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## Jane Baines

Jane Baines

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Oral History Interview with Jane Baines,  
in Hansen Student Center, April 20, 2016  
Conducted by Meg Miner, Illinois Wesleyan Archivist

Miner: Good afternoon! Today is April 20<sup>th</sup>, 2016, and I am here in the Hansen Student Center uh doing an oral history interview with a gratefully retired, probably happily retired, Jane Baines. Jane, please introduce yourself and tell us the range of duties you have had here in the time that you have been here at Illinois Wesleyan.

Jane Baines: Well, thanks for interviewing me today.

[Miner laughs]

Baines: Umm I began my work here at Illinois Wesleyan in 1987, and I was here for almost twenty-seven years. When I retired in 2014, -

Miner: Yeah

Baines: Uh I retired three months shy of twenty-seven years, so I always say twenty-seven years. [laughs]

Miner: That's close enough for a good amount of work -

Baines: Close enough yeah-

Miner: Yeah, that's great!

Baines: Umm I began part-time in September of 1987 and I answered an ad in the newspaper for part time-

Miner: In which office?

Baines: F - in the advancement office -

Miner: In the advancement office. Okay, right in there.

Baines: And I began as...what they call a gift receiver. I have a business degree from Western Illinois University, and my husband and I and two sons, who were young at the time-

Miner: Mm-hmm.

Baines: -we relocated in 1985 because my husband worked at Lucent Technologies and supported the State Farm tech team. He was a senior systems analyst. And so, [sighs] my mother had an illness. We got through-that, the kids were a little bit older. Let's see, Alex would've - our oldest - would've been eleven, our youngest was three at that time.

Miner: Huh.

Baines: And I wanted to do something... occupationally, but I -- in my mind, someday I would go to work for State Farm-

Miner: Oh, interesting.

Baines: -with a business degree, I think I am going to State Farm.

Miner: Hmm.

Baines: But I still had a toddler, so I thought, "Well this will be something to do between for the next two - three years until he gets situated in school. I can do this and then I will go over to State Farm and get a real job."

[Miner laughs]

Baines: Well, I started out at twenty hours a week.

Miner: Hmm

Baines: And umm I guess [jewelry clinking] I proved myself. [laughs] I am going to take this off because this jingles. [jewelry clinking]

Miner: Oh [laughs].

Baines: [jewelry on surface noise] I will explain those later, they aren't part of-they could be part of my-

Miner: Okay.

Baines: -history.

Miner: No problem!

Baines: Umm so ... where was -- oh so I started in September-

Miner: Aha.

Baines: -and as a gift receiver and ... in-in doing that, I guess what they-they had a gift receiver before, and they divided her duties up. Ellen Odem was that person. Uh she worked for the director of foundations and corporate in- corporate foundations I guess.

Miner: Okay.

Baines: Umm-

Miner: I didn't know we have one of those in ... corporate and foundation relations?

Baines: Yeah -

Miner: Or little-

Baines: Sort – yeah.

Miner: Oh, okay.

Baines: And so, they divided Ellen's job because she supported that director for corporate foundations. It's kind of like the Wesleyan associates.

Miner: Mm-hmm. Mm-hmm.

Baines: And so, she was the support staff person to her, so they took-they said, "Well, let's take the gift receiving part out of your"-out of her job and make up just the part time job. We think we can do it part time. Okay, so that's the job that I got.

Miner: And a gift receiver is it just what it sounds like that you rec-

Baines: I-

Miner: -you would receive and acknowledge?

Baines: You receive and acknowledge, so-

Miner: Okay, just checking.

Baines: -all of the- all of the private gifts that came in, came to me, and at that time I had an albatross of a monitor on my desk [Miner chuckles] and I am shaping out here [laughs] something like two feet long, and-

Miner: Yeah one of big-big back ends

Baines: Right.

Miner: Haha.

Baines: And at that time umm we only reported and r- um well not reported- we only received into that system annual fund gifts.

Miner: Mmm.

Baines: Because we bought time on ISU's server.

Miner: Oh my.

Baines: And all of the other gifts that we receive for capital and bigger projects, that they were very circumspect about anyone knowing about, got received manually.

Miner: Okay, so a whole data umm security kind of issues here.

Baines: Right. Right.

Miner: That's interesting than individuals could be shared with ISU [laughs] or potentially...

Baines: Well, -

Miner: seen and -

Baines: -and then-and I will add at that time basically the alum file, basically showed their name, their address, their one phone number, -

Miner: Right [chuckles]

Baines: -their gender, their five years of giving, and if they gave to other projects besides annual fund, it was yes.

Miner: Yeah, Yeah.

Baines: "Y" or "N"

Miner: Yeah.

Baines: and it interestingly included their ethnic background. [laughs]

Miner: That is interesting!

Baines: And if they were a parent but it didn't have a link to who they were parent of-

Miner: So, they may or may have not been legacy - people involved.

Baines: Well, you can tell that they were an alumni by the first two digits of their ID number, and that they were a parent, and then you'd have to go research that source.

Miner: Wow.

Baines: So umm... so then as time went on, I did that my- I did it my half a day, but I was a business major, and I saw things that people uh directors could profit by something if they knew some information.

Miner: If you saw that on the things that were coming into you?

Baines: Right.

Miner: Okay, -

Baines: Right.

Miner: -great.

Baines: So, um... and at that time, believe it or not, Ben Rhodes got a computer- another computer in his office. He basically- that was one of the c- the freestanding computers, and he said, "Anybody who wants to, can come in and play with it."

[Miner laughs]

Baines: And it was on eight-inch floppy disks.

Miner: Of course.

Baines: And-

Miner: Oh my gosh.

Baines: -so, umm I went in and played with it. Okay, and so then I realized if you could umm – excel was a brand new thing- it was- actually it was Lotus 1-2-3 notes...

Miner: Oh my gosh.

Baines: I mean that's how arcade I am.

Miner: [laughs] Oh stop that. [laughter]

Baines: And so, in Lotus 1-2-3, they had something that looked a lot like Excel.

Miner: Yeah.

Baines: And I was, you know, I was pretty use- it was user friendly.

Miner: Aha.

Baines: But, I said that I would like to go and take a course out at Heartland to look at that sort of thing. Well, then they exposed me to what we're processing and- because all I have ever been exposed to is Apple 2E product.

Miner: Mmm.

Baines: And I, you know, a clipboard was like something... outer space.

[Miner chuckles]

Baines: And-

Miner: And in- when you were in school?

Baines: Just in between school-

Miner: In between, -

Baines: -and -

Miner: Okay, okay.

Baines: Yeah. No i-in school, I was doing my own cards-

Miner: As a business major.

Baines: As a business major-

Miner: Yeah, okay.

Baines: -and delivering and you know, making a sign of the cross and hoping that it-I wouldn't have a syntax error. [laughter] You know, I won't have to redo the whole program again.

Miner: Oh my god.

Baines: So, I am dating myself here. So, and that's only forty years ago.

Miner: Yeah, alright well.

Baines: That you know look wha-so umm... we got uh -- I did the Lotus 1-2-3 course, and so I went to our-our uh vice president Dick Witlog then and I said, "You know, I think this would be really something good for the support staff to do." And then I reali- and he said, "Okay," so our office paid for our support staff to go to this course.

Miner: Wow.

Baines: And then I realized that I-because I was in- I was responsible for pulling together the annual report-

Miner: Aha.

Baines: -every year. And so what they had done up until kind of I got there, was they took last year's annual report, and if someone didn't make a gift, they cross them off. And then, they put it-put the name in and then send it over to umm down to printing where they would update last year's file, and I said gosh that's weird because if we could just get who actually gave, you know. So, that began my odyssey of stumbling, and thankfully people were good about me doing this because stumbling through an output and being able to put things into lists-

Miner: Yeah?

Baines: -and maneuver the lists. So, -

Miner: So, automating using technology.

Baines: Yeah.

Miner: Or at least manipulating-

Baines: Yeah.

Miner: -using technology.

Baines: And umm you know I wasn't afraid of it, and I had people that were going, "Yeah, you go girl!"

[laughter]

Miner: They were happy you liked it!

Baines: Yeah, and so, you know, so that was kind of how I started-

Miner: Yeah.

Baines: So, I showed a proclivity for liking to be ... a solution maker.

Miner: Yeah, yeah. Nice!

Baines: And so- and when I continued ... you know, through that era and then in 1990, of course Minor came in 89.

Miner: Aha.

Baines: And so, in the early 90s then we changed over from buying time on ISU. I think it was 90 ... or 91 - 1991.

Miner: Hm.



Baines: And here was a-a Minor story because we were changing over to AS 400 was-was the uh service that we used or the programming. And one day we-

Miner: Was that networking program? –

Baines: It was a-yeah.

Miner: -A networking program?

Baines: It was a network. Jean Johnson- I don't know if you know her, she was-she was our IT department.

[Miner laughs]

Baines: And so, one day we had a tornado warning, and everybody had to go to the basement. And everybody's downstairs in the bottom of Holmes Hall, and including Minor because he was in that building, and he was directed to go down there.

Miner: Ahuh.

Baines: Well, Jean Johnson was working on a program that she was working on, and he went in to talk to Jean Johnson because he wasn't going to waste twenty minutes sitting-

[Miner laughs]

Baines: -for a tornado to pass when he could be doing something. So, he went in and he asked about the um a... u- or the... conversion that was going to place. And by the time the tornado warning was lifted, he had said he wanted the conversion to not take place in this extended amount of time. He wanted it to take place right now.

Miner: Hmm.

Baines: He wanted- he wanted to convert it by such and such.

Miner: Was that as a result of his conversation?

Baines. Yeah.

Miner: Or-

Baines: Yeah

Miner: So-because-

Baines: Well, Jean -

Miner: Because she made him think it was possible or just because...

Baines: Bec-we were in the-

Miner: Okay.

Baines: -beginning of the conversion.

Miner: Okay, okay.

Baines: But it was scheduled out for mm-mm... probably- I don't know; I wasn't in charge of any of that, but probably 18 months or so, -

Miner: Mmmm.

Baines: -and there was a lot of testing, and she was always very weary and granted she should have been because she was the head of IT.

Miner: Yeah.

Baines: And nobody else to fix it if it went south.

Miner: Hmm.

Baines: And no help. And so, by the time the tornado warning was over, he said, "well could it be that we-," and he had a... very charming way of saying, "Well, what would be involved if we did this?" and what-and so he scooped the project back because "why would we be buying time when we-if we just get to work on this and really focus on it." So, then I became a tester.

[Miner was surprised]

Baines: And as several of- in our office did. But because I had such... deep workings within the system, ...[chuckles] Ben and Dick... and when I say Ben, I am talking about Ben Rhodes, said that I would be a-I should be the one to test all of the-the umm receiving and that sort of information. And so, I did. So, I spent a long time testing and reporting back to Jean, and you know, working with that which was umph she was not always ... she was under a lot of stress, and it showed.

Miner: Uh-huh, uh-huh.

Baines: So, it wasn't me. It was just the... pilot program that we were doing, but we were going to have all of our stuff in house.

Miner: Was she happy about this moving up? I can't imagine-

Baines: Oh yeah, yeah.

Miner: -that she would be--oh she was.

Baines: She is happy as-

Miner: Anybody could be-

Baines: Yeah.

Miner: Giving up fifty other things to do...

Baines: Right. Right. And so, we converted whole of our data into what we call "buckets" [chuckles], you know, of where the-the money went. So, that's how I got involved in conversions.

Miner: Huh. Huh.

Baines: And so, we went along on this machine reign, did fine and then like in ninety... uh eight, we had the conversion, but then, you know, there's always a prior to those dates. So about late 96 and 97, we were going to progress to what we knew then as BSR, now it's SunGard.

Miner: Ah-huh, yep.

Baines: But SunGard bought out BSR. It was Business Systems Resources. So, Ben said uh- Jean said, "I can't possibly-I don't know your codes I don't know anything about-there's way too many fields" Oh Jean, I'll do that!

Miner: Oh god! [laughs]

Baines: And I wasn't part-time business time by the way. I was-you had to back up probably in... by 89, I was-they decided they needed me full-time because I was s-spending - Ben said you are already here 30-32 hours.

[Miner laughs]

Baines: You might as well-we might as well put you full-time.

Miner: But still as gift receiving.

Baines: Yeah. Yeah.

Miner: Okay.

Baines: So then came those years, that year and a half that so- we were presented with a conversion spreadsheet that was in Excel that was manipulable.

Miner: Ah-huh.

Baines: And I was responsible for what was on it, and she would-we worked with- she and I, worked with the representative from BSR and so that we could map all the data-

Miner: Right.

Baines: -from our fields to theirs-

Miner: Right.

Baines: -and there were some data that just didn't fit. We had to decide what to do with it.

Miner: Right.

Baines: And we had all of the, you know, the pains and agony of-

[Miner laughs]

Baines: -you know, that... while Minor and the gift officers were all working down the hall and trying to raise gifts because we were in a campaign. They started the campaign in 1990,-

Miner: Yeah.

Baines: -so there was a lot to be done in that, and I had to do campaign reports that I supported. The cabinet officer was Dick Witlog, so I gave the campaign reports to Dick, and I got those from Jean, because she ran the reports.

Miner: Mmm-mmm.

Baines: I had to sip through them, give them to Dick, and-and a form that was consistent every month.

Miner: Yep.

Baines: And occasionally, I would... be brought in to answer questions with Minor and very pointed, and you had to be [finger snaps] just like this. Didn't want any small talk, just wanted the facts.

Miner: Hmm interesting.

Baines: Oh... yeah. He could be very charming in a social situation, but if you are working with him, he doesn't want anything else but what he just asked you.

Miner: Huh.

Baines: Very umm... to the point and which-which was fine, I could answer the question.

Miner: Uh-huh.

Baines: But it wasn't always... what you would expect the- how the question would- might be...

Miner: Okay.

Baines: ...umm framed. So, we went through those years, and in 98 we converted to the new system. And I remember-so, you know, we got through it, umm then... in preparation for learning or for- getting off the dime on BSR, had to learn a reporting tool called InfoMaker-

Miner: Okay.

Baines: -which basically... you know, have-have the reporting tool connected in cyberspace to your database which pulls all the fields in.

Miner: Sure, yeah.

Baines: You know, we have two hundred and thirty some fields to manage and tables, and uh I... some of this is self-imposed because I am a very responsible person, but we all went over for InfoMaker training because we were all going to be able to report for ourselves.

Miner: Hmm. This was everybody in the advancement.

Baines: Yeah everybody in advancement is gonna go over and get trained. And, we went over to Buck Library and spent three days, one of which was being exposed to the database, and [laughs] it was always just like in any class! You know, you've got the general masses that are like: "Oh my gosh!"

Miner: Yeah.

Baines: And-

Miner: What's a database! [laughs]

Baines: Yeah. And then you had, I call them "the boys" who liked playing and showing just how quick they picked it up and pffft this is... you know. And then you have someone like me that go-goes "Oh no! I'm gonna have-this is my life!" [laughs].

Miner: Yeah.

Baines: And so, I mean that was it. Oh that was a tumultuous time for me because... th-the training simply consisted of someone walking in and saying these are all your data fields, and you know, this is how you would do, and showed us how to do a small report to get extract-

Miner: Yeah.

Baines: -data-

Miner: Right.

Baines: -for your data fields. And of course, Jean was there, [Clears throat] but Jean didn't know InfoMaker. So, I remember calling Donna Fredillino at BSR one day. She was the vice president. And I said, "I am getting absolutely no help here. I don't know what this is and that is." And she said, "Well, let me remind you that the institution bought what we call a turn-key system."

Miner: [chuckles] Okay.

Baines: And she said, "Do you know what that is?" and I said, "I think I do, but why don't you explain it to me." Well, basically you buy... the robust system and there is some training that comes, you know, just shows you how to get in a car and lock it.

Miner: Yeah. Right. Yep. Yeah.

Baines: And here's where the windshield wipers are, and here's the radio-

Miner: Yap.

Baines: -and the heater and... uh but she said, "If you want more than that, you have to purchase that".

Miner: Yeah. So, were the fields even matching or was that another problem –

Baines: Oh yeah! Yeah. We had the fields matched –

Miner: But it would be something –

Baines: But how to get output out of it?

Miner: - like such a simple report versus the kind of complex data analysis that you guys do?

Baines: Well, it's having to know how to put – do you do access?

Miner: Aha, yep.

Baines: Access is much easier, I'm told, but basically you know, things are on tables, virtual table –

Miner: Yeah, right. Yeah-

Baines: Yeah, and also you have –

Miner: And put them all together.

Baines: Yeah. And you hook them all together and so finally, I just said okay, if this is what you bought and I gotta do it, you guys are gonna support – I mean I'm just that kind of person, I get real red-headed about things.

Miner: Yeah. Okay.

Baines: And you are gonna like what I do, I mean you are gonna stick with me while I say I need something, and I won't tell you why I need it unless I do. [Miner chuckles] But when I do say it, I want it.

Miner: Yeah.

Baines: And so, they were okay with that. And, you know, so we patched that together and... so occasionally, Miner would get frustrated because he couldn't always get the data ...[snaps fingers]... just like that, and –

Miner: So, is he doing his own reports or he was asking for it?

Baines: No, he's asking for output.

Miner: Okay. Sure.

Baines: And to the uninformed about what was happening, it looks like what we spent I don't know what it was, a hundred thousand dollars or whatever it was –

Miner: Yeah.

Baines: We spent all this money and we can't get our data out! And Jean would help, but Jean had the rest of the university – the whole idea was to get advancement off her plate.

Miner: Wow.

Baines: So, I just assumed authority of what I had to get out and said this is the way where, you know, I've got to do it – I've got to do something; I'm either going to just grabble or I'm going to make a decision whether it's right or wrong. I'm going to make a decision and go with it until someone shows me it's wrong and then I'll take a right turn and then we'll deal with that. And this is the way where – and so that's how [distress laughing] you know, that's how we – and we were in a ... campaign, you know?

Miner: Gosh. Yeah. It's not like you can wait on...

Baines: Yeah, and we were on –

Miner: any of those stuff.

Baines: Yeah. So having to figure things out and – but the more I did it and I did it a lot - but I was administrative as of 95, so I was no longer receiving –

Miner: Okay.

Baines: - from 95 forward. But I managed the gift receiver that we did hire, and I managed the bio person, the bio input.

Miner: Aha.

Baines: And I was not going to not be able to give him a product.

Miner: Aha, huh.

Baines: I was not going to have that associate with my name. I might associate my name with – well she's slow, but she gets the job done.

[Miner laughs]

Baines: But – so, they came to depend on my personality.

Miner: Yeah.

Baines: Good or bad, sometimes it was bad [laughs] because it's like I'll share my opinion with you; if you don't like it, you are free to go ahead and do things the way you want, but don't come in here and ask me to do something.

Miner: Yeah. Good for you.

Baines: That's the deal. And so, little by little, it was probably the best upbringing I had. Miner, while I didn't have direct contact with him, he was on them like a duck on a June bug.

[Miner laughs]

Baines: For –

Miner: On the gift –

Baines: On the gift officers.

Miner: Okay.

Baines: So –



Miner: To get – to get people to donate for specific things or just generally or...

Baines: Everything.

Miner: Wow

Baines: Yeah.

Miner: Okay.

Baines: And so, at that time, Harry Lovell was prospect research, and ... I guess they decided that I needed to be involved in that, too. And so basically, I mean I ju – I can't believe that I have the good fortune that I did looking back at the time, I would've probably said, "Get me a Nexium".

[Miner laughs]

Baines: But, I had the good fortune to have people believe in me, and people cheering me on even though there were times when I am just like "I don't know if I can do that or not".

[Miner laughs]

Baines: But – so, with Miner being on them, they had a severe need for information, and I still was in charge of managing two people.

Miner: Aha.

Baines: And I still had the annual report, which h – and I still furnished information for campaign reporting. So, then we got through that, and we got into uh... let's see when did we changed off ... probably in the 2000s, when there were Tim McMullen came into our office because we were going into the new campaign.

Miner: Aha.

Baines: And by now, you know, I can write reports and I can do – I mean they are not Cadillacs by any means. But someone would come in, and I have often said that I feel like this is probably my strong suit. You can come in and tell me what you want.

Miner: Yeah.

Baines: Here's what I want to have happen, and this is the way it always went. Here's what I want to have happen, and these were the pieces that go with it. Can we make that happen? Hmm let me – let me work it over and I would write a ... skeletal report, take it in and say "react".

[Miner laughs]

Baines: And then – then there were guys be “oh but could we – I never wrote anything ... perfectly”, you know, to the – I mean –

Miner: Somebody always had another idea.

Baines: Yeah.

Miner: Yeah.

Baines: I knew they were going to.

Miner: Yeah. [laughs]

Baines: And so – and then I would put things into it that I know they just plain forgot.

[Miner laughs]

Baines: And so ... good or bad, that was we got through the campaign, we got people. So then, I started being able to – I said I can't do [sighs] all the report writing and all the other stuff that I am doing, and really focus on who this next group of prospects are.

Miner: Aha.

Baines: Because it takes time to research people. And Dick was going out and, you know, this is in - when he has come to the university. And so, he needs people –

Miner: Dick Wilson.

Baines: Dick Wilson.

Miner: Okay not Dick Whitlock

Baines: Right, Dick Wilson –

Miner: We are in 2004 now.

Baines: Yeah. So, Dick Wilson needs to have ... prospect data. He worked a lot differently than Miner because Miner would meet with people and – but Miner never did very much a contact report. He come back, slang at the gift officer than usually “Hey, I am at with so and so...” and this is what we found and he did do some reporting on his own, but ... he didn't always the path that –

Miner: With a lot of details about how you could follow up, or in that kind of thing?

Baines: He would tell Ben how those details - Ben would take notes. Miner had notes that he kept. Sometimes it would get – always get into the file - the hard file, but it didn't always get into the system.

Miner: Okay.

Baines: Just because of the way he worked just [laughs] you know, like this, like –

Miner: Throwing out little pieces of paper –

Baines: Yeah, yeah.

Miner: - everywhere. [laughs]

Baines: Dick Wilson ... was nirvana for me to work with.

[Miner chuckles]

Baines: He was mathematical. He was linear. You knew what to expect.

Miner: His background.

Baines: Ahh oh my gosh!

Miner: And he had advancement background.

Baines: Yeah.

Miner: Yeah.

Baines: And so, I always knew ahead of time who Dick had on his docket.

Miner: Sure.

Baines: I was able to ... research like I should have, I was able finally, you know, I had all this long laundry list of things that I had learned, and you know ... how to think like a researcher.

Miner: Aha.

Baines: And ... I've been to conferences where they say researching is just a glorified support staff position. I think in some colleges it is in talking with the researchers. Fortunately, at Illinois Wesleyan ... you know I had ... I was a director; I was always regarded as a very high – I mean high level director as much as – I always felt the same amount of respect as any major gift officer. Because I can back it up.

Miner: What's interesting the sense of hierarchy that you are expressing, I mean in other places, so –

Baines: Yeah.

Miner: You had uh supervisory but you also had not just the ... you know, for the lack of better word, the tactical support but you had strategic thinking. You also had the technical problem-solving issues of several different systems. Yeah that sounds pretty damn comp – completable-

Baines: Well –

Miner: Complicated! [laughs]

Baines: Yeah – I don't know how to assess that because ... I would say that's my personality.

Miner: Yeah.

Baines: That's just who I am. If you had a problem - if you were just having a afternoon conversation with me, and you presented a problem, I would begin to start thinking if there's anything I know, I can give to you.

Miner: Yeah.

Baines: That's who I am.

Miner: Yeah.

Baines: So, I would say that I was extremely fortunate that I am who I am, they were who they were at the time.

Miner: Yeah.

Baines: Because that may have not have worked now.

Miner: Yeah, and nobody else wanted to do what you were doing –

Baines: Nobody knew it.

Miner: They were ungrateful! [laughs]

Baines: Yeah. Well, I don't think there were many times [laughs] when I was – to be truthful – was very disheartened because they minimized what I said was happening.

Miner: Oh. Yeah.

Baines: And not anything bad, but it's like you know how you can tell when someone looks at you after you say here are all the problems and what's taking so long.

Miner: Hmm.

Baines: Or well, isn't that what we paid for? Blah blah blah blah.

Miner: So, they would be like the major gift ... people?

Baines: Not Ben. You know, not so much Dick, but Ben because he was my direct - well, Ben and Dick, I kind of - I think on paper - I reported to Dick because he was the vice president. Because I was the same ... level.

Miner: Aha.

Baines: Ben was ... more of the managerial in the office type thing - he was the campaign manager.

Miner: Sure.

Baines: So, fortunately in our office, we had an atmosphere of if you work on, say the northwest ... region, somebody would say we need to go down and talk to Jane about the northwest region. And when we had ... our rep - our meetings, what do they call - what do we call this - I don't even remember!

[Miner laughs]

Baines: But there are meetings where all the gift officers and Dick would come together and report out on this, this, this...

Miner: Aha.

Baines: Then ... and I would bring up things that I had learned in the meantime. So ... I don't want it to sound like we cobbled things together.

Miner: Sure, okay.

Baines: Because it certainly wasn't that. There was a lot of really heartfelt and ... intent and focus. It was not as [sigh laugh] sophisticated as probably in another world -

Miner: Yeah.

Baines: - might be. But I would not want it to be perceived as cobble together because it wasn't.

Miner: Aha.

Baines: It was ... it was a very tried and true way of raising money in a time when people thought we couldn't raise money.

Miner: Yeah. Yeah.

Baines: That ... we were wiser than in some ways about doing things and it may not look sophisticated but by golly we were getting the job done.

Miner: Yeah.

Baines: We're delivering.

Miner: Yeah.

Baines: So ... I would say that Miner, all those years ... must have been happy.

[Miner laughs]

Baines: As happy as you know, the time that he allowed to that.

Miner: Yeah.

Baines: Ah you know I would say he had lots of vision. He had – he was uh – I think he had a huge case of maybe ADT or something!

Miner: Yeah.

Baines: Because I could hear him come through the door, and he'd say "Is Ben, Ben Rose here?"

[Miner laughs]

Baines: And he would walk in to Ben's office, and If he was in there fifteen or twenty minutes, I think oh my gosh I have got another project.

[Miner laughs]

Baines: Because Myer would get an idea or someone would mention something to him. And so, off we would go on that ... it wasn't - I don't want to say a tangent, but on that path that was part of our campaign you know, minority events. Uh I don't know – people who were in the dot-coms. He'd been out talking to somebody. How many people do we have there in the dot-coms?!

Miner: Mmm.

Baines: Well, I don't know. I have to – well then, then it comes back to hmm let's see, how do I...

Miner: Quarry all that.

Baines: Yeah how do I quarry all that, so I get this but not that. Do you want households? Or do you want number of people – I don't care, you know. So ... it was that kind of relationship and ... he was like a hurling jerbish. -

[Miner laughs]

Baines: -which was really, really good for who he was. And he was tremendously charming and could whip enthusiasm into alums wherever you went, for someone who is linear and stayed.

[Miner laughs]

Baines: And we really didn't have disagreements. It was – it was a learning process. It was –

Miner: For him?

Baines: No, for me.

Miner: Okay, okay.

Baines: Well, for all of us, and it stretched us all.

Miner: I was going to say were those ideas good?

Baines: Yeah! Yeah!

Miner: Okay.

Baines: Yeah!

Miner: They produced something.

Baines: They produced something, you know we have –

Miner: But they had life a little crazy.

Baines: Yeah. We have the minority ethnic ... picnic? We have – you know there are things that have come out of that ... the women's council for instance, you know...

Miner: Oh, I thought that was after this time. But I guess it would have maybe had a start.

Baines: Yeah, I mean they talked about – well maybe not. Because they had talked in the early years - had talked about people of means, how they could – especially women, could have some ... you know, some really ... what's the term? ... like meaningful –

Miner: Mentoring type –

Baines: Mentoring type of things.

Miner: Yeah. Hmm.

Baines: And – so I think that was even being talked about back when he was in, you know in his presidency. It really came to flourish in - in the 2000s.

Miner: Yeah.

Baines: But uh ... I honestly can say that I was ... [chuckles] ... I walked into Illinois Wesleyan.

[Miner chuckles]

Baines: I honestly did because -

Miner: Sounds like you had the perfect talents for what was needed.

Baines: Who gets that?

Miner: Yeah ... yeah.

Baines: Who just bumbles in you know, because you're looking for something to do and gets that kind of...

Miner: Yeah. That's wonderful.

Baines: ...education I guess.

Miner: And so, thinking of women, you said that Jean was the only IT person on campus. Where you the only woman in advancement at that time?

Baines: No. No.

Miner: Okay. So, no gender issues to – to think of in there?

Baines: No.

Miner: Okay.

Baines: Uh ... [deep breath] I have never been a victim of gender issues, either - I don't know, maybe nobody wants to ... cross me? I don't know! [laughs]

Miner: Well, I wouldn't say victim was what I was thinking. I was just thinking of like – the changes, right? The changes in ...



Baines: Again, you have to look at who we are talking about, and we were looking at guys who needed something from someone that they thought could do it.

Miner: Yeah.

Baines: And I think more like a guy, and I act more like a guy because I don't like a lot of...

Miner: Right.

Baines: You know ... a lot of conversation.

Miner: I was going to say what you said about Miner, just asking for facts and getting facts, –

Baines: Yeah. Yeah.

Miner: - and what's so wrong with that.

Baines: Yeah.

Miner: That's great!

Baines: So ... and that's not to say that everything was all ... you know, happy and loving all the time.

Miner: Sure.

Baines: There –

Miner: Well.

Baines: There's a lot of –

Miner: Close and high pressure environment.

Baines: Yeah. Yeah. And we were ... [chuckles] ... our office had to report to the trustees.

Miner: Yeah. Yeah.

Baines: We reported to the president, and we all reported to the trustees.

Miner: Yeah.

Baines: And it had to be right.

Miner: Yeah.

Baines: And –

Miner: That's where the decisions are.

Baines: You know, so in 27 years, I learned how to be very critical.

Miner: Aha.

Baines: Because I am always looking for something to be wrong. Or not wrong, but I am always looking for where there might be something that could ... put something astray, or "hmm have you thought of that?" And then if you can answer me that "Yeah I have." Okay!

Miner: Yeah.

Baines: Move on. So, I look at my 27 years as a - a really good learning ... background or ... I don't know, who knows what I'll do next.

[Miner chuckles]

Baines: But they would probably need something to be organized or sorted –

Miner: Sure.

Baines: - or put together. And, you know, that's just what I end up being good at, I guess.

Miner: Wow, that's – it is a talent because a lot of people can't do detailed, sequential or not even sequential but related kinds of database thinking. I mean I think that's –

Baines: You know, and –

Miner: - fantastic!

Baines: To the point of [chuckles] here's how we do it. I don't want to tell you twice; here the – the standard operating procedures.

Miner: Right.

Baines: And I said I would never give you this ... piece of paper or this document, telling you how to do it if I didn't know – if I hadn't done it myself and tested it.

Miner: Aha.

Baines: So, because I am asking you doesn't mean I think less of you.

Miner: Aha.

Baines: But, here's how I think you should do it until you can come up with something better, you do it this way.

Miner: Man, and you are a tech writer. Wow! [laughs]

Baines: Well, I don't know that I am a tech writer, but I can put things in bullet points and move them around and say what should be done first and ... you know, and there are – have been times when – when I had people that reported to me, I said “I always want you to challenge me. I always want you to ask me questions”, and I'll ... you know, prove myself to you. But when the decision has been made...

Miner: Yeah.

Baines: I am the one in at the conference table. That's going to take the heat for it, so we are going to do it my way.

Miner: Yeah. It's fair.

Baines: Okay. And so ... I think people learn to rely on each other in a good way. You know, so the reason for me telling you all of that is not to expound on my abilities, but when you look at how, you know, Myer relies on ... the major gift officers and the annual fund, and how they rely on him to go out and do what he has to do. And we rely on our alums to do a certain thing to help us with this campaign; we are all interrelated.

Miner: Yeah.

Baines: And so ... that's what kept me at Illinois Wesleyan. And you know, when times would get bad, I think I should have gone to state farm.

[Miner laughs]

Baines: And yet, I stayed at Illinois Wesleyan probably because – because I could have made a lot more money at State Farm, but I would've not had the autonomy and I really didn't think I would've had the respect –

Miner: Yeah.

Baines: - that I got at Illinois Wesleyan. And when I shook it all down, that's what I needed.

Miner: That's great.

Baines: Was that short sighted or not? I don't know.

Miner: Well, I don't think you have to be – I think sometimes the monetary is stressed more than the satisfaction and the intellectual challenge, and I think that is priceless. So, what's so bad

about that? And I think in an – in an organization this size, having people with skills that overlap, is – is such an asset that can - maybe can't really, you know -

Baines: You know, because we c – [clears throat] I came in at the time when they really did cobble together, how are we going to ask this group of people and – and it was cobbling it together because everything as manual.

Miner: Yeah.

Baines: When I came, we kept - alums were on ... yellow cards and friends were on pink five by eight cards.

Miner: Wow.

Baines: Their giving record, I mean it was all manual.

Miner: I have an index card.

Baines: Yeah, talk to Linda Biehl about that someday.

Miner: Yeah. [laughs]

Baines: And so, we went from, in 27 years, being on five by eight index cards to ... now you know, Tim has got the, you know, he has capabilities beyond what I had –

Miner: Yeah.

Baines: Michael Morrison has great skills ... you know – yep. So, they were the next chapter...

Miner: Yeah.

Baines: And go get 'em boys! [laughs]

Miner: [laughs] Have fun!

Baines: Yeah!

Miner: That's wonderful!

Baines: And there, you know, there's no regret in that at all. That's how history works.

Miner: Yeah, you pass it off to the next –

Baines: Right.

Miner: - people who come along.

Baines: Right. So, they would –

Miner: They would love to place better that it was when you got here, so thank you for that!

Baines: I think so. I am hoping – I hope that's the case. So -

Miner: I think it's pretty obvious. But it's also ... useful, I think, to hear about those transitions because so much what development does is not seen by the people who are on the academic side of the – the campus, and so having insights into that I think it's really valuable.

Baines: I don't think that the – because of what we do. We ask people for money, and that makes some people very ... nervous or ... you know, un – it seems like an unsavory idea.

Miner: Yeah. So, stereotype.

Baines: Yeah. And I have heard [laughs] from several sources that we are referred to as the suits on campus.

Miner: I have never heard that.

Baines: Business office ... was one place that, you know, it came out of the – the suits on campus and – and how development spends a lot of money when ... and this isn't out of the business office. But campus wide, I was on the staff council.

Miner: Aha, yep.

Baines: And staff wise, you know, people were saying, "We haven't had a raise, we haven't had this, we haven't had that" and yet, development's doing this great, big homecoming, and we are spending money for this, and there is all the time you know, parties in Chicago and California and ... it takes money to raise money.

Miner: Yeah.

Baines: And you have to get next to people. And I think that we were in some ... ways looked at as mercenary that just I'm being nice to Meg Miner because I want to get in her pocket when she is not looking. I can honestly tell you that is not the truth.

Miner: Yeah.

Baines: We actually – at the beginning we may identify Meg Miner as someone with a person of wealth who might be able, with interest in ... you know, say the next library or the theatre department. She was a theatre major. Jane Baines tells us that she hung out with all of the top dogs in the theatre department. And she was this. And so, what can we put together to interest Meg Miner in Wesleyan. How can we help her express herself through her means to improve both of our lives?

Miner: Aha.

Baines: It sounds sermonizing to say that, but that honestly was my ... my experience in the development office.

Miner: Aha.

Baines: Especially with the - major gift is a lot different and I don't mean to do the hierarchal thing because one is more important than the other, and annual fund is tremendously important.

Miner: Yeah.

Baines: But there's – you spend a lot of time getting twenty five and fifty dollar gifts in, but those gifts are important because not only do we – do they count up in the dollars, but when we go to write grants, -

Miner: Yeah.

Baines: - they say, "What portion of your alumni...

Miner: Right.

Baines: - give?"

Miner: Yeah.

Baines: How im– how important is your university to all of your alumni?

Miner: Yeah.

Baines: And how is it? Well then, you can say we have this whole gamut of interest.

Miner: Yeah.

Baines: Then you push that up the hill, and by the time Meg Miner reaches an age of wealth – you might reach it 35 or 40 ... if you are extremely savvy-

[Miner laughs]

Baines: Or it may come later in life, but now you – it takes – we used to say it takes seven meaningful visits before you can even ask for a gift.

Miner: Huh.

Baines: [laughs] Well, one of the nicest things that Dick said to me when he came down to talk to me when I was retiring. He said, "I never ever felt ... or how was it - there was only one time when what I had, because I did profiles for him, I didn't have what I needed and I am – immediately I am like "Who was it!" [laughs]

Miner: [laughs] When did that happen?

Baines: Yeah! And he said it was one time when he went to visit an alum and he was talking, and the alum said, "How did you know that?" Because I did really serious digging, and Dick said, "You almost gave me away." [laughs].

[Miner laughs]

Baines: So, you know, that was really a compliment.

Miner: So, you had to be subtle as well as informative! [laughs]

Baines: And I would write notes to Dick-

Miner: Yeah.

Baines: -that said, "If this subject comes up, try and work this subject down. Find out this, so I can prove out." Because I would never really offer information or put it into the system that wasn't verified.

Miner: Yeah.

Baines: I have a big thing about hear, say, and conjecture. Meh it doesn't go in the system.

Miner: But then he could bring that information back to you once it was verified, and then you can put it in.

Baines: Right.

Miner: I get it. Well, this is just a lot of really complex inter-workings.

Baines: It is, and I don't mean to exalt myself by telling you all of that.

Miner: This is your oral history!

Baines: Yeah.

Miner: We should hear your perspective and that's you should exalt yourself! [laughs]

Baines: But ... I guess I still very – feel very – I don't want to be defensive-

Miner: Yeah.

Baines: But I want ... I want on record that I am a very big proponent of what Illinois Wesleyan did ... to get us to where we are.

Miner: I think that's pretty clear. It's a lot of hard work by a lot of individuals.

Baines: One of the very best ... exercises I guess, and I was leaving in, I don't know, two weeks. I don't know, I had like this much time left [chuckles]. And Ben – do you know who Sally Firestone is?

Miner: Nuh uh.

Baines: She is an alum. She graduated in 1969. Do you remember in the 80s when in Kansas city all - there was a-a walkway and ... it was like a hotspot where all the people after work would get off and they go and they - drinks and, you know, like a “afterhours” type of thing.

Miner: Yeah. Yeah.

Baines: And they would dance, and it was a-a walkway between two hotels ... or two building – big buildings, one was a hotel maybe something-something else. But they were on this and because of the dancing, -

Miner: Oh no...

Baines: It collapsed.

Miner: Oh no!

Baines: And she was severely injured. She has a paraplegic.

Miner: Oh dear.

Baines: And she had a really good job at IBM, a very promising ...you know, future ahead of her, I mean she's smart. She was – she was good at what she did. So, as long as I have ever been at Wesleyan, Sally Firestone established the Alice Molar scholarship fund. She did elevators in Buck library. She recently did the scholarship, the Ben Rhodes scholarship.

Miner: Aha. Aha.

Baines: So, [sighs] I mean like I almost got out of here without having to do a long way thing [laughs] profile. And Ben said, “I want you to go through the Sally Firestone file and present for me all of the information that we know about Sally Firestone so that, when Dick needs to visit with her, and they are going to do this scholarship, and I remember the-the Friday night back up a couple months before, and Ben was in and out and he stopped by to say hi. And he had been to ... down to Kansas City, and ... he said that Sally wanted to do a scholarship.



Miner: Aha.

Baines: And he gone down there to talk about scholarship. She said I want it in yours and Susan's honor. Oh no he can't do that. No, he can't do that, you know, I am an advancement and no that-that can't be although she was a classmate. They weren't friends in college, but they were same class year. And I said, "Dog gone it, Ben, you should let her do it."

Miner: Yeah.

Baines: You should let her do that. And so, I would like to think that I had a little bit of ... influence in showing him the other side of the coin –

Miner: Why did you think that was important?

Baines: Because, Ben Rhodes has visited her and then her friend, for- ever since this happened. I said allow her to do something that she is capable of doing. There are many things that she is not capable of doing. Allow her to do this... You know, he still didn't think it was a good idea. [laughs] So off he went.

Miner: He's too modest.

Baines: Yeah. He is. He is very modest. And ... I mean as far as being a collegian, believe me we had – we butted heads, the joke is to be where marriage made in hell.

[Miner laughs]

Baines: But I would count Ben Rhodes as one of my very good friends, and I think he would return –

Miner: That's nice.

Baines: -you know, we ... we built it. We built a friendship.

Miner: Right.

Baines: So, here I am at the – just [snorts] days away from retirement and I have got to do this long thing, so that - because Dick Wilson didn't know her from the beginning. And it took me probably ... two days – two and a half days to – because I went downstairs, and I got files. They were three and four inches thick. I'm like okay, turn them both over and start it from the very beginning. And there was documentation on ... cardboard cards when they used to do contact reports.

Miner: Yeah. Yep.

Baines: Where – you know what, Eckleys had visited. This is way before the - the uh...

Miner: Accident.

Baines: Accident. Eckleys had visited, and then they had the accident, and different ones how they had visited. And eventually, and Minor had visited with her although I think it may have been by phone or you know what, because she didn't go out a lot. But how Ben visited and it was - this really just like, brought my whole entire work history, right before my very eyes. There's, you know, I – I –

Miner: [chuckles] You can see the transitions.

Baines: I could!

Miner: Yeah.

Baines: There was my handwriting when I was ... you know, a gift receiver!

Miner: Yep.

Baines: And I would maybe have a question and I come back and I'd write it down because I didn't know who these – who this woman was, and oh my god she had been in an accident, you know! [laughs] I ju- I was just filled with all kinds of “what do we do with this?”

Miner: Yeah. Right.

Baines: When and you know what. And so, as I went through two files and pull it all in and I literally just shove stuff into a document, and the I go through and prioritize it, and make it to all the timeline in the story. I handed it off to Ben, and I said, “Thank you for having me do this. I wouldn't have said that a week ago.”

[Miner laughs]

Baines: But this is probably the best thing ever to retire on, because that story ... was my history.

Miner: That's fun.

Baines: So, and I have never met Sally Firestone.

Miner: Yeah.

Baines: And I can actually remember there were be times when I can even tell them my handwriting what my mood was.

[Miner laughs]

Baines: You know, sometimes it was printed and very terse. Sometimes it was, you know, I could tell, you know I think -

Miner: What a record.

Baines: Yeah. And I – I think that's important for me to know about myself.

Miner: Yeah.

Baines: You know, and-and have that for – so, for what it's worth, that's it.

Miner: Thank you.

Baines: The end.

[Miner and Baines laugh]

Miner: Well, thank you so much for sharing your stories.

Baines: Yeah.

Miner: I really appreciate it.

Baines: Thank you.

Miner: It's fascinating work.

Baines: Yeah. So, what I know about Minor is all along that timeline.

Miner: Well, I think you sum – you provided a good overview of how he influenced your office with ideas, and then the overlapping nature of his life-

Baines: And they influenced him.

Miner: Yeah. Oh, okay. Because my take away from it is-is that sort of – I am envisioning the concentric circles, you know, with the-with the overlapping the - Venn diagram.

Baines: Yeah, and he –

Miner: So how did they influence him then?

Baines: Just –

Miner: And who to go after or how or...

Baines: Yes. Yes, and –

Miner: Do you think he changed as a result of that or...

Baines: Oh, I don't know then I was privy to probably who - what human wouldn't change when you know, [chuckled] when you are in-in ... a level like that. But like with the Ames, you know, Ben was such a big proponent of the Ames. And of course, Minor wanted the library.

Miner: Yeah.

Baines: I want the library.

Miner: Right.

Baines: I have to have a library. [laughs] And so, merging those two forces –

[Miner laughs]

Baines: You know, the shirk center was worked on way before Minor got here. But look what's happen in – so, people drop into a continuum.

Miner: Yeah.

Baines: Things don't start and stop when people come and leave. You know, my dad said don't take yourself so seriously, you know.

Miner: Yeah. That's great.

Baines: Just uh – and I said to ... Marty one day [chuckles] I said when I was working at Aetna which I was the book keeper at Aetna for their regional office [laughs] and did the banking for them, and I was feeling pretty good about myself because I - here I was with my fresh college degree, and ohh I was doing the banking and people relied on me and you know, the – I think the assistant controller was a little jealous because the controller just said ...

Miner: Let Jane do it!

Baines: Let Jane do it.

[Miner laughs]

Baines: I mean nothing – nothing huge, but for a 22 or a 23 year old –

Miner: Sure.

Baines: I had more autonomy more than anybody else in there. And so, one time, Bob came up and said to me, "You want to know how indispensable you are?" And I said "Yeah, why-what?"

[Miner laughs]

Baines: And he said, “Well, what you do is you stick your hand - you make a fist, and you put your hand in a bucket of water, and when you take it out, however big of a hole it leaves –

[Miner laughs]

Baines: That’s how indispensable. And I ... I was crushed. But I looked him in the eye, and I thought “Nobody will ever say that to me again.”

[Miner laughs]

Baines: And I said, “I will remember that, and you, Bob.”

Miner: Yeah.

Baines: And years la – and I honestly think that things like that make you who you are.

Miner: Yeah... If you are a certain kind of person. I mean that a –

Baines: You know, -

Miner: - certain kind of person can take that and get crushed.

Baines: Oh, I was crushed.

Miner: And, and – but –

Baines: I want to be let –

Miner: But not do anything about it, and then some people do things about it.

Baines: And so, Marty Smith’s reaction was like “Holy cow! I can’t imagine someone saying something like that to you.”

Miner: Yeah. Yeah.

Baines: And so, I thought hmm I must have fixed it, so...

[Miner laughs]

Baines: And not that I want it – want to be indispensable, but I always remember that.

Miner: Yeah.

Baines: And I thought, you know what, I am not going to break my neck or kill myself, because Bob Hendrickson was right ... in some ways.

Miner: Well.

Baines: Why would you do that? And so, [sighs] you know, I kind of – I think maybe some people might think I am a little cold or insensitive ... because I am so opinionated, and I am decided. And I am decided because so far in my years, this is what my experiences taught me.

Miner: Aha.

Baines: And if you can change my mind, I am open to listening to you.

Miner: It's the only way you can ask.

Baines: But I kinda – I am very much like that, so yeah, and it kind of ... rebuffs people who are needy.

Miner: Huh. Yeah. Can't please everybody.

Baines: No, you can't. But anyway, that's my story and I am sticking to it.

Miner: Thank you! I'm so glad! I appreciate you sharing it and hope your retirement continues to be exciting.