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Upcoming Issue

Summer 2018

*Lots of Ways
to Be a Leader*

The Specialness of Special Libraries



ON THE COVER

Mazama library and clubroom, Pacific Bank Building, ca. 1914. Mazama Library and Historical Collections, VM1999.011 Donald Onthank Collection.

From the Guest Editor



SUE LUDINGTON

Since March 2018, Sue has been the Law Librarian for the Lane County Law Library; prior to that, she was the Assistant Law Librarian at Washington County (OR) Law Library for over five years. She earned her MLIS from the University of Washington in 2002 and worked for 10 years in public libraries as a teen services librarian. Upon receiving her Paralegal Studies certificate in 2012, Sue transitioned into the world of public law librarianship and has found great satisfaction in serving the patrons of these special libraries. When not librarianing, she enjoys hiking, crossword puzzles, beer, local politics, and live music.

A great library contains the diary of the human race.

—George Mercer Dawson

When I entered graduate school at the University of Washington (UW) in 2000, I knew I wanted to be a public librarian. However, with an undergraduate minor in art and a pervasive interest in museums, I remained secretly fascinated by special libraries. I mean, how cool would it be to work at the Rock and Roll Hall of Fame Library & Archives (<http://library.rockhall.com/home>) or the Margaret Herrick Library of the Academy of Motion Picture Arts and Sciences (<http://www.oscars.org/library>)?

According to the Occupational Outlook Handbook, “(s)pecial librarians work in settings other than school or public libraries ... Law firms, hospitals, businesses, museums, government agencies, and many other groups have their own libraries that use special librarians” (Bureau of Labor Statistics, 2018, para. 10). According to the American Library Association, there are approximately 6,966 special libraries or information centers (“special libraries include Corporate, Medical, Law, Religious, etc.”) in the United States (American Library Association, 2015, para. 5).

Though I haven’t made it to the Rock and Roll Hall of Fame, I’ve enjoyed encounters with a wide range of special libraries over the years. During my time in Seattle, I volunteered at the Mountaineers library (no longer in existence): as an avid hiker and climber, I was tremendously excited to engage with this collection. I will never forget the thrill of seeing a checkout card signed by mountaineering writer Jon Krakauer!

I also took part in special library tours organized by UW’s student chapter of the Special Libraries Association (<https://www.sla.org/>). My memory is hazy on the different places we visited, but the most unforgettable for me was Experience Music Project (now called the Museum of Pop Culture www.mopop.org): here we heard about the acquisition process of music-related artifacts, saw how they cataloged various realia—defined as “actual objects (artifacts, specimens, etc.)”—and learned about necessary storage methods (Taylor, 2006, p. 542). From costumes to instruments to archived recordings to sheet music, it was a riveting inside look at how a massive museum maintains and preserves its unique collection.

After I left Seattle, I spent the next 10 years mostly working in Oregon public libraries, loving nearly every minute of it. But, like many, I always watched the job postings because you never know, right?

At one point, I applied for a job at the American Alpine Club Library in Golden, Colorado (<https://americanalpineclub.org/library/>), but it didn't pay very well. I also seriously considered throwing my hat in the ring for the new (in 2009) Grateful Dead Archivist position at the University of California at Santa Cruz for the Library Special Collections & Archives' Grateful Dead Archive (<https://guides.library.ucsc.edu/gratefuldeadarchive>). Alas, I lacked any real experience as an actual archivist, so was clearly out of the running. Still, fun to dream!

Fast forward 10 years and, as is wont to happen, a serendipitous turn of events changed the course of my career. By 2013, I had earned my Paralegal Studies certificate and been promoted to Assistant Law Librarian at the Washington County Law Library in Hillsboro, Oregon (<https://www.co.washington.or.us/lawlibrary/>). Five years later and I'm now in Eugene, having recently been hired as Law Librarian for the Lane County Law Library (www.lanecounty.org/lawlibrary). County law libraries have many similarities to public libraries, but the hallmarks of special librarianship—working with a smaller, specialized collection, serving a limited patron group, and placing emphasis on meeting these particular users' needs—figure most prominently.

So, when given the opportunity to serve as *OLA Quarterly* guest editor, I jumped at the chance to investigate and highlight the specialness of some of Oregon's special libraries. And, boy, do we have some good ones!

We open the issue with a fabulously in-depth look at the Mazama Library and Historical Collections (LHC), written by LHC Manager Mathew Brock. The Mazamas, a Portland-based climbing organization in existence for nearly 125 years, reveres its library, which is one of the few remaining standalone mountaineering libraries in the United States. Accompanied by terrific photographs, Mathew's account talks about Mazama Library history and elaborates on the LHC's incredible collection of print books, maps, and realia.

Next, Katie Lockwood, Metadata & Systems Librarian at University of Western States in Portland, shares how her library adapted the National Library of Medicine (NLM) Classification scheme in order to better serve her institution's chiropractic students. Inspired by the limited classification of "chiropractic therapeutics," Katie demonstrates how the reclassification effort resulted in increased awareness and usage of the affected materials.

Another special library in Portland is the one affiliated with the Bonneville Power Administration (BPA). Supervisory Librarian Kaye Silver outlines the history of the BPA Library and its changing role within the organization, then showcases her efforts to revamp the BPA Library and Visitor Center. Before and after photos bring her narrative to life!

Illustrating the similarities that special libraries have with other types of libraries, Rachael Davis, Library Technician 3 at Oregon State University's Guin Library (located at the Hatfield Marine Science Center campus in Newport), offers a look at the method she created as a way to preserve the institutional memory of a retiring colleague. Rachael's innovative strategy lends encouragement to others who might want to try using "oral history" projects for this purpose.

Following this account is a superb overview of the Jackson County Genealogical Library (JCGL) written by Cara Davis-Jacobson and Anne Billeter, both with the Rogue Valley Genealogical Society in Medford. The writers present a detailed look at JCGL's evolution and tempt readers with its boast-worthy collection, vast services, and public education opportunities well-known in Southern Oregon and beyond.



As a companion piece, Dawn Carlile, Library Coordinator at the Oregon Genealogical Society (OGS) in Eugene, offers wonderful insights into Oregon genealogical societies as a whole. From one-of-a-kind collections to diverse classes and stimulating seminars, Oregon's 30+ genealogical societies are undeniably critical links to preserve the history of Oregon's families.

From the world of medicine, Heather Martin, Director of System Library Services at Providence St. Joseph Health, details the fascinating instructional role that hospital librarians fulfill as part of that institution's medical residency programs. By actively engaging with hospital residents during their course of work and study, these expert librarians instill skills that will endure beyond the residency period.

We conclude our look at special libraries with a timely treat: Matthew Cowan, Moving Images & Photography Archivist at the Oregon Historical Society (OHS), shares the amazing tale about a collection of 1980s videotapes that went unseen for decades—until OHS let a couple of film directors know about them. You won't want to miss reading about OHS' role in *Wild Wild Country*, the 2018 Netflix documentary about the Rajneesh movement in Oregon.

I welcome you into the world of special libraries and sincerely hope you enjoy reading about all the absolute "specialness" they have to offer!

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Monographs, Manuscripts, and Mountaineering: An Overview of the Mazama Library and Historical Collections

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MATHEW BROCK is the Library and Historical Collections Manager for the Mazamas, a 124-year-old mountaineering organization based in Portland, Oregon. He has a BA in Anthropology and a Master's in Library Science. At the library, he enjoys working with members and learning about all the fantastic places people climb around the world. Mathew's pastimes include hiking, backpacking, and rock climbing. Besides being outdoors, Mathew likes traveling, cooking, and building things with his wife and daughter.

Mountains have always had the power to stir emotions and inspire expression, and over the years mountaineering writers have produced some truly memorable and powerful works. Thus, nonfiction of high literary and poetic quality is unusually prevalent in the literature of mountaineering. The subjects of geography, history, exploration and travel, science, photography, biography, and sport are covered in depth in the field of mountaineering literature, adding to the breadth of its appeal.

—JAMES R. COX

Classics in the Literature of Mountaineering and Mountain Travel from the Francis P. Farquhar Collection of Mountaineering Literature: An Annotated Bibliography

Introduction

In 1908, Claud E. Rusk read the newspaper with a growing sense of disbelief. Rusk was one of the foremost mountaineers in the West and is closely associated with Mount Adams, the second-highest mountain in Washington State: in 1921, he made the first ascent of Adams' challenging east face and he is the namesake for its Rusk Glacier. Rusk, along with many other mountaineers, doubted Frederick Cook's recent claim of having reached the North Pole ahead of Robert Peary. Rusk began to wonder if Cook had in fact also summited Mount McKinley in Alaska as he had claimed. Two years later, Rusk convinced the Mazamas—then a relatively new mountaineering club in Portland—to fund an expedition to Alaska to verify Cook's summit claim. Along with the Mazamas, several national publications helped fund the trip. In exchange, Rusk agreed to give public presentations recounting the journey and his findings. Rusk took along a copy of Cook's book, *To the Top of the Continent: Discovery, Exploration & Adventure in Sub-Arctic Alaska*, as a reference and guide. During the trip, Rusk annotated his copy of Cook's book and took documentary photographs. Rusk ultimately discovered, and proved, that Cook had not reached the summit. As a primary source document, Rusk's annotated copy of Cook's book is unique and histori-





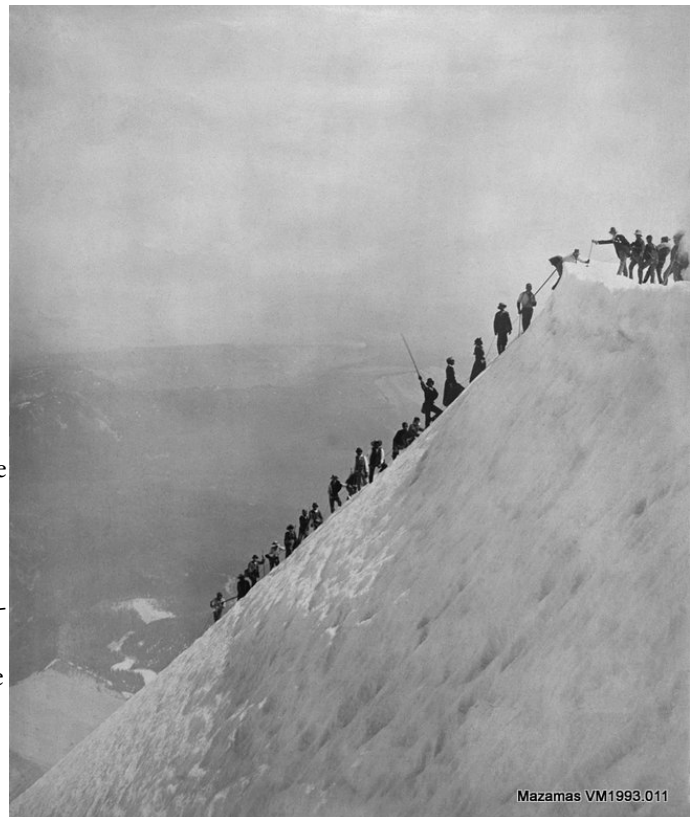
Lantern slide from the C.E. Rusk Collection.

cally valuable to Pacific Northwest mountaineering.

Upon his return, Rusk wrote several articles for the *Pacific Monthly* and toured the United States giving talks and presenting lantern slides about the trip north. Rusk's annotated copy of *To the Top of the Continent*, as well as his original lantern slides, are some of the most treasured items housed within the Mazama Library and Historical Collections, which today holds one of the top mountaineering collections in the country.

Founded on the summit of Mount Hood in 1894, the Mazamas is a non-profit mountaineering organization with a legacy of promoting the Northwest culture of exploration and stewardship of its mountain environments. Headquartered in Portland, the Mazamas leads over 700 hikes and 350 climbs annually. It offers a variety of classes and activities for every skill and fitness level, all of which are open to both members and non-members.

Capturing the history of this mountaineering legacy and providing a variety of contemporary resources for Mazamas members and the public is the aim of the Mazama Library and Historical Collections (LHC). Occupying most of the lower level of the Mazama Mountaineering Center, the circulating library, established in 1915, is joined by a collection of climbing artifacts and an archival collection. It makes available a wide range of records that chronicle the history of the Mazamas and the organization's place in Pacific Northwest outdoor recreation. Additionally, the LHC serves to document and preserve the actions and activities of the Mazamas committees and past and current members.



Mazamas VM1993.011

Cooper Spur party nearing the summit of Mount Hood during the Mazamas inaugural climb, July 19, 1894.



The original Mazama Constitution charter created the office of the historian to “collect, classify and preserve in a suitable form, all obtainable written or printed accounts of the society and its expeditions,” among other duties. Over the years, the office of historian gave way first to an appointed librarian, then later to the formation of a library committee. Eventually, the library and archives were joined by a museum collection in the 1970s. The three were merged into the Mazama Library and Historical Collections in 2010. In 2015, the Mazamas created and hired for the position of Library and Historical Collections Manager to oversee the LHC, only the second paid employee to do so and the seventh librarian to manage the collections.

The Mazama LHC acquires and preserves a broad range of materials about the organization. Besides the procedural records from 28 active committees, the LHC also retains files and documents from the Executive Council, Executive Director’s office, and staff. These records of merit portray the inner workings of the organization and include committee minutes, policy revisions, and significant changes in the structure, direction, and culture of the Mazamas. On a selective basis, when they fit the collection development policy, the LHC also takes in manuscripts and photographs from members and, in some cases, non-members as well.

The Library Space

The Mazama Library, one-third of the Mazama Library and Historical Collections, is one of the few standalone mountaineering libraries operating in the United States today. Early photographs of the Mazama Clubrooms, as they were known then, reveal a small glass-fronted bookcase that showcased the first books in the Mazama Library. Over the next 102 years, the library acquired guidebooks, technical how-to titles, and rare books on mountaineering. Today, the library is significantly more extensive and strives to meet the varied needs of members, researchers, and the interested public.



Mazama Library, Mazama Mountaineering Center, Portland, OR.



Currently, the circulating collection contains more than 7,500 volumes on mountaineering, climbing, bouldering, hiking, canyoneering, trekking, and other outdoor activities. Also, the library's reference collection maintains full runs of all the major alpine journals and periodicals including the (British) *Alpine Journal*, *the American Alpine Journal*, *Rock and Ice*, *Outside*, and *Backpacker*, to name just a few. The library's extensive biography section holds works by many prominent mountaineers including Sir Edmund Hillary, Lynn Hill, and Reinhold Messner. Rounding out the circulating collection is a small DVD library of mountaineering and climbing films and a selection of oversized works highlighting climbs, climbers, and mountains from around the world.

The collection development policy strives to add books that respond to three mountaineering-related questions: *How to do it?* (technical guides), *Where to do it?* (guidebooks), and *Who did it?* (histories, biographies, and expedition accounts). To a lesser extent, the library collects fiction and poetry works related to mountaineering and climbing. The Mazama Library's non-circulating Special Collection contains rare mountaineering titles from around the world. Several notable books in the collection include a unique, turn-of-the-century copy of *Scenes from the Snowfield* by Edmund T. Coleman, a first edition of *Search for the Apex of America* by Anna Smith Peck, and the aforementioned *To the Top of the Continent* by Dr. Frederick Cook.

Archives

The archives contain not only Mazamas institutional records, but also preserved manuscripts, photographs, and other documents related to the Pacific Northwest's history of mountaineering and climbing. A few of the more historically-important photograph collections include those of Mazamas founder William Gladstone Steel, early member Rodney L. Glisan, and the photographer Edward Curtis. William Steel, in addition to founding the Mazamas, was also the driving force behind the creation of Crater Lake National Park. Steel was deeply honored when, in 1896, the ancient mountain whose caldera now holds Crater Lake was named Mount Mazama in honor of the organization he founded. Steel loved Crater Lake and worked for 17 years to have the area declared a National Park.



Mazama Library, Mazama Mountaineering Center, Portland, OR.



He later served as the park's second superintendent. His 20-volume scrapbook collection, compiled from the late 1880s through the 1920s, details the early mountaineering history of the Pacific Northwest as well as his role in establishing first the Oregon Alpine Club and, after its demise, the Mazamas.

The Glisan Photographs Collection spans the 1910s through the late 1930s, and documents a wide range of outdoor activities such as skiing, snowshoeing, and hiking in addition to alpine mountaineering. Edward Curtis, known for his photographic and ethnographic work among American Indians, was also an early mountaineer and Mazamas member. The Mazamas own nearly fifty original Curtis prints that illustrate the Mazamas annual outings to Mount Rainier and Mount St. Helens in 1897 and 1898 respectively. In addition to capturing two early Mazamas outings and climbs, the St. Helens collection contains what several specialists consider one of Curtis' earliest photographs of Native Americans. Rounding out the important photograph collections is the C.E. Rusk Lantern Slide collection. Comprised of over four dozen slides, the collection recounts Rusk's trip to Alaska and Mount McKinley to verify the first ascent claim of Dr. Frederick Cook in 1912.

The two most-used collections in the Mazama archives are the summit register and glacier research collections. For almost eighty years, the Mazamas managed the registers on the summits of all the principal peaks in the Northwest. The logs, many in custom-made aluminum boxes designed and manufactured by the Mazamas, record the names of climbers and the date they reached the summit. The registers also encompass a wealth of observational data on the climate, geology, and glaciology of the mountains on which they resided. Beginning in 1895, the Mazamas undertook scientific research and observations of glaciers around the Northwest. The Mazamas were early pioneers of using aircraft to document glaciers and their movement. Covering roughly thirty years, this collection offers climate researchers a snapshot in time of these Northwest glaciers.



1915 Mount Hood summit register, Mazama Library and Historical Collections.

Realia

Begun in the early 1970s, the Mazama realia collection contains historic mountaineering gear from the Pacific Northwest and beyond. The collection was started by Vera Dafoe, a longtime Mazama volunteer, who noticed that material objects of historical value were being discarded and lost and thus took it upon herself to collect and save them. Over the last four decades, the collection has grown significantly, having amassed more than 8,000 objects.

Since the organization's formation, Mazama members have made hundreds of first ascents on peaks and rock formations regionally and around the world. The realia collections include objects from those first ascents, including early hand-forged pitons, Army surplus carabiners, and the first set of crampons made in Oregon. The collection features not only items used on climbs, but also unused gear in pristine condition, such as a Goldline climb-



ing rope and a set of climbing shoes from the 1970s. With a primary focus on Mazama history, the collection contains the 124-year-old alpenstock used by founding member Frank Branch Riley on the Mazamas inaugural climb in 1894 and again during the 100th-anniversary climb in 1994. The collection also holds an ice ax once owned by Argentinian dictator Juan Perón and later given as a gift to Mazama member William Hackett. Objects from the collection are frequently on display at the Mazama Mountaineering Center and loaned out to other institutions for exhibits and shows.

Conclusion

In the mid-1980s, two volunteer Mazama librarians conducted a survey of mountaineering libraries and mountaineering collections in the United States. Through their research, they found 13 specialized libraries and eight specialized collections

held by universities and other institutions. At the time, the Mazama Library ranked eighth in collection strength. Today the number of specialized mountaineering libraries stands at only a handful. On the West Coast, the Mazama Library is joined by the Sierra Club library in Oakland, California. On the East Coast, the Explorer's Club library in New York City is complemented by the Appalachian Mountain Club library in Boston, Massachusetts. Numerous universities, including the University of Washington and the University of California at Berkeley, boast sizable mountaineering collections. The largest mountaineering library in the United States is the American Alpine Club library in Golden, Colorado. To learn more about the Mazama Library and its collections visit, www.mazamalibrary.org.

Many climbing organizations have either significantly reduced their collections or eliminated their libraries entirely. The Mazamas have chosen a different path. In 2014, the executive council opted to expand the library and historical collections. The Mazamas have always been strong proponents of their history and have long supported their library. Surveys over the years uphold this assertion. The most recent, conducted in 2017, shows that 86 percent of the membership believes that the organization's collection of photographs, archival papers, and museum objects have strong historical value. Additionally, 60 percent of the membership is either aware of or has visited and used the library.




Historic ice ax collection, Mazama Library and Historical Collections.



Letter from the Librarian

The Mazama LHC continues to receive strong support for the library, its staff, and long-term goals. In February of 2015, the Mazamas hired me as part-time librarian to assume management of the library from the dedicated core of volunteers who had overseen it for many years. I was pleased when, in October 2017, my position was expanded to full-time status. Since being hired, I have aspired to reinvigorate the library and historical collections by increasing awareness of and access to the collections. In June 2017, with the help of a hardworking group of volunteers, the library catalog was put online, and the entire circulating collection was barcoded. The new system has broadened collection awareness, and circulation is up month after month.

Every day, I am amazed at the scope and depth of the collections. I am astounded by the deep roots that Mazamas have in the history of Portland and the Pacific Northwest. From William Steel's advocacy for Crater Lake to Henry Pittock's zeal for climbing, the Mazamas profound influence on our regional history is tangible. Each time I wander the stacks helping patrons, I encounter wonderfully obscure titles, many out of print or unique to this collection. I enjoy the opportunities I have to work with some of our earliest photograph collections. The images of women climbing in petticoats and men in suit jackets amaze me in their formality and inspire me to delve deeper to understand their motivations. Mostly, however, I am driven to come to work every day to help tell the story of this fantastic organization, its history, and its inspiring members. 



Classification and the Specialized Library: Creating a Local Expansion of NLM Classification for Chiropractic Materials

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Libraries with specialized collections often face unique challenges to providing access to their materials. Cataloging tools, including subject headings and classification systems, are often better suited for less focused collections. Call number classification systems in particular are problematic for libraries with greater depth in certain subject areas. Users expect to be able to walk to the shelf and browse everything about a certain topic in the same section. This is a reasonable request in small libraries, but it is often difficult when working within existing schemas. In response to this problem, the University of Western States Library developed its own expansion to National Library of Medicine Classification in order to better serve its users.

Classification in Medical Libraries

The most commonly used classification system in medical libraries is National Library of Medicine (NLM) Classification. The preliminary edition of NLM was developed in 1948, followed by the first edition in 1951. First known as the Army Medical Library Classification, NLM was envisioned to be used in conjunction with Library of Congress (LC) Classification to provide more call number granularity for medical materials (NLM, 2017). Classifications from QS-QZ represent the preclinical sciences, and W-WZ house materials on medicine and related subjects.

A study by Sheerer and Hines in 1974 found that adoption of NLM classification by medical libraries in the United States was becoming widespread by 1973. NLM topped the list of classification systems, with 35 percent of libraries reporting usage, followed by LC and Boston Medical Library Classification, another medical arrangement system that was developed in 1879 and ceased updating with its 1955 edition. A few libraries at this time also reported using their own systems of classification, though those numbers were declining in favor of more standardized call number systems. Thirty years later, Womack completed an updated study of classification systems and subject headings used in academic medical libraries and found that NLM Classification was even more widely used in 2006, with 75 percent of libraries reporting the use of NLM alone or in conjunction with LC for materials outside of the medical scope.



Perhaps more interesting are the reasons given in these surveys as to why NLM Classification was chosen by libraries. In 1974, Sheerer and Hines concluded that the adoption of NLM over other classification systems was the result of a “widespread trend in libraries to rely upon the nationally centralized cataloging services for cataloging data and reduce costs by cutting out multiduplication of professional work” (p. 280). Cooperative cataloging was the biggest drive at that time for libraries choosing this system. In the 2006 survey, however, 52 percent of NLM users reported that the system was the “most detailed and most appropriate for a medical collection” (Womack, p. 107). Looking at both surveys, Womack concluded that “while medical libraries used to be primarily interested in the ease of the cataloging process, they are now most concerned with what is best for their collection and for their users” (p. 112). The choice of classification system had become less dependent upon ease of use for cataloging staff and more dependent upon ease of access for the students, faculty, practitioners, and patients the library serves.

The importance of patron-centered cataloging calls into question the adequacy of broad classification systems for specialized libraries. While NLM Classification offers greater granularity for medical libraries than LC Classification, it doesn’t offer a lot of specificity for more focused collections. Shortly after the development of NLM Classification, Bloomquist wrote, “All of the various disciplinary orientations demand special viewpoints: nursing, dentistry, public health, and others. The size of the collection, the type of user, all make the concept of the universal system less and less realistic” (1955, p. 155). There are several examples of this issue in the library literature. In a 1997 study of the appropriateness of NLM for pharmacy materials, López-Mertz found that only 42 percent of works from bibliographies developed by the American Association of Colleges of Pharmacy and the Medical Library Association were classified under NLM’s QV schedule for Pharmacology, with 41 percent spread throughout other NLM classification numbers, and 17 percent in LC. NLM, with its broad medical focus, was not adequate for arranging materials in this specific discipline.

Other health sciences specialties have created their own expansions of NLM to better cater to their unique collections and users. In 1973, Strauss developed an NLM expansion for works on dentistry, and in 1978, Caffarel proposed an expansion to NLM for the improved subject arrangement of nursing materials. Many of these suggestions were incorporated in future editions of NLM Classification (López-Mertz, 1997). NLM, while regularly updated and responsive to suggestions for changes, is not always suitable for specialized libraries that collect for certain subjects in great depth.

Developing a Chiropractic Specific Classification

The W.A. Budden Library at University of Western States (UWS) is home to a small, focused medical collection. Founded in 1904, UWS spent the majority of its 100-year history with the doctor of chiropractic as its flagship degree. Known for most of its history as Western States Chiropractic College, the institution achieved university status in 2010, expanding into other areas of healthcare education. As a result of its chiropractic emphasis, the library collection itself is heavily focused on chiropractic materials, with 18 percent of library materials classified under chiropractic.



NLM, as a general medical classification system, affords a limited number of classifications for materials related to complementary and alternative medicine (NLM Schedule, 2018). Chiropractic materials are a subset of these classifications:

WB 905	Chiropractic
WB 905.6	History and philosophy
WB 905.7	Chiropractic as a profession. Ethics. Peer review.
WB 905.8	Diagnosis
WB 905.9	Therapeutics

The biggest portion of the UWS library chiropractic collection was filed under one classification number. More than 1,500 items were classified “chiropractic therapeutics” and arranged under WB 905.9. Under this umbrella, many wide and varied techniques practiced by chiropractors since the profession’s inception over a century ago were shelved together by author, making it difficult for users to browse and find everything about a certain technique of interest, whether for historical or practice purposes. While NLM was a functional and appropriate system for other areas of the collection, UWS librarians found that it lacked the specificity required for this core collection. We needed our own classification system for these materials, developed with our users’ unique needs in mind.

In order for our small, specialized library to provide better access to its focused collection, the author decided to think outside of the classification box and create an expansion for NLM Classification focused on specific chiropractic therapeutic techniques. I was inspired by an NLM expansion for alternative healthcare developed at National University of Natural Medicine (NUNM) that UWS has used for many years to provide better browsability for materials on alternative therapies. In particular, the section of NUNM Classification on medicinal herbs inspired the development of a similar expansion for chiropractic, with each technique assigned its own Cutter number.

The first step in the process of developing this classification expansion was to identify chiropractic techniques to be included in the schema. Luckily, much of this work had already been done for us by the Chiropractic Library Consortium (CLC). In 1980, a group of chiropractic librarians, then named the Chiropractic Library Consortium (CLIBCON), realized the insufficiency of Medical Subject Headings (MeSH) for describing specific chiropractic materials. In 1984, CLIBCON published the first edition of a specialized thesaurus called Chiropractic Subject Headings (ChiroSH) which provided catalogers and indexers with a controlled vocabulary for chiropractic resources (Harvey, 2008). ChiroSH was accepted as an official thesaurus by the Library of Congress in 2008 and is used in bibliographic records as well as the Index to Chiropractic Literature (ICL), a database of peer-reviewed journals related to the chiropractic profession (Hardy, 2014). The latest edition of ChiroSH was published in 2009 (Kempke & Boni). Chiropractic librarians had already created their own subject thesaurus for their discipline’s unique needs; it seemed logical that our users would benefit from a specialized classification system as well.

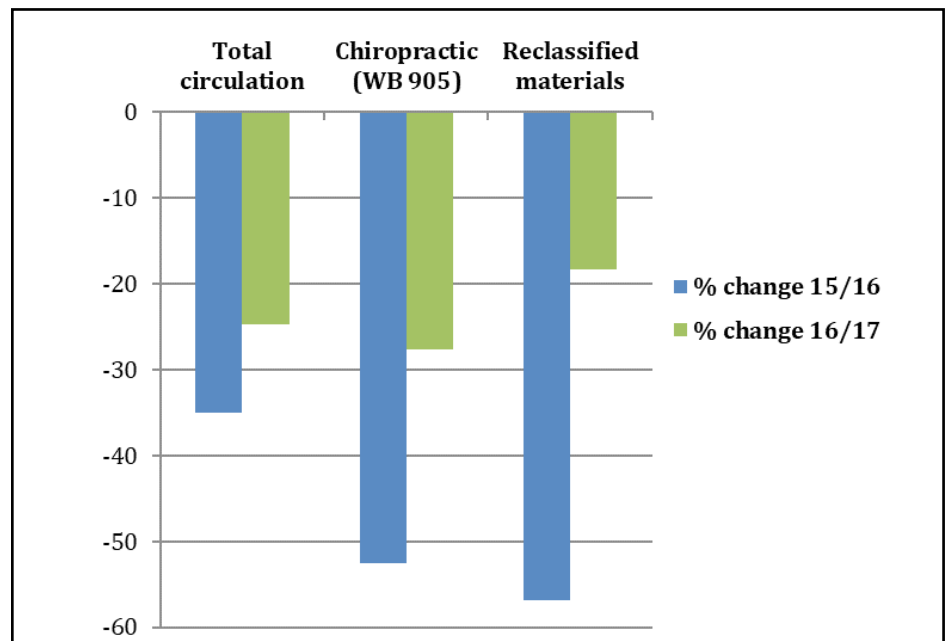
Using ChiroSH, I identified 147 unique techniques to be included in the classification expansion. I then used the Cutter-Sanborn table to create classifications for each of the 147 techniques. Starting with ABSTM (.A164) and ending with Zindler Reflex Technique (.Z77), each method would have its own Cutter number under the larger WB 905.9 classification umbrella.



With the classification system completed, the hard work of reclassification began. Materials about each technique were identified in the library catalog using keyword searches on technique and developer names. In all, over 750 items were identified as belonging to a specific chiropractic method. Complete call numbers were created for each title, including Cutter numbers for filing by author, title and date. Items were then pulled from the shelf by technique and relabeled with their new call numbers by library staff. Quite a bit of shelf shifting was needed to fit all of the newly classified items into their new places on the shelf. Items in storage, including heritage VHS and audio tapes, were left for possible reclassification at a later date. In less than two weeks, almost 500 items in the collection were reclassified, relabeled, and reshelfed. After the project was completed, each chiropractic technique had its own shelf location, increasing discoverability for our patrons in the stacks as well as in the virtual browse portion of Primo, our online catalog.


Reclassification Results

Libraries in general are trending toward greater usage of electronic materials over their print counterparts. The usage of electronic books at UWS has increased 114 percent since FY 14/15, while overall print circulation has decreased 51.2 percent during the same time period. However, the majority of these reclassified materials on specific chiropractic techniques are either historical or not yet available in electronic format. Shelving these materials together by technique has increased browsability for our patrons. As a result of the project, reclassified materials saw less of a decrease in circulation than the year before reclassification (-56.8 percent in FY 15/16; -18.4 percent in FY 16/17), and less of a decline than total print circulation (-24.8 percent in FY 15/16) and circulation of other chiropractic materials (-27.6 percent in FY 16/17). The creation and implementation of a more granular subject arrangement for chiropractic therapeutics enabled our users to better find and use these valuable resources.



Change in circulation before and after reclassification.



Specialized libraries are often faced with the challenge of providing access to comprehensive subject collections with tools, including subject headings and classification numbers, best suited for description and arrangement of more general collections. National Library of Medicine Classification offers more granularity for medical collections than Library of Congress Classification, but it lacks specificity for collections of greater depth in certain subject areas. Our small, focused collection allowed us, and drove us, to undertake this big reclassification project on a small scale. By expanding NLM Classification locally for our collection's unique needs, we increased discoverability and usage of these important library materials. 

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Continuously Adapting: The Bonneville Power Administration Library

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KAYE SILVER has been the supervisory librarian for the Bonneville Power Administration Library for ten years. Before that, she was a patient health librarian for the Portland VA Medical Center and a library assistant for the Clackamas County Law Library.

Change is not merely necessary to life—it is life.

—ALVIN TOFFLER
Future Shock

During my 2009 interview for a librarian position at the Bonneville Power Administration (BPA), the panel members laughingly admitted that the BPA Library needed “a facelift.” I could see what they meant—the space, crowded with stacks, did not contain a seating area and lacked a “modern technology” feel. Instead, the team had focused its energy on something very important: preserving BPA’s history.

A bit of background about BPA and its library: the U.S. Government built Bonneville and Grand Coulee Dams in the 1930s and 1940s as part of the New Deal. Power from these massive projects strengthened the Northwest economy and brought electricity to rural areas that were not served by existing utilities. Congress created BPA in 1937 to sell and deliver power from dams in the Pacific Northwest Columbia River power system. BPA needed a way to centralize all the technical information required to operate one of the nation’s largest high voltage transmission systems and in 1939, the BPA Library was created.

The Library still focuses on supporting the technical reference and research needs of the BPA workforce, but with so much history behind us, our scope has expanded to include 500,000 BPA photographs, 8,000 BPA-published documents, and about ten films. Now, apart from the BPA workforce, we also assist researchers, scholars, and members of the public who are curious about the role BPA played in the development of the Pacific Northwest.

Since 1939, Library workers have painstakingly assembled, cataloged, and shelved these historic materials. I could see that this collection was a real asset but, in truth, had no idea how to maximize it. Instead, seeking ways to increase in-person visits, I started updating the space to make it more inviting. For starters, it contained several office cubes where non-library workers had set up permanent residence. When these people eventually migrated to other locations, I immediately replaced the cubes with smaller visitor stations—the idea being that they would be comfortable enough to stay in for a day but not much longer. With that resolved, I turned my attention to the tangle of stacks that obscured what could have been a main library area for patrons. After weeding the collection for a few years and gaining a better sense of what could go and what could stay, I scheduled a meeting with BPA’s space management department to discuss removing some of the stacks to open up a main space. Thanks to their significant efforts over two years, the Library’s central space went from this:





to this:



and this:



We expanded the seating, installed plugs in the floor for laptop use, set up 24-hour access to the Library through the back door, set up chat on the Library website/catalog (<https://bonpow1.ent.sirsi.net>), and added a self-checkout station. With these changes, we were able to adapt to patrons' more modern needs and access preferences.

The Library also contained a space called the "Public Information Center" that distributed printed BPA documents to the workforce as well as the public. Since few print materials were being requested due to their availability online, we decided to turn the space into BPA's Visitor Center (www.bpa.gov/goto/LibraryVisitorCenter), with interactive exhibits that educate people about BPA's history, current business functions, and geography. One year and \$120,000 later and this:



became this:



and this:



Complete with a kids' kiosk containing iPad games, stamps, and coloring books, the Visitor Center has a little something for everyone who is interested in learning more about hydroelectric power generation and transmission and the development of hydropower in the Pacific Northwest.

Then, very thankfully, someone came along who knew exactly what to do with our historic collection. I hired an archivist named Libby Burke, who took one look at the document collection and said, "These must be preserved!" She rolled up her sleeves and got busy separating the best copies out of the collection, digitizing all 300+ boxes, and working with volunteers to check that the scans were perfect before shipping the print version to be permanently stored in a climate-controlled vault. The next step of this multi-year project is to add the electronic version of these documents to a digital asset management system, through which users will also be able to search our historic photo collection of more than 500,000 images. Again, we seek to improve the user experience by adapting to the ways our patrons prefer to access materials.

Burke also compiled BPA's films into two DVD volumes and hosted promotional film screenings. These films were originally made to educate people on the advantages of public power and to illustrate the uniqueness of BPA's transmission system. If you're curious to see how Bonneville Power Administration has represented itself to the public via motion pictures, you can stream them from here: <https://bit.ly/2K349DI>


Part of adapting is also being aware of what you have to work with, so in 2013 we obtained a professional appraisal of our collection and were pleased and surprised to find that it is valued at over \$18 million! The appraiser noted that, despite our specific focus, we regularly brought in nearly 30 percent of the traffic that Multnomah County Library



(the extensive system serving the Portland metropolitan area) receives on average, monthly per branch. He also observed that the Library functions exactly as former BPA Administrator Dr. Paul Raver envisioned in 1941 when he wrote that it should be “for providing the general public with prompt and complete reports of the Administration’s plans ... [and] for advising the various divisions in the preparation of all reports.”

Looking back through the years, some of the methods we have used to adjust to the changing needs of our users have been quite successful, like digitizing BPA’s entire collection of annual reports, starting an eBook collection, and becoming the clearinghouse for the agency’s engineering standards. Some methods were well-meant but not well-placed, such as: inheriting a website of streaming safety videos from another department only to return them a few years later; cataloging more than 5,000 Electric Power Research Institute (EPRI) documents, then removing them for license agreement reasons; and bringing web-based video training for Microsoft Office Suite to BPA, then transferring it to a different department when funds became too tight. And throughout all of this, our serials collection continued to expand and contract as we adapted, adapted, and adapted.

Currently, the BPA Library is undergoing a new and unexpected change: a major cut that will reduce our staff number and our budget by half. This might be considered less significant when compared to the sacrifices some of our library colleagues have been forced to make, but it’s the most drastic reduction we’ve experienced in our 79 years of operation.

All this time we’ve been focusing on the needs of our users, and now we must bend to the wishes of BPA’s executives, who value our archives over Library services such as books, research, and interlibrary loans. In order to keep the BPA Library going, we must acquiesce and come to understand and support these budgetary concerns. It’s not easy, but the BPA Library must continue to adapt to serve BPA as it is currently. We are an institution that can only survive if our agency does. In the words of H.G. Wells, from his renowned science fiction novella *The Time Machine*, “We are kept keen on the grindstone of pain and necessity.” In other words, change helps us to feel sharp and alive! 



Supplementing Traditional Documentation with Oral History:

Capturing Institutional Knowledge at Oregon State University Libraries

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RACHAEL DAVIS joined the Guin Library (one of OSU's branch libraries located at the Hatfield Marine Science Center campus) in August 2016 as Library Technician 3. Rachael came from Stanford University, where she was a Circulation and e-Resources Supervisor at the Engineering Library. She earned her Master's in Library Science from San Jose State University in 2016 after attaining a BA in Liberal Studies. She has been working in the library field for over 13 years in various roles and has been actively expanding her knowledge at Oregon State.

Over the summer of 2017, I had the unique pleasure of documenting the workflow of a retiring serials technician who had been at Oregon State University's (OSU) Valley Library in Corvallis for nearly 37 years. During her tenure, she took part in no fewer than seven online database system transitions and created a one-of-a-kind serials check-in workflow for each new system with her magic red binder. She once told me that, with that binder, she could navigate any new system because the basics of serials were always the same; it was just a matter of learning the new language and finding how those basics fit into the new system.

Now, as you can imagine, being in a job for over three decades leaves one with quite a bit of institutional knowledge. From my perspective, I knew that it would be easy to get the basics down onto paper. What concerned me was losing the historic memory and organizational culture of this long-term staff member—the kind of knowledge that collected files and documentation just don't cover. It's important for new employees to know why certain processes are followed, the history of the technical services department, and how things came to be in their current state. I'm not saying that libraries have to keep doing things the same way. But there is certainly something to be said about having a bit of narrative and contextual history when a fresh set of eyes looks at traditional practices and procedures.

I knew I needed to understand and preserve the various aspects of the serials technician's job, and I needed to come up with a plan fast—because not only was she a fast talker, but she was also leaving in just a few months! To complicate the matter further, I work at OSU's Marilyn Potts Guin Library at the Hatfield Marine Science Center in Newport, Oregon, a branch of the Oregon State University Libraries. The Marilyn Potts Guin Library houses the research and teaching collection of OSU's Hatfield Marine Science Center (HMSC). The Guin Library serves the OSU community at HMSC, along with the federal and state agencies located on the campus and the general public.

One of the main reasons working at a branch library made things so complex was that it wouldn't be possible for me to simply walk over to the serials technician's desk and clarify



things whenever I had a question; Corvallis and Newport are nearly 50 miles apart! So, necessity being the mother of invention, I came up with a plan to use a tape recorder in my interactions with the soon-to-be retiree. My inspiration came from an off-hand remark from one of her former colleagues, who expressed how hard it would be to preserve her vast knowledge given her rapid conversation speed.

I ran the idea of incorporating a tape recorder into the project by her supervisor, who was fine with it but cautioned that my colleague would need to give her consent as well. Before our first documentation session, I went to the main library in Corvallis and headed to the Student Media Services desk to check out an audio recorder. Despite the technician's initial hesitance, when I explained it was to help supplement the documentation we were creating, as well as to capture all of the rich institutional knowledge that she had acquired over the years, she warmed up to the idea.

My colleague and I met about once a week and as our sessions progressed, certain difficulties arose. First off, I found that while the audio recorder from the Student Media Services was a tremendous resource, using it presented a number of hurdles. To start, I had to calculate the time it would take me to check it out, negotiate the renewal date so I could hold onto it until the next week's session, ensure that I specifically received the recorder *with* the kickstand, check to make sure that the included SD card was big enough, and then set it up for my recording session. After that, I had to make certain that I successfully retrieved all of the data from the SD card before starting the whole process over again at the following training session.

After a few weeks of this process, Guin's former head librarian came by to drop off some magazines. As I was talking to her about my project, I explained that I was collecting all of this data via conversational sessions with the technician, and that I was thinking about how to get the sessions transcribed. She told me that one of the library archivists on the main campus was involved in an oral history project and encouraged me to email him to see where he normally got his recordings transcribed.

I ended up making an appointment with the archivist to talk in more depth about his process for developing the oral history project; following that conversation, I completely changed the workflow of my own endeavor. For starters, he let me use the audio recorder that he had used to record his oral history subjects. This meant I was able to save time and energy that I was previously expending at the



Tools of the project: the “magic red binder” and audio recorder.




Student Media Services desk. The archivist also showed me a way to index my recordings by subject so I didn't have to spend money (money we really didn't even have) for transcription.

Indexing the audio recordings generally consisted of several steps: devising a list of subject areas to index, listening to the recordings, writing down the timestamp where we started talking about a subject, and then incorporating the index under the audio file on a webpage. An index is immensely important, as it enables users to easily find what they need. The final step was to identify a location online where I could host my recordings. This location needed to be both easily accessible to anyone with the link as well as protected behind an authentication wall. Armed with this new knowledge, I felt much less daunted about how to make the data searchable—all without any kind of budget!

The other obstacle I needed to overcome was how to collaborate with my nearly-retired colleague on the project. At our institution, we use the online file sharing website Box as our collaborative space. It is a good way to work together on projects, but there was not a great deal of time for the longtime technician to learn a new system well enough to edit documents within Box's Microsoft Online feature. My workaround was simply to type up the handwritten notes I took during a session and bring those as printouts to our next session. We would go over these documents, and I would make edits as needed. It was a sometimes cumbersome and makeshift solution, but it worked well enough for the small amount of time we had. Having the recordings made the project feel less urgent, since I knew if I had any questions or needed to supplement anything after the technician was gone, I could simply reference the recordings.

Once I had a system down, it was fairly easy to get all the content we needed to document either on paper or archived digitally. It was a great learning process, and I am glad that I was able to collect so much institutional knowledge that might otherwise have been lost. While I haven't been able to create a virtual space for the recordings yet, the documentation has already been utilized by the new serials technician, and she is excited to know that there are recordings she can listen to that will help her better understand her new position.

Institutional knowledge is a precious thing to have at one's disposal, especially when working in isolation at a branch library. What might be common knowledge at the main library may not have been passed along to branch staff; it is indeed quite useful to have a dedicated resource for looking up a question quickly!

At OSU, it seems the great, much-discussed baby boomer retirement is finally in full swing. All positions are taking a hit, and it's important for libraries to get resourceful and intentional about how they collect and preserve institutional knowledge. Creating a deliberate retention plan along with vital documentation not only benefits all future staff but—just as importantly—preserves the library's history for posterity. Traditional documentation can get a new hire started. But, if you really want them to understand the whys and hows of a position, it is worth the time to sit with the outgoing employee (especially if the individual has held the position for decades) to capture and preserve the intricacies and tidbits that can only be acquired by conducting an oral history. Not only will this make your new employees come up to speed faster, it will also allow you the chance to formally record the unique legacy of your library's culture and history. Along with my colleagues, I'm very pleased with the outcome of my own efforts to preserve the institutional knowledge of OSU Libraries' long-time serials technician; I welcome the opportunity to share my strategies with others who are interested in embarking on such a project. 



The Jackson County Genealogy Library: Over a Half-Century of Helping People Find Their Roots

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CARA DAVIS-JACOBSON recently retired from a long and successful career with McGraw-Hill Publishing and is now the founder of Rogue Valley Renaissance Woman, which provides authoring and editorial services to a variety of clients across the country and abroad. Her fascination with genealogy is apparently unceasing.



ANNE BILLETER is current President of the Rogue Valley Genealogical Society, past Library Director of the Jackson County Genealogy Library, a past president of the Oregon Library Association, and “theoretically retired.”

When the first few folks who gathered together in Southern Oregon’s Rogue Valley to share their interest in genealogy and family research wrapped up their meetings back in the late 1960s, their “president,” Ora Strom, tucked their shared reference books under her bed for storage. Little did that small group know that they would come to embody the proverb, “From humble beginnings come great things.” Indeed, from those modest actions arose two significant and related Southern Oregon entities: The Rogue Valley Genealogical Society (RVGS) (www.rvgsociety.org) and the



Jackson County Genealogy Library (JCGL) (www.rvgslibrary.org), which is managed by the Society.

In September of 2016, RVGS celebrated its semicentennial—50 expansive years of preserving the past so that others might benefit from the accumulated knowledge of so many who paved the way to create the society and library as they are today. RVGS and JCGL are gems that, these days, serve not only Southern Oregon but also researchers from all over the world. In fact, JCGL now houses the largest genealogical collection between Portland, Oregon, and Sacramento, California! For a modest membership fee, patrons gain access to a world of services and materials, including free special interest research groups, free and fee-based classes and seminars, and monthly programs open to members and the public at no charge. (Non-members pay a nominal daily visitor fee to use the library, and research requests are filled at special rates.) Society membership meetings are combined with public programs which occur nearly every month of the year. These popular talks delve into such topics as the Applegate Trail and settlement of our part of the state, the Orphan Train Movement, stagecoaching and stagecoach routes, historical visitors to and residents of Southern Oregon, and other historical and genealogical topics of interest.

In addition, there are monthly presentations open to the public on genealogy and quilts. These fascinating talks look at our unique Oregon history through the lives and handiwork of our residents, entertaining listeners with the unique stories behind specific quilts and the tales of those who made them. Some of the quilts are housed at the library, and others are in personal collections, both local and distant.

Moreover, classes and seminars are offered on current topics of interest, such as getting started with genealogical research, organizing research, digital and web-based applications, researching in specific geographic regions, accessing various types of records, such as birth, death, marriage, burial, land, probate, military records, and more.

Interest groups meet monthly and are aimed at those who wish to share information regarding German research, Irish research, software user groups, and DNA and genetic genealogy. At the end of September, the society offers classes and other events as part of a free “Genealogy Week” at the library and, in conjunction, related courses are offered through Southern Oregon University via the Osher Lifelong Learning Institute (OLLI).

The library itself has shown amazing growth over the years, thanks to many dedicated volunteers, donors, and visionaries. Its first permanent location was chosen in 1970: library materials were housed at the Latter Day Saints Church on Juanipero Way in Medford. By 1978, the society had developed Articles of Incorporation, granting non-profit status. After donations of both additional library materials and funds in 1982, the library was relocated to the Franklin Building in downtown Medford, occupying a growing-but-still-modest 540-square-foot space upstairs. Thanks to ambitious and ongoing acquisition efforts, book donations from across the county, fundraising endeavors, and other programs, the library moved to a 1,800-square-foot space in nearby Phoenix in 1990.

In 1991, the first computer was donated to the library, and the library’s digital age began. Gatherings for computer users were added to library offerings, providing support to researchers who were making use of the new technology. By the late 1990s, the library had several computer stations and once again was outgrowing its space. Rent had risen enough for the society to consider a pledge drive to raise money to buy a building of its own. In 2001, that goal was achieved, and a building in nearby Phoenix was located and purchased.





1990 location, Phoenix, OR.



Current location, Medford, OR.



Current location, Medford, OR.

Within the next decade, even that location was bursting at the seams, and the library moved once more to its present location on Highway 99 at the south end of Medford. With the help of a successful “Leave a Legacy” campaign and numerous generous donors, the mortgage was paid off in five years. This location—with some 5,800 square feet, a large meeting room that can be separated into two meeting rooms, and 16 computer stations—has brought RVGS and JCGL into the 21st century.


The mission statement of the 501(c)3 non-profit Rogue Valley Genealogical Society, Inc., is to inspire interest in genealogy, inform and educate the public, and maintain a growing sustainable library with a strong online presence. The society and library have grown from the initial modest collection of books and handful of members to become a vibrant society of 829 members capable of running an important and all-volunteer library. There are 89 active volunteers serving as librarians, indexers, proofreaders, landscape maintainers, board members, researchers, teachers, genealogy research mentors, interest group facilitators, and other roles too many to enumerate.

In addition to computer and genealogical research mentoring stations, JCGL has a constantly growing and impressive book, map, and media collection of over 19,000



cataloged items. Additionally, the library subscribes to many essential online genealogical research sources such as Ancestry, Fold 3, American Ancestors, My Heritage, Find My Past, and HistoryGeo. Holdings include: numerous family histories; Jackson County pioneer files and records; land, court, and death records; obituaries and cemetery information; state, county, local and genealogical periodicals; records for adjacent Josephine County; Daughters of the American Revolution lineage books; Mayflower descendant and family books; the New England Historical and Genealogical Register; the American State Papers; and an index to the great Register of California (1890).

The library also maintains a microfilm and microfiche collection with film/fiche readers and printers. In addition, the library is the repository of a historical quilt collection donated by the Jacksonville Museum Quilters (for more information: www.msquilters.com). The society has two electronic publications that serve its membership: the monthly *eNews*, which covers upcoming events, issues of interest to the membership, and library acquisitions; and *The Rogue Digger*, which features research-based articles written primarily by the society's membership.

Yes, from humble beginnings have come great things, especially here in Southern Oregon! We at RVGS invite everyone to come and make use of our Oregon gem, the Jackson County Genealogy Library. Society members and librarians are dedicated and knowledgeable family historians and teachers who take pride in helping all seekers learn more about genealogical research and techniques. Come and visit—or, better yet, join us and help us grow toward our centennial! 



Genealogical Society Libraries: A Treasure Trove of Family Histories

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DAWN CARLILE is the volunteer Library Coordinator for the Oregon Genealogical Society's (OGS) Research Library in Eugene. She has held this position since 2016 and has been an OGS member since 2001. She has a BA in Management from Northwest Christian University. Dawn also volunteers as a genealogy class instructor, organizes the Society's spring and fall seminars, and serves on the OGS Board of Directors. She's employed full-time and does genealogy research for others as well as her own family. In her free time, Dawn likes to go camping, spend time at the coast, and go wine tasting.

Oregon's genealogical societies come in all shapes and sizes, and their collections and services are just as varied. Some societies operate and maintain a standalone library; others' holdings are part of a private or public library system, or housed in alternative public or private buildings. One thing all have in common, though, is that their unique materials are made available to the general public in addition to the society's members, enabling anyone tracing their family tree—whether writer, researcher, or casual investigator—to access their collections.

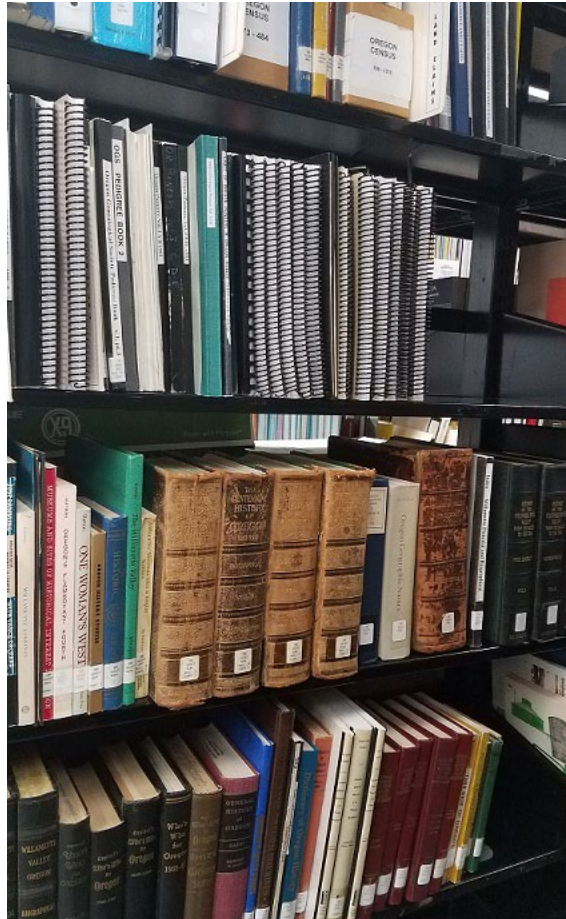
Most genealogical society libraries are staffed by volunteer members whose breadth of experience, including collection knowledge, research ability, and awareness of available resources, ranges from beginner to advanced. They all contain local information on their particular county, towns, and unincorporated regions, as well as genealogy research of area families. Hours and days of operation are generally limited and unexpected closures can occur due to weather or lack of available volunteers, so it is wise to call first to confirm the library is open.

Genealogical library collections may include books, periodicals, microfilm/microfiche, maps, photographs, research aids, reference books, local city directories, scrapbooks, obituaries, and even original county court record books. Manuscript collections (frequently referred to as vertical files) gather the work of earlier researchers and include items often unavailable elsewhere such as pedigree charts, family group sheets, and other original records and documents donated to the society. These files might hold a naturalization certificate, Bible record, or letter from one of YOUR ancestors!

Societies often hold meetings, classes, workshops, and seminars with local and national speakers, all of which provide numerous educational opportunities for family historians. Some societies publish books related to genealogy records in their area, offer certificates for descendants of people who settled in the state or county, and create indexes to books, records, and county histories within their collection. Indexes are either available in print or electronic formats and are often accessible via the society's website. Some society libraries offer access to online subscription databases such as Ancestry.com Library Edition, or their library may be affiliated with an LDS Family History Center, which gives them free access to many specialty subscription databases.

With more than 30 genealogical societies currently in Oregon (per the Genealogical Society of Washington County Oregon's directory on their website: <http://www.gswco.org/ogs.html>), researchers do not have to travel far to find one that specializes in their individual needs. Regionally, the Oregon Genealogical Society's Research Library in Eugene, where I've been the library





Oregon censuses and pedigree books at OGS.

coordinator for two years, has more than 14,000 items in its collection representing all 50 states as well as 22 countries. Holdings include 940 family histories, well over 3,000 periodicals, and a large Oregon collection that covers all 36 counties, the Oregon Trail, Western Frontier, and Northwest Territory. Of special interest are the 13 volumes of *Record of Proceedings, Grand Chapter, Order of Eastern Star, Oregon* (related to the Masonic Fraternity), and *The War of the Rebellion: A Compilation of the Official Records of the Union and Confederate Armies and Navies*.

Another prominent resource developed by OGS is a diverse compilation of research forms, which can be customized, printed, and saved, available via our 161+ *Genealogical Forms* CD. In addition to our numerous classes, workshops, and trainings, OGS also conducts outreach—courtesy of its 40+ volunteers—at several events throughout the state.

The Genealogical Forum of Oregon (GFO) in Portland is Oregon's biggest society with more than 1,000

members, and it maintains the largest genealogy library with nearly 49,000 holdings. These include Oregon Masonic publications from 1854–1998; indexes of Multnomah County marriage licenses from 1874–1978 and marriage records from 1855–1924; and Oregon death certificates from 1903–1905.

While open to researchers statewide, the GFO serves as the primary library for many metro-area genealogical societies, including the Genealogical Society of Washington County (GSWCO); however, GSWCO also has a vibrant relationship with the Hillsboro Public Library. Harry Meyer, President of GSWCO's Board of Directors, explained that their society holds meetings at the public library, they work with library staff to help enlarge the library's genealogy collection, and they maintain an information-filled website highlighting where to find resources at the library and elsewhere in Washington County (H. Meyer, personal communication, July 2, 2018).

Certainly, like GSWCO, many county genealogical societies partner with their local libraries to make collections publicly available. For example, the Linn County Genealogical Society houses its collection in the Linn Genealogy Research Room (LGS Library) at the Albany Public Library. In Marion County, the Willamette Valley Genealogical Society (WVGS) makes more than 5,000 reference items available at the Salem Public Library; additional materials stored at the WVGS office in Salem are accessible by appointment.

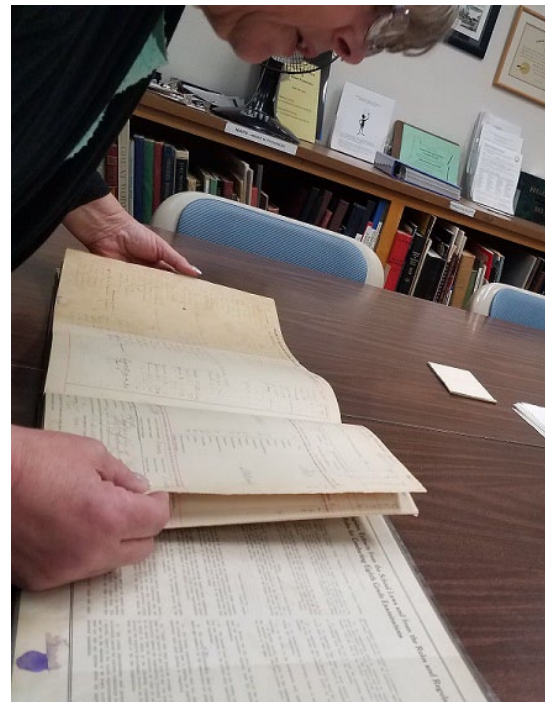


Highlights from other Oregon genealogical libraries:

- Sweet Home Genealogical Society has about 5,000 items in their Linn County library, including the local newspaper, *New Era*, from 1947–2015, along with several file cabinets of alphabetized obituaries.
- Yamhill County Genealogical Society’s research library is located within the Yamhill County Historical Society building, with holdings that include many Yamhill County indexes and Linfield College yearbooks and directories.
- Clackamas County Family History Society’s collection is housed in the Wilmer Gardner Research Library at the Museum of the Oregon Territory in Oregon City, and it includes unindexed records of births, marriages, deaths, and burials in Clackamas County.
- The Jewish Genealogical Society of Oregon maintains a library at Congregation Neveh Shalom in Portland, which includes 128 Yizkor books (pertaining to Jewish mourning rituals); more than 50 basic works on finding Jewish ancestors; and microfiche data published by Avotaynu (the leading publisher of Jewish genealogy resources).

Smaller libraries with narrowly-focused collections are maintained by some societies. For example, Benton County Genealogical Society in Philomath holds over 2,900 items, including a collection of transcribed oral histories from the 1930s and 1940s of county pioneers and their descendants; the Bend Genealogical Society houses more than 3,000 items, including “Deschutes County Cemetery Books”; and the Crook County Genealogical Society’s library at the Bowman Museum in Prineville has several thousand items, including two bound compilations of articles written by the museum’s historian on various local-interest topics, like railroad logging camps, gold mines, and Prineville’s first baseball team.

From the smallest library, with only a few shelves of information, to the largest, with rooms of unique materials, Oregon’s genealogical society libraries offer an unparalleled opportunity to discover hidden treasures, each one adding to the stories of Oregon families. These rare collections won’t be found online, but they are preserved with immense care and promoted with pride—and may just hold that piece of the family tree puzzle you’ve been hoping to find! 🌀



Examining an early 1900s Oregon School Register.



Hospital Librarians: Training the Next Generation of Doctors

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HEATHER J. MARTIN, MIST, AHIP, serves as the director of system library services for Providence St. Joseph Health. Based out of Portland, OR, Heather directs the staff of 12 physical libraries, which serve 50 hospitals, affiliated clinics, and medical groups across the western United States. She led the integration of the library services and resources across Providence St. Joseph Health and the successful move to an entirely electronic centralized collection. She is passionate about keeping medical libraries vital and responsive to patron needs and navigating the ongoing seas of change in both healthcare and libraries.

Abstract

Hospital librarians address a wide array of information needs. They help nurses figure out how to take care of patients, help physicians with difficult cases, help families get reliable health information, and sometimes the information they provide even helps save a life. They also play an important role in training the next generation of doctors. At one hospital in Oregon, Providence St. Joseph Health System Library Services has integrated traditional library instruction directly into the curriculum of the Internal Medicine Residency Program.

Introduction

Providence St. Joseph Health (PSJH) System Library Services has a staff of 16 librarians and library paraprofessionals dedicated to meeting the information needs of a diverse group of patrons: the employees and medical staff of the PSJH healthcare system. The library staff supports patient care, scientific research, business, and continuing education needs of employees and medical staff, but is also a key part of training the future healthcare workforce as well. The library provides resources and services to support employees who are obtaining academic degrees to advance their career in healthcare, as well as education support and training for the School of Health Professions of the affiliated University of Providence, and the many graduate medical education programs located in hospitals across the health system. As the librarians located at medical schools play a key role in the education of our future doctors, so too do hospital librarians as they work with new doctors during their time in medical residency.



Background

PSJH is currently the fourth largest not-for-profit healthcare system in the United States (Rege, 2017). Consisting of 50 hospitals and hundreds of clinics spread across seven western states, PSJH employs over 111,000 employees (Providence St. Joseph Health, 2018). As of January 2018, the libraries across the PSJH enterprise have formed a unified and fully integrated department providing library services and resources as a shared service; this means all 111,000 employees are potential library patrons.

Coming together as system-wide library service has meant an elimination of information haves and have-nots, and it ensures that all employees, regardless of job title or location, have access to the same evidence-based resources and high-quality library services (Huffman, Martin, & Delawska-Elliott, 2016). These services include reference and literature search services, document delivery and interlibrary loan, table of contents service, and database training and instruction. Patron requests could include a nurse who is looking for evidence and best practices to support a change in procedures or a new policy; a pharmacist who needs to know the contraindications for a particular drug combination; an executive who is trying to find research on what interventions can impact patient satisfaction; or implications for healthcare cost savings from a new department initiative.

To Fish or to Teach to Fish

While much of the work of hospital librarians is to serve business as well as patient care needs, these professionals also play an important role in the education of students, fellows, and residents who pass through or are employees of the healthcare system. Unlike an academic library, where the primary focus is on teaching patrons how to search for literature themselves, in a hospital library the librarian will perform literature searches for him or herself and provide the patron with a list of citations or full-text articles. The “fish for a person” approach is an important part of the library’s services, as clinicians and healthcare workers have limited time and, often, minimal database searching skills; indeed, the stakes of conducting poor research can be high in terms of cost to the institution or, sometimes, even patient life and death.

However, the “teach a person to fish” approach is also a key part of what a hospital librarian does. Database instruction is available for all PSJH patrons and offered to individuals and groups, in person, or remotely through webinars or Skype meetings. This focus on teaching is vital for certain patron groups where learning how to formulate a clinical question, develop a search strategy, and find an article can be as important as finding the article itself. Medical interns and residents are one such group.

Medical Residency at Providence St. Joseph Health

After graduating from medical school, physicians must complete a residency program in order to become fully licensed and board certified before they can practice independently. Residency can take three to seven years depending on specialty, with the first year considered an internship year, usually taking place at a teaching hospital (Association of American Medical Colleges, n.d.; Thompson, A. E., 2014).



Providence St. Joseph Health has 17 medical residency programs, 32 fellowship programs, and additional hospitals that serve as the teaching hospital affiliate for university-based residency programs (Providence Health & Services, 2018). While the library services are an important part of the education and clinical practice of ALL medical residents at PSJH, the amount of involvement with the individual residency programs differs across the health system. The librarians interact with the residents in different ways, formal and informal. Variables include historical infrastructure and institutional culture; the strength of relationships between the library, program administration, and faculty; self-identified needs of the residency program; and time availability within the curriculum.

At some hospitals, the librarians may do a brief presentation during orientation on all the library has to offer; at others, information about the library may simply be included in the welcome packet given to interns/residents. Some librarians attend or even present at regular lunchtime education conferences or during problem-based learning sessions, which involve integration of evidence-seeking and database-searching skills in an investigation of a clinical case. At other locations, librarians are not integrated into the formal curriculum but, rather, work with individual residents upon request.

Providence Portland Medical Center Internal Medicine Residency Program

At Providence Portland Medical Center, the library has been formally integrated into the Internal Medicine Residency Program for many years. This three-year program has 10 interns and nine residents in each of years two and three. This integration has ensured that all incoming interns and residents are given an introduction to library services and resources, and that they're able to build on the foundation of evidence-based medicine and a spirit of inquiry and lifelong learning established in medical school. Moreover, the practice is consistent with the current trend towards more embedded library instruction (Just, 2012).

During an intern's first year, there is a required, two-week-long "Evidence-Based Medicine" (EBM) rotation where the librarian serves alongside internists and subspecialists as part of the EBM faculty (Providence Health & Services, 2018). Evidence-Based Medicine can be defined as "the conscientious, explicit, and judicious use of current best evidence in making decisions about the care of individual patients" (Sackett et al, 1996, p. 71). During this rotation, each intern works on their own EBM project and presents it to residents and faculty. At the beginning of the rotation, the librarian provides each intern with a one-on-one overview of the library, deeper instruction on searching Medline (the primary health sciences database), and guidance on building a search strategy for the intern's individual topic.

During the second year, all residents are assigned to a "Quality Improvement" (QI) rotation where they work in small teams to develop and carry out projects focused on improving quality of care in the hospital or community clinic. The US Health Resources & Services Administration defines Quality Improvement as "... systematic and continuous actions that lead to measurable improvement in healthcare services and the health status of targeted patient groups" (2011, p.11). It states that successful QI projects need to "develop staff ... skills in information retrieval, such as, conducting literature searches and accessing databases" (U.S. Dept. Health & Human Services, 2011, p. 11). Teaching these skills is the primary way the librarian supports the resident's QI rotation.

The residents come to the library session at the beginning of their second-year rotation having already been assigned a QI project. Some of them have done preliminary searching




and have hit roadblocks. Others come with a single article they have been given by a faculty mentor to use as a starting point. A few have not begun at all and are still formulating an idea for the direction of their literature search. The librarian provides a refresher on literature searching and leads an in-depth conversation on how to find needed research or identify evidence gaps. Past QI projects have included an initiative that focused on preventing catheter-associated urinary tract infection in the intensive care unit, and one that developed a curriculum for residents to learn basic bedside ultrasound skills (Providence Health & Services, 2018). For the latter project, the librarian was involved in working with the resident on developing a literature search strategy, doing a literature search to fill in some evidence gaps, and providing articles through interlibrary loan.

Conclusion

The library integration into the Providence Portland Internal Medicine Residency Program curriculum has been considered successful. The library staff continues to be invited to serve as faculty year after year, and resident evaluations of the sessions are consistently positive. The library's impact has gone beyond just the residents and has touched faculty as well, as librarians participate in faculty development sessions that focus on answering clinical questions by using evidence found in library resources.

Despite overall success, challenges remain. Some interns don't have their EBM rotations scheduled until late in the first year and therefore don't have an introduction to the library or an awareness of the resources and support available to them until near the end of their intern year. Sometimes residents come to the library after an overnight shift or a long week, and maintaining their attention and energy during the session can be difficult. Librarians continue to stay nimble to adjust their approach as the EBM and QI rotation curriculum changes and to be able to adapt to the varied research abilities that each resident brings to the session.

The PSJH library staff is focused on continuous improvement, ensuring that instruction is meaningful and memorable to residents. From the perspective of the larger health system, the library plans to build on the successes at the Oregon hospital and work to touch all interns and residents throughout the organization in a more direct way. Hospital librarians are essential to ensuring that new physicians have the skills they need to truly practice evidence-based medicine; directly embedding library research training in graduate medical education programs has emerged as one successful way to do this. 

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Wild Wild Archive:

Analog Videotape of the Rajneesh Movement at the Oregon Historical Society

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In 1989, local Portland television station KGW donated 512 U-matic videotapes to the Oregon Historical Society (OHS). Shot between 1983 and 1985, the collection consists of more than 300 hours of footage related to the Rajneesh movement in Oregon—when followers of the spiritual teacher Bhagwan Shree Rajneesh set up an intentional community three hours southeast from Portland. The donation included minimal documentation and



U-matic videotape collection of the Rajneesh movement in Oregon, donated to OHS in 1989.



no finding aid. The tapes were the end result of several years' worth of work by local camera operators and reporters at the news station. Ranging in location from downtown Portland to Berlin discos to the building of the town of Rajneeshpuram in Wasco County, the tapes are a thorough documentation of a specific moment in history. For Oregon, it was an engaging story—one which the stations recognized as newsworthy almost immediately, though no one at the time could imagine how it would end.



Spiritual teacher Bhagwan Shree Rajneesh in Wasco County, OR circa 1984 (still photo from video footage).

By the time the tapes were donated in 1989, the story of the Rajneesh movement was a recent memory. Rajneeshpuram no longer existed, the ranch had been sold, and many of its followers had moved on. KGW, in looking to maximize the physical space at its station as well as ensure that the tapes wouldn't be erased for re-use, reached out to OHS to provide long-term access. The tapes were accessioned and moved to an environmentally-controlled storage facility for long-term care.

In many ways, the advent and accessibility of analog video allowed for the events surrounding Rajneeshpuram to be documented in such an exhaustive manner. If recorded only a few years earlier, the stations would have used 16mm film, which was bulkier, more expensive, and limited in sound recording capabilities. By the early 1970s, though, video tape had started to come down in both price and size and, by the late 1970s, it was in use in almost every station across the country. U-matic tape, sized at $\frac{3}{4}$ " and housed in a cassette, was the tape of choice for most stations and public access television organizations (as opposed to the $\frac{1}{2}$ " tape that home consumers came to know as VHS). It offered recording times of up to one hour, it didn't require additional processing, and one could record live audio with an attached microphone.





One of the many videotapes from the U-matic collection of the Rajneesh movement in Oregon, housed at OHS.

For the next 25 years, the tapes remained at the Oregon Historical Society. The footage was made available by request in various forms, including for an Oregon Public Broadcasting episode of *Oregon Experience*, but the vast majority of the footage went unseen until a few years ago. In the summer of 2014, directors (and brothers) Chapman and Maclain Way had just finished their first film, *Battered Bastards of Baseball* (also set in Oregon). The two were kicking around ideas of what project to work on next and, in conversation with staff at OHS, the story of Rajneeshpuram (including the 512 tapes) was mentioned. After some initial disbelief and subsequent research on their own, they started to pursue the project actively later that year. By 2015, with the assistance of OHS, the tapes were shipped to AV Geeks in Raleigh, North Carolina, to be digitized. In a process that took over two months, the tapes were transferred to uncompressed digital video files, totaling over 15TB worth of data.

Now, for the first time, the majority of the 300+ hours of footage was readily available for viewing. The filmmakers were able to start sorting and tagging the footage, all the while building out the documentary through a series of interviews both in Oregon and abroad. Through their research, the Ways found additional footage from other news stations, home movies from a number of Rajneesh followers, and a variety of other sources. The end result, *Wild Wild Country*, is a documentary that runs more than six hours and, for the first time, explores the entire story of the Rajneesh movement in Oregon. It is a sprawling example of the role archival footage can play in the documentary process. The film, which took almost four years to produce, was released by Netflix in March 2018 and became a sensation around the world almost overnight.





Still photos from 1983–1985 video footage:

Rajneeshee in prayer.



Wasco County Sheriff's office, located in The Dalles, approximately 90 minutes north of Rajneeshpuram.




Ma Anand Sheela, personal secretary of Bhagwan Shree Rajneesh from 1981 to 1985.





Rajneeshpuram community member.

The role of OHS in this project was simultaneously one of promoter, conservator, and researcher. For a number of reasons, film and video collections are often the type most difficult to provide public access: they are tricky to incorporate into book or manuscript-based library catalogs; their size makes them difficult to make available online; and they require huge amounts of staff time in order to flesh out the descriptive metadata. By promoting the collection and the story to the filmmakers, OHS was able to find funding to digitize the entirety of the collection, something that would have been unlikely without external support. Moreover, while the physical tapes will continue to be stored in temperature- and humidity-controlled vaults at OHS, after 30+ years, the 300 hours of digitized footage is now accessible for use by future researchers and members of the public. Furthermore, the success of *Wild Wild Country* has led to an increase in visibility for the collection as a whole and, in turn, for the institution. It was a multi-year process, one in which OHS played a relatively small role, but the end result has successfully shined a spotlight on one of the largest and most diverse media collections on the West Coast.

The Moving Image Collection at the Oregon Historical Society includes early travelogues, feature films, public access television, artist films, home movies, and a large number of industrial films. Each week, archivists work with researchers, filmmakers, and artists to make the footage available for use in documentaries, podcasts, and other assorted media projects. For more information about the collection, including contact information, please visit the OHS website at www.ohs.org. 



OLA Quarterly Publication Schedule 2018

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Each issue is developed around a theme determined by the Communications Committee and Guest Editor(s). To suggest future topics for the *OLA Quarterly*, or to volunteer/nominate a Guest Editor, contact the OLAQ Coordinator.

Vol./No.	Theme	Deadline	Pub. Date	Guest Editor
Vol 24 • No. 2 Summer 2018	<i>Lots of Ways to Be a Leader</i>	June 1, 2018	August 15, 2018	Jane Scheppke <i>Crook County Library</i>

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