History," Library Journal 98 (15 September 1973): 2509-14; Edward G. Holley, "Librarians, 1876-1976," Library Trends 25 (July 1976): 177-208; idem, "Neglect of the Greats," Library Journal 88 (1 October 1963): 3547-51.

[41]Francis Miksa, "The Interpretation of American Public Library History," in Public Librarianship: A Reader, ed. Jane Robbins-Carter, 73-87 (Littleton, Colorado, Libraries Unlimited, 1982); Paul Raabe, "Library History and the History of Books: Two Fields of Research for Librarians,"

Journal of Library History 19 (Spring 1984): 282-287; Jesse H. Shera, "On the Value of Library History," Library Quarterly 22 (July 1952): 240-251.

[42]E.J. Josey, ed., Libraries, Coalitions and the Public Good (New York: Neal-Schuman, 1987); Sager, Research Report on the American Public Library; Pauline Wilson, A Community Elite and the Public Library: The Uses of Information in Leadership (Westport, Connecticut: Greenwood Press, 1977); idem, Stereotype and Status.

[43]Ohio. "Title 33: Education--Libraries," Revised Code, Annotated (Banks Baldwin, 1988): 644-6, 654-6; Joseph L. Wheeler, Wheeler and Goldhor's Practical Administration of Public Libraries, rev. Carlton Rochelle (New York: Harper and Row, 1981); Cuyahoga County Regional Planning Commission, Community Data Book: City of Lakewood, Ohio, 1980 Census Data [an unpaged pamphlet].

[44]State Library of Ohio, Library Laws of Ohio (Columbus, Ohio: State Library of Ohio, 1986), ii; Margaret Manor Butler, The Lakewood Story (New York: Stratford House, 1949), 194-195.

[45]Madison Branch Log Book (12 April 1945), 7-8.

[46]Comments on the uses of oral history were gathered from a workshop on "Oral History How-To... Guidance in Teaching Development of Oral History Questions and the Interview Process," by Dr. Stanley Garfinkel, Geauga County Branch, Kent State University. This workshop was a part of the Northeast Chapter Conference of the Ohio Library Association on 21 April 1989, at Kent State University.

[47]Biographical information was obtained from: Board of Education of the School District of the City of Lakewood, "Official Proceedings," Lakewood, Ohio (7 September 1915): 260; LPL Trustees (4 October 1921); and "Obituary," Suburban News and Herald, 18 March 1938.

[48]Lakewood Board of Education, "Official Proceedings" (7 September 1915): 260.

[49]According to an obituary which summarized her life's work: "Rites for Librarian," The Plain Dealer (Cleveland), 15 March 1938.

[50]LPL Trustees (12 April 1938); Lakewood Public Library Fact Sheet (23 January 1985).

[51]"Miss Ingham's Personality," Lakewood Post, 5 July 1923.

[52]Ibid.

[53]Martha L. Folsom, interview by author, 23 May 1989, Rocky River, Ohio, tape recording and transcript, Lakewood Public Library, Lakewood, Ohio, 4-5; Martha L. Durbin, interview by author, 16 May 1989, Cleveland, Ohio, tape recording and transcript, Lakewood Public Library, Lakewood,

Ohio, 30. Numbers at the end of the interview citations refer to the page number of the transcript. The abbreviated form of the interview citation will be: Folsom transcript, 4-5.

[54]LPL Trustees (14 January 1930).

[55]"Your Library," Lakewood Post, May 1924; "Library Opening...," Lakewood Post, 5 June 1924; "Lakewood's Library," Suburban News and Herald, March 1926.

[56]Esther Carrier, Fiction in Public Libraries, 1900-1950 (Littleton, Colorado: Libraries Unlimited, 1985), 6-7.

[57]LPL Trustees (12 January 1932).

[58]Lakewood Public Library Annual Report, 1933, 6, 14; LPL Annual Report, 1934, 2.

[59]Folsom transcript, 35.

[60]Wheeler, 32-4.

[61]Ingham, "What the Librarian Can do to Make the Trustees Meeting Profitable," 133,135.

[62]Ibid.

[63]Lakewood Public Library Annual Report, 1924, in Lakewood Post, 19 February 1925.

[64]Lakewood Public Library Annual Report, 1926, 10 (hereafter referred to as LPL Annual Report).

[65]LPL Trustees (13 January 1925).

[66]LPL Annual Report, 1919-1920 (as given to Lakewood Board of Education), 45.

[67]Ibid., 47.

[68]LPL Annual Report, 1919-1920, 47; LPL Annual Report, 1922, 4; LPL Annual Report, 1930, 4.

[69]"Librarian Reports Activities at Lakewood Institution in 1927," Lakewood Courier, January 1928.

[70]LPL Annual Report, 1935; LPL Trustees (13 November 1934).

[71]LPL Trustees (26 May 1936).

[72]LPL Annual Report, 1919-1920 (separate typewritten report, attached

to the official report to the Lakewood Board of Education, which dealt solely with library activities during the "Great War").

[73]LPL Trustees (9 December 1924); LPL Trustees (11 October 1926); for background information on the ALA national survey of libraries in 1926, see Edward G. Holley, "Librarians, 1876-1976," Library Trends 25 (July 1976): 188-192.

[74]LPL Trustees (27 February 1923).

[75]LPL Annual Report, 1923; LPL Trustees (27 February 1923); LPL Trustees (14 June 1927).

[76]Charles C. Williamson, Training for Library Service: A Report Prepared for the Carnegie Corporation of New York (New York: Carnegie Corporation, 1923), 142.

[77]According to Martha Folsom, Ingham loved to work on the floor serving the public, but was unable to do so soon after Folsom began working at the library in 1936. She added that no one really knew the nature of Ingham's illness (Folsom transcript, 1-2). The official record of Ingham's death on 14 March 1938 appeared in LPL Trustees (12 April 1938).

[78]Madison Branch Log Book (16 March 1938), 24.

[79]"Obituary," Suburban News and Herald, 18 March 1938.

[80]Lettie Brandt, Lakewood, to Isaac Metcalf, President, Lakewood Public Library Board of Library Trustees, 22 March 1938, in LPL Trustees (12 April 1938).

[81]LPL Trustees (12 April 1938).

[82]LPL Trustees (11 September 1941); LPL Trustees (13 November 1941); "Dedicate Ingham Book Memorial," Lakewood Post, 12 December 1941.

[83]"Mural For a Public Library," Design 58 (January/February 1957): 110; "Group to Salute Former Librarian," Lakewood Post, 23 January 1964, 5.

[84]Paul A.T. Noon, Columbus Ohio, to Isaac Metcalf, President, Lakewood Public Library Board of Trustees, 17 March 1938, in LPL Trustees (12 April 1938).

[85]Folsom transcript, 7.

[86]LPL Trustees (14 June 1938).

[87]Williamson and Jewett, 419.

[88]"Librarian Assumes Duties This Week," Lakewood Post, 5 August 1938; Suburban News Herald 5 August 1938; Williamson and Jewett, 419.

[89]Parsons, "Library Schools," 525-526; "Ex-Librarian Fills Important Post Overseas," Lakewood Post 29 July 1949; "Lakewood Greets its New Librarian," Suburban News and Herald, 5 August 1938.

[90]Ibid.

[91]Durbin transcript, 28-29; Folsom transcript, 7.

[92]Mrs. Folsom recounted that when she got married, Miss Ingham was still the director, and she gave her "permission" very graciously (Folsom transcript, 8-9)!

[93]"Mary Prescott Parsons: Obituary," 45-46.

[94]"Librarian Assumes Duties This Week," Lakewood Post 5 August 1938; "Lakewood Librarian, Miss Mary P. Parsons," The Plain Dealer (Cleveland), 5 August 1938.

[95]LPL Trustees (13 September 1938); LPL Trustees (11 April 1940).

[96]Parsons, "Professional Library Schools," 59. Mary Parsons also spoke of C.C. Williamson's strong assertion for the need to make a clear distinction between professional librry work and clerical routines in "The Opening of the Library School," 17.

[97]LPL Trustee (11 April 1940); LPL Trustees (13 June 1940).

[98]LPL Trustees (12 June 1941).

[99]LPL Trustees (14 May 1942).

[100]LPL Trustees (12 June 1941).

[101]LPL Trustees (10 December 1942).

[102]Mary Parsons to Lakewood Public Library Staff (memo), 12 March 1943, in LPL Trustees (8 April 1943).

[103]Parsons, "One Library's Volunteers," 34, 37; LPL Trustees (11 February 1943).

[104]Both her written and spoken works demonstrated this commitment. See for example her remarks to the board of trustees in LPL Trustees (13 September 1938) which stated that a new librarian has to learn about the community; her advocacy of community surveys in order to learn community needs in "Library Schools," 522; and her belief that a community needs library service in the community and not just from a central building, in "Professional Library Schools," 57.

[105]LPL Annual Report, 1942.

[106]Ibid.; LPL Trustees (12 February 1942); Parsons, "One Library's Volunteers," 34. According to Encyclopedia Americana, 1986 ed., s.v. "United States Information Agency," the War Information Centers were run by the Office of War Information which in turn was administered by the United States Department of State. By 1953, the Office of War Information evolved into an independent government agency called the United States Information Agency (known overseas as the United States Information Service).

[107]Folsom transcript, 7, 30.

[108]LPL Trustees (8 January 1942).

[109]LPL Trustees (13 September 1938).

[110]LPL Trustees (29 October 1942).

[111]LPL Trustees (26 September 1940); LPL Trustees (9 May 1940).

[112]LPL Annual Report, 1936.

[113]LPL Trustees (13 June 1939); "Library Gets $577.25-- Semi Centennial Fund," Suburban News and Herald, 6 March 1942; LPL Annual Report, 1942; LPL Trustees (10 January 1946).

[114]LPL Trustees (13 June 1939).

[115]Folsom transcript, 10-11; Durbin transcript, 27-28; Butler, The Lakewood Story, 198.

[116]Annual Report of the Catalog Department, Lakewood Public Library, 1943 (the library's annual report for that year was a composite one of all the department heads' reports).

[117]LPL Trustees (11 September 1942).

[118]LPL Trustees (13 November 1941).

[119]LPL Trustees (11 April 1940).

[120]Madison Branch Log Book (7 September 1943), 71.

[121]Madison Branch Log Book (13 September 1943), 72.

[122]LPL Trustees (16 September 1943); LPL Trustees (30 September 1943).

[123]LPL Trustees (14 September 1944).

[124]"Miss Parsons Resigns," Lakewood Post, 22 September 1944; "Lakewood Chief Librarian Resigns," Lakewood Post, 22 September 1944.

[125]Borchardt and Horacek, 56.

[126]McEldowney, 49.

[127]"Children's Book Week," New Zealand Libraries 8 (June 1945): 86-87; "Branch Notes," New Zealand Libraries 11 (January/February 1948): 56; A.G. Bagnall, "The Unesco Bibliographical Conference and its New Zealand Implications," New Zealand Libraries 14 (October 1951): 231-233; "Annual Meeting," New Zealand Libraries 17 (November 1953): 213.

[128]"Mary Prescott Parsons: Obituary," 46.

[129]LPL Trustees (4 November 1943).

[130]Durbin transcript, 4-5; Folsom transcript, 11.

[131]Durbin transcript, 10; Folsom transcript, 12.

[132]"Grill Resigns Post in Lakewood Schools," Suburban News and Herald, 1 December 1939; "Appoint Major Grill Lakewood Librarian," Lakewood Post, 19 October 1945.

[133]"Obituary," Suburban News and Herald, 18 March 1938; "Dedicate Ingham Book Memorial," Lakewood Post, 12 December 1941.

[134]"Grill Named Librarian in Lakewood," Suburban News and Herald 19 October 1945; "Appoint Major Grill Lakewood Librarian," Lakewood Post 19 October 1945.

[135]LPL Trustees (11 October 1945).

[136]LPL Trustees (15 November 1945).

[137]LPL Annual Report, 1945, 9.

[138]For example, according to "Librarian in Demand as Public Speaker," Lakewood Post, 1 February 1946, George Grill in one week moderated a town meeting, spoke at a PTA meeting, and delivered a speech at the American Legion entitled, "From Foxholes to Main Street."

[139]Folsom Transcript, 12.

[140]Durbin transcript, 3, 9.

[141]LPL Annual Report, 1946, 3.

[142]Butler, The Lakewood Story, 3.

[143]LPL Annual Report, 1945.

[144]LPL Annual Report, 1946.

[145]LPL Trustees (12 June 1952); LPL Trustees (14 May 1953).

[146]"George Grill Recovering," Lakewood Post, 8 November 1946.

[147]George Grill, California, to Lakewood Public Library Board of Trustees in LPL Trustees (9 September 1948).

[148]"Resolution Expressing Appreciation of Services Rendered," in LPL Trustees (13 May 1948).

[149]"Librarian Sees Human Race at Forks of Final Crossroad," Lakewood Post 4 January 1946.

[150]Ibid.

[151]LPL Trustees (19 April 1951); LPL Trustees (21 February 1952); LPL Trustees (4 February 1954); LPL Trustees (1 September 1955), 8.

[152]Winser, 2nd ed., iii-v.

[153]According to the recollections of Warren Delano, son of longtime trustee, Jessie Delano, George Grill died in southern California (probably LaJolla), possibly as late as 1970 (informal conversation, 1 July 1989).

[154]"Heads Victory Book Campaign," Suburban News and Herald, 23 January 1942.

[155]LPL Trustees (14 November 1940).

[156]LPL Trustees (8 May 1947).

[157]LPL Trustees (8 April 1948).

[158]"Commendable Choice," Lakewood Post, 23 April 1948.

[159]Daniel W. Hagelin, interview by author, 17 May 1989, Cleveland, tape recording and transcript, Lakewood Public Library, Lakewood, Ohio, 2.

[160]Durbin transcript, 6, 19, 25.

[161]Folsom transcript, 13.

[162]Williamson and Jewett, 48.

[163]"Lakewood Libraries Lose Their Literary Lioness," Cleveland Press, 25 April 1968.

[164]Hagelin transcript, 2.

[165]Folsom transcript, 6, 15-16.

[166]Ibid., 18.

[167]Durbin transcript, 6.

[168]"Appointed Library Head in Lakewood," Plain Dealer (Cleveland), 24 April 1948.

[169]Folsom transcript, 7, 15.

[170]LPL Trustees (4 September 1947).

[171]LPL Trustees (13 May 1948).

[172]LPL Trustees (24 June 1948).

[173]Ibid.; Linda Wallace, "The Image--And What You Can Do About it in the Year of the Librarian," American Libraries 20 (January 1989): 22-5.

[174]LPL Trustees (13 January 1949).

[175]LPL Trustees (1 October 1964), 3; LPL Trustees (9 September 1965), 4; LPL Trustees (4 November 1965), 2.

[176]LPL Trustees (7 December 1967), 9.

[177]LPL Trustees (29 March 1951); LPL Trustees (14 June 1951).

[178]Folsom transcript, 16-18; Durbin transcript, 5; Hagelin transcript, 31.

[179]LPL Trustees (1 December 1960); LPL Trustees (7 November 1968).

[180]Arthur Curley, "The Legal Framework of Personnel Administration," in Sheila Creth and Frederick Duda, eds., Personnel Administration in Libraries (New York: Neal-Schuman, 1981), 15.

[181]LPL Trustees (11 December 1952); LPL Trustees (3 September 1953).

[182]Lakewood Ledger, 25 April 1968; Durbin transcript, Hagelin transcript, 7.

[183]Hagelin transcript 12.

[184]Mary Bloom to Lakewood Public Library Staff (staff notice), June 1952, in Madison Branch Log Book, 1952.

[185]Under the leadership of Mary Bloom and the board, Lakewood Public Library followed all the principles of good building planning as outlined in chapter 20, "Building Planning and Care," of Wheeler and Goldhor's Practical Administration of Public Libraries, rev. Carlton Rochelle, 393-413.

[186]LPL Annual Report, 1953, 1; LPL Trustees (3 September 1953).

[187]Hagelin transcript, 12; Folsom transcript, 14.

[188]Durbin transcript, 23-25.

[189]"Library Displays New Look," Cleveland Press, 12 January 1956; "Conference is First Here in Over 20 Years," Lakewood Post, 3 May 1956; LPL Trustees (7 June 1956).

[190]LPL Annual Report,1966, 4.

[191]Ibid.

[192]"Library Patronage Zooms," Lakewood Post, 15 February 1959.

[193]Durbin transcript, 11-13; LPL Annual Report, 1961, 8.

[194]LPL Annual Report, 1957, 5.

[195]LPL Annual Report, 1961, 6.

[196]"T.V. No Threat...," Lakewood Post, 13 February 1958.

[197]LPL Annual Report, 1958, 2-4.

[198]LPL Trustees (10 September 1964), 6; LPL Trustees (6 May 1965), 3.

[199]Joel M. Lee, ed., Who's Who in Library and Information Services (Chicago: American Library Association, 1982), 542. Pauline Wilson's two monographs are the previously cited Stereotype and Status, and A Community Elite and the Public Library.

[200]LPL Trustees (8 December 1949); LPL Trustees (6 April 1961), 4.

[201]LPL Trustees (1 November 1961), 2.

[202]LPL Trustees (1 November 1962), 1; LPL Trustees (7 March 1963), 3.

[203]LPL Annual Report, 1949, 2; LPL Annual Report, 1958, 11.

[204]LPL Trustees (5 March 1964), 1; LPL Annual Report, 1966, 1-2.

[205]LPL Annual Report, 1975, 2.

[206]"Lakewood to Honor Retiring Librarian," The Plain Dealer (Cleveland), 25 April 1968

[207]"Lakewood Libraries Lose Their Literary Lioness," Cleveland Press, 25 April 1968.

[208]"Retiring Librarian to Try Something New-- Leisure," Lakewood Post, 25 April 1968.

[209]According to Lakewood Library's personnel records on former staff members, and informal conversations with current staff members.

[210]Folsom transcript, 20-21.

[211]Ibid., 23.

[212]"Jane E. Heath to Head Lakewood Library," Lakewood Ledger, 2 May 1968; Lakewood Sun Post, 2 May 1968.

[213]According to Lakewood Library's personnel records on former staff members.

[214]Madison Branch Log Book (1 June 1944), 2.

[215]LPL Annual Report, 1946, 2.

[216]LPL Trustees (12 December 1946).

[217]Folsom transcript, 25; Durbin transcript, 20.

[218]Lakewood Ledger, 2 May 1968.

[219]LPL Trustees (17 April 1968).

[220]LPL Trustees (3 October 1968), 9.

[221]Folsom transcript, 21.

[222]Hagelin transcript, 14.

[223]Folsom transcript, 21, 33.

[224]Lakewood Sun Post, 10 October 1968; LPL Trustees (4 March 1971), 2.

[225]LPL Trustees (10 May 1973), 2; LPL Trustees (8 November 1973), 2.

[226]LPL Trustees (5 November 1970); G. Edward Evans, Management Techniques for Librarians, 7th ed. (New York: Academic Press, 1983), 279.

[227]Hagelin transcript, 7; LPL Annual Report, 1970, 11; LPL Annual Report, 1971, 3; LPL Trustees (9 March 1972), 3-4; LPL Trustees (14 March 1974), 2.

[228]LPL Annual Report, 1970, 1.

[229]LPL Trustees (3 October 1968).

[230]LPL Trustees (5 December 1968); Hagelin transcript, 16-17.

[231]LPL Trustees (13 May 1971), 10; LPL Trustees (13 December 1973), 3.

[232]LPL Trustees (13 December 1938), 1; LPL Trustees (7 March 1963), 3-4.

[233]Hagelin transcript, 15.

[234]LPL Trustees (10 May 1973), 3.

[235]LPL Trustees (14 June 1973), 3. In addition, according to two retired staff members, Jane Heath had input from at least one other source. One of the board trustees, Henry Metcalf, had an uncle--Keyes Metcalf, a librarian at one of the Harvard University libraries, and a prominent library building consultant--of whom he sought advice regarding OCLC. Keyes Metcalf wholeheartedly endorsed OCLC and said it was the coming thing for libraries (Durbin transcript, 11; Folsom transcript, 31-32). This must have had some degree of influence on the board and on Heath. As an interesting sidenote, Henry Metcalf's daughter, Mayo Metcalf Bulloch (conversation of 4 June 1989) confirmed the relationship of Henry and Keyes Metcalf (as nephew and uncle), and also Isaac Metcalf (Lakewood Library board president during 1930s, 1940s and 1950s, and brother of Keyes), and Clarence Metcalf (Director of Cleveland Public Library during the 1940s, and distant relative). Henry Metcalf's daughter, Alicia Metcalf Miller, is currently a trustee of Kent State University. No wonder George Grill wrote in a 1951 board resolution of appreciation for Isaac Metcalf that Metcalf came from a "strong family tradition of library service (LPL Trustees 19 April 1951)!"

[236]LPL Trustees (4 October 1973), 3; LPL Trustees (13 December 1973), 2.

[237]LPL Annual Report, 1977, 3.

[238]Sager, Research Report on the American Public Library, 42.

[239]Hagelin transcript, 17; Folsom transcript, 24.

[240]LPL Annual Report, 1969.

[241]These reports were included in LPL Trustees (2 October 1969), and LPL Trustees (8 October 1970).

[242]LPL Annual Report, 1971, 3.

[243]LPL Trustees (9 March 1973), 4.

[244]LPL Annual Report, 1973, 3.

[245]See Wheeler and Goldhor, 253-257.

[246]LPL Annual Report, 1975, 3.

[247]LPL Trustees (4 October 1973), 3.

[248]LPL Trustee (9 March 1972), 3.

[249]LPL Trustees (5 March 1970), 4.

[250]LPL Annual Report, 1970, 3; LPL Annual Report, 1975, 4.

[251]LPL Trustees (7 May 1970), 5.

[252]This was the recollection of the author, corraborated by recollections of Martha Folsom, Folsom transcript, 24-25; and Dan Hagelin, Hagelin transcript, 7, 24, 26.

[253]According to Wheeler and Goldhor, 278-279.

[254]Lakewood Public Library Board of Trustees' Response to Citizens' Committee Report of 11 September 1975, 11 December 1975, 3.

[255]Folsom transcript, 26.

[256]LPL Annual Report, 1980, 6.

[257]LPL Annual Report, 1966, 9-10.

[258]LPL Trustees (13 September 1973), 16.

[259]"Arthur Avenue Residents Want Library Document Future Parking Lot Plans," Cleveland Press, 3 October 1974; "Libraries Too Must Woo the Voters," Lakewood Sun Post, 24 October 1974; "Library Levy Foes Aim to Help Shape Plans," Lakewood Sun Post, 14 November 1974.

[260]Folsom Transcript, 22.

[261]LPL Annual Report, 1982, 9.

[262]Folsom transcript, 22.

[263]Durbin transcript, 20.

[264]Recollections of the author corraborated by Dan Hagelin, Hagelin transcript, 22; and Durbin transcript, 20.

[265]LPL Annual Report, 1973, 11.

[266]According to Dan Hagelin, transcript, 18-19; "Shooting the Sun," Lakewood Sun Post, 17 April 1975, B1.

[267]LPL Annual Report, 1987, 3.

[268]Hagelin transcript, 9; LPL Trustees (6 June 1968), 2; LPL Trustees

(5 December 1968).

[269]"Library Director to Retire," Lakewood Sun Post, 2 June 1977.

[270]Ibid., LPL Trustees (13 September 1973), 16.

[271]"Library Levy Foes...," Lakewood Sun Post, 14 November 1974; Lakewood Sun Post, 2 June 1977.

[272]LPL Trustees (9 June 1977), 3.

[273]"Library Director to Retire," Lakewood Sun Post, 2 June 1977.

[274]"Jane E. Heath, Headed Libraries," Plain Dealer (Cleveland), 29 November 1978; Folsom transcript, 27; Durbin transcript, 17; Hagelin transcript, 22.

[275]Wallace, 25.

[276]LPL Trustees (24 June 1948).

[277]Wallace, 22.

[278]Idem, 24.

[279]Harry Stainer, Library Visits Lead to Being Head of System," The Plain Dealer (Cleveland), 18 April 1989, 2-B.

[280]Ervin J. Gaines, "The Duty of the Public Library," Ohio Library Association 51 (October 1981): 26.

[281]LPL Trustees (1 October 1964), 3.

[282]Ibid.

[283]Folsom transcript, 28-9; Hagelin transcript, 20-1.

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The bibliography of the literature examined for this study is divided into three parts. The first part, "Background Sources (p. 104)," includes works pertaining to the general topic of American public library history, and methods of studying that history. These works were cited primarily, if at all, in the Introduction or Conclusion. The second part of the bibliography, "Secondary Sources (p. 106)," includes secondary works containing second-hand information which relates directly to the topic of this study. The third part, "Primary Sources (p. 108)," includes both published (p. 108) and unpublished works (p. 110) that contain information of an eyewitness or official nature. The secondary and primary works were cited througout the study.

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