



CONTENTdm
CONNECT

CONTENTdm Connect 2021

29 OCTOBER 2021

Closing session

#oclcCONTENTdm



Agenda

- *Welcome* | **Shane Huddleston** (OCLC)
- *Digital collections planning in a post-pandemic world* | **Angela O'Neal** (Columbus Metropolitan Library)
- *IIF updates: The latest from the community & consortium* | **Josh Hadro** (International Image Interoperability Framework (IIF) Consortium)
- *Outside the box: Going beyond CONTENTdm's website configuration tool* | **Jennifer K. Galas** (University of Scranton)



Break

- *Nonstop flight service: Navigating the Pan Am digital collections at the University of Miami* | **Gabriella Williams & Nicola Hellmann-McFarland** (University of Miami)
- *Centering community and slowing down: OCLC projects in support of inclusive description and digital stewardship* | **Mercy Procaccini** (OCLC)
- *OCLC update* | **Shane Huddleston** (OCLC)

Session 2



Moderator:

Hanning Chen

Product Analyst, OCLC

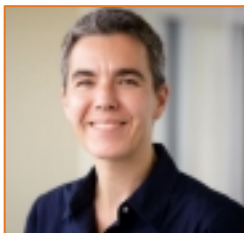


Gabriella Williams
Digital Projects Librarian
University of Miami

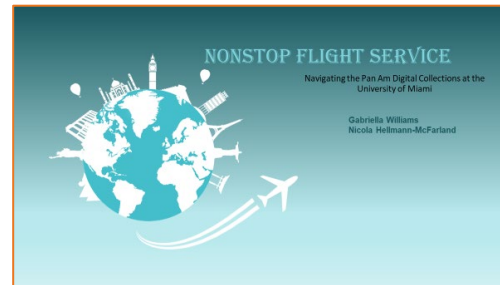




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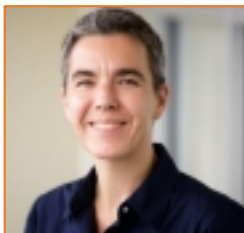
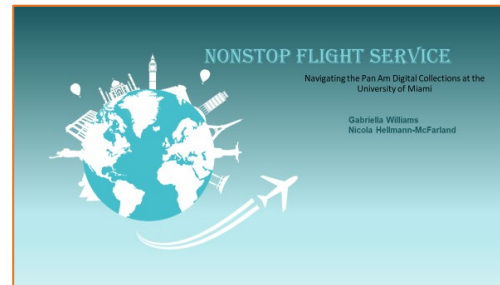


Nicola Hellmann-McFarland
Library Technician
University of Miami





Gabriella Williams
Digital Projects Librarian
University of Miami



Nicola Hellmann-McFarland
Library Technician
University of Miami



Mercy Procaccini
Senior Program Officer, Research Library Partnership
OCLC



NONSTOP FLIGHT SERVICE

Navigating the Pan Am Digital Collections at the
University of Miami

Gabriella Williams
Nicola Hellman-McFarland





Acquisition of Pan Am Records

- Pan Am dissolved in 1991
- Records purchased jointly by Pan Am Historical Foundation and University of Miami
 - Paper, photographic, and audiovisual materials to UM
 - 3-D and cultural artifacts to HistoryMiami Museum and Smithsonian





= Digitized in part

- **Corporate and General**
- Aircraft
- Disasters
- Divisions and Affiliates
- **Flight and Route Information**
- **History Projects**
- Labor Relations
- Legislation and Regulation
- Military Cooperation
- Personnel
- Properties and Facilities
- Public Relations and Marketing
- **Technical Operations**
- Audiovisual Material
- Graphic Material and 3D Objects
- Photographs
- **Printed Material**
- National Airlines Records
- Aviation History Web Collection

Digitizing Pan Am



NATIONAL
ARCHIVES

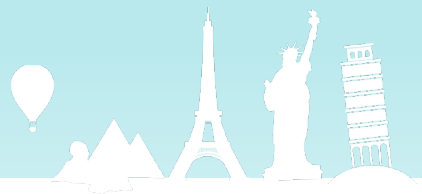
NATIONAL HISTORICAL
PUBLICATIONS
& RECORDS COMMISSION

Digitization Grant, 2016-2018
<https://www.archives.gov/nhprc>



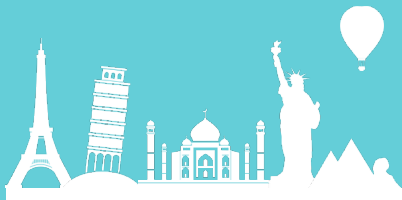
Council on
Library and
Information
Resources

Digitizing Hidden Collections Grant, 2019-2021
<https://www.clir.org/hiddencollections/>



NHPRC Grant

Award: \$136,410
Term: 18 months



Outsourced to Creekside Digital:

- Printed Materials series:
 - Periodicals: 49 boxes
 - Brochures & Booklets: 3 boxes
 - Timetables: 7 boxes
 - Directories: 1 box

- Technical Operations series:
 - Manuals: 10 boxes (scanned in-house)

CLIR GRANT

Award: \$275,786

Term: 24 months (extended)



Collaboration:

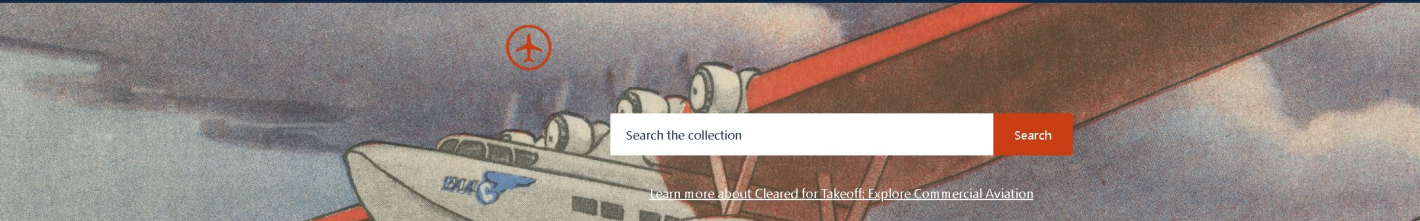
- University of Miami
 - 65 boxes archival records
- HistoryMiami Museum
 - 500 artifacts
- Duke University
 - 60 boxes advertisements
- Digital Public Library of America
 - Aviation portal
 - Online exhibition
 - Primary source set



← → ↺ 🏠 aviation.dpl.a 🔍 ⭐ ⓘ

📱 Apps 🔄 Dashboard - John H... 📄 HLSerials_Periodical... 🖨️ Click2Gov Utility Bil... ⚙️ How to Create Exce... 📖 Library of Congress... 🔄 Acquisitions Glossa... 🌐 Describing Archives... 📄 Serial Claim Guideli... ⚙️ Serials MARC Hldi...

ABOUT PAN AM PRIMARY SOURCE SET BROWSE BY PARTNER BROWSE ALL MY LISTS PAN AM TIMELINE VISIT DPLA



Search the collection Search

[Learn more about Cleared for Takeoff: Explore Commercial Aviation](#)


Cleared for Takeoff: Explore Commercial Aviation

Discover documents, photographs, advertisements, objects, reports, timetables, magazines, brochures, and more about the history of commercial aviation.


Cleared for Takeoff: Explore Commercial Aviation features Pan American World Airways materials from the collections at the University of Miami, HistoryMiami Museum, and Duke University alongside commercial aviation resources from DPLA's partner network. This project is supported by a Digitizing Hidden Collections grant from the Council on Library and Information Resources (CLIR) with funding from The Andrew W. Mellon Foundation.

Below are some suggested topics to browse.


Aircraft




Airports




Advertising




Pan American World Airways

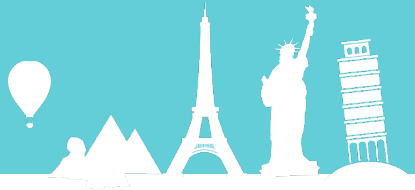


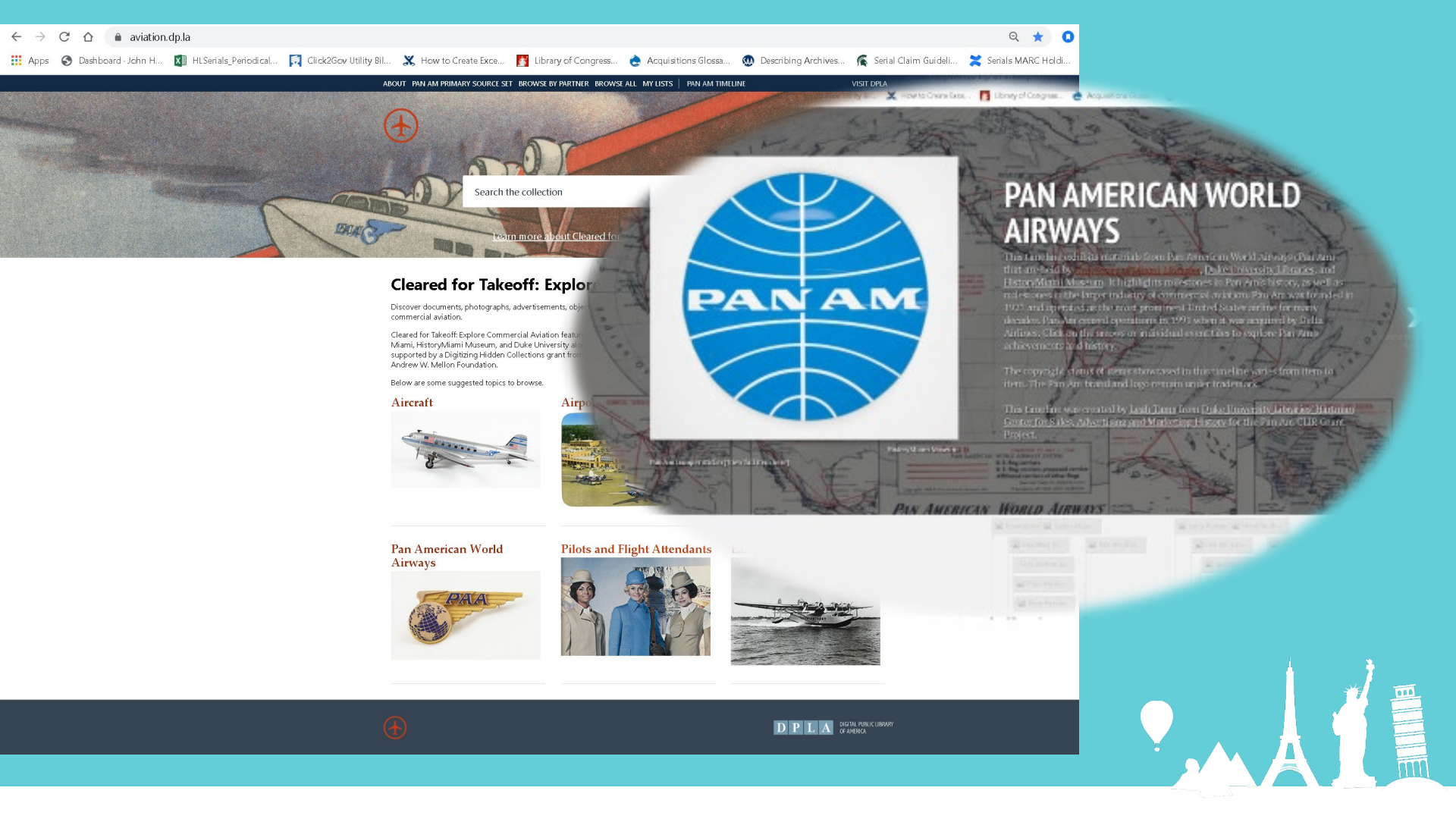
Pilots and Flight Attendants



Early Commercial Aviation







Search the collection

Learn more about Cleared for

Cleared for Takeoff: Explore

Discover documents, photographs, advertisements, objects, and more related to commercial aviation.

Cleared for Takeoff: Explore Commercial Aviation features a collection of digital materials from the HistoryMiami Museum, and Duke University also supported by a Digitizing Hidden Collections grant from the Andrew W. Mellon Foundation.

Below are some suggested topics to browse.

Aircraft



Airports



Pan American World Airways



Pilots and Flight Attendants



Early Days



PAN AMERICAN WORLD AIRWAYS

This timeline highlights materials from Pan American World Airways (Pan Am) that are held by [University of Miami Libraries](#), [Duke University Libraries](#), and [HistoryMiami Museum](#). It highlights milestones in Pan Am's history, as well as milestones in the larger industry of commercial aviation. Pan Am was founded in 1927 and operated as the most prominent United States airline for many decades. Pan Am ceased operations in 1991 when it was acquired by Delta Airlines. Click on the names or individual sections to explore Pan Am's achievements and history.

The copyright status of items showcased in this timeline varies from item to item. The Pan Am brand and logo remain under trademark.

This timeline was created by Josh Tarr from Duke University Libraries' [National Center for Sales, Publications and Marketing History](#) for the Pan Am CLR Grant Project.



← → ↺ ⌂ ⌨ aviation.dp.la

Apps

Dashboard - John H...

HLSerials_Periodical...

Click2Gov Utility Bil...

How to C

ABOUT PAN AM PRIM

Cleared f

Discover documen
commercial aviatio

Cleared for Takeoff
Miami, HistoryMia
supported by a Dig
Andrew W. Mellon

Below are some su

Aircraft

Pan America
Airways

HOME BROWSE BY TOPIC BROWSE BY PARTNER EXHIBITIONS PRIMARY SOURCE SETS MY LISTS ABOUT DP.LA NEWS DP.LA PRO

DPLA

DIGITAL PUBLIC LIBRARY
OF AMERICA

Search the collection

Search

Primary Source Sets > Shrinking the World: Pan American Airways in the Postwar Era

Created By

Gabriella Williams, University of Miami Libraries
Leah Tams, Duke University Libraries
Joshua Larkin Rowley, Duke University Libraries

Time Period

Postwar United States (1945 to early 1970s)

Subjects

US History
Science and Technology
Labor History
Women
Migration

Cite this set

Share to Google Classroom

By the end of WWII, Pan American World Airways' infamous fleet of flying boats became rapidly obsolete as the aviation industry transitioned to landplanes and as more runways were built. Increasing demand for air travel led to continual

Share full overview

SOURCE SET

ADDITIONAL RESOURCES

TEACHING GUIDE

"Lifetime to Berlin" 1964 advertisement

"Pan Am's Lifeline to West Berlin" and "Berlin - Island of Democracy in a Sea of Communism"

Photographs of Cuban refugees arriving in Miami via Pan Am, 1965

"The future of the people will be up to the people" 1942 Advertisement

"A World of Neighbors" 1946 brochure

1967 Pan Am stewardess brochure

"Show this page to your husband" 1969 advertisement

1971 Pan Am stewardess advertisement

"An Open Letter to the American People" 1944 advertisement

"More open and honest" 1944 advertisement

"Pan Am's Open Letter to the American People" 1944 advertisement

"Pan Am's Open Letter to the American People" 1944 advertisement

★ ⓘ

XC Held...

Acquisition...

and the flight instructor from Pan American World Airways (Pan Am) who led by [Pan American World Airways](#), [Pan American World Airways](#), and [Pan American World Airways](#). It highlights milestones in Pan Am's history, as well as its role in the larger industry of commercial aviation. Pan Am was founded in 1930 and operated as the most prominent United States airline for many years. Pan Am ceased operations in 1991 when it was acquired by Delta. Click on the names or individual set tabs to explore Pan Am's creation and history.

Google Street View of some showcased in this timeline, and some from them to the Pan Am brand and logo remains under trademark.

Pan Am was created by [Josh Tams](#) from [Duke University Libraries](#), [Miami University Libraries](#), and [Miami University Libraries](#) for the [Pan Am CLR Grant](#).

Discussion questions

1. Compare the 1964 "Lifeline to Berlin " advertisement to Pan Am's "Lifeline to West Berlin" and "Berlin - Island of Democracy" (pages 86-92). Based on these documents, how and why was Pan Am involved in international politics? What was Pan Am's role, prior to 1964, in international politics? What do these documents reveal about contemporary attitudes towards communism and democracy? What do these documents reveal about Pan Am's economic motives for flying to West Berlin?
2. Examine a few of the Pan American Cuban Airlift photographs and their descriptions. What similarities and differences do you see between this airlift and the Berlin airlift in question 1? What impact does being able to see images of Cuban people and read descriptions of them have upon the portrayal of the airlift? What push/pull factors are contributing to this migration? How does this airlift and America's reception of Cuban refugees compare to contemporary refugee crises and reception in America?
3. Read the 1942 "The Future of the People will be up to the People" advertisement and take a look at the cover of the "World of Neighbors" brochure. What is Pan Am's vision for the post-WWII world? How do corporate interest, globalization, and democratic societies intersect in the two documents? What cultural stereotypes do you see present in these documents? How might a "World of Neighbors" look today, and is it different from what Pan Am envisioned after World War II?
4. Read Pan Am's 1967 Stewardess brochure and compare it to the 1969 "Show this page to your husband" advertisement and the 1971 Pan Am stewardess advertisement. What do these documents reveal about gender expectations and careers of American women in the 1960s? How and why might these expectations and jobs have changed



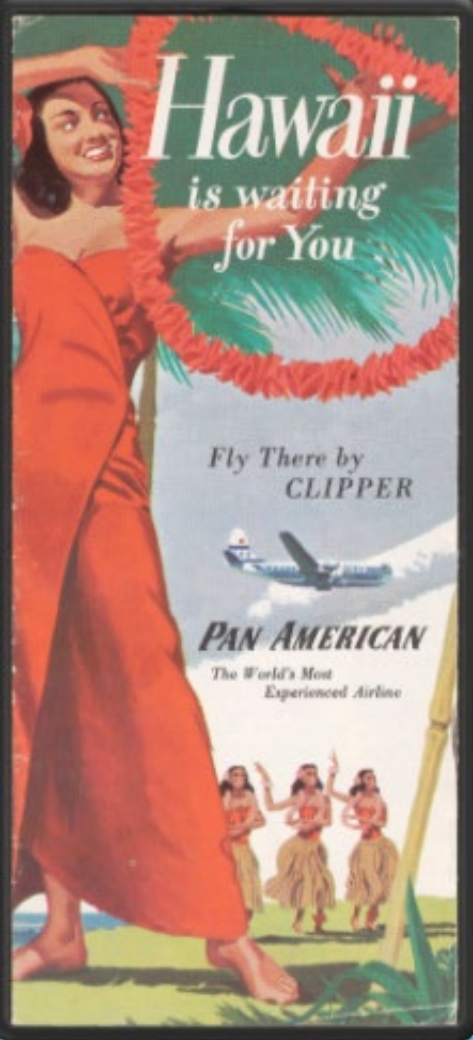
“MPLP” Digitization

- Scanning outsourced to Backstage Libraryworks
- 65 boxes of archival records:
 - Press releases – 15 boxes
 - Speeches – 9 boxes
 - Company histories – 3 boxes
 - Flight & Route series – 38 boxes
- Folder-level vs item-level scanning; No item-level metadata
- Full-text search for access
 - All available as datasets

In-House & Off-Site Digitization

- Oversize materials scanned in-house
- Artifacts photographed at HistoryMiami Museum (HMM)
 - HMM digital collection hosted by UM
- Conversion/creation of metadata
- Creation of collection/landing page



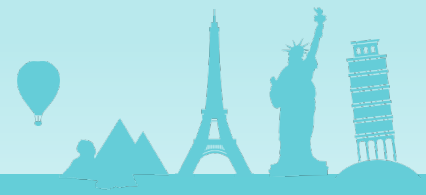


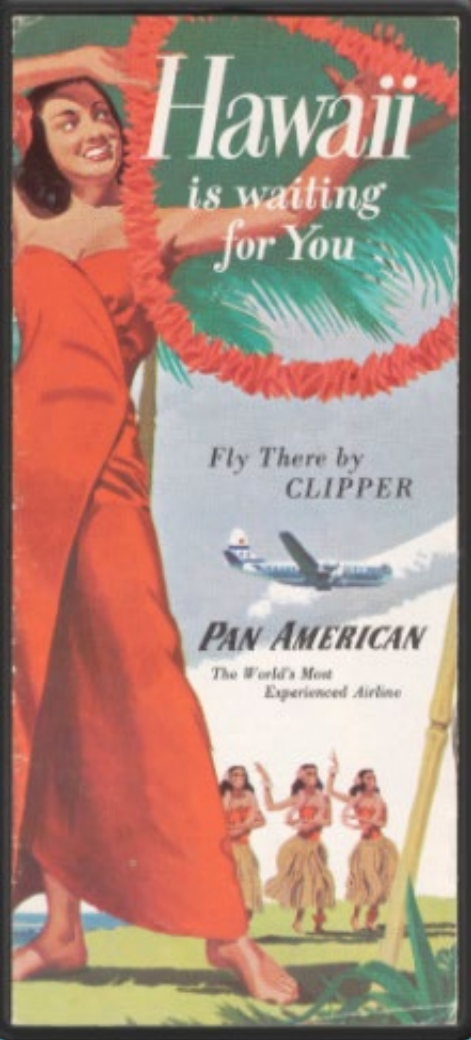
Estimated Scan Totals

NHPRC GRANT	IMAGES
Printed Materials Series: Outsourced	80,854
Printed Materials Series: In-House Scanning	16,564
Manuals Series: In-House Scanning	16,266
TOTAL	113,684

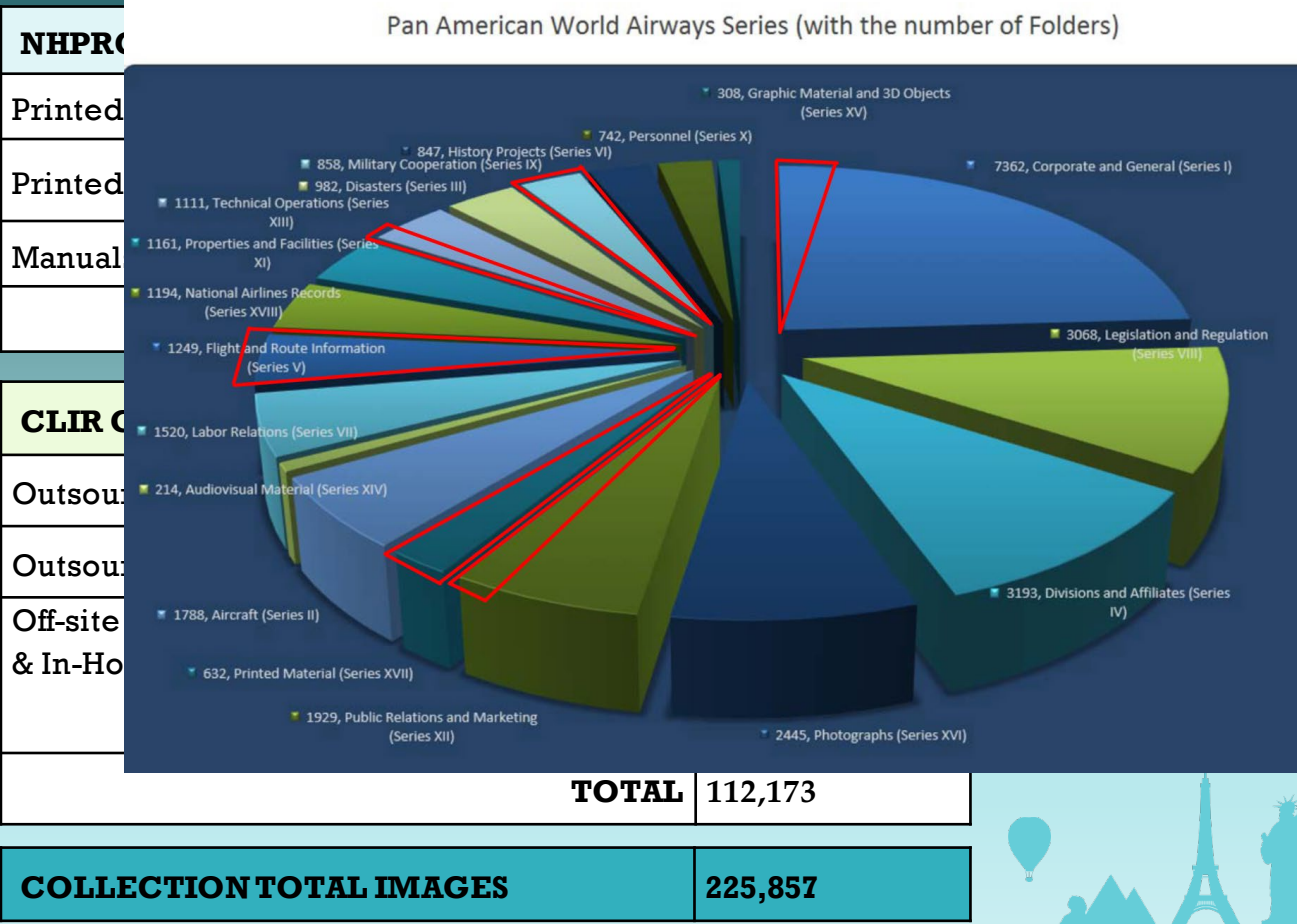
CLIR GRANT	IMAGES
Outsourced--print	107,809
Outsourced—photographic negatives	1,445
Off-site photo capture & In-House Scanning	1,955 964
TOTAL	112,173

COLLECTION TOTAL IMAGES	225,857
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Estimated Scan Totals





Research

Pan Am at the University of Miami
Special Collections Reference Desk

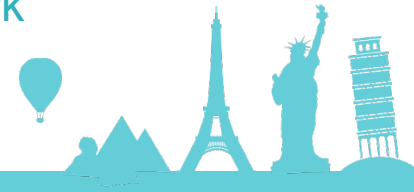
Presenter: Nicola Hellmann-McFarland
nsh36@miami.edu



PAN AM Research

Which topics are **PAN AM** researchers interested in?

Airline History
In-Flight Service
Family Members @ Pan Am
Book Artwork
Architecture
etc.



DEPARTMENT HOMEPAGE

Special Collections

EXPLORE MORE

List of Periodicals

RESOURCES

Finding Aid

Cleared to Land website

Copyright Guidelines

Image Use & Requests

SHARE

Pan American World Airways Records



BROWSE ALL in this collection

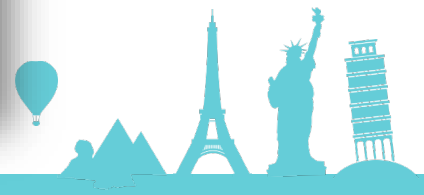
The Pan American World Airways digital collection features annual reports, brochures, directories, periodicals, and timetables digitized from the Printed Materials series of the Pan Am records at the University of Miami Libraries. It also features a selection of manuals documenting Pan Am policies and operations.

The Printed Materials series provides a rich narrative of Pan Am, a company that mapped new and important aerial routes to South America, the Caribbean, Africa, Asia, Europe, the Middle East, and the Pacific; influenced aviation

technology and commercial passenger service; and captured the imagination of travelers on a global scale.

The annual reports, brochures, directories, periodicals, and timetables date from 1929 to 1991, which is almost the entire lifetime of the company, and they cover all of the geographic areas serviced by Pan

Re-Vamped *PAN AM* Landing Page



Pan American World Airways Records



The Pan American World Airways digital collection features a variety of materials digitized from the Pan Am records at the University of Miami Libraries Special Collections. In operation from 1927 until 1991, Pan Am was an iconic and groundbreaking airline beloved by travelers worldwide.

The digitized content provides a rich narrative of Pan Am, a company that mapped aerial routes to South America, the Caribbean, Africa, Asia, Europe, the Middle East, and the Pacific; influenced aviation technology and commercial passenger service; and captured the imagination of travelers on a global scale. The records document both Pan Am's internal operations and its engagement with the public, providing a depth and breadth of information regarding the history and culture of Pan Am, its organizational evolution, personnel, air routes, and airport operations, as well as tourism and public relations.

The Printed Materials series has been digitized, including annual reports, brochures, directories, periodicals, and timetables. The Flight & Route Information series has also been digitized, including promotional and operational records from the 1920s through 1991. The series includes records about Pan Am's first and inaugural flights, special and charter flights, survey flights,

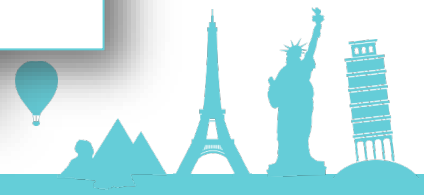
The annual reports, brochures, directories, periodicals, and timetables date from 1929 to 1991, which is almost the entire lifetime of the company, and they cover all of the geographic areas serviced by Pan

Related Resources

- [Special Collections](#)
- [Cleared to Land website](#)
- [HistoryMiami Museum Pan American World Airways Collection](#)
- [List of Periodicals](#)
- [Archival Finding Aid](#)
- [Browse by Creator](#)
- [Browse by Decade](#)
- [Browse by Genre](#)
- [Browse by Location](#)
- [Browse by Subject](#)

Using Our Collections

Re-Vamped
PAN AM
Landing
Page



Re-Vamped **PAN AM** Landing Page

+ 10
collections

 **LIBRARIES** Digital Collections

Home Browse About Archival Finding Aids 



Advanced Search

Pan American World Airways Records



Annual Reports

Annual reports for Pan Am dating from 1939-1989. Also includes a selection of annual reports from affiliate airlines in South America, Cuba, and New York from the 1940s-1970s.

...Europe, the Middle East, and the Pacific; influenced aviation technology and commercial passenger service; and captured the imagination of travelers on a global scale. The records document both Pan Am's internal operations and its engagement with the public, providing a depth and breadth of information regarding the history and culture of Pan Am, its organizational evolution, personnel, air routes, and airport operations, as well as tourism and public relations.

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Collection

List of Periodicals

Archival Finding Aid

Browse by Creator

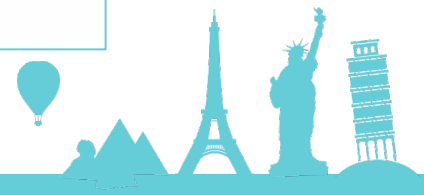
Browse by Decade

Browse by Genre

Browse by Location

Browse by Subject

Using Our Collections



Re-Vamped **PAN AM** Landing Page

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collections

The screenshot shows the University of Miami Libraries Digital Collections website. The header includes the University of Miami logo, the text "LIBRARIES Digital Collections", and navigation links: Home, Browse, About, and Archival Finding Aids. A search bar with a magnifying glass icon and the text "Advanced Search" is on the right. The main content area is titled "Pan American World Airways" and features a large image of a Pan Am airplane. Overlaid on this is a tilted white box with the heading "Brochures" and text: "Brochures, booklets, and maps from the 1930s-1980s. Many feature Pan Am's destinations in Asia, the Pacific, the Caribbean, Central and South America, Europe, the Middle East, and the United States. Other brochures feature specific aircraft, services offered by Pan Am, or tips for enjoyable air travel." Below this box, there are links: "Browse by Collection", "Browse by Location", "Browse by Subject", and "Using Our Collections".

LIBRARIES Digital Collections

Home Browse About Archival Finding Aids

Advanced Search

Pan American World Airways

WINGS OVER THE WORLD

Annual Report

Annual Report

Annual Report

Cuba, and

Brochures

Brochures, booklets, and maps from the 1930s-1980s. Many feature Pan Am's destinations in Asia, the Pacific, the Caribbean, Central and South America, Europe, the Middle East, and the United States. Other brochures feature specific aircraft, services offered by Pan Am, or tips for enjoyable air travel.

Also includes a

th America,

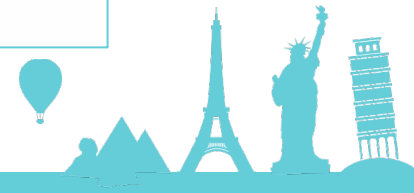
Browse by Collection

Browse by Location

Browse by Subject

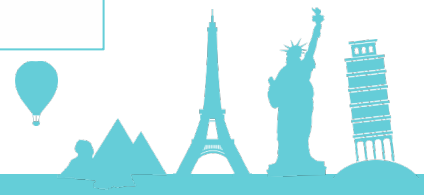
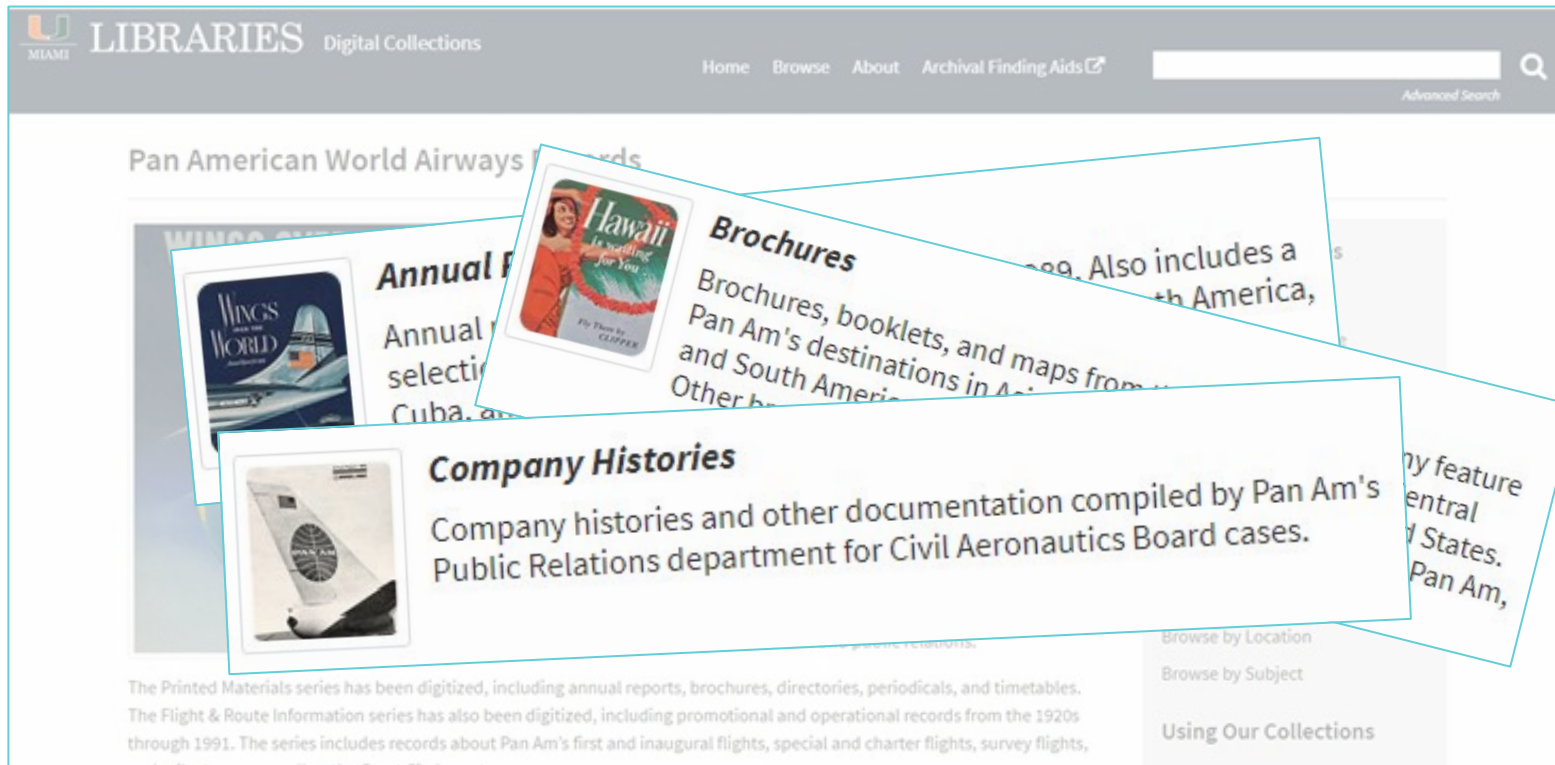
Using Our Collections

The Printed Materials series has been digitized, including annual reports, brochures, directories, periodicals, and timetables. The Flight & Route Information series has also been digitized, including promotional and operational records from the 1920s through 1991. The series includes records about Pan Am's first and inaugural flights, special and charter flights, survey flights,



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collections



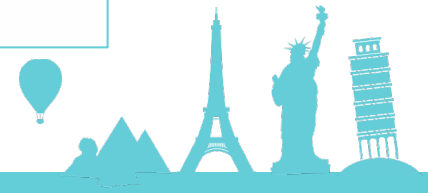
Re-Vamped **PAN AM** Landing Page

+ 10
collections

The screenshot shows the University of Miami Libraries Digital Collections landing page for Pan American. The header includes the University of Miami logo and the text "LIBRARIES Digital Collections". The main title is "Pan American". Below the title, there are three featured collections, each with a thumbnail image and a description:

- Directories**: Telephone and address directories for Pan Am offices dating from 1947-1982. The directories are helpful for identifying former employees and they provide insight into Pan Am's organizational structure. The thumbnail shows a "TELEPHONE ADDRESS DIRECTORY" with a Pan Am logo.
- Company Histories**: Company histories and other documentation compiled by Pan Am's Public Relations department for Civil Aeronautics Board cases. The thumbnail shows a document with a Pan Am logo.
- Brochures, booklets, and maps from Pan Am's destinations in Asia and South America**: Also includes a Pan Am logo.

At the bottom, there is a section titled "Using Our Collections" with links for "Browse by Location" and "Browse by Subject". A paragraph at the bottom states: "The Printed Materials series has been digitized, including annual reports, brochures, directories, periodicals, and timetables. The Flight & Route Information series has also been digitized, including promotional and operational records from the 1920s through 1991. The series includes records about Pan Am's first and inaugural flights, special and charter flights, survey flights, and other historical information."



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collections

LIBRARIES Digital Collections

Pan American Airways

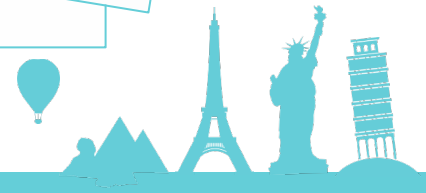
Directories
Telephone and address directories for Pan Am offices dating from 1947-1982. The directories are helpful for identifying former employees and they provide insight into Pan Am's organizational structure.

Flight & Route Information Series
Promotional and operational records pertaining to the development of Pan Am's flights and routes from the 1920s-1980s, including first and inaugural flights, special and charter flights, survey flights, milestones, and the Great Circle route.

The Printed Materials series has been digitized, including annual reports, brochures, directories, periodicals, and timetables. The Flight & Route Information series has also been digitized, including promotional and operational records from the 1920s through 1991. The series includes records about Pan Am's first and inaugural flights, special and charter flights, survey flights, milestones, and the Great Circle route.

Browse by series

Using Our Collections



Re-Vamped *PAN AM* Landing Page

+ 10
collections

LIBRARIES Digital Collections

Pan American Airways

Directories
Telephone and address directories for Pan Am offices dating from 1947-1982. The directories are helpful for identifying former employees and they provide insight into Pan Am's organizational structure.

Flight & Route Information Series
Promotional and operational records of Pan Am's flights and routes, including brochures, booklets, and maps from Pan Am's destinations.

Manuals
Operational, technical, procedural, policy, and training manuals for Pan Am employees.

TICKETING

CHINA CLIPPER

Public Relations

Using Our Collections



Re-Vamped **PAN AM** Landing Page

+ 10
collections

LIBRARIES Digital Collections

Pan American Airways

Directories
Telephone and address directories for Pan Am offices dating from 1947 to 1991. These directories are helpful for identifying former employees and provide insight into Pan Am's organizational structure.

Periodicals
Periodicals published by Pan Am from the 1930s-1991. Many were intended for the general public, such as the *Clipper* and *New Horizons* passenger magazines. Others were for employees, providing a behind-the-scenes look at Pan Am's operations, organization, internal culture, and history.

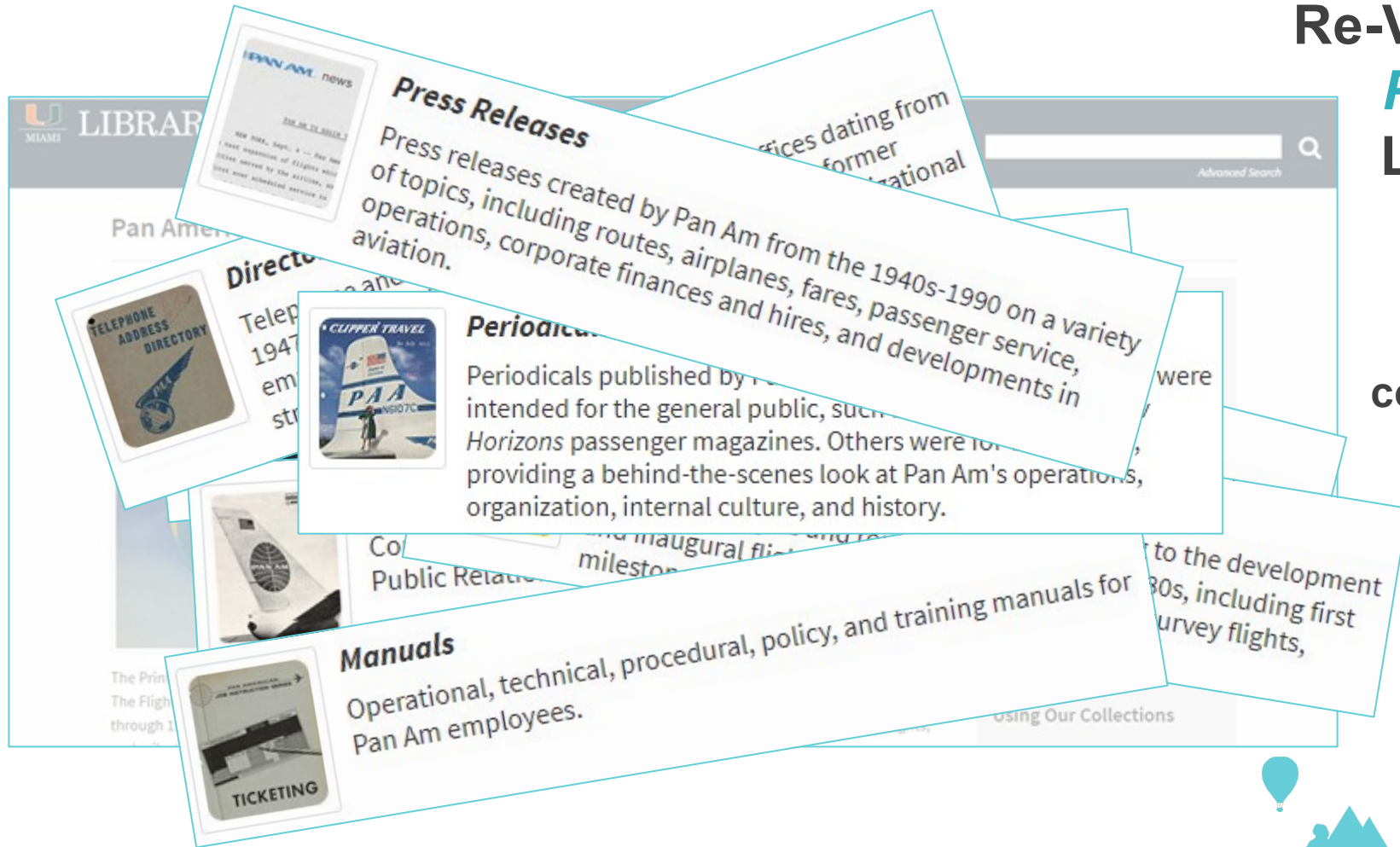
Manuals
Operational, technical, procedural, policy, and training manuals for Pan Am employees.

Using Our Collections



Re-Vamped **PAN AM** Landing Page

+ 10
collections



Press Releases

Press releases created by Pan Am from the 1940s-1990 on a variety of topics, including routes, airplanes, fares, passenger service, operations, corporate finances and hires, and developments in aviation.

Periodicals

Periodicals published by Pan Am intended for the general public, such as Horizons passenger magazines. Others were for internal use, providing a behind-the-scenes look at Pan Am's operations, organization, internal culture, and history.

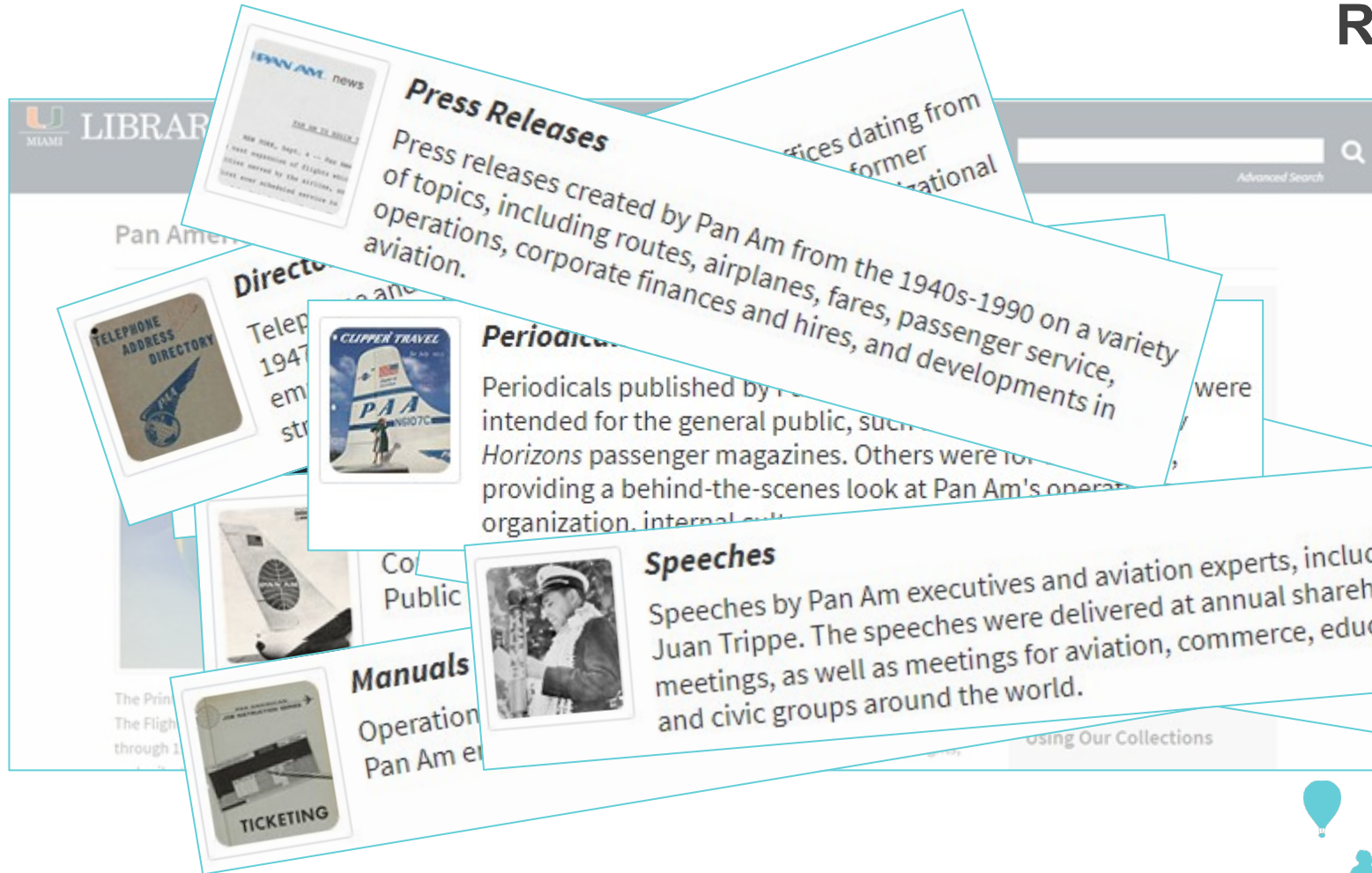
Manuals

Operational, technical, procedural, policy, and training manuals for Pan Am employees.



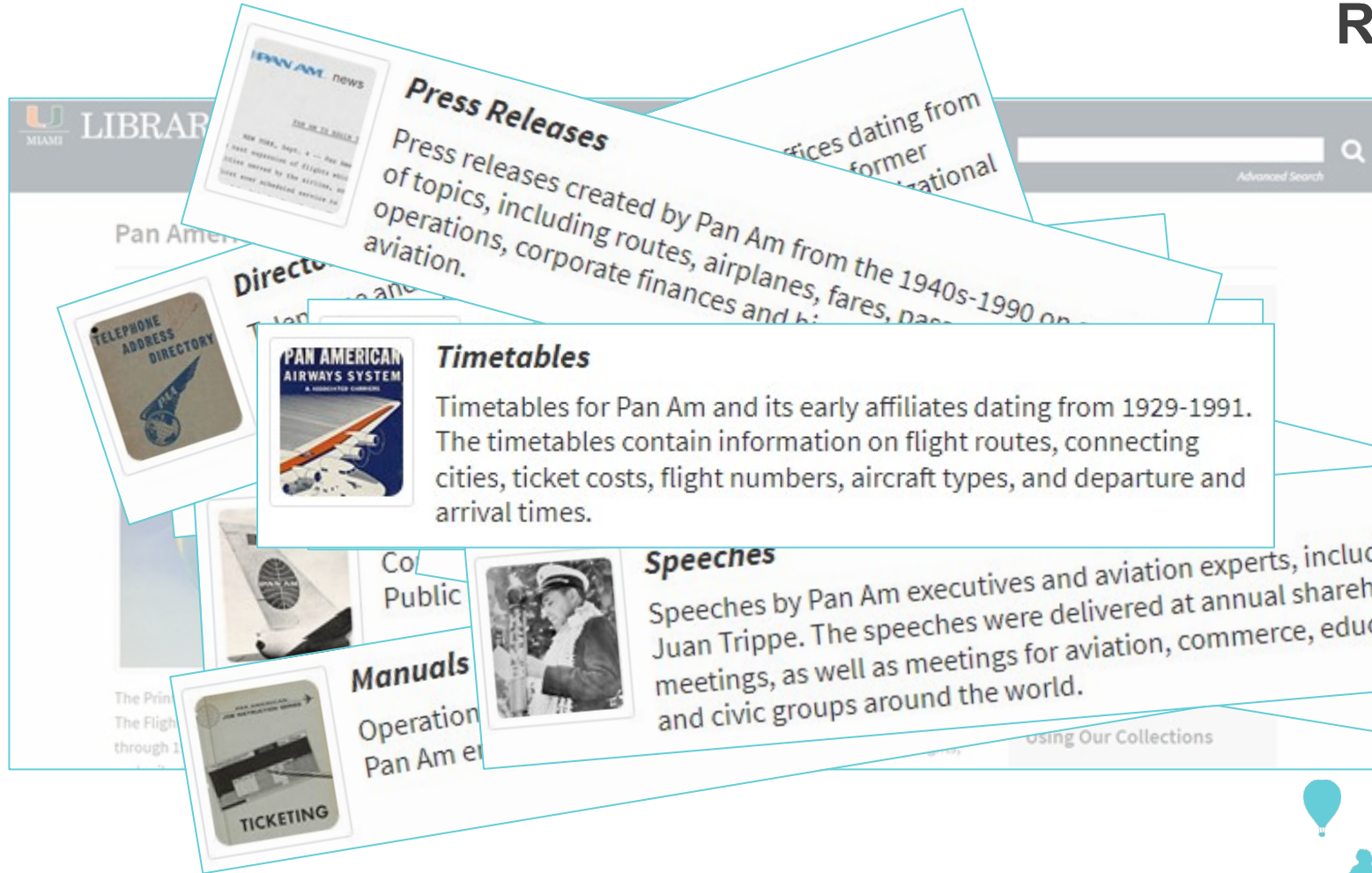
Re-Vamped **PAN AM** Landing Page

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collections



Re-Vamped **PAN AM** Landing Page

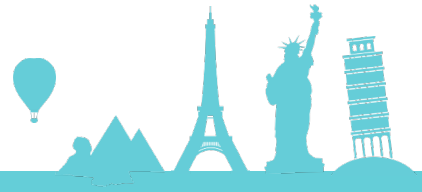
+ 10
collections



Does the collection hold
materials of
Pan Am founder
Juan Trippe
in his own words as a
businessman?



P R Q
A E U
N S E
A T
A R I
M C O
H N





Speeches

Speeches by Pan Am executives and aviation experts, including Juan Trippe. The speeches were delivered at annual shareholder meetings, as well as meetings for aviation, commerce, educational, and civic groups around the world.



LIBRARIES

Digital Collections

Home Browse About Archival Finding Aids

Advanced

Collections

- ☐ Select All Collections
- ☐ Agrupación Abdala Poster Collection
- ☐ Alan Crockwell Collection
- ☐ Alberto Arredondo Papers
- ☐ Aldemaro Romero Archive
- ☐ Arts and Sciences Magazine

Show All

Cancel

Update

Creator

[halaby, najeeb e., 1915-2003 \(38\)](#)
[seawell, william t. \(william thomas\), 1918-2005 \(24\)](#)
[trippe, j. t. \(juan terry\), 1899-1981 \(19\)](#)
[acker, c. edward \(charles edward\) \(15\)](#)

Browsing items in: *Pan American World Airways Records*

Sort by: Title Ascending



Results per page: 50

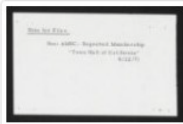
Search Terms:

Corporate and...

Corporate and General: Speeches and Addresses

Records 1 - 50 of 179

1 2 3 4



"East-West trade: let the twain meet", remarks prepared for ...



"Florida's Lesson's For America", remarks by William T. Seawell to t...



"How employees affect PAA public relations", speech by J. K. Barnes...



"Ocean air transport", Twenty-ninth Wilbur Wright Memorial Lect...



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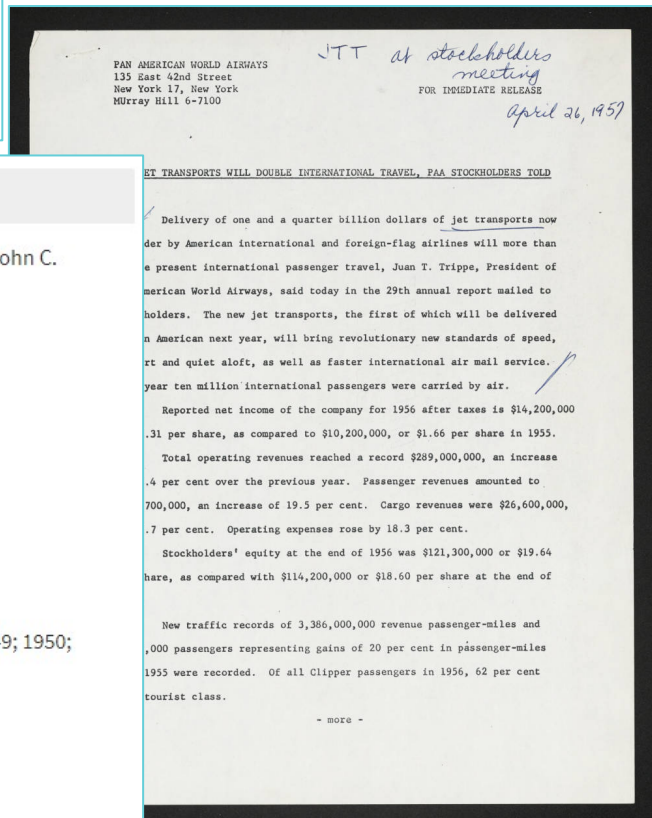


Speeches

Speeches by Pan Am executives and aviation experts, including Juan Trippe. The speeches were delivered at annual shareholder meetings, as well as meetings for aviation, commerce, educational, and civic groups around the world.

Object Description

Title	Miscellaneous speeches and addresses of Juan T. Trippe and John C. Leslie, 1939-1958
Creator	Leslie, John C. Trippe, J. T. (Juan Terry), 1899-1981 Noble, Edward J.
Note	Includes interview and radio broadcast, 1939
Subject	Pan American World Airways, Inc. Aeronautics, Commercial
Genre	Speeches (documents) Correspondence
Date	1939; 1940; 1941; 1942; 1943; 1944; 1945; 1946; 1947; 1948; 1949; 1950; 1951; 1952; 1953; 1954; 1955; 1956; 1957; 1958
Coverage Temporal	1930-1939 1950-1959
Physical Description	1 folder
Language	eng
Repository	University of Miami. Library. Special Collections



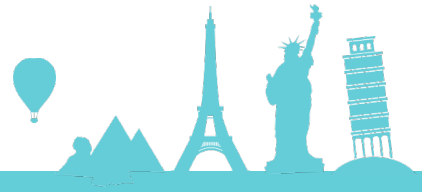
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Back then,
what did it take to become a
Pan Am flight attendant?



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Pan American World Airways Records



The Pan American World Airways digital collection features a variety of materials digitized from the Pan Am records at the University of Miami Libraries Special Collections. In operation from 1927 until 1991, Pan Am was an iconic and groundbreaking airline beloved by travelers worldwide.

The digitized content provides a rich narrative of Pan Am, a company that mapped aerial routes to South America, the Caribbean, Africa, Asia, Europe, the Middle East, and the Pacific; influenced aviation technology and commercial passenger service; and captured the imagination of travelers on a global scale. The records document both Pan Am's internal operations and its engagement with the public, providing a depth and breadth of information regarding the history and culture of Pan Am, its organizational evolution, personnel, air routes, and airport operations, as well as tourism and public relations.

The Printed Materials series has been digitized, including annual reports, brochures, directories, periodicals, and timetables. The Flight & Route Information series has also been digitized, including promotional and operational records from the 1920s through 1991. The series includes records about Pan Am's first and inaugural flights, special and charter flights, survey flights,

Related Resources

[Special Collections](#)[Cleared to Land website](#)[HistoryMiami Museum Pan American World Airways Collection](#)[List of Periodicals](#)[Archival Finding Aid](#)[Browse by Creator](#)[Browse by Decade](#)[Browse by Genre](#)[Browse by Location](#)[Browse by Subject](#)

Using Our Collections

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Cleared to Land website





Cleared to Land: The Records of the Pan American World Airways, Inc.

Introduction

Finding Aid

Digitized Materials

Corporate History

Chain of Custody

A Legacy Aloft

Valiant Ventures

Welcome Aboard

Related Resources

The University of Miami Libraries Special Collections is home to the Pan American World Airways, Inc. Records. From Pan Am's founding in 1927 through its closing in 1991, Pan Am was a pioneer in the development of aviation equipment, air routes, commercial passenger service, navigation techniques, and communication systems. The collection is comprised of fifteen hundred boxes of administrative, legal, financial, technical and promotional materials, as well as internal publications, photographs, audiovisual material and graphic material. A cataloging effort supported by a grant awarded in 2012 from the [National Historical Publications and Records Commission](#) (NHPRC) has allowed these materials to be organized thematically. A subsequent NHPRC grant awarded in 2016 later enabled the library to digitize the Printed Materials Series from this vast collection and make it available online.

This site features useful information for researching the updated collection as well as links to additional research resources related to Pan Am. For more information about the Pan American World Airways, Inc. Records, please contact [Special Collections](#).



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Cleared to Land website



Cleared to Land: The Records of the Pan American Airways, Inc.

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Digitized Materials

Corporate History

Chain of Custody

A Legacy Aloft

Valiant Ventures

Welcome Aboard

Related Resources

Recommended Reading

About

Welcome Aboard: A Look at Service in the Stratosphere

Glamour and luxury were once synonymous with air travel, culminating in the Golden Age of flying during the 1950's and the 1960's. Because ticket fares were once regulated, airlines competed for passengers by upping their amenities. Not to be outdone, Pan American Airways constantly strove to be a cut above the rest, and their style, food, and service was truly legendary.

Climb aboard, as we take a tour of Pan Am's superior services through the years.



Margaret Echoles, one of the first stewardesses for Pan American Airways

Soaring Standards



In the early days of commercial air travel, Pan Am's flight attendants were all male and were known as stewards, who wore white coats and hats. Due to the limited range of early aircraft, planes made

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Related Resources



Cleared to Land website



Cleared

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Digitized Materials

Corporate History

Chain of Custody

A Legacy Aloft

Valiant Ventures

Welcome Aboard

Related Resources

Recommended Reading

About A Legacy

Valiant Ventures

Welcome Aboard

Related Resources

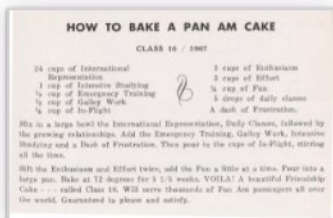
Pan Am Pride

Pan Am initiated its first class of female flight attendants in 1944. Male stewards were needed on the warfront and the stewardesses, as they were known, stepped in to take the place of their male counterparts. From that point on, the role of flight attendant was predominantly occupied by women for years to come.

The "Pan Am Smile" was worn with pride. Since flight attendants were the primary point of contact for its clientele, Pan Am placed a strong emphasis on appearance and imposed strict [qualifications](#). The image of the Pan Am flight attendant embodied the allure and excitement of air travel and inspired many people to pursue careers in aviation.



Genevieve Baker, one of the first stewardesses for Pan American Airways



"How to Bake a Pan Am Cake"

Although Pan Am flight attendants have often been portrayed as glamorous, nurturing caretakers, this image does not convey the elaborate training, strict physical requirements, and rigorous demands expected of them. All personnel underwent [Orientation](#) and flight attendants were required to memorize their [Flight Service Manuals](#), consisting of hundreds of pages.

After 5-6 weeks of arduous training, students earned their "wings" and attended a graduation ceremony.

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Cleared to Land website




You've searched: Pan American World Airways Records

Title: "orientation" x (or) Title: "indoctrination" x

Sort by: Title ▼

 Display Options

 Save to favorites

Display: 50 ▼

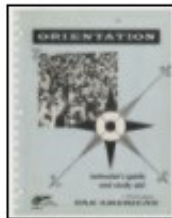
☐ Check/uncheck all



☐ Atlantic Division
indoctrination
manual



☐ Horizons
unlimited : an
indoctrination
course for flight
service personnel



☐ Orientation:
instructor's
guide and study aid



☐ Orientation:
study aid



☐ Pan American
Orientation
Program

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Cleared to Land website





Collections

- ☐ Select All Collections
- ☐ Agrupación Abdala Poster Collection
- ☐ Alan Crockwell Collection
- ☐ Alberto Arredondo Papers
- ☐ Aldemaro Romero Archive
- ☐ Arts and Sciences Magazine

Show All

Cancel

Update

Creator

[pan american world airways, inc. \(18\)](#)

Subject

[pan american world airways, inc. \(11\)](#)
[employees -- training of -- handbooks, manuals, etc. \(8\)](#)
[flight crews \(8\)](#)
[personnel departments --](#)

Browsing items in: *Pan American World Airways Records*

Sort by: Title Ascending



Results per page: 50

Search Terms:

orientation

indoctrination

training

Records 1 - 18 of 18



Atlantic Division
indoctrination manual



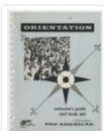
Flight service training
manual: Traffic Training
Section, Latin Americ...



Horizons unlimited : an
indoctrination course
for flight service perso...



Index of training
materials



Orientation: instructor's
guide and study aid



Orientation: study aid



Pan Am 747 flight crew:
ground school review
and preparation: flight



Pan Am 747 flight crew:
ground school review
and preparation: flight

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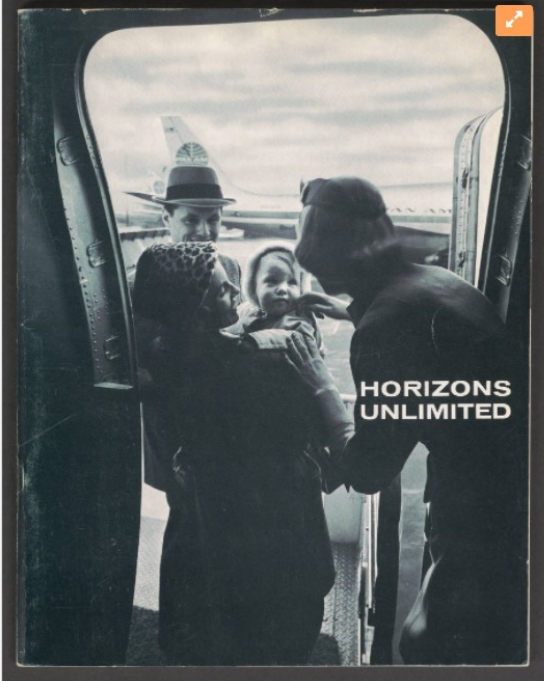




Cleared to Land website





Horizons unlimited : an indoctrination course for flight service personnel

Page 1






Search this record





Show All


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101 Results found in:


Page 1


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Page 6

Page 7

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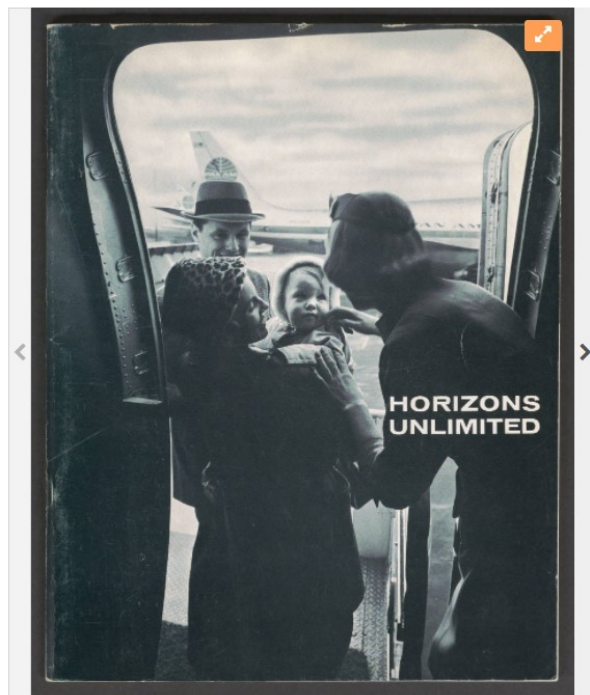


Cleared to Land website



Horizons unlimited : an indoctrination course for flight service personnel

Page 1

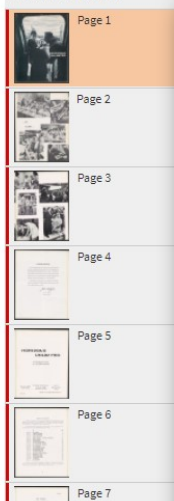


Search this record

food

Show All Filtered

101 Results found in:



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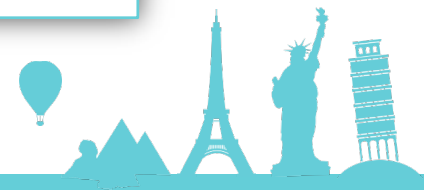
Object Description

Title	Horizons unlimited : an indoctrination course for flight service personnel
Creator	Pan American World Airways, Inc.
Genre	Brochures Promotional materials
Date	1963
Coverage Temporal	1960-1969
Coverage Spatial	New York (N.Y.)
Language	eng
Repository	University of Miami. Library. Special Collections
Collection Title	Pan American World Airways, Inc. records
Collection No.	ASM0341
Series	Printed Materials: Brochures and Booklets: Other
Container	Box No. 2 of 2 Box Title: Brochures and Booklets: Other 2 of 2 Folder No. 3 Folder Title: Horizons Unlimited, 1963

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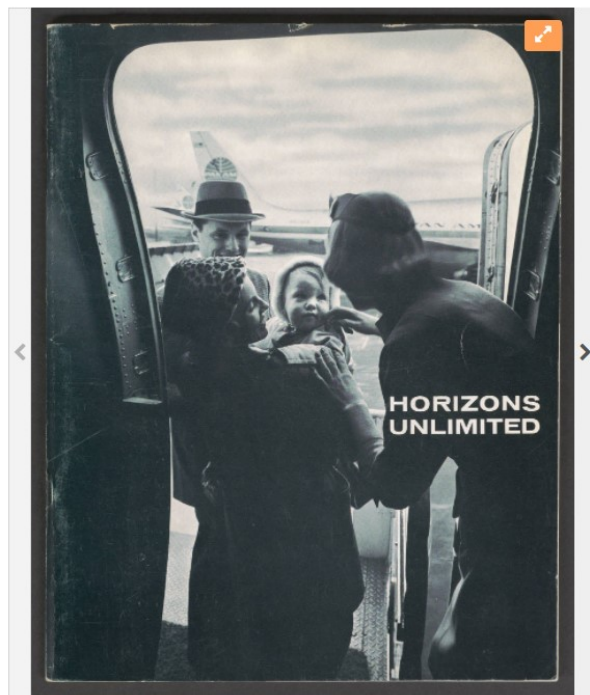


Cleared to Land website



Horizons unlimited : an indoctrination course for flight service personnel

Page 1



Result 1 of 1
[Back to results](#)

Search this record
food

Show All Filtered

101 Results found in:

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Page 7

+ OCR
encoding

Object Description

Title	Horizons unlimited : an indoctrination course for flight service personnel
Creator	Pan American World Airways, Inc.
Genre	Brochures Promotional materials
Date	1963
Coverage Temporal	1960-1969
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Series	Printed Materials: Brochures and Booklets: Other
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Cleared to Land website





(De)parting Thoughts



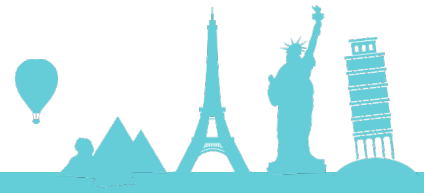
A collection this large requires multiple approaches to metadata creation, implementation and use

OCR encoding is key for discoverability, data mining & data sharing

The Digital Collection makes a wide variety of materials accessible to a wider audience

The Digital Collection democratizes information

The Digital Collection allows for deeper research and more discoverability





Thank you

Any Questions??



Gabriella Williams, MLIS
UM Digital Projects Librarian
gxw233@miami.edu

Nicola Hellmann-McFarland, MLIS/MA
UM Library Technician
nsh36@miami.edu



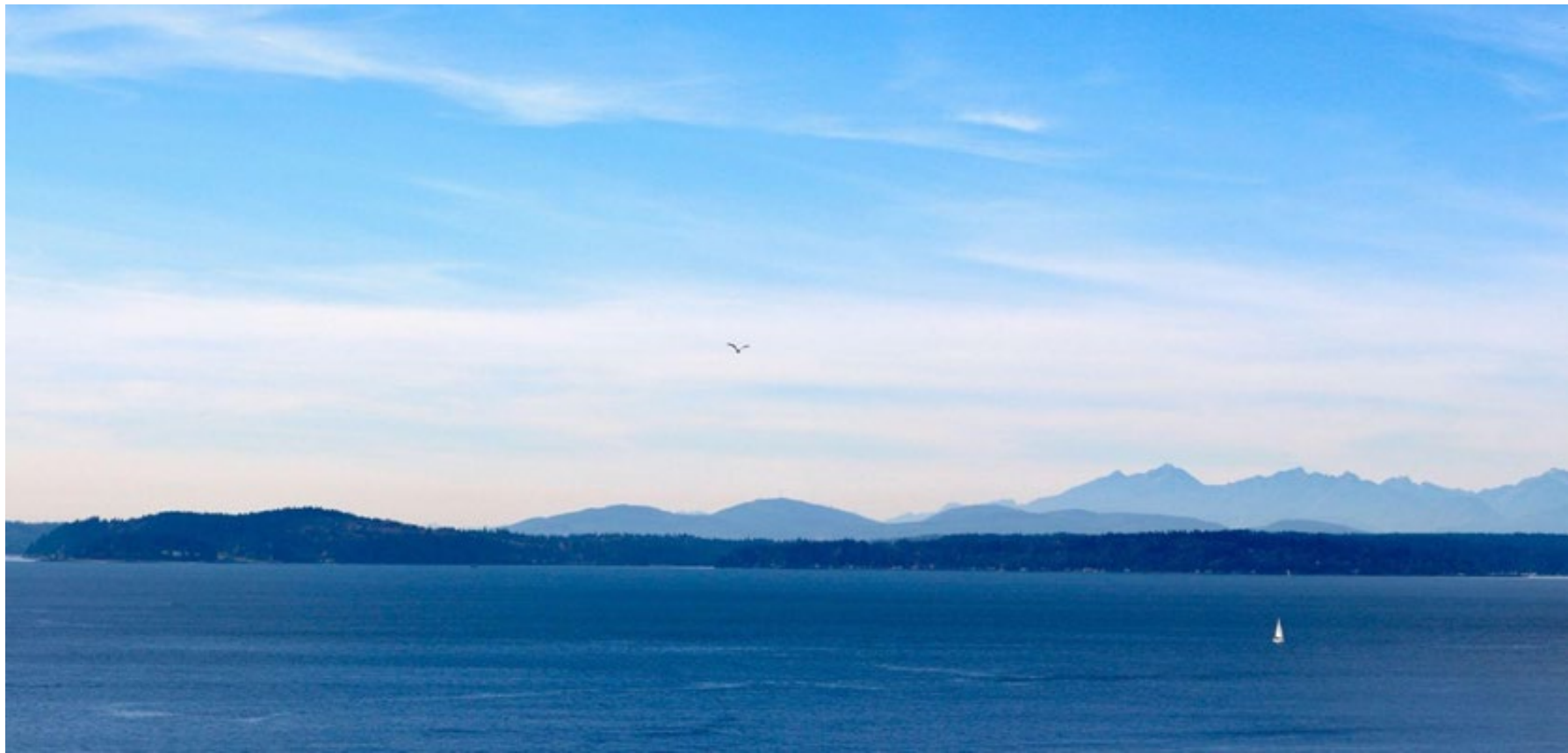


CONTENTdm
CONNECT

Centering community and slowing down

MERCY PROCACCINI, OCLC

#oclcCONTENTdm



Lands and waterways of the Duwamish people past and present

Learn more: DuwamishTribe.org WeAreMuckleshoot.org

Photo by Andrew Bain, [unsplash](https://unsplash.com/photos/AndrewBain)

The view from here



Mercy Procaccini (she/her)
Senior Program Officer
OCLC Research Library Partnership

Using our technology and resources to advance racial equity

Community convening

Words matter

Austlangs

OCLC has organized a diverse group of experts, practitioners, and community members to explore the opportunities and challenges of implementing antiracist and inclusive language in metadata descriptions. This community convening is deepening OCLC's understanding of community needs and directions and facilitate the development of an agenda that organizations can use to re imagine descriptive practices for libraries, archives, and other memory institutions.

[Learn how OCLC is helping 'Reimagine Descriptive Workflows'](#)

Distinguished Seminar Series



Kimberly Christen

The event featured Dr. Kimberly Christen, Director of the Digital Technology and Culture Program, the Director of Digital Projects for Native American Programs, and the co-Director of the Center for Digital Scholarship and Curation at Washington State University. In her presentation, Dr. Christen addressed the concept that library and archive practices are neutral and non-biased, traced the often violent histories of collecting and the construction of the public domain, unpacked their connections to the foundations of libraries and archives, and opened a space to provide a framework for ethical engagements and reciprocal practices through culturally responsive tools and engagements. The event was held at OCLC's global headquarters in Dublin, Ohio, and live-streamed to virtual attendees.

2017

**"We have never
been neutral:
Search, discovery,
and the politics of
access"**

Hanging Together

the OCLC Research blog

≡ MAIN MENU

EQUITY, DIVERSITY, INCLUSION (EDI) / METADATA

Towards respectful and inclusive description

December 17, 2020 - by Merrilee Proffitt - [Leave a Comment](#)

Because of this and other learning opportunities, I have been reflecting on the land I live on, which is the unceded territory of the Chochenyo Ohlone. If you are curious about the land you are on a good starting point is the [Native Lands website](#).

As we have been engaged in conversations about the difficulty of cataloging topics relating to Indigenous peoples in respectful ways, OCLC Research has sought to better understand the issues through readings, presentations, and structured conversations with library staff. This post attempts to bring some of these learnings together.



Stories of harm

“I think every [Canadian] librarian or library worker could probably tell you a story of their discomfort, or **the look of horror on the face of a customer who's asking how to search for material about Indigenous peoples, and you have to tell them that it's under Indians of North America...** despite the strides that we're trying to make there doesn't seem to be movement at the institutional level to make those changes happen in a widespread kind of systematic way...”

OCLC awarded Mellon Foundation grant

“Reimagine Descriptive Workflows”

Convening in June 2021 – first step in a global conversation

Diverse group of experts, practitioners, and community members

Examine and learn from localized efforts

Gain insights into improving practices, tools, infrastructure, and workflows at scale and at a community level

Develop a community agenda, which identifies the issue and maps a path



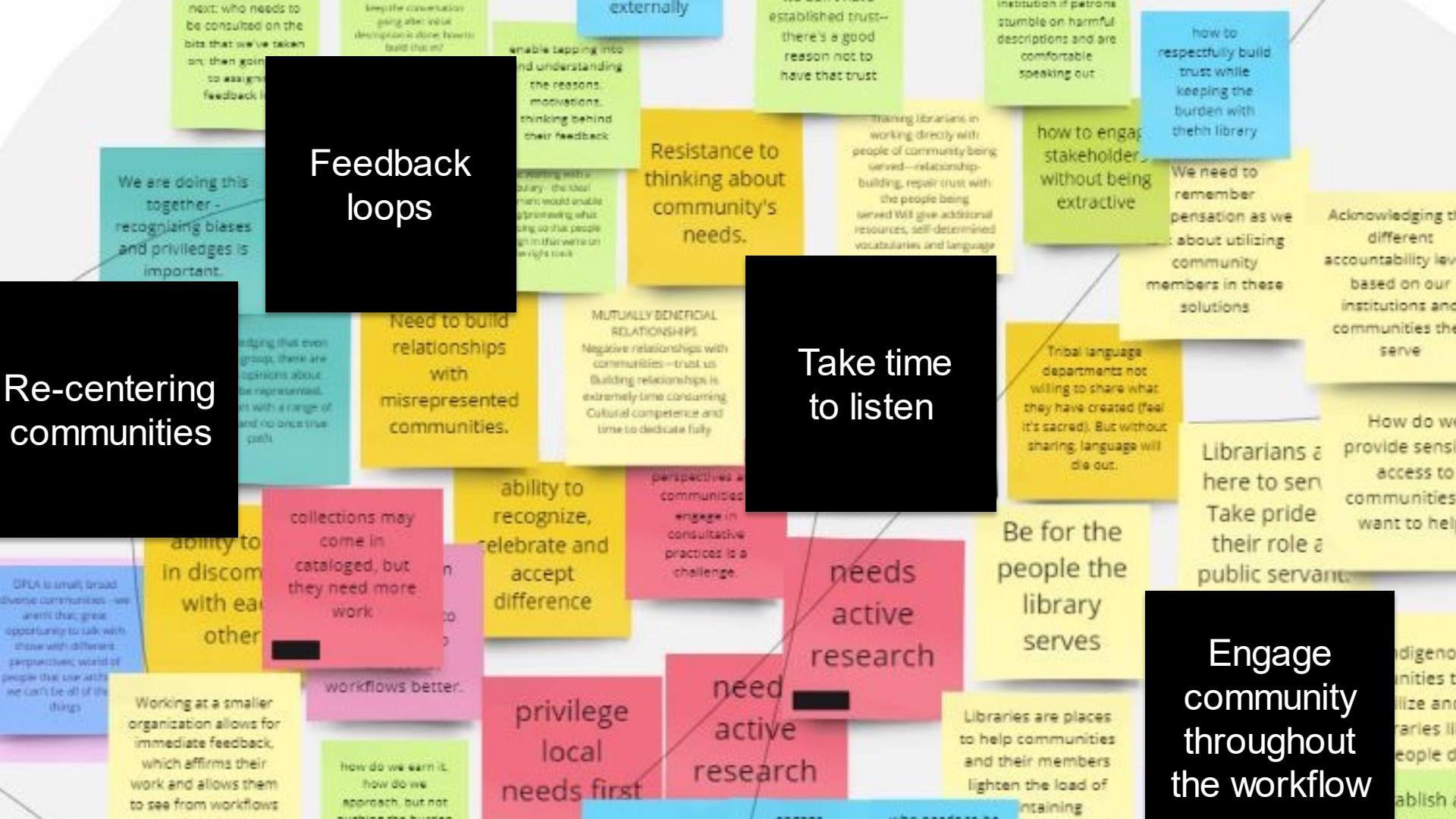
Visit
oclc.org/reimagine-workflows
to learn more

Feedback loops

Re-centering communities

Take time to listen

Engage community throughout the workflow



DESIGN CHALLENGE: STOP AND LEARN (CONNECTING WITH COMMUNITIES)

Insight: We're trying to slow down and involve communities in our workflows in equitable ways within a cataloging culture that pushes us to speed up and to spend and value time and resources in different ways.

Opportunity: How might we create the conditions for and support a move toward a cataloging culture that demonstrably values community engagement by making it accepted and even expected to slow down and invest our time and money in this way?

Digital stewardship training for tribal archives, libraries, museums, and small public libraries



- Led by OCLC's WebJunction, in partnership with WSU's Center for Digital Scholarship and Curation
- Funded in part by a grant from Institute of Museum and Library Services

Tribal digital stewardship cohort program

- Year-long hybrid program for staff working in tribal archives, libraries, and museums (TALMs)
- Directed by Dr. Kim Christen
- Training for those starting digital projects at their institutions



Photos by Nella Letizia and Lotus Norton-Wisla, WSU Libraries



Digital stewardship training for TALMs and small public libraries

- Informed by the experiences of participants in the Tribal Digital Stewardship Cohort Program
- Developed in response to the needs of staff at TALMs and small public libraries
- Covers key aspects of planning for, creating, and managing digital collections

Community-centered digital stewardship

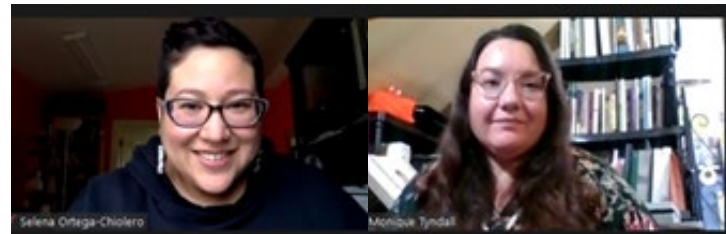
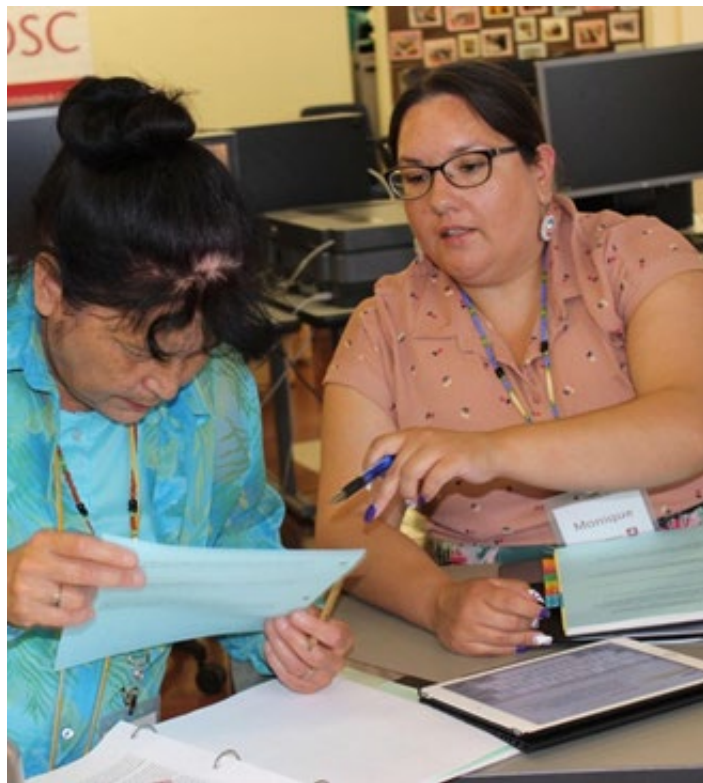
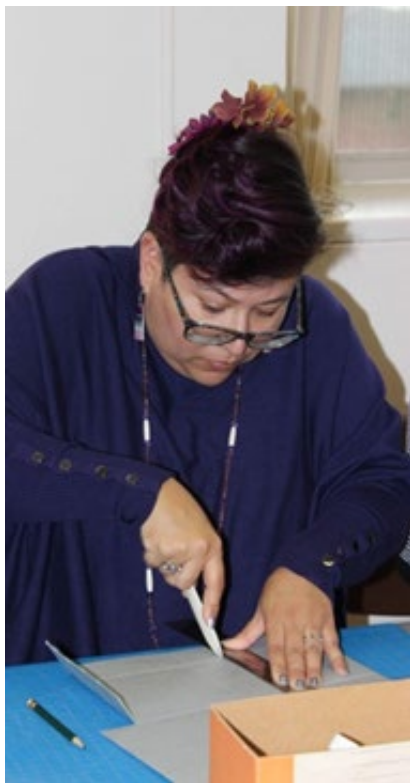


DIGITAL STEWARDSHIP LIFECYCLE

CULTURAL CHECK



Learners as teachers



Photos by Nella Letizia and Lotus Norton-Wisla, WSU Libraries

Parting thoughts

Center community needs and values. Collaborate as equal stakeholders. Pay attention to overlooked voices in your community.

Parting thoughts

Center community needs and values. Collaborate as equal stakeholders. Pay attention to overlooked voices in your community.

Slow it down. To learn. To unlearn. To build trust. To heal.

Parting thoughts

Center community needs and values. Collaborate as equal stakeholders. Pay attention to overlooked voices in your community.

Slow it down. To learn. To unlearn. To build trust. To heal.

Prioritize humans and relationships.

Reimagine Descriptive Workflows

- Draft research agenda will be available for comment
- To be published in early 2022
- **oc.lc/reimagine-workflows**

Digital Stewardship Training for Tribal Archives, Libraries, Museums, and Small Public Libraries

- Courses will be freely available at OCLC WebJunction and CDSC's [Sustainable Heritage Network](#)
- To be released in early 2022
- **oc.lc/digital-stewardship**

Gratitude

Reimagine Descriptive Workflows

Advisors: Stacy Allison-Cassin, Jennifer Baxmeyer, Dorothy Berry, Kimberley Bugg, Camille Callison, Lillian Chavez, Trevor A. Dawes, Jarret Martin Drake, Bergis Jules, Cellia Joe-Olsen, Katrina Tamaira, Damien Webb. Attendees: Audrey Altman, Jill Annitto, Heidi Berthoud, Kelly Bolding, Stephanie Bredbenner, Itza Carbajal, May Chan, Alissa Cherry, Sarah Dupont, Maria Estorino, Sharon Farnel, Lisa Gavell, Jasmine Jones, Michelle Light, Sharon Leon, Koa Luke, Christina Manzella, Mark Matienzo, Rachel Merrick, Shaneé Yvette Murrain, Lea Osborne, Ashwinee Pendharkar, Treshani Perera, Keila Zayas Ruiz, Holly Smith, Gina Solares, Michael Stewart, Katrina Tamaira, Bri Watson, Beacher Wiggins, Pamela Wright. Shift Collective: Gerry Himmelreich, Jennifer Himmelreich, Lynette Johnson, Tayo Medupin, Asante Salaam, Jon Voss. OCLC: Rachel Frick, Marti Heyman, Jay Holloway, Bettina Huhn, Nancy Lensenmayer, Merrilee Proffitt, Nathan Putnam, Diane Vizine-Goetz, Chela Scott Weber.

Digital Stewardship Training for Tribal Archives, Libraries, Museums, and Small Public Libraries

Tribal Digital Stewardship Cohort Program participants and advisors including Keau George, Samantha Odegard, Selena Ortego-Chiolero, Monique J. Tyndall, Amelia Wilson. Center for Digital Scholarship and Curation staff including Kim Christen, Lotus Norton-Wisla. Public library advisors including Chris Brown, Tracey Hambleton, Laura Kayacan, Amanda McLaren. OCLC: Brittany Brannon, Betha Gutsche, Steph Harmon, Rebecca McGuire, Dale Musselman, Sharon Streams.



CONTENTdm
CONNECT

**Thank
you**

Mercy Procaccini

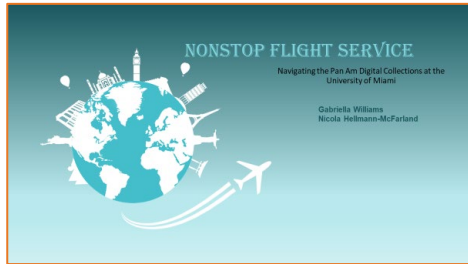
OCLC

procacm@oclc.org

#oclcCONTENTdm



Questions?





CONTENTdm
CONNECT

OCLC update

SHANE HUDDLESTON, PRODUCT MANAGER

#oclcCONTENTdm



Shane Huddleston

Product Manager, OCLC

A year-ish in review

Project Client

- Several core components modernized
- Long-term Windows .NET support
- Better encryption improves security
- Newer ABBYY FineReader OCR engine

Project Client

- Several core components modernized
- Long-term Windows .NET support
- Better encryption improves security
- Newer ABBYY FineReader OCR engine

Support for older Project Client ends 31 Dec 2021

Did you know...

All | Upload for Approval | Open in Tab | Delete

Find and Replace

Find what: Find Next

Replace with: Replace

in


☐ Match case

☐ Find whole words only

[Hide Advanced Options <<](#)

☐ Use wildcards

☐ Use regular expressions

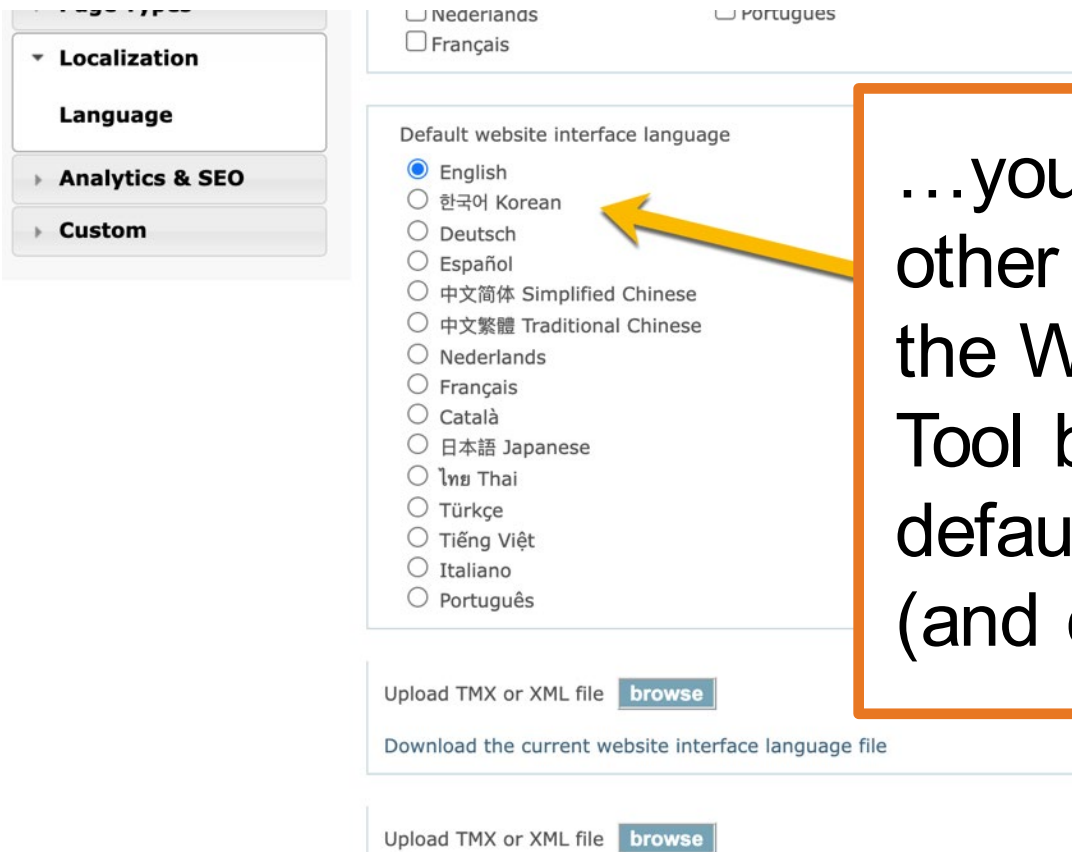


...the Project Client
supports using wildcards
in Find and Replace?
And you can use regular
expressions.

CONTENTdm website

- Migrated from older version of React
- Miscellaneous bug fixes
- Speed improvements
- Changes to JavaScript events used in advanced customizations
- Future updates will be easier (for OCLC)

Did you know...



The screenshot shows the 'Localization' section of the Website Configuration Tool. On the left, a sidebar contains links for 'Localization', 'Language', 'Analytics & SEO', and 'Custom'. The main area displays a list of languages under the heading 'Default website interface language'. The 'English' option is selected with a blue radio button. A yellow arrow points to the 'English' option. Other languages listed include Korean, Deutsch, Español, Simplified Chinese, Traditional Chinese, Nederlands, Français, Català, Japanese, Thai, Türkçe, Tiếng Việt, Italiano, and Português. At the bottom, there are fields for 'Upload TMX or XML file' with a 'browse' button and a link to 'Download the current website interface language file'.

Localization

Language

Analytics & SEO

Custom

Default website interface language

- ☒ English
- ☐ 한국어 Korean
- ☐ Deutsch
- ☐ Español
- ☐ 中文简体 Simplified Chinese
- ☐ 中文繁體 Traditional Chinese
- ☐ Nederlands
- ☐ Français
- ☐ Català
- ☐ 日本語 Japanese
- ☐ ไทย Thai
- ☐ Türkçe
- ☐ Tiếng Việt
- ☐ Italiano
- ☐ Português

Upload TMX or XML file [browse](#)

[Download the current website interface language file](#)

Upload TMX or XML file [browse](#)

...you can edit text in other languages through the Website Configuration Tool by changing the default website language (and changing it back)?

CONTENTdm Cookbook

- Custom page templates
- Show all PDF pages in viewer
- Embed OHMS viewer
- Embed SoundCloud streams
- URL fragment anchors
- Mirador 3 integration
- Internet Archive BookReader
- Custom links from metadata
- Event logging debugger

[oclc.org/cdm-cookbook](https://oclc.org/oclc/cdm-cookbook)

Did you know...

...recipes are designed to be modular?

You can combine multiple recipes by copying and pasting them into a single JavaScript file.

```
126 > collection
127
128 Array.from(document.querySelectorAll('.mirador-button'))
129   .forEach(el => {
130     if (el && el.parentElement) {
131       el.parentElement.removeChild(el);
132     }
133   });
134 }
135 }
136
137 let globalScope = false;
138 let collectionScope = [
139   'p9006document' // |example_alias'
140 ];
141
142 document.addEventListener('cdm-item-page:ready', function(e) {
143   const item = e.detail.itemId;
144   const collection = e.detail.collectionId;
145   if (globalScope || collectionScope.includes(collection)) {
146     getParent(item, collection).then(function(response) {
147       if (response === false) {
148         return;
149       } else {
150         mirador_button.add(response, collection);
151       }
152     });
153   }
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Images, PDFs, and IIIF

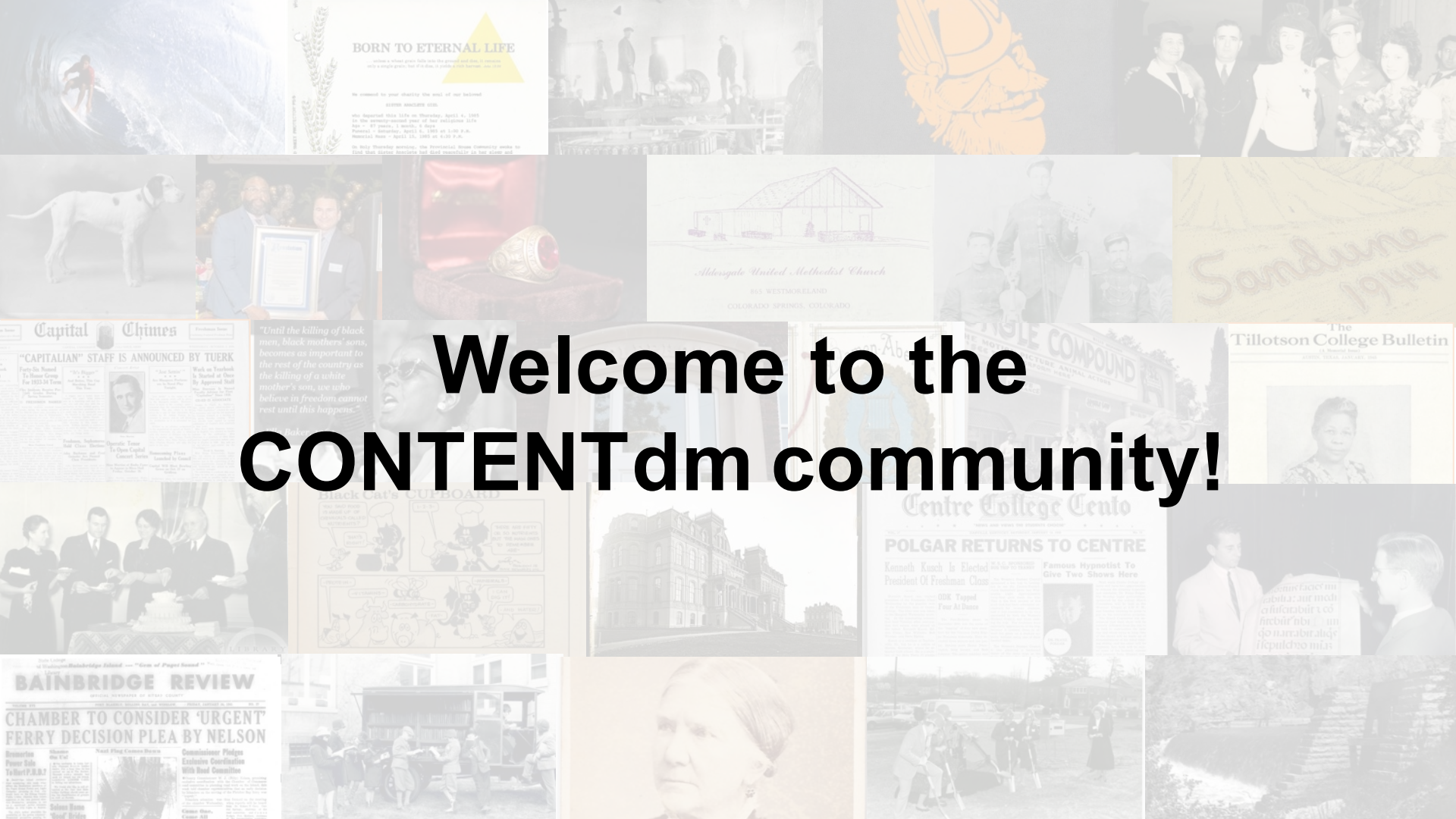
- Upgrading image services to Cantaloupe
- Advanced JPEG2000 support from Kakadu
- PDF image support from Adobe
- PDF compound objects will have IIIF support
- Many sites have this now... more coming soon!

Investment

Investment Flexibility

Investment Flexibility Sustainability

The CONTENTdm community



So much content

So much content

**28 thousand
collections**

So much content

**28 thousand
collections**

**More than 80
million items**

So much content

**28 thousand
collections**

**More than 80
million items**

**Over 200 TBs
of data!**

All over the world



All over the world

In 4 OCLC
data centers



All over the world

**Repositories in
37 countries**

**In 4 OCLC
data centers**



All over the world

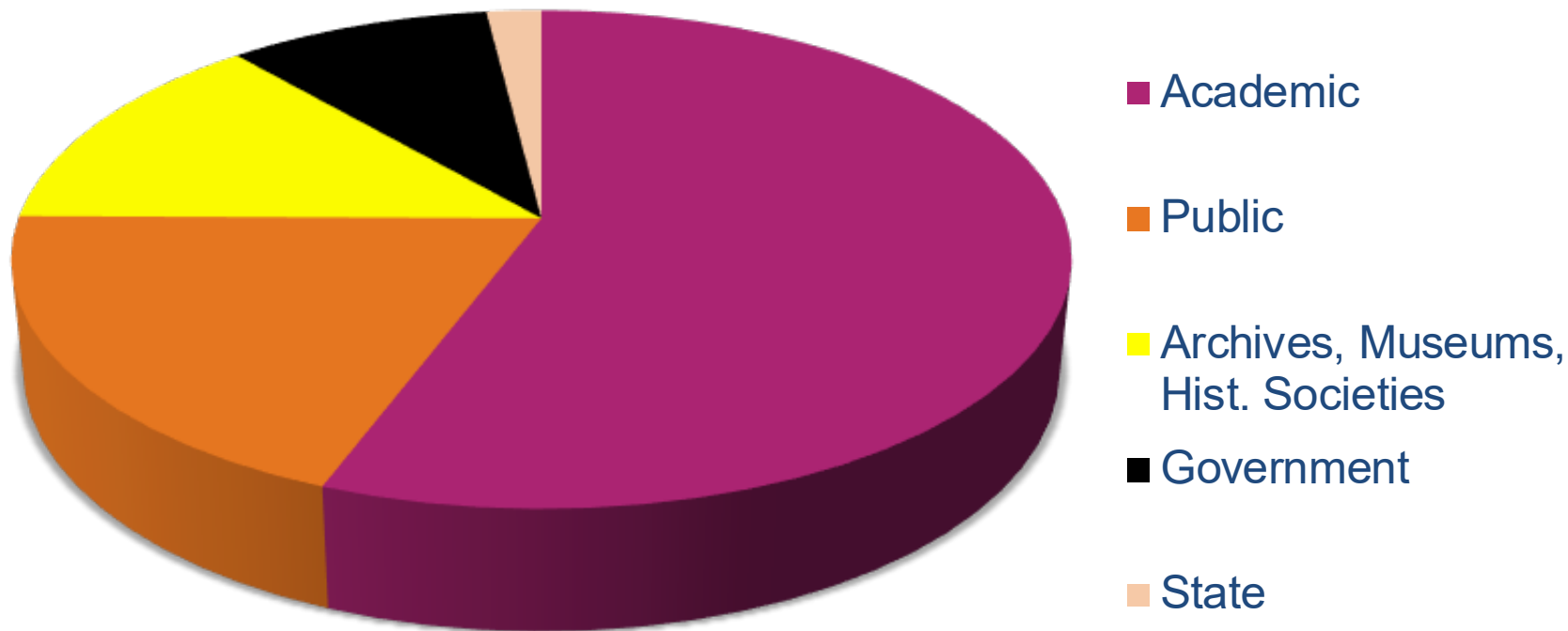
6 of 7
continents!

Repositories in
37 countries

In 4 OCLC
data centers



Who uses CONTENTdm?



Connecting with other users

Monthly office hours

- Third Thursday of every month
- Everyone is welcome, any question is fair game
- Recording available afterward
- Special topics presented in the first 15 – 20 minutes
 - Oct 21: *Unveiling the mystery of display images*
 - Nov 18: *Integrating Mirador 3 into your website*
 - Dec 16: *The power of Project Client metadata templates*

oc.lc/cdm-office-hours

Connect. Collaborate. Contribute.

Join fellow CONTENTdm users in the OCLC Community Center, where you can

- Connect with community peers
- Collaborate, ask questions, and gain insight
- Contribute and share ideas to improve products
- Stay on top of and discuss OCLC announcements

oclc.org/community



CONTENTdm
CONNECT

**Thank
you**

Shane Huddleston

OCLC

CDM-Product@oclc.org

#oclcCONTENTdm



Questions?

Thank you!





CONTENTdm
CONNECT

**Thank
you**

CDM-Product@oclc.org

#oclcCONTENTdm

