



# Colonial Williamsburg News

COLONIAL WILLIAMSBURG'S PEOPLE AND PROGRAMS

Online at <http://intranet/>

Vol. 72, No. 6

DECEMBER 2019

## Chairman's Message

### **Cliff Fleet Joins Colonial Williamsburg as Ninth President and CEO**

On behalf of the board, it is my pleasure to introduce Colonial Williamsburg's next president and CEO, Cliff Fleet.

A corporate executive, college professor and native Virginian, Cliff has deep ties throughout our region. He brings to the position a wealth of leadership experience and strong business acumen, along with a lifelong passion for history. His appointment, which takes effect Jan. 1, follows an extensive search for a leader of the highest caliber who will build on Colonial Williamsburg's rich legacy in history education and preservation while continuing the work of improving its financial health.

Cliff served most recently as president and the CEO of 22nd Century Group, an innovative biotechnology company dedicated to reducing the harm caused by tobacco products. He had previously served for 21 years at Altria Group, a Fortune 500 company and one of the largest companies in Virginia, where he held a variety of senior leadership roles. He retired in 2017 as president and CEO of Philip Morris USA, which he led along with another of Altria's operating companies, John Middleton; together, the two had thousands of employees and produced over \$8 billion in operating income.

Cliff also teaches business part time at William & Mary, where he earned his bachelor's degree in history and religion as well as graduate degrees in history, business administration and law. He is one of just 14 alumni who hold as many degrees from the college. As he told his alumni magazine last year, American history is his first love. It was this appreciation that led Cliff in 2009 to join the board of the Jamestown-Yorktown Foundation, where he has served as board president since 2014.



Cliff Fleet

Colonial Williamsburg's creative, compelling work to share America's enduring story with the world has long impressed Cliff, who has followed our efforts for decades. Today, our role in the national discourse about America's founding principles and system of self-governance is more important than ever, he said. He sees a bright future ahead for the organization, with exciting opportunities "to pursue our core educational mission and expand our reach as we approach the nation's 250th anniversary and the Foundation's centennial in 2026."

Cliff may already be a familiar face to some of you, as a busy career has never slowed his involvement in the community. A triathlete, he has coached several youth athletic teams. He also serves on the boards of the William & Mary Foundation, the Virginia Business Higher Education Council and Virginia Repertory Theatre as well as the Chamber RVA, of which he is a vice chair.

Though the holiday season is upon us, I know Cliff is looking forward to introducing himself around the Foundation in the coming weeks and months and getting to know all of you better. I encourage you to share your thoughts and ideas for the future with him as the opportunity arises – and in the meantime, I want to thank all of you for your patience during what I know has been a challenging time of transition. Every member of the board appreciates the dedication and true professionalism you have shown to ensure Colonial Williamsburg's continued success. We wish you the happiest of holidays and look forward to a very promising new year for us all.

Sincerely,

**Thurston**

Thurston R. Moore

Chairman

Board of Trustees

The Colonial Williamsburg Foundation





## Telemedicine (Live Online Physician Visit)

Telemedicine through Anthem and Optima is an affordable and convenient alternative to urgent care. You can use this service for conditions like ear infections, sinus problems and upper respiratory infections. If applicable, the doctors can prescribe medication and electronically send it to the pharmacy of your choice.

You can access Telemedicine care 24 hours a day. You'll be able to consult with a medical provider by phone or video conference using the camera on your computer, tablet or smartphone. The cost for an online visit varies based on your health plan coverage.



## Employee discounts can be found on the USI app

**Mobile Phone App:** The USIeb App can be found in the app store.

Enter code 103094 when prompted to access Colonial Williamsburg Foundation benefits.

For easy access to detailed benefits information: [www.HRCconnection.com](http://www.HRCconnection.com)

**User Name:** CWF

**Benefit Resource Center:** To assist with denied claims or get your benefit questions answered, call toll free:

**855-874-6699** Monday through Friday 8 a.m. to 5 p.m. EST. Or send a message to: [BRCEast@usi.com](mailto:BRCEast@usi.com)

# Benefits News

*Your Benefits Team is happy to announce good news for 401k participants and new ways to easily get answers to your benefits questions anywhere, any time.*

## 401k limit increase for 2020

For 2020, the maximum contribution allowance for the 401(k) plan will increase to \$19,500. The maximum percentage contribution is 50% of pay. If you reach the maximum contribution limit before year-end, the matching contributions from the Foundation will end until your contributions resume the following plan year.

If you are age 50 or older, or will be age 50 by the end of 2020, you will be eligible to contribute an additional \$6,500 in catch-up contributions in 2020. The maximum \$6,500 contribution equates to a deduction of \$250 per pay period. Your catch-up contributions will be deducted beginning with the first paycheck in January 2020.

If you are a current catch-up participant and you do not change your catch-up contribution amount, the amount that you are currently contributing will continue in 2020. Please note that you cannot change your catch-up contribution through Vanguard's website or toll-free number.

You can easily access your account, conduct transactions and change your contribution percentage:

- **Online:** Log into your account at [vanguard.com](http://vanguard.com) and click on "Retirement Plan Participants." To register for secure online account access, you will need your plan number (093649), Social Security number, birth date and zip code.

- **On your mobile device:** Go to [vanguard.com/bemobile](http://vanguard.com/bemobile) to download the Vanguard app to access your account on the go.

- **Telephone:** Call 800-523-1188 to reach Vanguard's 24-hour interactive VOICE® Network. You'll need your Social Security number and a personal identification number (PIN). To create a PIN, follow the prompts. Or you can speak with a Vanguard Participant Services associate Monday through Friday from 8:30 a.m. to 9 p.m.

If you have any questions, please contact Chris Beitzell at x7020 or [cbeitzell@cwf.org](mailto:cbeitzell@cwf.org).



## Division Name Change for Museums

Collections, Conservation and Museums is now the Division of Museums, Preservation, and Historic Resources. The new name effectively reflects all of the work the division oversees: archaeological research, architectural preservation, architectural research, conservation, curation of collections, HICC, historic site operations (Bassett Hall, Everard House and Wetherburn's Tavern), museum operations and registration.



# Behind the Scenes at the John D. Rockefeller Jr. Library



*Left: John D. Rockefeller Jr. Library and Historical Research staff: Standing, from left: Carl Childs, Jenna Simpson, Melissa Schutt, Donna Cooke, Tracey Gulden, Doug Mayo, Peter Inker. Seated, from left: Sarah Nerney, Marianne Martin, Kelly Arehart, Cathy Hellier, Mary Ann Goode. Below: Volunteers Carol Kozek and Elizabeth Tegenborg browse the shelves.*



Like most libraries, the John D. Rockefeller Jr. Library is typically quiet, with an atmosphere that inspires reverence for the vast stores of information housed within. That quiet can be misleading, however, because “The Rock” is actually a hive of scholarly activity with a dedicated staff serving equally passionate patrons.

Leading the charge to preserve and expand the resources available in the library is its executive director, Carl Childs.

“We aren’t just sitting around waiting for researchers,” Childs said. “There is always plenty for us to do.” Those tasks include purchasing and acquiring new materials, responding to reference questions and requests, licensing photographs for textbooks and other uses, preparing new exhibitions, and cataloguing materials so they can be easily retrieved.

“It isn’t just a matter of having a resource. It’s also a question of making it discoverable,” Childs said. “We need to make it easy to find when it’s needed.”

## Employees

The library offers the services of nine employees in the library and the Bruton Heights School. Historians Peter Inker, Kelly Arehart and Cathy Hellier report to Childs too, as part of the Department of Historical research and Digital History with offices in William Finnie House.

All library employees are cross-trained and work at the front desk assisting with reference questions and checking books in and out.

## What’s inside

In addition to the books and other media one might expect to find, the library is also the repository for a number of other specialized collections related to Williamsburg and the Foundation itself.

## Special Collections and Visual Resources

The Rockefeller Library houses many valuable items, including rare books and manuscripts, historic documents and, thanks to the help of generous donors, a recently acquired collection of *Virginia Gazette* issues that may be the only ones still in existence. Two of the oldest manuscripts in special collections date from 1609. Written by the King of Spain, they refer to the “pirates” settling Jamestown. These were donated to the Foundation by author Patricia Cornwell.

## Local History

A Lektriever storage system houses files of research resources and other documents highlighting real residents of 18th-century Williamsburg. This resource is often used by interpreters who need to know details about the people they portray. Other users include

local historians or genealogists. These files were compiled by librarians, archivists, historians and interpreters over the past 90 years and are still being expanded with new findings.

Users can look up the name of an individual, type a row or drawer number into the Lektriever — a space-saving, automated carousel of shelving — and the corresponding drawer will rise from the cabinet.

## Oral History Collection

One library function that is largely dependent on the work of volunteers is its oral history program. Volunteers develop research and assist in creating audio recordings of interviews with subjects with firsthand experience in Foundation work. Volunteers then transcribe the interviews and compile the transcripts with photos into a bound book that becomes part of the library collection.

Among the many interviewed: Wesley Greene, who established the Colonial Garden, and Ed Chappell, former direc-



## Behind the Scenes *continued*

tor for Architectural and Archaeological Research.

The oral history project traces its roots to the early days of the Foundation. Some of the collection's oldest records are from the 1930s, when Columbia University sent members of its Linguistics Department to Williamsburg to record examples of the Tidewater regional accent.

### Foundation Corporate Archives

The library also serves as the repository for the history of the Foundation itself, including Mr. Rockefeller's 1926 telegram authorizing the purchase of the first building to be restored, as well as records of every board of trustees meeting since the beginning. If you are a Foundation employee, you are part of that history and your work is duly noted in the Archives.

When the Foundation moved its offices from the Goodwin Building, the Archives' material was moved from that building's basement to its current home in the library. Those records will be kept permanently and provide documentation to those interested in the Foundation's history.

A current project for this area is determining what should be kept from Mitchell Reiss' tenure as the Foundation's first completely digital president. "These documents were 'born digital' and that's very different from previous presidents," Childs said. "What is also

new and challenging is the amount of presidential correspondence that is sent via email rather than as a printed letter. We are working closely with our colleagues in IT to develop a process for efficiently archiving email, something that archival repositories the world over struggle with. Paper is a relatively easy format to store and preserve. Digital documents present a new challenge and require a different process."

### Media Collections

The recently launched Media Collections Online makes Colonial Williamsburg's professional photography available to the public for purchase through simple transactions that can be completed online.

The library maintains and manages The Source, a large collection of photography, video and other media that is used for Foundation publications and other needs. In offices in the Bruton Heights School, Tracey Gulden, the media collections manager, and Jenna Simpson, the media collections assistant, maintain the large collection of media housed there. While some of the collection is digital, a refrigerated area preserves film, photos and video that would otherwise degrade over time. The video featured in the Raleigh Tavern exhibition,



*Interpreter Ronald Potts uses the research files in the Lektiever at the John D. Rockefeller Jr. Library.*

marking the 40th anniversary of African American interpretation, includes footage from this collection.

### Research and Fellowships

Facilitating research is a major role of the library. Research compiled over the past 90 years by current and former historians and other Foundation employees serves as the basis for Historic Area programming and interpretation. This research continues to contribute to our mission as we refine and refresh the stories we tell — and there is always more to discover.

Historically, the Foundation has enthusiastically shared its research and lessons learned with a wide range of audiences including cultural institutions and museums.

The historians often serve as consultants, including recently assisting a children's book publisher in fact-checking and verifying that images were accurate and appropriate for the content.

In November, their research on LGBTQ individuals in 18th-century Williamsburg was featured in the *Washington Post* and several other media outlets.

Interpreters also use the library to research 18th-century life and to discover details they might incorporate into their interactions with guests. Childs says Nation Builders "often dive in and camp" at the library as they research those they portray.

The library and the historians also work with those completing history fellowships in Williamsburg and in the



*Tracey Gulden, (left) collections manager for media collections, and Jenna Simpson, assistant collections manager, pull film and a slide in the cold storage room for photographic film, slides, transparencies, and master prints in Bruton Heights School.*



## Behind the Scenes *continued*

creation of 3D maps and models of the Historic Area. These fellows spend up to two months dedicating themselves to their work to support CW-based initiatives or research.

### Records Management

Records Management is another function the library oversees. At the Foundation's Packets Court facility, just off U.S. Route 60, the Records Center houses document boxes filled with records that must be kept for a prescribed period of time for legal or audit reasons before being shredded.

### Volunteers

Many of those essential to the library's work volunteer their services. In fact, the Foundation's first volunteers worked in the Rockefeller Library (and the current Volunteer of the Quarter Carol Kozek serves in the library). These important individuals work throughout the building, greeting and assisting visitors, scanning and filing documents, and shelving books.

"Our volunteers are vital to our work," Childs said.

### New Additions

Thanks to the generosity of donors, two new digital readers for microfilm have recently been added to the library. These machines can create digital

images that may be saved to a thumb drive and can even "clean up" poor images. "The software is miraculous," Childs said. With the new readers, users may scan and save digital images from the analog film, eliminating the need to print them. The readers give improved access to existing sources in a modern and much more convenient way.

### The Soul

Childs has worked at the Foundation for six years, the last four in the library. He finds joy in sharing Colonial Williamsburg's history with others.

He told about a 1942 letter that then-CW President Kenneth Chorley wrote to employees in January 1942. The letter discussed the need to continue the Foundation's important work, despite the challenges of World War II that lay ahead. Chorley acknowledged staff fears but kept reminding them that, "We Shall Carry On." This, just three weeks after Pearl Harbor.

Another of his favorite documents, Childs said, "shows that the Historic Area and robust programming we know today was not a foregone conclusion but was conceived by many talented people over many years." A 1935 letter from the Rev. W.A.R. Goodwin to John D. Rockefeller Jr. introduces the idea of an interpretive program — that CW could not just be a collection

of buildings but needed people who would interact with guests and tell our stories. These stories would breathe a soul into this place.

The Rockefeller Library, Childs said, is "the center for learning about colonial America and Colonial Williamsburg" and it helps support the soul of the Foundation by keeping the past alive while adding new research to our base of knowledge.

### John D. Rockefeller Jr. Library by the Numbers

#### Library Collection

Circulating Books	67,000 volumes
Reference Books	3,900 volumes
Video Recordings	1,664 VHS/DVD
Sound Recordings	202

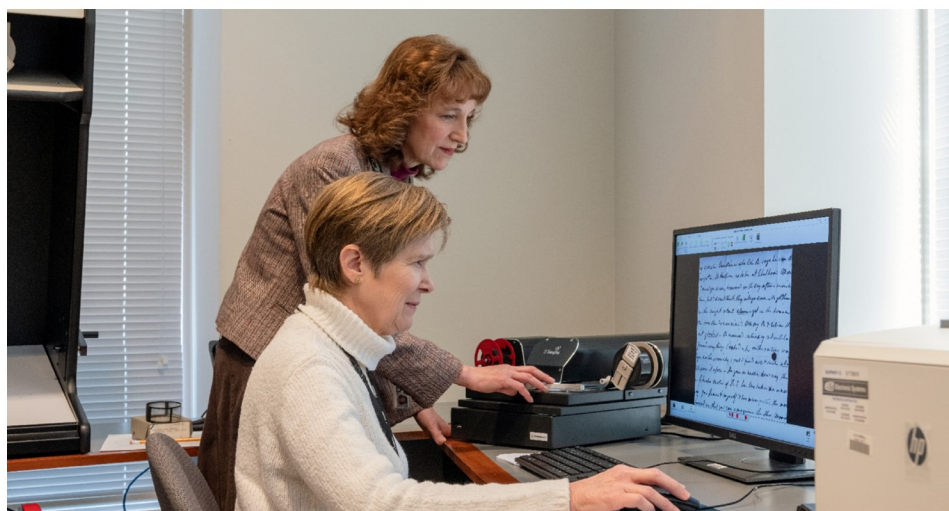
#### Special Collections and Visual Resources

Rare Books	12,000 volumes
Manuscripts	50,000 items
Visual Resources	500,000 (all photo formats)
Architectural Drawings	50,000 items (includes Library and School)
Corporate Archives	5,550 cubic feet and 1.4 million electronic files
Items loaned (ytd)	3,792
Items loaned to W&M (ytd)	747

**Most checked out title:** *Journal & letters of Philip Vickers Fithian, 1773–1774: a plantation tutor of the Old Dominion* (21 times in 2018)

**Book that has traveled the farthest (interlibrary loan):** *Aspects of ceramic history: a series of papers focusing on the ceramic artifact as evidence of cultural and technical developments* (loaned to La Trobe University in Melbourne, Australia)

**Number of "Williamsburg Area Residents" files documenting people who lived in 18th-century Williamsburg:** 1,925



Visual resources librarian Marianne Martin assists publications editor Amy Watson in using the digital microfilm readers.



# Your Story: Melissa C. Schutt

by Chuck Reusing

**POSITION:** Cataloging and Acquisitions Librarian in the John D. Rockefeller Jr. Library

**YEARS OF SERVICE:** I have three-plus years with the Foundation. Previously I served as Collections Development Manager for the Richmond Public Library in my hometown.

**WHAT I DO:** My primary responsibilities include purchasing and cataloging materials for the circulating and reference collection at the John D. Rockefeller Jr. Library.

I also manage our periodical subscriptions to online databases and other electronic research tools and oversee inter-library loan arrangements, which allow us to borrow materials from libraries all over the world.

The Rockefeller Library is a specialized research library. We receive many requests for information each week. We have approximately 65,000 materials in our circulation collection which can be checked out of the library by Colonial Williamsburg staff, retirees and volunteers.

We have a partnership with William & Mary libraries that enables our users to borrow materials from Swem Library and the Wolf Law Library.

**WHAT I DO TO IMPROVE THE VISITOR EXPERIENCE:** In addition to assisting library visitors with research, I lead behind-the-scenes tours for annual passholders and hotel guests.

My main contribution to the guest

experience is indirect, however. We are a primary resource for our own costumed interpreters, curators, conservators, archaeologists and historic trades, whose research informs all programming in the Historic Area and Art Museums. Our Nation Builders, for example, spend many hours learning about their characters before they actually appear in public. Our curatorial staff uses the resources in the Rockefeller Library in planning its exhibits. It's gratifying to attend programs and observe how CW's talented staff translate their research into relevant, historically accurate experiences for guests.

**MEMORABLE EXPERIENCES:**

The Rockefeller Library maintains a reference file on most of the residents who lived in Williamsburg in the 18th century. The first time I consulted this amazing resource was when I assisted DeAndre Short who had just been hired to portray John Hope, a barber who had a shop on Duke of Gloucester Street in the 1700s. The file was thin, but it contained citations referencing Hope in the historic record and in a lecture profiling free people of color in Virginia. I felt like I was standing on the shoulders of giants because I knew this information was available because Colonial Williamsburg's historians, librarians and volunteers over the past decades had done the work to find it.

I had another memorable experience when I helped a visiting member of the Burgesses Society with genealogical research into an ancestor who was a



member of the Virginia House of Burgesses. We discovered that her family had a very colorful history, including a kidnapping and a connection to George Washington's mother. She was so excited by the information we discovered.

**BIGGEST ACCOMPLISHMENT:** I feel a sense of accomplishment whenever I am able to connect someone to a helpful resource, but it has been particularly fun and rewarding to work with several members of the research team investigating the history of LGBTQIA people in early America. I am proud to work for a public history organization committed to uncovering complex stories and hidden lives, and it's exciting to be involved from the beginning in a new research area.

I am also pleased that the library has added several new online databases. The "Colonial America" database contains digitized versions of all the CO5 files from the UK's National Archives and is a treasure trove of primary source material. Another popular new addition is ProQuest's "Dissertations & Theses Global," expanding our access to scholarly work.

**INTERESTS/HOBBIES:** Unsurprisingly, I enjoy reading! I also enjoy knitting and am always on the lookout for Williamsburg's Leicester Longwool sheep. I'm active in my church and volunteer with the Historic Rivers chapter of the Virginia Master Naturalists. You may sometimes see me walking my dog, Emma, on DoG Street or the Bassett Trace Nature Trail.





## Christmas on the Home Front at The Rockefeller's Bassett Hall

by Amanda Keller



*Left: Abby Aldrich Rockefeller would listen to The Army Hour on a radio much like this one in an effort to keep up with the movements of U.S. troops. Center: The Rockefellers had five sons involved in the war effort, four in uniform and one serving in the State Department. Right: Mrs. Rockefeller made packages of supplies and treats to send to those serving overseas.*

**Christmas on the Home Front**, a new installation at Bassett Hall, highlights how World War II changed the celebration of Christmas for Americans and how the Rockefellers supported the troops in Williamsburg and beyond. The couple was instrumental in the town's efforts to welcome members of the military during the holidays.

For this program, Bassett Hall is presented as it may have appeared in December 1944, during the Battle of the Bulge, the bloodiest battle for American troops during the war.

Each room features objects that highlight how the Rockefellers supported the war effort during WWII.

The Rockefellers had four sons in uniform and a fifth was appointed assistant secretary of state. Abby Aldrich Rockefeller often wore a five-star pin to special events during the war, showing her pride in her contribution to her country, and as a bond with other mothers making similar sacrifices.

Mrs. Rockefeller privately funded the construction and furnishings of a USO in Merchants Square. The USO was a complement to the already popular Williamsburg Soldier Training program that brought troops from Camp Peary, Fort

Eustis, and the Yorktown Naval Weapons Station to Colonial Williamsburg. Soldiers would watch an introductory film about the Foundation's work before touring the exhibition buildings. The aim of the training program was to inspire the soldiers and connect their modern-day mission to the Revolutionary War and the defense of democracy.

Mrs. Rockefeller knitted scarves for the troops, assembled packages to send to soldiers overseas and had special concern for those soldiers who might be "lonely or forgotten." She sent her son Winthrop, who was serving in the Pacific, extra supplies and treats to share with his fellow soldiers, writing, "I shall enjoy my vision of you sitting under some kind of tropical tree opening my boxes, exclaiming over the good things to eat, and distributing my presents among all your friends, from the General down."

Mrs. Rockefeller entertained soldiers and their wives for luncheons and dinner parties in the beautifully furnished dining room at Bassett Hall. She met with as many servicemen as she could and used this opportunity to learn more about the war and what was happening.

Mrs. Rockefeller's work to support

soldiers was not limited to Williamsburg, and it continued after the war's end. In 1944, she described her hopes and plans for the new Veterans' Center at the Museum of Modern Art in New York City. She believed deeply in the healing power of the creative arts and that average men could be helped to forget the destruction, ugliness and horror they had known by designing and constructing things beautiful and useful. Her work to create the War Veteran's Art Center was no doubt inspired by Winthrop's recovery from injuries sustained when a suicide bomber struck his ship in Okinawa.

Bassett Hall will offer one last evening program on Dec. 27 to celebrate Christmas on the Home Front. Visitors will have the rare chance to see the house and property after dark, interact with actors portraying servicemen and women, examine vintage military vehicles and enjoy live music. This installation will end on January 6, but Bassett Hall will continue to celebrate the 75th anniversary of the end of WWII throughout 2020. In addition to this special program, Bassett Hall is open on Wednesdays, Thursdays and Saturdays from 9 a.m. to 5 p.m.





### Volunteer of the Quarter

**Carol Kozek** was recognized for her attention and diligence to her volunteer work at the Rockefeller Library by awarding her the Volunteer of the Quarter. She was nominated by Marianne Martin and Jeff Klee because of her relentless work ethic and dedication to her projects. Carol is an asset to her team not only because of her great work but also because she brings a cheerful smile every day.



### Reason to Celebrate

Liberty Lounge recently celebrated an impressive milestone: 200,000 visitors! At a special reception at St. George Tucker House in October, volunteers and friends gathered to mark the occasion.

*Colonial Williamsburg News* is published by the Office of Internal Communications for Colonial Williamsburg employees. Send correspondence to: Colonial Williamsburg News, BHS VI81, or email to [kalbertson@cwf.org](mailto:kalbertson@cwf.org).

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## Workplace Safety and Community Care

Director of Museum Theater Cheryl Ruschau shared this helpful list of reminders that are useful for all employees when considering their colleagues' safety.

- Be mindful of disclosing personal information.
- Don't give out the location of our break rooms or the location of a staff member to a guest. This includes tagging co-workers without their permission on social media fan pages.
- Be cautious about sharing your personal information.
- If you see something, say something.
- If you had a weird encounter with someone, chances are they will have weird encounters with others — let your supervisor or the supervisor on duty know so we can be on the lookout.
- Call Public Safety (x2600) to make a report if appropriate.
- If you see a colleague who seems uncomfortable with a guest or in a situation you feel uneasy about — trust your instinct and give them an escape option. They may be perfectly fine, but s/he will still appreciate the support. Here are some options that have worked well in the past:
  - Ask a question that can be used as a graceful exit (I understand Mr. \_\_\_\_ is here to see you); if they choose to deny the escape and continue the conversation, you know they are fine.
  - Hover nearby until they see you and have a chance to call out to you or give you a signal if they need an escape.
  - Share with one another the actions that have worked in a situation.
  - Remember, you're empowered to look out for yourself. If a polite response doesn't work and you need to walk away from a guest, please do. If you need to take a break to take care of yourself, please do and let your supervisor on duty know so that they can cover your assignment.

Sometimes even a seemingly small encounter/event can trigger feelings; please make use of the resources available for more care as needed:

- ERHI employees may contact their Peer Support Team at x7988
- All employees may access the Employee Assistance Plan (EAP)
- Talk to supervisors (any of us)
- Contact Human Resources