

ing general who put a Wac at the telephone switchboard of a strike-bound plant, but it was the Director WAC who received the complaints.

Somewhat lost among the requests, complaints, and abuse were a few lonely letters of thanks or praise, and descriptions from pleased parents of how their daughters had benefited by Army training.

Almost all letters betrayed a misunderstanding common to both civilian and military personnel: that Director Hobby was in immediate and supreme command of all Wacs. Correspondents regularly assumed that the Director was the final authority upon all of these matters, and could grant any favor she pleased. They assumed also that she had in her office large files of information on every Wac, and was personally responsible for all the events that occurred to Wacs world-wide, or was at least equipped to discover and explain what had befallen a daughter or wife.

Answering this public correspondence proved to be the greatest of the semimilitary operating duties that the Director was never able to get out of her office. Many solutions were tried and found wanting. A plausible one, for example, was to make no acknowledgment to correspondence before forwarding it to the responsible Army command. This proved highly unsuccessful in view of the time lapse involved in the command's investigation and reply, which required several weeks for cases on domestic stations and months for overseas theaters—by which time the average distressed parent had several times more written and telegraphed the Director's Office, his congressman, the President, and any other available dignitary, thus involving the office in more negotiation than would have been re-

quired for a simple acknowledgment. Another and equally ineffective approach was to make a brief acknowledgment by form letter; this, particularly when a refusal was involved, also brought down upon the office the wrath of correspondents.

Furthermore, there were some letters that could not be forwarded to any other command. There appeared to be no other office that was responsible for placing the Director's signature upon a quilt square, resolving Emily Post's dilemmas, or writing repeatedly, "Upon behalf of the Corps, may we express our appreciation of your interest." Even had there been, the mere task of sorting and forwarding communications was a formidable one, since it appeared impossible to learn the nature of a letter or telegram without opening it, or of a telephone call without accepting it.

The final solution, perforce adopted by the Office of the Director, was highly unsuccessful from the standpoint of work load, but highly successful from the public viewpoint. Upon receipt of the daily accumulation of correspondence, it was sorted and certain routine items were sent directly to The Adjutant General or other responsible agencies, without acknowledgment from the Director. Items that could be handled in this fashion included thousands of requests from lawyers and friends for the addresses of Wacs or women believed to be Wacs, since no litigation could be taken against a missing woman who might be in the Armed Forces.

Requests for recruiting information went to the Planning Branch of The Adjutant General's Office, and requests for stories or articles were sent to the WAC Group of the Bureau of Public Relations. Gifts and other expressions of interest were acknowledged by Captain Chance with a