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OFFICE SERVICE SECTION
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WAR RELOCATION AUTHORITY
Colorado River Relocation Center
Poston, Arizona

Final Report

OFFICE SERVICE SECTION

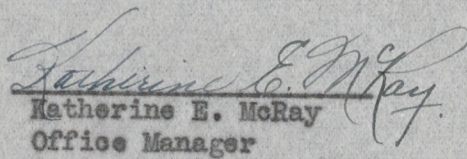

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Office Manager

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I. PURPOSE, ORGANIZATION, RESPONSIBILITIES OF OFFICE SERVICE SECTION

A. Purpose

It is the purpose of this section to promote efficient handling of all correspondence; to insure a uniform filing system in adherence to official regulations; to have on hand, and easily available at all times, information regarding official communications; and to insure the issuance of supplies to other sections, duplicate of material when necessary, as well as maintain telegraphic and telephone communications.

B. Organization

Chart #1 attached shows the positions in this section during the period of occupancy. Most of these were filled by evacuee personnel; the positions of chief, Mails Files and Communications, telephone supervisor, telephone operators in Camp I, and teletype operator were appointed personnel.

Chart #2 shows the positions which were filled by appointed personnel after evacuee help had become unobtainable. In November the firemen replaced telephone operators on Camp 2 and 3 boards, but supervision remained the responsibility of the Office Service Section. The telephone operators thus replaced were used to fill much needed clerical positions in different departments. Four of them were retained in this section and used as File Clerks for Consolidating Files.

Seven girls were detailed to this section for two weeks to set up the file of addresses for forwarding evacuee mail. When the file was completed two of the girls were retained in this office to forward mail and keep the file up to date, as well as give assistance to other sections.

C. Responsibilities

It is the responsibility of this section to: sort incoming mail to discern whether it is official or personal, deliver personal mail to the individual to whom it is addressed, retain records on incoming official mail, and route to various sections of the project mail which pertains to that section, survey outgoing official mail so that it conforms with regulations, maintain a central filing system in order that information contained in incoming and outgoing mail is easily accessible, operate a telephone system in the three camps, reproduce forms and memoranda after reviewing to be sure it conforms with regulations, and maintain a telegraph section for transmittal of official

and personal wires to Western Union, as well as a teletype unit for transmittal of official teletypes.

1. Personnel

There has been a constant shift of personnel in this section due to the fact that a large part of these employed were evacuee, and the tendency was to work at one job until tired and transfer to another or quit completely. However, this was not true in all cases; some of the evacuee employees worked for several years in this section, and proved themselves capable and cooperative.

Appointive personnel has always been hard to get and retain due to the isolated district in which the project is located and the unsatisfactory living conditions. During the early part of the project there were only eight appointive positions in this section. They were as follows:

1. Office Manager
2. Clerk Typist (Teletype Operator)
3. Supervising Telephone Operator
4. Telephone Operators (4)
5. File Clerk

The following job descriptions and duties applied to the present staff are an assimilation of the duties formerly performed by evacuee staff members. (Descriptions of duties for evacuee and appointive personnel are overlapping.)

As center closure approaches, the position of Office Manager will become one of actual performances as well as supervision of the performance of others.

Shortages: Due to shortage and constant turnover of appointed personnel as well as evacuee workers in this department, much time had to be spent in training.

a. Appointive Office Manager

(1) Office Manager (formerly known as Chief, Mails, Files and Communications)

(a) Duties

1. Supervise maintenance of Central Files
 - a. Train File clerks.
 - b. Supervise daily operations.
2. Supervise Telephone Unit
 - a. Supervise service in all three Units i.e. reports of trouble, complaints etc. passed on by Chief Operator.
 - b. Check Schedule, for time off.
 - c. Check tolls, and monthly bills.
3. Supervise Teletype Unit
 - a. Check to see that copies of messages reach proper divisions.
 - b. Keep Operator informed regarding changes or procedure, or operations of offices.

4. Supervise Messenger Service
 - a. Check for proper routing and distribution.
 - b. Keep messenger informed if any change of policy, office, or procedure regarding delivery of mail.
 - c. Answer questions regarding distribution and any complaints.
 5. Supervise Mimeograph Operation
 - a. Supervise section, giving help or suggestions as needed.
 6. Supervise Stock Room Operation (Office Supplies)
 - a. Make purchase requests for supplies.
 - b. Requisition supplies for warehouse.
 - c. Check stock room and clerks records.
- (2) File Clerk
- (a) Duties: Under the supervision of Office Manager maintain central files for center.
1. Code incoming mail and route.
 2. Maintain WRA decimal filing system.
 3. Supervise filing of material, and assist in searching for material as requested.
 4. Charge withdrawn material to persons requesting it.
 5. Consolidate material from other offices into decimal file system.
- (3) Mimeograph Operator
- (a) Duties
1. Receive incoming stencils and assign file number.
 2. Check requisitions for signature and number of copies required.
 3. Operate machine
 4. File stencils when run.
 5. Keep record of copies run and whatever other information is necessary.
 6. Handle incoming personal mail
 - a. Sort for general delivery
 - b. Deliver to office where individual is working.
 - c. Forward mail for persons who have left project.
- (4) Chief Telephone Operator
- (a) Duties
1. Supervise operation of Camps 1, 2 and 3 boards.
 2. Prepare schedule.
 3. Collect cash and post to register.
 4. Check tickets for error.
 5. Prepare bills of tickets for audit and accounting.
 6. Compile directories as needed.
 7. Train operators.
 8. Keep peg count periodically to discern where telephones are most needed.

(5) Supervising Telephone Operator

(a.) Duties

1. Assist chief operator in supervision.
 - a. Train operators on board.
2. Assume duties of Chief Operator in her absence.
3. Operate board in emergency.
4. Act as long distance operator.
 - a. Pass tickets.
 - b. Check toll charges.
5. File tickets.

(6) Telephone Operator

(a.) Duties

1. Operate switchboard.
2. Transmit long distance calls.
 - a. Prepare ticket.
 - b. Check for authorization.
 - c. Take time and charges for all long distance calls.
3. Assist in any way possible.

(7) Mail Clerk

(a.) Duties: Under the supervision of the Office Manager sorts and routes incoming and outgoing mail.

1. Sort incoming official and personal mail.
2. Open and time stamp official mail.
 - a. Give to File Clerk who routes and codes.
3. Type routing slips to cover incoming mail.
4. Separate route slips, and attach green and three white copies to mail.
5. File pink and yellow copies.
 - a. File green copies when returned with reply necessary, or other information.
6. Assist in file room as necessary.
7. Route incoming releases and memoranda according to procedure.
8. Maintain record of stamps used, and quantity on hand.
9. Make time sheets and post time for appointive personnel.

(8) Supply Clerk

(a.) Duties

1. Issue supplies to authorized persons.
2. Keep records of requirements.
3. Request supplies from warehouse.
4. Assist in office as necessary.

(9) Teletype Operator

(a.) Duties

1. Record incoming and outgoing teletype messages, and assign number consecutively. Note time received in office.

2. Survey outgoing messages and decide if it complies with regulations.
3. Transmit to Phoenix for relay to other WRA offices.
4. Route incoming teletypes to sections.
5. File chronological and project copies after coding.
6. Mail information copies.
7. Assist anyone requesting information regarding messages.

(10) Clerk Typist

(a.) Duties

1. Assist mail clerk in opening mail.
2. Type briefing slips.
3. Code and file material.
4. Do general typing and office work.

With the closure of Camps 2 and 3, operation of the switchboard was turned over to the fireman, under the supervision of the Camp 1 office, and operators thus freed were used in the file consolidation unit in Camp 1.

(11) Telephone Operators (On detail from boards in Camp 2 and 3)

(a.) Duties

1. file material on individual evacuees in alphabetical file folder.
2. Include material in consolidation folder of evacuee, upon its receipt in this section.

(12) Mail Clerks (Evacuee Address Files)

(On Detail from other sections)

(a.) Duties

1. Prepare file of addresses for all evacuees who have left the project.
 - a. Consolidate information from three departments.
2. Forward evacuee mail.
3. Answer routine requests regarding forwarding of mail, and information regarding addresses.

Messenger (Position not filled)

b. Evacuee Personnel

(1) Clerk Stenographer

(a.) Duties

1. Do routine stenographic work, taking dictation and transcribing notes.
2. Number and time-stamp mail.
3. Assist in coding and typing briefing slips for mail.
4. Type wires for delivery to different sections.

(2) File Clerk

(a.) Duties

1. Classify material for filing by decimal code.
2. Survey file copies for initialing and number received.
3. Maintain charge of out file.
4. File briefing slips.
5. Maintain file of Administrative Instructions.
6. Record air mail, special delivery, and registered mail.

(3) Mail Clerk

(a.) Duties

1. Pick up and deliver mail to Post Office.
2. Supervise distribution of second class mail and personal mail to boxes.
3. Weigh and count outgoing mail.
4. Deliver wires promptly.
5. Survey outgoing mail for special handling.

(4) Telephone Operators (Camps 2, and 3.)

(a.) Duties

1. Operate local board.
2. Record long distance calls and pass to Camp 1 operator for completion.
3. Collect money for long distance calls for delivery to Chief Operator.
4. Report trouble or irregularity immediately.

(5) Telegraph and Information Clerk

(a.) Duties

1. Accept outgoing personal telegrams.
2. Deliver incoming personal wires.
3. Keep records
 - a. Daily record sheet
 - b. Report to Western Union
4. Collect money for incoming collect and outgoing wires.
5. Assist evacuees in wording messages.
6. Figure rates and assist in discerning type of message to be sent.

(6) Chief Mimeograph Operator

(a.) Duties

1. Cut stencils.
2. Operate machine.
3. Clean and preserve stencils in file.
4. Record stencil run.
5. Maintain supplies as needed.
6. Supervise assistant mimeograph operator.

- (7) Assistant Mimeograph Operator
 - (a.) Duties
 - 1. Assist chief mimeograph operator
- (8) Stock Clerk
 - (a.) Duties
 - 1. Issue supplies to authorized persons.
 - 2. Keep records of requirements of each section.
 - 3. Request supplies from Warehouse.
 - 4. Assist in outer office.
- (9) Messenger
 - (a.) Duties
 - 1. Assist in carrying mail to and from Post Office.
 - 2. Make regular rounds of offices collecting and distributing mail.
 - 3. Seal weigh and wrap outgoing mail.
 - 4. Maintain records of outgoing franked mail.
 - 5. Deliver wires.

II. SERVICES

AA. Incoming Mail

- 1. Official Mail is separated from the personal mail.
(Addressed to WRA, or to individual employed, mail bearing official title is considered Official Mail.)
 - a. Opened, number-stamp on front, time and date stamped on back. Envelope containing letter is number stamped with corresponding number, and retained for a period of three days. This makes easily available information on number of pieces included in envelope, and amount of mail handled daily.
 - b. Routed to Sections
Contents of letter is noted, and name of section which would take action is placed in upper right hand corner.
Attached carbon copies of letters with pertinent information in body, or originating in Washington or San Francisco Office are sent to the Project Director.
 - c. Coded
Each letter is then assigned a code number corresponding with the subject matter it contains.
 - d. Briefed
Original and five copies of briefing slip are made.
Content of the Briefing slip as follows:
 - (1.) name and address of originator
 - (2.) date written
 - (3.) number assigned letter upon receipt in office

- (4.) contents in brief form
- (5.) date of receipt in office and typist's initials
- (6.) section to whom original letter was sent
- (7.) code number under which letter is to be filed

Briefing Slips are disposed of as follows:

- (1.) Original and three white copies accompany letter. When the original letter is received in an office, notation as to final disposition is made on green briefing slip, or if retained in office files, green slip is returned to Office Service. If letter has served its purpose green briefing slip is attached and it is returned to files.
- (2.) Yellow copy of briefing slip is retained in this office file. When corresponding green slip is returned yellow copy is removed from files and destroyed, therefore, all yellow copies serve as a tickler file if it is main file original letter or information regarding disposition of same has not reached this office.
- (3.) Pink copy of briefing slip retained and filed chronologically, by years. It is a permanent file which records all correspondence which has cleared this section since installation of this system.
- (4.) White copies of briefing slips accompanying original letters to sections are detached by sections and used as tickler file or for information.
- (5.) Yellow and green briefing slips are filed in same drawer. Yellow copies in file designate number of letters pending, or number for which this office has not received copies of reply.
 - (a.) Office listed as receiver on briefing slip contacted, and information regarding disposition of letter requested.Note: Due to shortages of personnel this procedure has not been carried out consistently, however, it has proved practical.

2. Releases, Circulars, and Memoranda (Duplicated Material)

- a. Opened and time stamped.
- b. Surveyed for contents.
- c. Routed to sections concerned.
- d. File copies retained and filed for reference.
(Manual and handbook filed in book form containing only active material).
- e. Recorded as to contents, number received and disposition made.

3. Personal

- a. Delivered to Office:

List of personnel attached to each section is kept, and mail for personnel is delivered to that section.

- b. General Delivery distributed.
Personnel not working in office (Field Personnel) call for their mail at the General Delivery Window.
- c. Delivered to Bus Department.
Mail for Camps 2 and 3 is delivered to Bus Depot to be taken to Unit Administrator's Office for distribution to personnel.
- d. Forwarded to absentees.
Mail for personnel gone from the project is forwarded to the address given upon leaving. In the event no forwarding address is left in this office it is forwarded to address available at Finance or Personnel Office.

B. Outgoing Mail

1. Official Mail

- a. All outgoing mail is routed thru this section where it is surveyed for conformity with WRA regulation, i.e.:
 - (1.) Content is official business.
 - (2.) Preparation of letter is neat and spelling correct.
 - (3.) Envelope is addressed properly, and is franked for regular mail, or without permit for airmail.
 - (4.) All persons interested in contents of letter have noted same, and initialed file copy.
 - (5.) Person signing letter is authorized and section head is familiar with contents.
 - (6.) Correct number of file copies have been prepared.
 - (7.) Briefing slip accompanies outgoing letter if it is in reply to one received.
- b. All Air Mail and Special Delivery letters are listed in stamp book. This register shows:
 - (1.) To whom letter is addressed.
 - (2.) Number of stamps necessary.
 - (3.) Initial of persons issuing stamps.All important mail, i.e. reports, releases, payrolls, etc, are recorded in special book listing date mailed, to whom addressed, and content of letter.
- c. Each piece of official mail must be accompanied by two file copies, one for Project, one for Chronological file.
 - (1.) Project copy is coded and filed by subject matter. If dealing with individual evacuee or appointed personnel it is filed in individual folder in issuing office (effective August 1945)
 - (2.) Chronological file copy is filed daily by date.

- d. When letter has met the above requirements it is sealed. All letters carrying permit for mailing are counted and the number listed in a record book showing number of permits used daily.
- e. The mail is then delivered to Post Office.

2. Personal Mail

During the closing days of the project, the Post Office was transferred to Parker and personal mail was collected and taken to Parker for convenience.

G. Communications

1. Telephone operator in three camps.

- a. Camp 1.
 - (1.) Operate switchboard 24 hours a day.
 - (2.) Issue telephone directory.
 - (3.) Keep records of all long distance calls and render accounting thereof. (Collect money when necessary, Balance books and Prepare bills.)
 - (4.) Supervise operations of camps 2 and 3 switchboard.
 - (5.) Take peg count periodically to assist in placement of phones where they were most needed, and give traffic count of business.
- b. Camps 2 and 3
 - (1.) Operate switchboard full coverage.
 - (2.) Make tickets on long distance calls, and collect money for same.
 - (3.) Balance tickets and money and deliver to supervisor for deposit.

2. Teletype

- a. Incoming
 - (1.) Record by number, sender's address, contents of message.
 - (2.) Route to sections.
 - (3.) Type copies for distribution.
 - (4.) File machine copies.
 - (a.) Project copy is coded by subject. (After August 1945 it is included in individual folder.)
 - (b.) Chronological copy is filed by date.
 - (5.) Check bill for time and charges.
- b. Outgoing
 - (1.) Check for authorized signature, and subject matter.

- (2.) Assign number in sequence, for transmittal, and time filed.
- (3.) Record by number, issuing office, date and subject matter.
- (4.) Transmit.
- (5.) File.
 - (a.) Original signed copy in subject file (or individual file)
 - (b.) Original machine chronologically
 - (c.) Duplicate typed copy to fiscal for auditing
 - (d.) Third typed copy mailed as confirmation copy

3. Telegrams

a. Incoming

- (1.) Register by number, date, to whom addressed and subject matter.
- (2.) Deliver personal wires to individual by phone or messenger. Collect money when necessary and make daily report to Western Union as to number received and amount collected.
- (3.) Route official wires to interested offices, make necessary copies for distribution and code for filing by subject matter and chronological order. (Copies of collect wires sent to Fiscal for auditing.)

b. Outgoing

- (1.) Designate type of message (ie. Day Letter, Night Letter, Straight wire.) according to time received and length of message.
- (2.) Make word count and figure rate.
- (3.) Assign number consecutively, record person to whom addressed, originator of message, amount collected and subject of message.
- (4.) Transmit to Parker.
 - (a.) Personal
Assist individual in wording message, collect money and send daily copies to Parker.
 - (b.) Official
Check for proper signature and justification of wire, record cost and file (Original copy is filed in project file (Or individual); duplicate is sent to finance for auditing; triplicate is mailed for confirmation and machine copy is filed in chronological file.)
- (5.) Make original and two copies of report to Western Union on number of messages sent and amount collected for each as well as for incoming collect messages. Balance with cash on hand and deliver to Poston Co-op.

4. Mimeographing

- #### a. Cut stencil if necessary.

- b. Accept stencil and check for errors, proper signature and number of copies requested.
- c. Assign file number (consecutively).
- d. Run desired number of copies.
- e. Distribute or return to originating office as indicated on requisition.
- f. File by number.
- g. Maintain record of stencils run and quantity of each.

5. Supply

- a. Check incoming requisitions for supplies.
 - (1.) Proper signature
 - (2.) Quantity requested and quantity formerly used should nearly correspond, or written explanation of increase should be requested.
- b. Prepare supplies to fill requisitions.
- c. Issue supplies.
- d. Maintain inventory of stocks on hand and stocks issued in the previous period.
- e. Order supplies as necessary.

6. Messenger

- a. Pick up First Class Mail from Post Office and deliver to Office Service.
- b. Pick up mail in offices every two hours (Official data goes to mail room where it is sorted by route slip for distribution and delivered in next delivery.)
- c. Mail for Camps 2 and 3.
 - (1.) Outgoing mail is listed on routing sheet and delivered to dispatcher who signs receipt.
 - (2.) Incoming mail is picked up in dispatchers office, receipted, sorted into boxes for different offices and delivered in next delivery.
- d. Available at all times for special handling of important mail.

III. EVALUATION OF ACCOMPLISHMENTS

A. Files

Useable files have been maintained, although all material was not available in the central files. However, this material was in most cases available.

It was to the detriment of this section that the file room was not accessible to all offices, and that the system used was not decided upon until July 1, 1942, and not put into effect until January, 1943, almost a year after the project started. A number of sections were

already maintaining their work files for their respective divisions, and the backlog of material to be coded and re-filed was great.

During the early part of the project not all communications were cleared through this office, due to the fact that some sections were still functioning in Parker. The sections transferring here were in the process of reconversion, and systems for each division were in the formative stages. On November 21, 1942 regulations were issued to clear all official mail and telegrams through the Office Services Section (then known as Mails, Files and Communications Division). This greatly facilitated the workings of the division. Before this occurred it was impossible to know what mail had been received, or if reply had been made.

On January 7, 1943 the system of briefing all incoming mail^x was instituted, and this made available pertinent information regarding all incoming mail.

About July 1943 material held for coding was completed and subject files then began to function.

B. Telegraph

During the first year and a half it was necessary to send and receive all wires over the telephone from the Western Union office in Parker. They were then typed on blanks and necessary copies made. All wires were transmitted over the telephone and copies were delivered at the Parker office in the evening, along with money to cover personal wires. This was a long drawn-out process and subject to errors. It was not until May 1943 that the Western Union company installed a teleprinter machine in the office for sending and receiving wires. This facilitated our work, and while it was necessary to have one person assigned to this duty, it relieved the work load as a whole.

Delivery of wires was made by messenger service or by telephone.

The Poston Co-op took over the operation of the Western Union section in September 1943. The operator was carried on our payroll on a re-imbursement basis, and worked directly under the supervision of the office manager. The movement of messages was smooth, and although there were the daily "hitches" to be expected in this type of work it was on a whole very satisfactory.

C. Teletype

Until July 1943 the project used the teletype machine installed in the office of the Post Engineers about 1/4 mile from the main office. It was necessary for the operator to make this trip four times daily for the transmission of outgoing messages, and to pick up messages the engineers had accepted for us. At that time all stations were contacted individually,

and there was often a delay of several hours before a call could be completed.

The teletype machine was installed in this office in July 1943. The office in Phoenix instituted a system whereby the office here would be contacted at certain hours during the day to receive the messages Phoenix had taken from other WRA offices. At the same time we would transmit to them the messages we had received from the various sections. This system has been functioning since that time and has proved very satisfactory. All incoming and outgoing messages are posted numerically and are easily found in the files.

Certain persons of each section were authorized to sign outgoing messages and each section head or someone authorized by him reviewed outgoing teletypes or wires pertaining to the workings of that section, before they were transmitted.

It was necessary to teach the operator the functioning of each section and the key personnel employed therein, so that it was possible for him to route incoming messages to the right people.

Until May 1945 copies were made for each interested section, at that time a system of "action copies" was started. This consisted of simply sending copies to the project director, assistant project director and three copies to the section most vitally interested. The word "action" was noted beside the section. The section receiving action was responsible for initiating a reply, or taking whatever action was necessary. Formerly it was necessary to make as many as twelve copies of incoming messages but it was now reduced to a maximum of six copies.

This unit has been able to handle a large amount of traffic, with few problems other than the ever present one of personnel.

D. Telephone

This unit has maintained a 24 hour service in all three camps. Until May 1943 we had only one small one-place board in camp I. It consisted of about 24 plug-ins and three long distance lines. There were insufficient telephones to give proper service and the work load was very large. It was necessary to install telephones in key offices and in the event that calls came for an office without a telephone, someone would have to be called to the telephone. Camps 2 and 3 had telephones in the offices but on Saturday and Sunday and off working hours they were of little or no service to them, since there would be no one in the offices to answer the telephones.

In October 1942 the Military Police were on guard duty in the telephone office. For several days during the strike of November 18, 1945, they operated the switchboard at night, (the two appointed personnel of the office service section operating the day shift), as well as performing

regular office work. It was possible to keep the office open, and the switchboard operating all the time. Calls to camps 2 and 3 were monitored during this time but work went on as usual.

The boards at camp 2 and 3 were operated by evacuees who worked during the strike. (It was the practice of the office to cover the board at camp 1 with appointed personnel and camp 2 and 3 boards with evacuees with a supervisor over all three camps.)

In May 1943 the new switchboard was installed and a short time after was ready for operation. While only a one-place board, it was electrically operated and was a great improvement over the hand rung one. It allowed for 30 plug-ins and three Parker, three long distance circuits, as well as three circuits for camps 2 and 3. Boards were installed in camp 2 and 3 at that time and were put into use a short time later.

The Camp 1 board handled an enormous number of calls, 20 to 40 per minute and often there were no cords with which to make connections. Lights had to remain until a call was finished so that plugs were available. Of course this worked to the detriment of all concerned but there was nothing that could be done to correct the situation. Memos were issued requesting persons to limit the length of their calls, and to make only necessary calls.

Personal long distance calls were handled through the office telephones but eventually there was a pay telephone installed for personal use.

Tickets were made on all long distance calls. Personal calls were collected for and a report was made twice monthly on the number of official calls, the division and person placing them, as well as the person paying and the cost.

Camps 2 and 3 placed their long distance calls through the camp 1 switchboard, but were responsible for the collection of money to cover cost.

When the relocation program started the long distance calls for evacuees increased tremendously. It was necessary to have one person on duty during the day shift for long distance calls alone.

Most of the time rotation shifts were maintained. However close to the end of the project straight shifts were assigned each person because some of the girls were married and had small children in school. Consequently, rotation shifts worked a hardship on them.

Until August 1945 the camp 2 and 3 boards were covered by evacuees. Their work proved very satisfactory. Girls covered the day shift and boys were assigned to night duty. However, as evacuation progressed we were faced with the problem of families moving with little or no

notice. It was difficult to find replacements and finally it was necessary to cover the boards with appointed personnel. Three girls were assigned to each camp with the relief operator working out of camp I. However, it was difficult to find operators and usually there was no relief. Each girl then worked a seven day week. Some difficulty was encountered regarding meals for them but this was finally solved by installing kitchen fixtures near the telephone office where they could prepare their meals.

By the first of October 1945 the evacuees were all out of these camps and all offices were closed. The girls were removed from these boards and assigned to clerical positions in camp I. Firemen who were on 24 hour duty covered the switchboard which remained under the supervision of the Office Service Section.

E. Supply

The question of office supplies arose early and this function of service was assigned to the Office Service Section in January 1944. It is hard to realize the amount of work involved in this unit. It was their responsibility to estimate the quantity of supplies required for each office for a week's period; to survey requisitions when presented to be sure no office would be overstocked on supplies which were difficult to obtain; and to keep an inventory of stocks on hand together with estimated monthly usage.

It has been our experience that forms were the most difficult to keep supplied, for as work of sections increased at an alarming rate it was almost impossible to keep them supplied with necessary forms. These forms, when ordered, often were months in reaching us.

An inventory of forms on hand as well as the estimated six months' requirements, was made. However it was found that in a great many instances it was impossible for the offices themselves to know the quantity they would require for a given time.

Form record cards were transferred to this section from the warehouse which had formerly maintained them, in April 1945. They were maintained until September of that year when the warehouse again took over the issuance of forms and supplies.

It was difficult to maintain a stock of vital supplies due to the fact that requisitions were placed with a vendor and often filled months later, if at all. This was the most difficult unit to operate.

F. Mimeographing

This unit reproduced forms and memoranda for the project. It was necessary

in most cases to request the office requiring work to be done to cut their own stencils because most of the time there was not personnel available in the section to perform the task.

Some of the time it was possible to have evacuee help for this unit, but usually personnel were not interested since the mimeographing was at best a dirty job. However, we had several very good operators and the work turned out was excellent. The greatest difficulty encountered was requests for work which were presented on the same day that the material was needed. Emergency cases were handled whenever necessary but the general tendency of presenting requisitions the same day the material was required worked a hardship on this unit.

The first fall text books had not arrived in time for school opening and quantities of material were duplicated for the schools in order that they might operate on schedule.

It was the duty of this section to keep files of every job run and the quantity of work completed in a month's time, as well as files of stencils by number. This was accomplished by assigning each incoming stencil^a consecutive number.

The supplying of paper and stencils was often a difficult problem, since both were at a premium.

E. Messenger

During the occupancy of the project there was maintained a messenger service for delivery of official and personal mail to the different sections in the three camps. There was a mail clerk whose responsibility it was to pick up and deliver mail to the post office and to sort the mail for the offices, as well as supervise the messengers.

Messengers were, in most cases, school boys who worked part time during the school term and full time during the vacation periods. These messengers delivered the mail to the offices and picked up any outgoing mail at two hour intervals. Mail for offices not in the area was delivered by car messenger and mail for office or personnel in camps 2 and 3 was delivered to the dispatcher's office. It was then taken by bus to these camps where it was delivered to the unit administrator's office and from there in turn by

messenger. Each of these camps maintained a sub-section of both supply and messenger service.

All mail going to, or coming from, the other camps was registered and signed for before delivery, which eliminated the possibility of material being lost in transit.

IV CENTER CLOSURE

A. Evacuee Folders

Consolidating evacuee individual folders at this time was one of our big jobs. It was necessary first to consolidate material on hand, then include such material in folders when received in this office. Personnel assigned this duty had to acquaint themselves with evacuee names and discern exactly which material pertained to that evacuee. In some cases it was very difficult due to the fact that often only initials were used on communications and no family number or block address was given. Telephone operators formerly in camps 2 and 3 were assigned to this task. Consolidation was started by teachers who were on detail.

B. Forward Mail

On November 15, the post office closed and it was the duty of the Office Service Section to forward all mail for evacuees. A file card system was set up containing the name, family number, former block address and forwarding address. This proved a difficult task because information was not maintained in any one place and had to be obtained from four different sources.

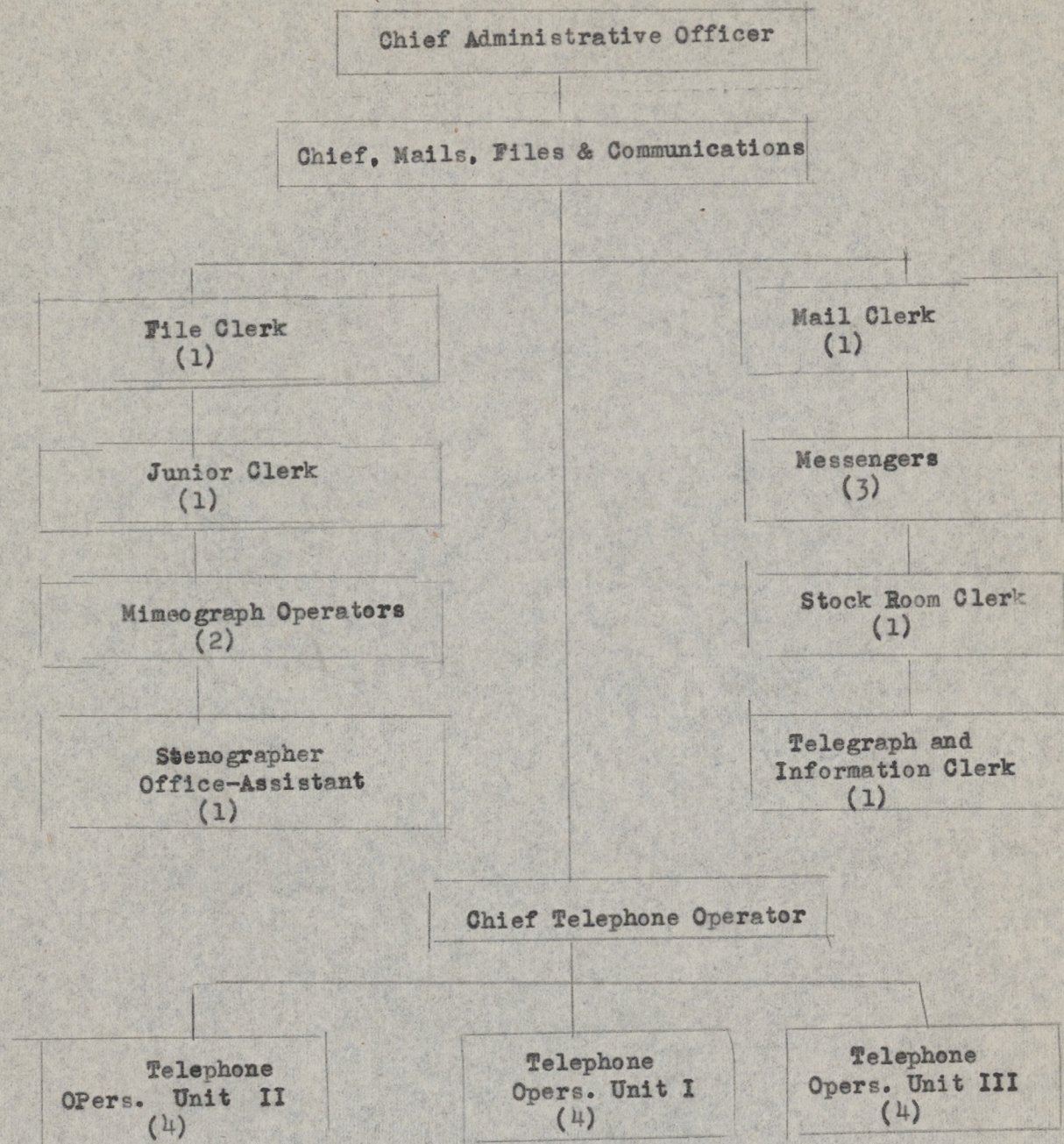
C. Files

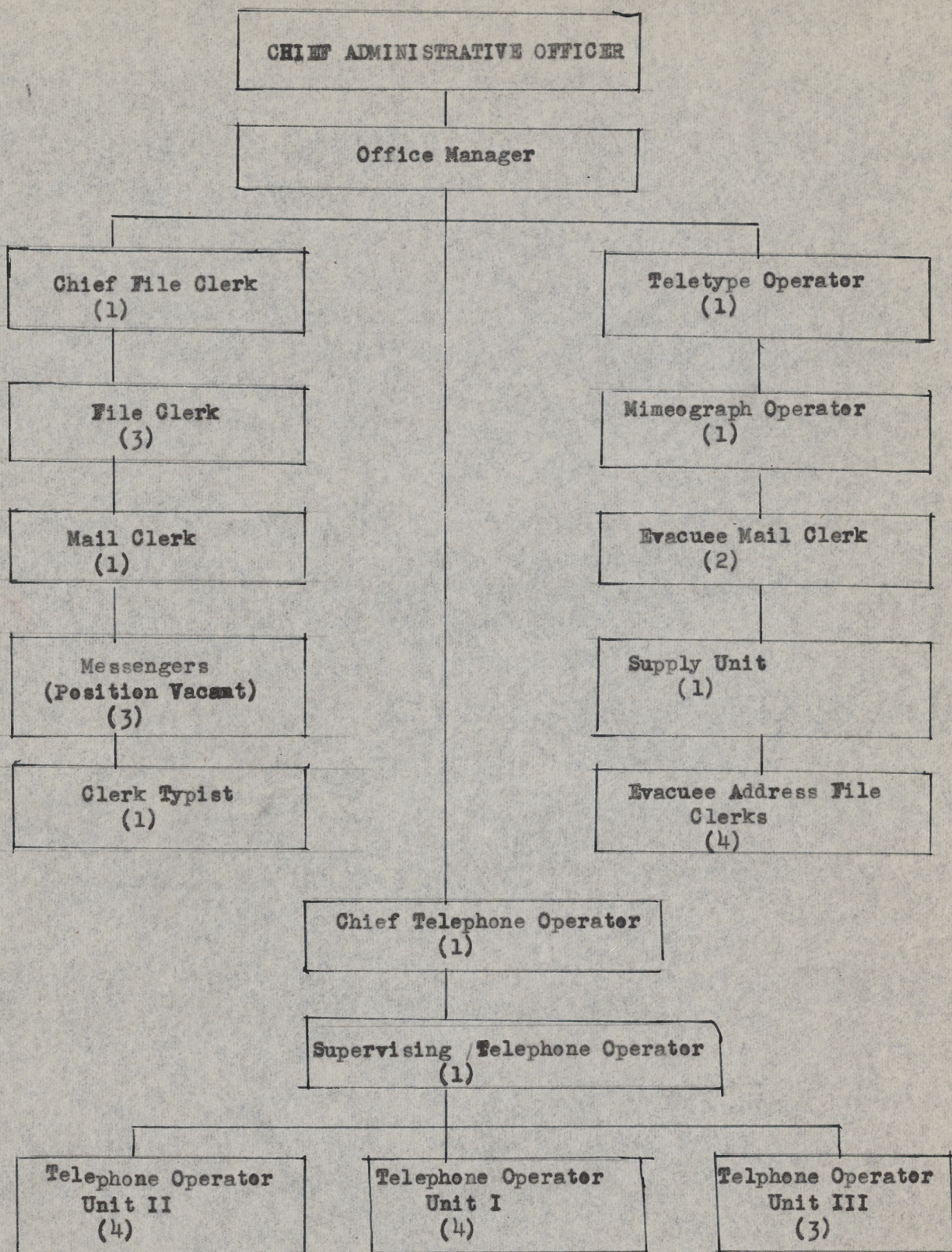
File consolidation at this time was our chief concern. It was necessary to survey files prepared for disposal or storage by other sections, check for record material and issue memoranda regarding suggested disposal. All record material was then delivered to this office, coded and re-filed in the project central files. If material was already duplicated in our files, it was destroyed or sent to the University of California Library at Berkeley, Calif. as the case might be. A great deal of time was spent in giving instructions, reviewing material and general supervision of this program.

D. Teletype and Telephone

During center closure there was a marked increase in the telephone and teletype work load. Naturally the peak of relocation saw the peak of this work. It was necessary to have two girls on the switchboard during the day shift, one to operate the local board and the other long distance. In the teletype unit it was necessary to have

an extra girl to type copies of incoming wires. The operator spent all her time sending and receiving and the telewriter operator was equally as busy.





Colorado River Relocation Center
 Poston, Arizona

Office Service Section

STATISTICAL REPORT
 1945

	No. of March	No. of April	No. of May	No. of June	No. of July	No. of August
Incoming Mail-----	2,992	2,859	3,867	4,036	12,275	12,618
Outgoing Mail-----	3,298	2,993	3,138	3,671	3,423	3,728
Incoming Telegrams---	913	987	1,040	1,119	975	1,226
Outgoing Telegrams---	772	749	805	814	762	1,254
Incoming Teletypes---	538	934	725	1,005	527	907
Outgoing Teletypes---	772	1,004	759	826	682	980
Toll Calls Completed---	503	465	459	374	260	509
Toll Calls Cancelled---	40	52	60	52	80	148
Mimeograph Copies---	132,326	108,468	56,110	96,730	85,630	84,825
Stencils Run Off-----	319	86	123	107	123	152
Postage Used (Airmail & Registered)	\$14.41	\$25.33	\$47.02	\$45.18	\$43.43	\$34.17
Evacuee Personnel----	38	18	25	30	24	3
Appointed Personnel---	8	10	10	14	13	25
(4 on Detail)						