

GLACIER PARK HOTEL COMPANY

St. Paul, Minnesota,

March 2, 1921.



G. R. Martin,
Vice President,
BUILDING-

Dear Sir:

Referring to the Statement of Complimentary Services furnished in Glacier Park during the seasons 1919 and 1920, which you spoke to me about a few days ago, with request that I look it over and advise the reasons why these services were furnished. I am glad an opportunity has come up to explain these items, as to those unfamiliar with the reasons, it might appear that not sufficient care was being exercised by the Manager. Each case, however, is given careful consideration by me with regard only for the company's best interests.

Acting on your suggestion, I have subdivided the services into six different classes as follows:

- CLASS 1-
Government Employees under Government Contract.
- CLASS 2-
Tourist Agents and Leaders of Parties.
- CLASS 3-
Publicity Men, Moving Picture Men, Writers, etc.
- CLASS 4-
Owners and Representatives of Outside Hotels.
- CLASS 5-
Other Concessioners Operating in Glacier Park.
- CLASS 6-
Miscellaneous Entertaining.

Class 1, Government Employees under Government Contract. The contract which was entered into between the Hotel Company and the Government contains a clause to the effect that representatives and employees of the Department of Interior, when on business in Glacier Park, shall be taken care of at the hotels and chalets without charge to the Government, also superintendents and rangers in the Park when they are out of their regularly assigned districts.

At the time this contract was made, we were endeavoring to secure a long term contract covering the leases on the ground on which our buildings are located and also to get the ground rental at a much lower rate than we had been paying. I believe Mr. John Carroll was negotiating the contract. I recall that Mr. Kenney submitted it to me and the original clause required us to furnish meals and lodging to rangers without any qualifying clause whatever. We objected to this clause but the Department was quite insistent, stating that it was the same contract they had in other parks. We finally compromised it by injecting the words, "when out of their district." This limited greatly the amount of free service we have been called upon to perform.

In this connection, will say that we are not called upon very often to furnish rangers service at Glacier Park Hotel or at Belton. I have never been quite clear from the contract as to whether it applies to Glacier Park Hotel and Belton, or not, but have always felt that if the matter were pressed for a decision, the decision would probably be against us, by virtue of the Act of Congress which places the hotels at Glacier Park and Belton under the jurisdiction of the Department of Interior. I have always given the local Government employees to understand that I did not consider it applied there, and as the rangers have had this idea, they have been very limited in their use of either of the entrance hotels.

When Superintendent Payne resigned on June 15th last, George E. Goodwin was assigned as Acting Superintendent. Mr. Goodwin's official title is Civil Engineer of the Department of Interior, and his headquarters are normally at Washington, although he is out in the field most of the time at some of the National Parks. He spoke to me about accommodations for himself and his wife, as he did not know how long he would be located in the Park, and as he had but recently been married did not feel that he could go to the expense of furnishing one of the Government cottages which are provided for his use. He construed from our arrangements that he was entitled to accommodations for himself as his headquarters were at Washington, but insisted on paying for accommodations for his wife although he requested a reduced rate. Therefore, he was given a special rate of \$90.00 a month at the Belton Chalet for his wife. It is almost impossible to keep track of his movements, and for sake of simplicity the charge at Belton Chalet went on just the same whether Mrs. Goodwin was there or not, and her account at the hotels on the East side, when she happened to be with him, was run through the accounts and charged off to miscellaneous entertaining, although the regular rate at Belton was charged although she was away from there, so in reality her accommodation was being paid for at the rate of \$90.00 a month.

In regard to W. A. Lamb, District Engineer, United States Geological Service. I took up with the Department in 1917 for a ruling on Mr. Lamb's status, but the Secretary of the Interior to whom it was referred ruled that he was an employee of the Department of Interior and under our contract was entitled

GRM-#3.

to complimentary accommodations. He does not spend much time in Glacier Park. He comes up from Helena three or four times during the season and takes readings of the water gauges in connection with the irrigation works.

Mr. Demeray, mentioned in Mr. Hill's letter of Oct. 15th, compiles all the Government publications on the National Parks, and is one of the regular employees in the Department at Washington.

Paul Stanley, shown on the 1919 sheet, is a botanist connected with the Biological Department of the Government, who was sent out to gather data for publication of a pamphlet on the wild flowers of the Park. This pamphlet, I understand, will be off the press in a few weeks. This really is a publicity item but it got into the column, "Government Employees under Government Contract" in error. They asked me if we would make such an arrangement in his case, and as we have never had an official Government publication on wild flowers, I felt it was to our interests to co-operate with them. The other items under column No. 1 cover minor employees, rangers, etc., who are entitled to service under the contract.

I do not think we were compelled under the contract to take care of Goodwin at Belton, nor do I believe he would have asked it, or accepted it, if he had had any assurance he was going to be located there for any length of time. We had gone through two years of very inefficient superintendence under W. W. Payne, and I felt it was good policy for the Company to extend this to Goodwin, even though we were not compelled to do it. Goodwin co-operates well with us. It was through him I got the Department to waive the charge of fifty cents a cord for fire wood.

Class 2, Tourist Agents and Leaders of Parties. We have a general rule in effect that where a tourist agent organizes, or a conductor of a party has, fifteen or more people with him, he will be complimented through the hotels, on automobiles and with saddle horse service. While we adhere to this in the solicitation of business, it is not always good policy to adhere strictly to it, as after the parties arrive at Glacier Park Hotel we sometimes find they are short one or two or three people. Each of these cases has to be handled on its merits, as one year a leader may have eighteen to twenty-five people, or even more, and the next year drop down to eight or ten. This column is not, however, a large item and I believe all the items are self-explanatory.

Class 3, Publicity Men, Moving Picture Men, Writers, etc. I believe that most of these items are self-explanatory. In 1919 Messrs. Goodsell & Hutt, representing the Pathe Picture Company, and the Geysers to Glaciers Trail, came in and did some moving picture work in connection with an advertising film showing the scenery from Yellowstone Park to Glacier Park. I think the other items explain themselves, but shall be glad to furnish any additional information if desired.

GRM*4.

Class 4, Owners and Representatives of Outside Hotels. We occasionally have owners, managers and representatives of hotels stop with us and while we do not make a practice of taking care of all of these, by any means, sometimes there are some who, in my judgment, it is desirable from the general policy which prevails in the hotel field, to whom we should extend the courtesies of the house. These items are never large, you will note being confined practically to Mr. Vanderputte and associate, Mr. Tracy, of the Park Hotel, Great Falls. Mr. Vanderputte has made several trips to Glacier Park during the past years; has been helpful to me at times in securing help in emergencies and I felt this year that perhaps I would be really negligent if I did not extend the courtesy of the house, as he has been such a good friend of the Park for some time. We have quite a large number of hotel people come to us and I try to use my best judgment in determining those to whom we are justified in extending courtesies.

Class 5, Other Concessioners Operating in Glacier Park. This is practically confined to Mr. Emery of the Glacier Park Transportation Company and Mr. Noffsinger, President of the Park Saddle Horse Company, and I am glad an opportunity has presented itself to explain this arrangement, as I felt sometimes that it might possibly be misunderstood or misconstrued without full knowledge of the facts.

When I took charge of the Park in 1916, I found a very bad feeling existing between Mr. Emery and the management of the Glacier Park Hotel Company. Our roads were in bad shape. He was thoroughly disgusted and ready to pull his outfit out at any time, and had confined any free service to the Hotel Company to a pass on the buses for the General Manager of the Park. My personal relations with him had always been very pleasant and he was more than anxious to do everything possible for me, furnishing free transportation for myself, and for any prominent guests we asked it for.

My experience has been that there were times when it was necessary for me to use a touring car, either on business trips, or in personally looking after prominent guests, and these requirements seemed to increase during the following years. At the end of the 1917 season I had secured free transportation not only for myself, but for the General Cashier, for my Assistant, Mr. McGillis, the General Storekeeper, and since then have secured passes for the Chief Engineer and quite a number of trip passes for general office employees. If this were figured up at the regular transportation rates, it would exceed considerably the cost of the service which has been rendered complimentary to Mr. Emery. This arrangement has been continued in the succeeding years and I feel it is an economical one for the Hotel Company as it saves cash outlay. A round trip to Many Glacier and back costs \$12.00, and each time a touring car was used it would cost \$50.00 a day.

Aside from the free season and trip passes I am able to get now, it really saves the Hotel Company the expense

of maintaining a touring car, which would be quite necessary in my capacity, if we did not have this kind of an arrangement. There are always in the course of a season eight to twelve trips that have to be made either on account of unlooked-for conditions, which require my going up into the park on short notice, or special parties to whom some attention should be paid, and Mr. Emery has been more than liberal in this regard. To maintain a car suitable for the purpose in Glacier Park would be equivalent to \$1000.00 a season and this car would not be as thoroughly under my control as I would wish to have it, and would gradually lead to others making use of it and perhaps be in use at times when it was not necessary. The advisability of having a touring car for such use out there has been discussed but I recommended against it as I was convinced this was the most economical arrangement for the Company. Not only is the arrangement economical but it has created a much better feeling between the Glacier Park Transportation Company and the Hotel Company. Mr. Emery himself has co-operated with me in taking care of prominent persons by driving the cars and taking a real interest in their welfare.

To further justify this arrangement, will say that in the management of Glacier Park I have tried at all times to keep in mind the fact that there are larger interests at stake, such as, the good-will of men who are prominent in manufacturing lines and who ship large quantities of goods, who visit the Park. Usually I am advised of these people by the Traffic Department. Mr. Kenney usually keeps me posted on who these people are and I make a special effort to have them leave the Park well pleased not only with the Hotel Service but with the entire Great Northern institution.

The item \$20.50, covering accommodations for Mr. George L. Moore, Mr. Emery's manager, and Mr. Moore's bride who stopped a few days at the entrance hotel, was a sort of extra courtesy which we extended as we do not ordinarily take care of any one outside of Mr. Emery's family. There are many ways, however, in which he can, and will, repay this small attention, which was much appreciated at the time.

The same reasons as cited above also apply, but perhaps in a more limited extent, to the Park Saddle Horse Company. Mr. Noffsinger has his own house at Glacier Park Station, but does a certain amount of travelling up through the Park looking after his interests. Under this arrangement I have secured free saddle horse service for myself and for some of my subordinates, although we do not call upon him for free horse service for business in the same proportion as we do on the automobile company. On the other hand the free service furnished him has been in a comparatively small amount. It does, however, enable me to feel free to call upon him for horses in the entertainment of guests. For instance, when Mr. Arthur Curtis James and family were out there last summer, I secured horses for them for a couple of days. With the horse service of course goes the guide service. This item comes more nearly balancing in the course of a season as I do not think that I would ever call upon him for more than \$250.00 worth of service. And on the other hand he has been very

modest about accepting our accommodations.

It is more a matter of putting our relationship on a good friendly basis. There are times when I would probably not call upon him for horses, but put the cost of them into my expense account. It is a little hard sometimes to determine just how far one should go. On the whole the Hotel Company gets the best of it, but if his account with us should run up to four or five hundred dollars, then it would be better to put it upon a cash basis. Both Mr. Emery and Mr. Noffsinger have been very good about leaving it to me to decide just what people are entitled to complimentary accommodations of their respective services. This to a large extent puts the control of entertaining practically in our hands and we get the credit of such entertainment whenever we undertake it. Both of these items can be put upon a cash basis if you think it advisable but I believe the present method is more beneficial to the Hotel Company's interests.

Class 6, Miscellaneous Entertaining. One item in this column in 1920, commented upon, is accommodations for Ruth Dorington, daughter of the chief ranger. This came about in this way. Congressman Hicks visited Glacier National Park and I received letters from Mr. Mather, Director of the National Park Service, to do everything possible to make his stay a pleasant one. I did not, however, construe from these letters that we were expected to do anything free for him, so he paid his way for himself and family through the Park. However, he had a young daughter about fifteen years old who got acquainted with Ruth Dorington, about the same age. They became attached to each other and Chief Ranger Dorington came to me and stated Mr. Hicks' girl had asked if his daughter could not go on the rest of the trip with them. This would involve their stopping at Many Glacier, Granite Park and Going-to-the-Sun Chalets. Dorington did not know whether Congressman Hicks intended to pay the bill or not, but said he could hardly afford to pay it himself, but disliked to deprive his daughter of the opportunity of the trip. I felt, therefore, for the sake of good feeling and general policy I would be justified in complimenting the bill in case Congressman Hicks did not pay it, which he did not offer to do.

The largest item in this class is \$617.50, covering expense of the Congressional Appropriation Committee. I did not know how this party was to be handled until after they arrived there. I conferred with Mr. John H. Carroll, who was looking after the party, and asked his advice as to what we should be expected to do. He recommended that the bill be charged off. There were, undoubtedly, some members in this party that were in the nature of "hangers-on" but it was impossible for me to separate the sheep from the goats. There were a couple of officers from the Reclamation Service; some of the congressmen had their wives with them and one or two had a relative or friend. I felt that if we were going to do anything we had better do it right all the way through, as their visit was for the purpose of securing information regarding the Parks on which to base their

recommendations for the appropriation for this year.

The item \$21.25, covering entertainment of Cato Sells, Commissioner of Indian Affairs, which should also include Mr. and Mrs. Wilson and Mr. and Mrs. Lapp, was done from the standpoint of general policy, not because we had any interest in Mr. Sells on account of his position, but more on account of the fact that we were located on the reservation and are in daily contact with the local people. Also considerable publicity was given to the pitiful condition of the Blackfeet Indians and severe attacks made on the Indian Department. I did not want the Indian Commissioner to think these attacks emanated from any one connected with the Hotel Company or the Great Northern Railway, nor would I want the local agent to get that impression. At least I figured it was good business policy at the time, as I anticipated that we might have to call upon the Indian Agent for assistance in securing Indians later on for the moving picture people.

I notice in Class 2, 1920, the Park to Park Highway Association - \$246.00. This is in the wrong column as it is really a publicity stunt. With the co-operation of the National Park Service, State Automobile Clubs and Good Roads Association, the First Official Auto Tour, covering all the National Parks of the West, started from Denver some time in August and we were asked to participate. I learned that accommodations for a limited number of them, about ten, were being taken care of in the different Parks. These included the pathfinder, his mechanic, Herbert Corey, newspaper writer, Holmes the president, a photographer and several other officers of the association. I secured the names of these from the Superintendent of Yellowstone Park and we complimented them the same as they did at Yellowstone, charging other members in the tour the regular rates. There were about thirty people in the party at Glacier Park.

While there is an increase of \$1523.76 in 1920, as compared with 1919, in the total amount of complimentary accommodations, the Congressional Party and the Park to Park Tours represents \$800.00 of this. Also part of the increase would be represented by the increase in rates.

I trust this gives you the desired information. I realize that this looks like a rather formidable amount when gathered together on one statement and I know that you appreciate that there are a great many requests made upon me for free accommodations, which I do not consider at all and try as nearly as possible to confine this complimentary list to the fewest possible number consistent with the interests of the business.

Yours very truly,

H. A. Noble
General Manager.

TELEGRAM



BE BRIEF

17/13 cop of 9200f 3/13
 Hill
 Dickman
 [March 14 1921]

That man and Pete Smith on
 train one tonight. Bill Smith &
 myself arrive St. Paul from 2
 Tuesday. Choking C. B. Sniffin.

555 a14

New York City



Los Angeles

Hollywood, California.
6642 Santa Monica Blvd.,

Mr. L.W. Hill, President,
Great Northern Railway,
Great Northern Bldg.,
St. Paul, Minn.

March
21st
1921

My dear Mr. Hill:

On returning here from Browning and St. Paul, I want to express my sincere appreciation of the splendid spirit of co-operation extended me by the members of your organization.

The Indian stunt is now well lined up and should prove a great advertising idea for Glacier Park and our picture.

There is one more request I should like to make of you and that is - that you send Charlie Griffin with the troupe going to New York and Eastern cities. It has struck me that these cities offer the greatest possibilities in a publicity way and that it will take the best efforts of a Charlie Griffin to get the most out of it. I was greatly impressed with Griffin's work at Browning and realize how important it is that he go to New York with the Indians. Never in my eight years affiliation with this business have I had a more pleasant business relationship than experienced by me when in St. Paul dealing with such men as Messrs. Dickinson, Wilde, Herrin and Smith.

We are already beginning to receive newspaper clippings on this stunt and the various newspaper and theatre men whom I consulted in connection therewith were very enthusiastic and assured every co-operation.

On my way back I visited an old acquaintance - the Secretary to Mayor Rolfe, in San Francisco - who promised us anything we wanted within reason.

We are all behind the thing 100% and I am sure you will realize returns that will more than compensate you for your co-operation.

With best wishes and regretting that I did not have the opportunity of meeting you personally, believe me to be,

Cordially yours,

Pete Smith

PGS-GT

Director of Publicity & Advertising,
MARSHALL NEILAN PRODUCTIONS.

105-1
St. Paul, March 21, 1921.

Mr. H.A. Noble: Please note and
return. W.P. Kenney 3/26/21.

Mr. L. W. Hill,

Chairman, Board of Directors.

Dear Sir:

For your information, I advise congressional
act approved March 4, 1921, makes the following appropriation for
Glacier National Park:

"For administration, protection, maintenance,
and improvement, including necessary repairs to the
roads from Glacier Park Station through the Blackfeet
Indian Reservation to various points in the boundary
line of the Glacier National Park and to the Interna-
tional Boundary, including not exceeding \$2,400.00 for
the maintenance, repair, and operation of motor-driven
and horse-drawn passenger carrying vehicles for the use
of the superintendent and employees in connection with
general park work, and not exceeding \$100,000.00 for the
partial construction of a transmountain road connecting
the east and west sides of the park, \$195,000, of which
amount \$25,000 shall be immediately available."

Yours truly,

McE-w

Churley
Vice President & General Counsel.

*Mr. Kenney
Shore makes check -
getting the \$25,000 early is
going to form a good thing as
they can now get to work as
soon as marsh permits work
of waiting until July 1 -
H. A. N.*

- FIRST
NATIONAL
BANK OF
SAINT PAUL



"THE
BANK FOR
THE SMALL
DEPOSITOR"

Check up letter
from Emery
re location for
Hansen & Co

Also - Stage Coach
Denver to GP

See WPK

[1921]

One Dollar Opens a Savings Account.

Emery
ADDRESS

POSTOFFICE BOX 1228

DENVER

798

[1921]

McJUNKIN ADVERTISING COMPANY

5 SOUTH WABASH AVENUE
CHICAGO



22 March 1921

Mr. Louis W. Hill, Chairman,
Great Northern Railway Company,
St. Paul, Minnesota.

My dear Chief:

While in New York you undoubtedly saw an unfinished and uncut print of Marshal Neilan's Glacier Park picture, "Bob Hampton of Placer." The finished print, with titles and tints, will be ready for showing Saturday, March 26, at Rothacker's Studio, up on Diversey Blvd.

Casey and I had an idea you might want to come down here, or perhaps your business here might give you an opportunity of looking the picture over in its completed form. We have already advised Messrs. Dickinson and Herrin.

If you should come to Chicago we would be glad to meet you at the train and provide suitable conveyance to and from Rothacker's.

The advance publicity on the picture has been going good. We have already forwarded some interesting clippings to Charley Herrin.

Hoping to see you soon, I am

Sincerely yours,

Joseph H. Finn
BT

THE DENVER CAB CO.
DENVER, COLORADO

Chgo

March 23, 1921

Dear Mr. Hill:

At Christmas time you suggested you would like to have one of the old time stage coaches and I told you I had in my possession one of the last original coaches that run on the Deadwood run. Am sending you under separate cover photograph showing coach complete with exception of the pole and lead bars which were not downstairs when picture was taken. If you will tell me where to have it shipped and you will arrange with the Burlington to dead-head same, will see that it is loaded whenever I receive shipping orders.

While in St. Paul I tried to get in touch with you regarding a little piece of land over near the garage to put some little cottages on. I having occupied one of the cottages ever since the first year I operated in Glacier, have always felt that perhaps some of your organization were being crowded out. Providing I could have a piece of land somewhere to build on, would put a little bungalow type cottage off in the trees somewhere out of sight of the road. Talked with Noble some about this, but no definite plan has been worked out.

Glad to see that everything is overhauled and in prime condition to start operations; cars have all been repainted, tops fixed up, new fenders, and it surprised me to see how spick and span the equipment is.

With kindest regards and love from Mrs. Emery, I remain

Yours very truly,

Roe Emery

Mr. L. W. Hill,
Chairman of the Board,
Great Northern Railway,
St. Paul, Minn.

See work

*Coach to
G.P.*

*Get flat see abt
location
send to Roe Emery
+ have him mark where
he wants to build -*

March 26, 1921.

Mr. Roe Emery,
P. O. Box 1228,
Denver, Colorado.

Dear Roe:

Your letter to Mr. Hill regarding the old Concord stage coach (bass), and about a location for cottage at Glacier Park.

He surely was very glad to get your letter and is very much interested in the buss. He has had up with Mr. Kervey to arrange, if possible, for the handling of the coach from Denver to Glacier Park.

I have obtained a blue print of the Glacier Park premises which I am enclosing you herewith. Mr. Hill said for you to pick out your location and they will see if they can make arrangements to grant the location which you may select. I have in mind that the location for your cottage would be most acceptable if located in close proximity to the premises you now use.

Mr. Hill just returned from the East and has been very busy and he asked me to reply to your letter for him. I trust that you can mark your location on the map and return it back to us as soon as you can. I will advise you as to the movement of the coach.

With kindest regards to Mrs. Emery, Walter and yourself,

Yours truly,

15-1
March
Twenty-eighth,
1921.

Mr. W. H. Horwitz,
1718 Vine Street,
Hollywood, California.

Dear Mr. Horwitz:

I wish to particularly thank you for giving me an opportunity of seeing the wonderful photographic work that you do. I think very well of your suggestion that we consider some "still pictures" of Glacier Park subjects, both scenery and figures. We are particularly interested in introducing figures--Indians and tourists--into the Glacier Park mountain subjects, and I am sure that your pictures should sell well and carry good advertising value of the highest type.

I will at once refer your letter and the photographs to Mr. A. J. Dickinson, our Passenger Traffic manager and Vice President of the Glacier Park Hotels. I very much appreciate the photographs you sent me and I will have Mr. Dickinson return them to me after they have served his purpose, as I wish to have most of them framed.

Yours very truly,

(sgd) Louis W. Hill

cc to
Mr. A. J. Dickinson:

Herewith letter from Mr. Horwitz and the pictures referred to, four large ones and ten small.

L. W. Hill.

March 28, 1921.

Mr. Joseph H. Finn,
c/o McJankin Advertising Co.,
5 So. Wabash Ave., Chicago, Ill.

Dear Joe:

Sorry I did not have an opportunity of meeting Marshall Weilan in New York and seeing the advance copy of the film "Bob Hampton of Glacier" I am starting west shortly so I will miss the chance that you offer me of seeing the new film, but I am sure it will meet with great success, if the plans contemplated are all carried out. I think this is a great opportunity for us to get Glacier Park publicity as we have both the National Park and the Marshall Weilan services to use as a camouflage for the Great Northern's interests in the Glacier Park which is of course to get the business.

With kindest personal regards to yourself and the General,

Very sincerely yours,

St. Paul, Minnesota,

March 28, 1921.

Mr. W. P. Kenney:

I think we should have Mr. Dickinson inquire from the Burlington whether we can't work with them on some of their advertising. From the attached, it looks to me as if the W. O. made the ad up and charged the bill to the Burlington. It would be a nice thing for us to do if we could.

L. W. Hill.

THE DENVER CAB CO.
DENVER, COLORADO

April 2, 1921

Mr. C. B. Griffin,
Great Northern Railway Co.,
St. Paul, Minn.

Dear Charles:

I am returning blue print of the Glacier Park Hotel Co. holdings and have marked a small square across the road from the present cottages; this would be the first choice. The second choice would be a larger plot right at the turn of the road going to the cottages. I realize I would have to build a more presentable bungalow next to the cottages than I would if it was out of sight in the timber. We will talk this over when we get into the park but Mrs. Emery favors a cottage closer to the hotel on account of having to be there at all times of the day or night.

I have talked to Mr. Noble a good many times and providing it can be done, would like a long time lease or buy one of the present cottages. Presume the time is here or will be shortly when the cottage I have been using will have to be used for hotel employees.

We are enjoying beautiful weather and splendid business, so am feeling very optimistic as to the coming season.

Yours very truly,

Roe Emery

RE-H
Enclo

St. Paul, Minn., April 12, 1921.

Mr. L. W. Hill:

Mr. Emery has returned the blue print and written us making two selections for cottage site, just north of the present three cottages and also where the automobile road turns off the main highway to the garage. He said he will talk this over when he gets into the Park. Showed Mr. Noble the correspondence and Mr. Noble said that he was of the opinion that Emery wanted something to build for his employees to live in.

C. B. Griffin



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