

# GLENSHEEN GLEANINGS

VOLUME 4 NUMBER 1

SPRING 1987

## GLENSHEEN CONTINUES TO CHANGE AND GROW

These photos are examples of changes that have been implemented since the Summer of 1979. Each change has contributed to a more efficient operation and to better serving the public. A larger ticket sales area, reservations, tour times and a Museum Shop are the result of identifying visitor and facility needs and taking steps to meet them. The present Ticket House/Museum Shop is a sharp contrast from the original ticket booth which offered visitors no protection from the elements and no Museum Shop in which to browse until tour time.

Likewise, visitors this summer will find several new features as a part of their tour of the main house. The first, and hopefully the most dramatic, will be an audio/visual orientation to the tour. This will be presented to each group in the Recreation Room. Information about Chester and Clara Congdon, life at Glensheen and other general information will be presented. Volunteers will no longer give family commentary, unless there are questions.

The production of this video is being funded by the Elisabeth Congdon Trust. The firm of Westmoreland, Larson and Hill, Inc., is producing the video. It will develop the idea of Clara Congdon writing a letter to a friend and extending an invitation to come and see Glensheen. The presentation will also point out that Glensheen was built as a home, reflecting personal and family values. It will portray the Congdons as self made, as real people with special talents and with doubts as well as dreams.

Another change will be a reversal of the ground floor tour. Groups will enter the house through the subway and go into the Recreation Room via the Little Museum. After viewing the video the group will begin their tour in the Billiard Room and progress towards the Laundry Room before going up the regular way to the first floor. Once on the first floor, the tour will follow the normal sequence.

The last difference will be the availability of guided tours from 9:00 A.M. to 12:00 P.M.

and guided tours from 1:00 P.M. to 4:00 P.M. Many of you may remember that this change was instituted last summer in mid-August. This year the two types of tours will be advertised and the self guided will have better traffic flow and better information dissemination. This will solve many of the problems the staff dealt with when self guided tours were initiated last summer.

These tour changes will begin on May 23rd when Glensheen starts its summer season.



This will provide an excellent opportunity to introduce these new tour features all at the same time.

Another video presentation is also being developed by Westmoreland, Larson and Hill, Inc. This program will utilize interviews with Thomas Congdon, a grandson, Robert Wyness, former head gardner, and Vera Dunbar, personal secretary for Miss Elisabeth. It will present memories of the Congdon family and of life at Glensheen. The video will be shown in the Carriage House and visitors will have the opportunity to view it if they desire. The completion date will be in late June.

## AS GLENSHEEN CHANGES AND GROWS, SO DOES TRAINING!

The training for new volunteers will have a bit different format than in previous years. The dates and times follow, along with a brief description of each so that you, the volunteer, will be able to identify which sessions you have not previously attended.

SESSION I - Tuesday, March 31st at 7:00 P.M. A slide presentation of volunteer opportunities; Docent Council President - tips for conducting tours; Three Ways to View Glensheen.

SESSION II - Wednesday, April 1st at 7:00 P.M. Construction Slides; Glensheen 1910-Present

SESSION III - Thursday, April 2nd at 7:00 P.M. Grounds, landscape past and pre-

sent; Original documentation; Security personnel and emergency procedures

SESSION IV - Monday, April 6th at 7:00 P.M. Architectural Details and Decorative Motifs; Restoration Slides

SESSION V - Tuesday, April 7th at 7:00 P.M. Volunteer interested and specific job description of: 1st, 2nd and room docents and Museum Shop Sales persons. Walk through - a new perspective

The dates and times for UPDATE will be found in this issue of Gleanings entitled, "Who Says Update Is Old hat?"

Please send in the attached commitment card. SEE YOU THERE!

## Docent's Corner

By Margie Martin



New officers elected at the last Docent Council meeting are: President, Margie Martin; President-elect, Barb Kenney; Treasurer, Louise Olson; and Secretary, Marge Broman.

**Margie Martin** A big thank you is in order for the outstanding job done by former President, Jan Fournier.

Many changes are going to be made during the coming months at Glensheen. For example, the tour will begin in the Recreation Room this summer with an Audio-Visual program. Docents will be meeting their groups in the Billiard Room.

The fact that these changes are about to be implemented and that new information as well as changes in the tour route will be given at Spring training, make it extremely important for you to attend. You owe it to Glensheen and the family, we, as Docents, represent. Even more important is the fact that you owe it to yourself to be aware of these changes in advance to be knowledgeable in your commentary. Docent training is not only required, it's fun!

Have you attended a Docent Council meeting recently? The next one will be Tuesday, March 24th at 7:00. We are looking forward to an exciting year and hope for a great attendance at this meeting. If you are interested in serving as a Docent Council Member at Large, please call the Volunteer Office, 724-3041.

## VOLUNTEER OF THE YEAR - 1986

Barb Kenney has volunteered at Glensheen since May of 1986. She is a native Duluthian and graduated from Central High School. She has acted in the Duluth Playhouse which certainly helped prepare her to be "up front" rather than seconding.

She learned of the need for volunteers in her church bulletin last March, attended all of the training sessions last Spring and seconded her first tour on May 2nd. She firsted in June and although she volunteered only eight months in 1986, she accumulated a total of 194.5 hours. Our hats off to you Barb! As recognition, Barb will be Glensheen's representative in the "Parade of Agencies" at the Depot during Volunteer Recognition Week. She will also be Glensheen's volunteer representative for other events in 1987.

## DAYS GONE BY

By Betty Ketchum

Pat Hoden is security supervisor at Glensheen. She's the tall, animated, sharp-looking redhead with show-girl legs that propel her handily about the job. She never seems to be dragging, and she has been at it since three weeks after Glensheen opened its doors to the public.

A sheltered, only-child, Pat was born in Milaca, MN (on Rt. 169 north of the Twin Cities), where her dad was superintendent of schools. She grew up in Lake Crystal, attending public schools in Minneapolis, then to the University of Minnesota for 9 years. Don't get the idea she was a slow learner. She has three diplomas signed by three different presidents - Lotus Coffman for high school, Guy Stanton Ford for a BA in psychology and an MS in psychometrics from Walter Coffey.

While at the U, Pat met her husband Vern ("we always call him Gus"). She worked for a year for the South Dakota State Commission for control of the feeble-minded, then on to child study department in the public schools of Minneapolis, resigning finally after maternity leave. She and Vern have four sons and a daughter, "they are all different." One is a CPA, there's a naval pilot, a fireman for the Duluth Board of Education, and a district sales manager. Her daughter is married and lives in Reno, Nevada. She is a Criminology major; however, she is working as a well paid dealer in a casino.

It was in 1948 the Hodens came to Duluth, Vern as an industrial engineer at the Steel Plant. Pat was busy mothering, but later worked in the Duluth Public Schools. For eight years she evaluated gifted children on both ends of town. One of her sons once came upon her resume. "Gee, Mom, you've got an impressive resume." Another son, after reading it, took a different tack. "I always thought you could answer everything because you were a mother."

Here at Glensheen Pat works the flow chart (it shows where the attendants move during the day, their lunch breaks, etc.). When there are guided tours and a Docent fails to show up, Pat moves an attendant into the breach. She opens the carriage house in the morning and closes it at night, often relieving ticket sellers and attendants on their breaks. On her rounds of the property she is ever alert to the slightest change. She might sight a painting in the place of another, she was used to seeing in that spot, inquire of the housekeeper and find it had been sent out for restoration. Occasionally and only rarely there will be a visitor "in the cups." "I'm sorry, sir, there is no smoking in the dining room." If he persists he is asked to leave.

One winter morning Pat went into the Little Museum, looked out the window and there was a baby deer, head up, munching new shoots. She couldn't believe her eyes. She stood very still, watching it bend its head and come up with more green shoots. The sun had melted the snow close to the house and the readily available greens delighted the deer. Two tours came through and Pat warned them to move cautiously and not frighten the animal. Everyone complied, so they saw what may have been one of the earlier delights at Glensheen. Pat said "that was the sweetest deer, seemingly not frightened, around all day eating greens and basking in the sun. Finally it sat down and curled up. Still there the next morning, it took off up the creek bed later in the day. Fortunately, we managed some good pictures."

The Teen America Pageant recently in Duluth made time for Glensheen. Pat went around with the photographer, getting pictures of the girls in various parts of the house. She'd help with a geographic mixup, five girls at a time, the photographer snapping black and whites and color shots to be sent to their home town papers. Always an exhilarating part of the job new contacts, new faces.

But being a female, she still likes to remember Telly Savalas' Thanksgiving visit, the dinner in the formal dining room and his gracious gesture following it. He wanted to tell the kitchen servers how nice it all was. The photographer was on deck and Pat was watching from the doorway. The crew lined up with Telly and happened to spot Pat. They asked her to join them and she protested. But Telly came over, put his arm around her and drew her into the fold. Her own personal picture of Telly reads: "Who loves you, Baby?"

To which we add "Telly, you're only one of many!"



# WHO SAYS UPDATE IS OLD HAT

By Lyman Shepard



Lyman Shepard from Oak Park, Illinois, will be our guest speaker for two Update Sessions to be held at U.M.D. One will be held at 7:00 P.M. on Thursday, May 7th in Room 175 of the Life Science Building. An alternate session will be held at 9:00 A.M. Saturday, May 9th in Room 70 of Montague Hall. All volunteers are required to attend one session or the other, if they wish to remain active volunteers. In addition to Mr. Shepard's presentation, volunteers will view the new audio/visual presentation. Changes in the tour commentary and additions to the tour format will be explained at that time.

When it comes to volunteerism, Lyman Shepard knows what is required. He is an active volunteer for the Chicago Architecture Foundation, one of the nation's foremost volunteer organizations. An architectural docent and Tour Director of the famous Oak Park/Frank Lloyd Wright Sunday Tour, Mr. Shepard has given 4,000 hours of volunteer tour guiding. In 1984, he was awarded the Volunteer Preservationist Award from the Chicago Coordinating Conference on Landmark Preservation.

On Friday, May 8th, at 7:00 P.M. in Montague Hall on the Campus AT U.M.D., Mr. Shepard will present his one-man show based on the life and work of Frank Lloyd Wright. Lyman Shepard will be dressed in period costume. Wearing a porkpie hat, cape, smoking jacket and custom made shirt, this sexagenarian magically becomes the famous architect, Mr. Frank Lloyd Wright. Glemsheen is bringing this dynamic speaker to Duluth as a special treat for our volunteers.

## SCHOLARSHIP AWARDED



Janet Sanders We are pleased to announce that The Museum Store Association has granted the Robert Scott Memorial Scholarship to our Shop Manager, Janet Sanders. The funds will be used by Janet and Co-Manager, Debbie Lane to travel to Detroit to study bookselling methods and display with the many respected museum shops in that area. Congratulations!

## MUSEUM "SHOP NEWS

by Janet Sanders and  
Deborah Lane  
Volunteer Co-Managers

Shop Volunteers enjoyed a successful holiday season, highlighted by Docent-Preview Day. Local artist, Eileen Hepp joined us for personalizing her Hepp-Glemsheen ornaments and our own gingerbread family ornaments. Everyone enjoyed the visit, which we hope to make an annual event.

We are now preparing for the busy summer ahead. Preparations include reviewing past sales performance of items already carried, replenishing stock, and, of course, looking for new and unique merchandise. Finding interesting merchandise has become a challenging task due to the increasingly stringent I.R.S. guidelines requiring shop merchandise is to relate to the museum's collection. It's a difficult task, but the results in our shop have been worth the effort, don't you agree?

Each Spring Museum Shop Managers attend the Museum Store Association Convention. This week long event is designed for both professional and volunteer managers to update skills needed to run a successful shop. Classes are held in areas such as bookkeeping, inventory control, current I.R.S. rulings, book buying and display, including field trips to local museums. Highlight of the convention is a trade show of wholesalers catering to the special needs of museum shops (as a result of last years' trade show we now have our custom brass Glemsheen bookmark). This convention is becoming a prestigious international event and we can all be proud that Minneapolis was chosen as this years' site.

The Museum Shop requires many volunteers and more are needed. We need volunteers who can help as cashiers or "in the background" in the main house unpacking, tagging or taking inventory. If you are interested, please call the volunteer office, 724-3041. For those of you who are already involved, we want you to know how much your help is appreciated. Also, thanks to Arlene Anick for serving so well as the Museum Shop Day Captain, staffing all the cashiers. Your efforts directly benefit Glemsheen's preservation projects, preserving part of Duluth's heritage for all of us.



## Director's Corner

Two exciting events will happen in the next eighteen months. Sometime around late November or early December, Glemsheen will greet its 1,000,000th visitor. It is hard to believe that over 900,000 people have experienced Glemsheen already. It will be very exciting to recognize that special visitor during the holiday season.

This event will be followed in the summer of 1988 by the celebration of Glemsheen's 10th season. If thinking about the 1,000,000th visitor is difficult, consider the fact that Glemsheen has already successfully operated for eight seasons. There were many who were skeptical about Glemsheen's future in 1979. Now there are many who are fascinated by its success. 1988 will provide an opportunity to look at how Glemsheen has evolved and acquaint the public, volunteers, staff and University with this story.



## GLEMSHEEN BABIES ALSO CHANGE AND GROW

Brendan Lane and Jessie Rebeau at a recent Glemsheen Staff Party. Brendan will be two years old on March 27th and Jessie will be two on April 25th. They stop by Glemsheen every now and then to check on us and see that all is in order - they're a joy to all.

# NEWS OF CHRISTMAS PAST REVEALED

The figures are in for Glensheen's 1986 Christmas season and they are figures which could put a smile on old Ebenezer Scrooge himself. 5,353 visitors viewed Glensheen during the month of December for an increase of 50.8% over the previous year.

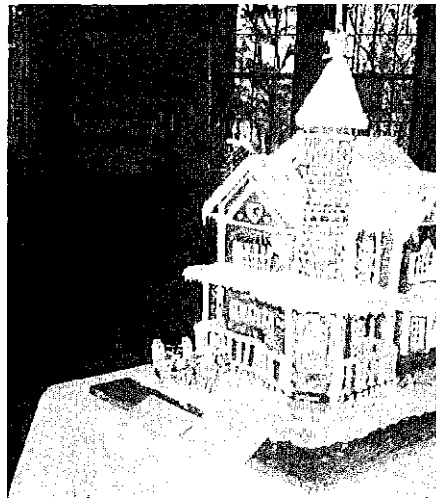
There were many contributing factors to this success, not the least of which was the strong support received from our docents and volunteers. The weather was another element that cooperated. It was mild for Minnesota, with very little snow or below freezing weather. People couldn't do all of the activities that they normally associated with a Minnesota winter, except for one thing. They could visit Glensheen. And, that's exactly what they did. Another great help was the excellent coverage that we received from the media. This included coverage from television, magazines, radio and newspapers. The advertising agency of H.T. Klastsky and Associates, Inc., developed our poster and flyer design which we distributed throughout the Northland.

Sam Plourd's creative genius, the bow tying skills of Geva Lou Severinson and Linda Vukson coupled with the decorating help of other staff and volunteers such as Barb Kenney, Betty Peterson, Colleen Anderson, Vera Dunbar, Tobie Laskowski and others transformed Glensheen into a holiday vision. Borrowing from festive traditions of the past, the theme for our decorating was "The Sights and Sounds of Christmas." Gingerbread was used as a unifying accent. Sam Plourd and Dan McClelland created a gingerbread Santa Claus and sleigh with eight reindeer on top of a house which was displayed on the Billiard Table. Other gingery touches came from some Victorian carolers and Christmas wishes written in the fragrant script.

Garlands of evergreen were used to decorate the main hall and staircase with terra cotta angels, pears and partridges, apples, and bows accenting the green foliage. The artificial evergreens were so realistic that many visitors to the site believed that they could actually smell the greenery.

Our holiday brunches were revived for 1986. They combined good food, a self-guided tour of Glensheen, and musical entertainment.

This year, the music for these meals was provided by the Choraliers from East High School and the High Wire Choir from Central High School. However, the general public didn't have to miss out on the joyous sounds of the Christmas season even though they couldn't attend a brunch. During "Christmas At Glensheen," performing groups and individuals such as "Brothers In Song," the "Little Mob" from Central, the Birchwood Elementary Choir, the Hermantown Elementary School Choir, Anne Anderson from UMD, Sherry Waldriff, and Yvonne Cloutier plus many others shared their musical talents with the public. People who toured the main house at that time were treated to the commentary of room docents stationed in various areas of the mansion.



Part of the renewed interest in Glensheen might have come from the gingerbread house competition that was organized by Carol Chamberlain. Glensheen and The Blue Heron co-sponsored the contest where a "Victorian Gingerbread Fantasy" was to be constructed. The public responded with unusual and creative concoctions. One difficult aspect of the competition was the rule that tall visible elements were to be edible. As a result, contestants seemed to have the most problem with windows. However, some adventurous contestants even devised ways to light their creations with electricity. Two workshops, taught by Barb Cox, were held at The Blue Heron, prior to the competition, to help beginning cooks learn some of the fine points of gingerbread house construction. The contest was open to all amateur bakers. Judges for the event were: Gordy Beherns (News-Tribune ( Herald), Stephanie Lemenosky and Judy Dwyer (Stephanie's on the Lake) and Dexter Larson (DAVTI). Fourteen entries were received. The winners were:

1st Place — Candy Solwiew who won a dinner for up to 20 persons in the formal dining room at Glensheen, plus a \$25 gift certificate from the Blue Heron.

1st Runner Up — Peggy Fox, won a \$15.00 gift certificate from Glensheen's Museum Shop and four tour passes. (Interesting note is that Peggy Fox is one of our own volunteers.)

People's Choice — Candy Solowiew won two Glensheen publications and a \$15.00 gift certificate from Glensheen's Museum Shop.

The gingerbread competition was so successful that we plan to continue this event and make it a new tradition. One new twist for the 1987 contest will be to sponsor a children's competition as well as the adult competition. We also plan to display the entries in the carriage house so that all of the entries can be on display for the entire holiday season.

GLENSHEEN GLEANINGS  
Glensheen  
3300 London Road  
Duluth, MN 55804



VOLUNTEER COMMITMENT CARD - SUMMER, 1987

NAME \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_

I WILL VOLUNTEER: MUSEUM SHOP \_\_\_\_\_ 1ST \_\_\_\_\_ 2ND \_\_\_\_\_ ROOM DOCENT \_\_\_\_\_

PREFERENCE: REGULAR, SAME DAY AND TIME \_\_\_\_\_ SUBSTITUTE, AS NEEDED

DAY: Sun. \_\_\_\_\_ Mon. \_\_\_\_\_ Tues. \_\_\_\_\_ Thurs. \_\_\_\_\_ Fri. \_\_\_\_\_ Sat. \_\_\_\_\_

TRAINING: FOR NEW VOLUNTEERS OR MAKE-UP SESSIONS: All at 7:00 P.M.

- |                   |                  |                      |
|-------------------|------------------|----------------------|
| 1. March 31 _____ | 2. April 1 _____ | 3. April 2 _____     |
| 4. April 6 _____  | 5. April 7 _____ | Museum Shop Training |

MUSEUM SHOP UPDATE AND TRAINING: April 7, \_\_\_\_\_ or April 8, 10:00

REGULAR UPDATE: MAY 7, 7:00 \_\_\_\_\_ or May 9, 9:00 A.M.

(CHECK ONE AS--Update attendance is required to continue at Glensheen)

Please complete and return as soon as possible. Thank you!

Not available this summer