

MEDICAL LIBRARY ASSOCIATION

ORAL HISTORY COMMITTEE

INTERVIEW

WITH

JO ANNE BOORKMAN, AHIP, FMLA

Interview conducted by Diane McKenzie, FMLA

March 22, 2009

Edited by
Jill Mayer, AHIP
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Carolyn E. Lipscomb, AHIP
Project Director

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Consent Form for Oral History Interview (2002 version)

This confirms my understanding and agreement with the Medical Library Association (MLA) concerning my participation in an oral history interview as a part of MLA's Oral History Program.

1. I agree to be interviewed by Diane mckenzie
on march 22, 2009. I understand that my interview will be recorded
and that a transcript and edited version of my interview will later be created.
I understand that I will be given an opportunity to review and edit the edited transcript before
its release.

2. I hereby grant and assign all right, title, and interest to any and all recordings and
transcripts of my interview including copyright [and all rights subsumed thereunder] to
MLA. I will be given a copy of the edited transcript for my personal use. I understand that the
transfer of these rights to MLA confers no obligations on MLA to promote, market, or
otherwise make publicly available copies of the interview.

3. One or more edited and/or condensed versions of the interview, approved by me, may be
disseminated by MLA, as it deems appropriate.

4. I understand that the original, unedited recording of my interview and the original unedited
transcript will be maintained in the MLA archives at the National Library of Medicine, or at
such other place as MLA may reasonably designate, and may be made available to
researchers who have demonstrated that they have appropriate qualifications. I further
understand that the original unedited recording and/or the original unedited transcript will be
made available with the following restrictions (Check one):

☒ No restrictions

☐ The following specified portions of the interview will not be made available
to anyone until _____.

Jo Anne Boockman

Name of Interviewee

Diane McKenzie

Name
of MLA Interviewer(s)

Jo Anne Boockman

Signature

Diane McKenzie

Signature

Date 3/22/09

Date 3/22/09

Accepted by : [Signature] Date 7/7/10
MLA EXECUTIVE DIRECTOR



Biographical Statement

Jo Anne Boorkman, AHIP, FMLA, grew up in Long Beach, California, and graduated from Scripps College with a major in biology. She earned her master's degree in library science from the University of Illinois in 1971, where she took biomedical library courses and a summer medical reference class in Chicago. Her early interests and training led to a career in medical libraries.

A dinner with Louise Darling resulted in a job offer at the University of California, Los Angeles, Biomedical Library, and Boorkman's first position as bibliographic search analyst in the Pacific Southwest Regional Medical Library. She began her tenure immediately with a three-month MEDLARS training class at the National Library of Medicine, just before NLM transitioned to AIM-TWX and to online searching. At UCLA she was involved in the first MEDLINE training classes for librarians conducted at the RML. She worked at the Biomedical Library from 1971 to 1977, where she advanced to assistant head of the Reference Division.

Boorkman next moved cross-country to the University of North Carolina at Chapel Hill Health Sciences Library, where she served as head of public services, 1977-1981, and head of collections development, 1981-1984, and worked for another influential library director, Sam Hitt. She helped the transition to a new model of staffing for public services and statewide library communication for the North Carolina AHEC program. Her transfer to collection development began a career-long interest in selection from the perspective of public services.

She returned to California and spent the rest of her career at the University of California, Davis, where she was head of public services, 1985-1988, and head, Carlson Health Sciences Library, 1988-2008, and expanded her expertise to veterinary medicine. Her achievements included encouraging staff in their professional development and serving as chair of the Health and Life Sciences Selectors in the California Digital Library. She also moved beyond the library to advise academic personnel on campus.

Boorkman is known for *Introduction to Reference Sources in the Health Sciences*, an important and successful text that she and Fred Roper initiated, which was first published by the Medical Library Association in 1980. Boorkman co-edited five editions through 2008, mentoring numerous authors and editors. She co-authored the bibliography of reference sources for animal health and veterinary medicine for *The Literature of the Agricultural Sciences*.

Boorkman was elected to the MLA Board of Directors, 1988-1991, and three Nominating Committees. She was part of the initial planning for the Collection Development Section and served as section chair. She was chair of the Certification Examination Review Committee and the Task Force on Certification and Registry that recommended a new structure for certification that led to the Academy of Health Information Professionals. She was associate chair of the 2002 National Program Committee. Her first involvement in the Special Libraries Association at the national level was election to chair the Biomedical and Life Sciences Division. She worked on the relationship of medical librarians to SLA and served as representative between the two associations. She was recognized as Fellow by MLA in 1999 and by SLA in 2000. She believed in the value of professional contributions at all levels and was chair of the MLA Mid-Atlantic Chapter and president of the Northern California and Nevada Medical Group.

Medical Library Association Interview with Jo Anne Boorkman

[tape one, side one; WMA file Boorkman1]

Diane McKenzie: Today is March 22, 2009, and this is an MLA Oral History interview with Jo Anne Boorkman. The interviewer is Diane McKenzie. We're sitting in Jo Anne's home in Davis, California. Today is rather beautiful, and it is a very pleasant time for an interview. Let's start out by talking about what influenced you to go into librarianship and how you ended up as a librarian.

Jo Anne Boorkman: Okay. Well, I came from a family of librarians. That's probably the most significant influence. I literally grew up in libraries. My father [Charles J. Boorkman] established the library at Cal State Long Beach, and so I grew up as the library grew, literally grew, from being in an apartment building to being a five-story building over many years. My mother [Ruth E. Boorkman] was a school librarian, my aunt was a librarian, and everybody worked in libraries as they were going through school, so it was just a natural thing. I have an article from the high school newspaper when they interviewed me for something, and apparently at that time even I said that I was interested in becoming a librarian. Then I kind of threw away that thought, and when I was in college, I ended up being a biology major. I was working in the library at the time, but the librarian didn't rehire me after the first year because I was going into science and not into libraries, according to her. I worked as a lab assistant and teaching assistant in science classes when I was in college. At the end of college, I decided I did not want to pursue that at a graduate level and I looked into librarianship.

Because my folks had gone to the University of Illinois, there was the newsletter from the library school there, and they had a biomedical library program. I thought, "Well, this is going to be perfect because I will match my science background with the librarianship." So, I applied for that. I did not get into that program initially because it was one that started in the summertime, and I ended up starting in the fall at the University of Illinois at Urbana-Champaign. But I was able to take a lot of the courses that the people in this other program were taking. We had a core curriculum that you had to take first, so I was a little bit behind. But the good thing about that was that they still needed science librarians, so I ended up with a National Science Foundation scholarship for library school. Part of that fellowship was that I needed to work part-time for a faculty member. I worked for Dr. [C. Ladd] Prosser as he compiled his textbooks in physiology. He had students and graduate students who reviewed the literature and wrote little synopses of journal articles, and he had them all on three-by-five cards that we had to use in the days before computers. So I just reviewed articles and wrote little notes. Then he would compile them all, and that's how he pulled together the current literature for his next

textbook. That was a fairly easy thing to do and it helped me use my background. The last semester I was there, I worked in the Library Research Center. That didn't have any science connection to it, but it was still a good opportunity, because we were doing surveys and working with the needs for public librarians in the state of Illinois.

That's how I got into library school and ended up at Illinois. I always wanted to leave California. That was the other thing, I wanted to see another part of the world. But after spending a year and a half in the middle of the cornfields of Illinois, I was ready to move on.

M: Now, you say you went to library school in Illinois. Can you talk a little bit about library school? You went to library school in the early '70s?

B: I went in the fall of '69 and I graduated in February of '71. So, it was early '70s. It had nothing to do with library school, but it was during the middle of the Vietnam War and so there were lots of protests. I was there in Illinois when Kent State happened and the Illinois governor called up the National Guard. We had the National Guard on campus in the armory, and the city was locked down at night with a curfew. There were lots of sit-ins and teach-ins. It was quite a frightening time actually, but it was a very interesting time. I remember that Illini Union had a lot of conference rooms, and people from the RML [Regional Medical Library] came down and they were giving a MEDLARS [Medical Literature Analysis and Retrieval System] workshop for us and the biomedical folks. We were in the Illini Union at our conference, and the student protestors came and locked us in. We were there with the protestors and the National Guard, who were all about eighteen or nineteen years old. It was a really unsettling kind of time.

M: It went on?

B: It went on. It was very informative. But was also very intimidating because it was our first real exposure to the complexities of how indexing is done and the MeSH [Medical Subject Headings] vocabulary, which we really hadn't had a lot of background on at that point.

M: Were computers being used for teaching yet?

B: There were some computer classes, but everything was on large mainframe computers and it was all more theory than anything else. One of the faculty members was very influential in computers, and he had colleagues at the Argonne National Laboratory. They were starting to use, and really doing a lot with, information data, huge dataset construction and manipulation. We had a field trip up to Argonne National Lab to see the

library there and that was pretty interesting. The other thing that happened was the Allerton conference at the University of Illinois. Henriette Avram and Fred Kilgour came and spoke, and they talked about the beginnings of the development of the standard MARC [Machine-Readable Cataloging] format and the beginning or very beginnings of OCLC. [Editor's note: They spoke at the 8th Clinic on Library Applications of Data Processing: MARC Uses and Users, which took place April 26-29, 1970.] We were there seeing them interact with one another, and they were real characters and interesting. It was at the very beginning of the library automation, still pretty rudimentary at that time.

M: Now, you said you weren't in the official...

B: They had a biomedical training program. Those students started in the summertime and took their core courses then so that they could take more specialized science courses during the year and then the following summer. Their curriculum was for one year. We did not have a practicum at Illinois at the time. So that next summer, we had the medical reference class that was taught at the University of Illinois Medical Center in Chicago, and I was able to participate in that group. They had students from Rosary, University of Chicago, and Illinois in that program because that was the only class that was offered. We lived in the dorms at the medical center in downtown Chicago, not the best part of town. The class was taught in the library there at the medical center, which was real old at that time. It was before they had the new medical center and the Chicago Circle Campus was just barely getting started. It was a pretty intense six-week course, but it was fun because we were all together. Michael Homan was in that class at the time. We each had to do a bibliographic project, and mine was in dentistry. I got to go to the ADA [American Dental Association] library. We had a lot of field trips to different societies that were in Chicago. I remember going in and working on my project at the ADA library and seeing the librarians and their resources. That was kind of fun and unique. I had two more courses to complete to get my degree, which is why I ended up staying that next semester and graduating in February. In the fall of the year was when most of the new students started, and the dean didn't like to have library recruiters coming in the fall. Those of us who graduated in midyear were at a disadvantage because he wouldn't let any of these people come on campus, so I was having to go a little farther afield in looking for potential jobs.

M: Were jobs fairly easy to get at that point? I know it used to be easy.

B: It was getting to be harder at that point. When I first went back there, my aunt and uncle lived in Iowa City. My uncle was a faculty member at the University of Iowa, and he knew the librarian and the medical librarian. When I visited them, I met the medical librarian, and at that time he said he had somebody who was looking to retirement and he

may have a job there. That was my first foray into inquiring about jobs. As it turns out, you know, it often happens that the person decided that they weren't going to retire when they said they were, so he didn't have any jobs. So that Christmas, that holiday, I was kind of winding my way out home. In Denver I talked with Bob Braude, who was the associate director at the library there, and he didn't have any jobs. He suggested that I go to look at Utah, that Utah may have one. I wasn't interested in going to Utah. I wasn't a skier. I ended up back at home in Los Angeles, and my father, being a librarian, had a lot of contacts with book dealers. Jake Zeitlin was a rare book dealer in Los Angeles, and he was a good friend who knew Louise Darling. Jake arranged for us to have dinner. We were at the [Lawry's] restaurant in Los Angeles with Jake and Josephine, his wife, and my parents and Louise Darling and me. The whole discussion at dinnertime was how Governor [Ronald] Reagan had put a freeze on hiring in the state of California. Of course, he was not happy with the University of California in particular because Berkeley was stirring things up in the Free Speech Movement. So, I went back to Illinois with the idea that there were certainly no jobs in California, and I had not originally planned to come back to California. So then I thought, I will go and look at the University of Illinois and stay right there. February is not a good time to be searching for a job. They had a few jobs that I interviewed for. One was serials cataloging and one was in government information.

M: So not medical at all.

B: Not medical at all. They offered me either one, and I said, "Well, I think I would be more interested in doing serials." But I hadn't signed a contract or anything. Then on January 15, Louise Darling called me up and, in her own fashion, said, "Can you be in Washington, DC, on February 1st?" I said, "Well, I think so." What happened was that they had the three-month MEDLARS training classes and she had the RML contract. She had somebody in the training class, in that fall class, and that person called after Christmas and said, "I'm not coming back to California. I'm staying in Washington and getting married." The next training class started February 1st, and it was the last MEDLARS class because they were working on the AIM-TWX project. [Editor's note: AIM-TWX had online, interactive bibliographic search and retrieval capability, using citations from *Abridged Index Medicus* as the database made accessible via the Teletypewriter Exchange Network. It was the predecessor to MEDLINE, or MEDLARS Online, which launched in October 1971.] It was just getting started at that point. Louise really didn't want to lose that position, so her approach was that this was a position on a federal grant and it wasn't subject to Governor Reagan's freeze. Somehow UCLA bought that argument, and I found myself having this interview on the telephone with Louise. She immediately hung up and called my boss. I was in the other room, and she talked to her, getting my reference from the Library Research Center. Then she called my advisor,

Frances Jenkins, who taught science bibliography at Illinois for another reference. By the end of the afternoon I had a job and was expected to be at the National Library of Medicine on February 1st for my three-month training and being a MEDLARS search analyst. So, that's how I got my first job. I had never been to UCLA, I'd only met Louise once at the [Lawry's] restaurant, and I had no idea who I was going to be working with. It was not the normal way anybody would apply for a job, and it certainly isn't the way that the university hires people, but it was the way Louise did it in those days.

[WMA file Boorkman2]

M: We were talking about your MEDLARS training after you got hired by Louise. Many people don't know about the MEDLARS training. And this is the last MEDLARS training. I think they'd like to hear about it.

B: MEDLARS training evolved. It started out as a six-month course. I don't know how many sessions they had at six months, but people had quite thorough training in those early years. It was just people from the Regional Medical Libraries that did that. Then they came back to those libraries and processed search requests for physicians, only physicians at that time, and they had to submit requests [to the National Library of Medicine for the searches to be run]. I was hired in the Pacific Southwest Regional Medical Library to be a search analyst—that was my official job title. The first step was to have the training, and at that time it was three months. It was six weeks of instruction in MeSH and how the indexers indexed articles, because all the articles were indexed by professionals, people with professional backgrounds, medical or dentistry or whatever the subject area was. Then they created the records. So we had six weeks of training and lectures from Thelma Charen, who was the head of the Index Section of NLM, and then six weeks of supervised searching by members of the staff in the MEDLARS Management Section. That section also had editors who reviewed, edited, and compiled *Index Medicus* and *Abridged Index Medicus*. It was quite a large operation and I don't know how many indexers they had at the time in NLM. They also had contract indexers who had subject specialties like pharmacy or pharmacology.

M: How many students were in the class?

B: In my class there were three librarians and one physician from Belgium.

M: Very small.

B: Very small, yes.

M: Is that typical do you think?

B: I don't think they had more than six or seven at a time, so this is probably one of the smaller classes.

M: And did they have a place for you to stay? Did they pay for you?

B: Our home institutions had to pay our salaries and living expenses. I was given a travel grant ahead of time so I could pay for my rent. They had apartment buildings in Chevy Chase [Maryland] that had various sizes of apartments, but they had studio apartments and a little larger studio apartments. Because NLM had a lot of people coming in, not just for this training, but other kinds of programs, they had apartments that turned over to the next class, and we inherited the cooking utensils. They were furnished apartments so I shared an apartment with Penny Worley, who was from [Houston Academy of Medicine-Texas Medical Center]. She was there for just six weeks because her boss at that time was pre-Sam Hitt, and he was not willing to pay for the additional six weeks of supervised training. Washington was the farthest east I had ever been, and it certainly was the farthest north Penny had ever been. So, it was interesting because we learned about each other's parts of the country. We had never been to Washington before, so on the weekends we used to just go and explore.

The other librarian was Ruthanne [Henner]; she was from Philadelphia. I had a car, so I was the driver. I took everybody to NLM every day, and then on the weekends we could explore. It was very intense training, and I can remember that we had homework to do to learn about which subject headings and which subheadings went together. Thelma had her own little way of explaining coordinate indexing. When she talked about coordinate indexing she visually showed us, because she was always color-coordinated or design-coordinated with her outfits, her glasses and her pins, and her clothing. And she kept things lively. She had very specific definitions for all of the subheadings that we used. It was interesting because we had a physician in the class, and his definitions were not quite the same as MeSH's definitions, and he would argue with her. He was a European doctor and he had a certain prestige. He was going to go back and tell his secretary how to do it. Those of us who were not so trained as he had been in medicine accepted everything that Thelma said for our searching and our indexing. We had to actually take articles and index them and that's how we learned to apply the indexing terms. We identified what the main concepts of an article were, so we could put the little asterisk on the subject headings, and the secondary concepts and all those check tags. There was a form that you had. We had check tags for humans, if pregnancy was ever mentioned, if there were specific animals—laboratory animals...

M: Age groups.

B: Age groups. They all had specific parameters that you used to identify which one to use, or multiple ones to use, in your indexing. So it was quite intense and we really learned a lot and we learned how they applied them. If you followed Thelma's rules, it worked. And on the other end, doing the searches, we were able to design quite good searches as a result of that. It was all done with eighty-column punched IBM cards, every term had its own little card, and there were big bins of cards. Staff in MEDLARS Management would pull the cards, but we had to create our search strategies using Boolean logic, so we had our lessons in Boolean logic if we had forgotten it from algebra class. We were taught to do a broad search and then narrow it down, so that we could have assorted search results at three levels of specificity. We had forms that we had to type up with typewriters. If you can think about typewriters and using all those brackets and parentheses and things like that. Staff would actually do those cards for us. We didn't have to do any of that for ourselves. We could choose which subject areas we wanted during that time period. Sometimes they were assigned to us. I struggled with psychology, so I would take all those, because I wanted to figure out how I could do a search in that area. Some of the drug searches were easy because we had good subheadings. We really learned to use the tree structure and analyze the search question. That was a large part of what we were trained to do. When the supervisor would go over the search strategy, sometimes she would give me suggestions, and sometimes it was fine. It took a couple of days for the search to come back because it was processed, batch process mode, with reams of paper. We had to analyze the results before we sent them off to the requester.

M: So these were actual searches?

B: These were real searches. These were real searches for real people. We analyzed the results, and we had a letter that we sent with it. Then they could send evaluation forms back if they didn't like the search. If there were problems with the search, then we would redo it. We always followed up with everybody in the searches that we did.

M: I know that you have talked about typing it up and turning it in to have the cards pulled, so maybe you could say a word about how the search was then conducted, because most people are used to just putting it in the computer.

B: Well, people had card packets. This is how anybody did searches.

M: They were punched cards.

B: Punched cards. They were eighty columns long and they were, what, about six inches by three inches. There was a machine that you used to punch the holes in the cards and then, of course, it would have to be checked to make sure everybody hit the keys right. I was glad that I didn't have to do that, because I wasn't a very good typist and it would have taken forever. So, the staff were very nice and they took care of all of that. We would just turn in our forms with the search strategy, the terms, and then how we wanted them to be coordinated. Those packets of cards had their own identification number for that search. They would be sent through to run against the database, and they would come out on linked paper with the little holes on the side, and we would then review the results. You could ask for the search to come back with just the citations, the bibliographic citations. We didn't have abstracts at that time, it was just index citations. And also, with the subject headings that were used, so that helped us understand which combinations of subject headings got the results that we wanted or that we hoped to get. That helped us understand how to refine searches and how to narrow searches down to get the most specific articles first, and then if people wanted a broader search, that was available there.

We would spend a lot of time in our class talking about the difference between recall and precision and how and what the difference was and why you wanted one sometimes and the other at other times. I think that is something that people don't really understand anymore. When we'd give presentations about the search process to people, we would always talk about recall and precision. [Editor's note: recall is the fraction of relevant instances that are retrieved, while precision is the fraction of retrieved instances that are relevant.]

M: I don't think those terms are even used anymore.

B: It was drilled in my little head. I remember Betsey Beamish was my supervisor at UCLA. Of course, I had never met her before, but she called. I can remember she called once, and I wasn't there. It was right at the time when they had the Sylmar earthquake [February 9, 1971; also called the San Fernando earthquake] in Los Angeles, and all the phone lines were out. And so, I said, "Well, I couldn't call, and I couldn't get to my folks." They lived in Southern California. So I had the secretary... we had a break from class, and this was my first job. I wanted to be really conscientious and respond to my supervisor as quickly as possible.

[WMA file Boorkman3]

M: This is tape one, side two, of the interview with Jo Anne Boorkman, and the tape clicked off just as you were about to respond to your supervisor that you had never met.

B: Okay, yes. The secretary in MEDLARS Management said she would send a TWX message to Betsey asking if she would call me, because we couldn't get through from the East Coast, and I would be out of my next class session at a certain time. So that's what happened, and I talked to Betsey and asked her if she would call my folks and have them call me that night, because of this earthquake. It turned out that UCLA had been affected by some books falling off the shelves. But UCLA Biomedical Library, the library stack structure was built into the twelve stories of the building, so while the stacks themselves didn't move, books fell off the shelves. It was kind of a mess, but there was no structural damage that time. And everybody was okay and it was kind of exciting. She called my folks and they had a nice conversation, everybody got along. My father was so funny and my mother never feels earthquakes, so she had not felt that one either, even though it had swayed. She had to look at the lamps or see if the water in the swimming pool was making waves or something. So they had been affected down in Long Beach, and this was an earthquake that was up in the San Fernando Valley, high in the San Fernando Valley. Everybody at NLM was concerned about me going back to Southern California. I said, "We had earthquake drills when I was going to school." This was a big bad one, but I wasn't that concerned, because I knew what an earthquake was like. Anyway, that was the first time I think I talked with Betsey. She wanted to know if I had been working on AIM-TWX, because that was the next new thing. And I said, "No, they won't let me go online to do anything online real-time." They wanted me to understand indexing and understand the searching. So, while I was at NLM, I was not allowed to touch AIM-TWX.

M: That was a pre-computer, I guess it was a computer.

B: Yes, the teletype was the only way we could do it at ten characters per second. I mean it was very slow and clunky, and the keys, if you think a manual typewriter is hard to type on these days, the TWX was much harder, you had to have really strong fingers, and it was a very loud machine. So that was the technology that we had at that time. At the time I was at NLM, I never did any online direct searching. At the end of the three months, they gave me a week to travel back to California.

M: And you drove.

B: I drove, so that was fun. My aunt, who lived in Seattle, had a cousin in the Philadelphia area she was visiting, so I drove up and picked her up, and she drove across the country with me. We had a really nice, fun drive and stopped off at the Grand Canyon on our way back to Long Beach. And then I commuted up for a few weeks until I found a place closer by to live. I was not big on commuting.

M: So you arrived, it must have been...

B: May 5th [1971].

M: Okay, and you immediately started working. You had to find an apartment.

B: Yes, I did, and, actually, since I had never been to the medical center campus, the end of the UCLA campus, I got there and I parked and I came in. It's a hilly part of LA. The medical center is on multiple [levels]; you can enter on one floor but the first floor was a couple of floors up in some cases. So I ended up at the Neuropsychiatric Institute side, which is probably the farthest corner away from the library that I could have possibly been, but I didn't know where the library was. I got into the elevator and there was a resident in the elevator; I asked him where the library was, and he gave me perfect directions. I thought that was a very good sign. I had to go up a couple of floors and then across through the hospital and down a couple of corridors to the library. I got in the library, and the main floor of the library was the fourth floor of the stacks. The RML was on the twelfth floor of the stacks. So I went up to the top and met everybody that I was going to be working with at the time. Nelson Gilman was the interim [associate] director of the RML at that time, and Phyllis Mirsky was the outreach person who did a lot of the outreach to the hospital libraries. Betsey Beamish was in charge of the... I don't remember what her title was... but there was a reference library, Linda Grix was the reference librarian, and then there were three MEDLARS search analysts. We had a secretary and an accounting person. We were on this top level of the stacks, so we had those metal pillars, the stack uprights, throughout the floor, with offices at one corner. We had cubicles along the side, and then there was this big room with our big bins of MeSH books. Downstairs on stack eleven was the Brain Information Service—they were actually in the stacks with little carrels and cubicles along the side—and they did all the indexing for that particular program. Eleanor Goodchild was in that, Dottie Eakin, and Pat Walter was the director.

M: This was the...

B: Brain Information Service, and they were right there. And the reason I'm telling you this, we had these little back-stack stairways, and we were going up and down between the floors, because the TWX machine was in the corner down there of the Brain Information Service. That's where we had to go when we finally got to do AIM-TWX.

M: You got there in March or in May.

B: May, I got there in May, and it was really nice. Everybody was very welcoming. The other searchers were Paul Hanson and Angie Durso. To put it nicely, they were very interesting and unusual people. Paul was probably one of the smartest people I had ever met, but he was very eccentric and very strange. He and Thelma Charen were very good friends, and they wrote to each other backwards in Latin, so you had to read the letters through the mirror. That's how they communicated.

M: In Latin?

B: In Latin. Yes. And Paul could be very friendly and he could be very nice, or he could be just like you weren't there at all. So when he got off the elevator some days, you would say, "Hi Paul, how are you?" And it was like nobody was in the room. And other days he would just be very friendly, so you just didn't know. But one of the things that he did, and this is something I didn't know when I took the job, and it was one of those things that I couldn't imagine doing. We did presentations on MEDLARS to physician groups and hospitals. Nobody was comfortable doing these. None of us were. Betsey used to protect her throat for a couple of days before she gave one of these things. And Paul, well Paul was very formal. They decided in July at the VA [Veterans Administration] next door, Westwood VA, that I would give the presentation to the doctors. This was in July, I came in May. We had a script and of course we had slides and so I thought, "Oh gosh." I can remember on my birthday, which is July 21st, my parents came up for dinner, and we sat in my dining room and I practiced my presentation. And, of course, they critiqued me. Never have your parents critique you. It was not my favorite birthday party.

M: Especially if they're librarians. And your father, from what you've said...

B: Oh gosh, but they gave me good advice, but I was always terrorized by presentations in front of anybody. Even in a classroom of five people, I didn't feel comfortable opening my mouth. I practiced so I was familiar with my slides. And then Paul asked if I wanted him to come with me to this, and I said, "That would be very nice." So I did the presentation, and he, afterwards when we were going back, gave me some suggestions. He was very kind in the way he did it and told me about words that I mispronounced. You know, all those medical terms that didn't just flow off my tongue. And it went fine. Then I gave one down in Long Beach at the Long Beach Memorial Hospital at Frances Ishii's place, and Frances was great. That one went better because I had had Paul's assistance. Eventually I got more familiar with the script and I could do that. We would do it for library school classes. I did it a number of times with the library school at USC [University of Southern California], and I knew it well enough so that people could ask me questions and I could be interrupted and we could have a free-flowing discussion. But it took a long time for me to get to that point. If anybody had told me that I was going to

have to stand up before anybody and talk about anything, I would have freaked out. But I rose to the occasion, I guess, and it became fun.

M: So, you were in the RML, it was exclusively? Did you work [in the library] at all?

B: Everybody in the RML worked an hour a day on the reference desk, usually with one of the reference librarians. So we were down in reference regularly. After Nelson left the RML to go to USC, Phyllis moved into the associate director's position, Betsey moved into Phyllis's position, and Angie moved into Betsey's job. That happened pretty quickly. Angie had been a nurse before she became a librarian, and she was of a different generation, shall we say. She was very difficult to work with. She and Paul did not get along very well. I tried. Linda didn't get along with her either. She was just very difficult and would yell at us. I mean I had chest pains. I was just a nervous wreck. Linda was the reference librarian, and Marilyn Jensen was the ILL librarian at UC San Francisco. Linda had a boyfriend up in San Francisco, so they decided that they were ready for a change. She talked to Louise and Marilyn talked to David Bishop, and they swapped jobs for a year. Linda went up to San Francisco, and Marilyn came down to Los Angeles. After that first year, that first year with Angie, I was ready to leave the RML. There was a job downstairs in reference that became available because Annelie [Rosenberg Sober] got married and went back to Duluth [MN]. That's when Robin Rand was hired. Louise told me that she believed new librarians should work in their first job for two years, and then, if something was available after that, look into other things, so I had to do my two years. Robin was hired for the reference position downstairs after that first year, and Marilyn came.

I need to back up. Michael Homan came to Biomed on a special internship. He wasn't with the regular interns, but he came I think with the Brain Information Service for a post-graduate fellowship. At that time, he went to the first AIM-TWX class [at NLM], which was the fall of 1971. He had the AIM-TWX training, and I had the MEDLARS training. He had come in September with the new class of interns. That was great, because the Public Health Service [Biomedical Library] intern program had four librarians, I think, every year, and they rotated among all the departments. Because I was a new librarian, and, actually, Dan Richards started about the same time as the acquisitions librarian, we were allowed to go on any field trips to visit other libraries with the interns. It was like this huge bonding experience for all these new, relatively young librarians, and we just had a great time. So that year Michael came back with the AIM-TWX training and introduced AIM-TWX to all of us, and we started doing our searches. We still did mostly batch searches where we sent them to NLM, and we did some using the teletype. That was very slow and very noisy, and the machine just shook and you

were shaking. You couldn't do it for more than half an hour at a time because it was so jarring to you, and what happened to our hearing, who knows.

Angie continued to be a very difficult person to work for, but she went to AIM-TWX training. They were really trying to do more training for other librarians to get involved in the searching, so the first MEDLINE training class was in the winter of '72. Angie went back to NLM with the idea that Louise had negotiated a contract to have training in California. Angie went back to take the class and observe and come back and start the first MEDLINE training class in California. So she did that first class in July of '72. Marilyn and Robin from UCLA and Winifred Kistler from UC Davis were in that class, and I can't remember who else. There were about six people in the class. Paul had left to go up to the Bay Area because he had had it with Angie. Mike Homan got the job as the MEDLARS search analyst in the RML after his training program ended. Mike and I were the two search analysts. Marilyn was the reference librarian under Angie. The three of us reported to Angie. We had this training class up there, and Mike and I were pretty familiar with the basic training. This was a three-week class and they could go home at the weekend, but they were there for a week at a time in LA. After the first week, Angie's father died, and she had to go back to the Midwest. They had Michael and me teaching this class, because it was the middle of the class. We had a great time, because these people were staying in Westwood. It was hot and it was the summertime. We'd go out to dinner together. Marilyn's apartment had a swimming pool and it was right next door to the building that Robin was in. We'd all go over to Marilyn's to swim in the evening, and everybody got together and bonded and it was just fun. Angie came back, and Michael and I had taught it wrong, and she just yelled and screamed. Everybody had homework and they didn't do their homework properly. You know, it was really interesting because you don't yell at professional colleagues like that.

M: At anyone.

B: Yes, you don't yell at anyone, but this was just amazing to us. Of course Michael and I had bonded with these people, but we were only supposed to help with the exercises online. By then we had the [Texas Instruments] Silent 700 machines and 300 baud. It was cool compared to the AIM-TWX, and we were in heaven. So that was really an interesting summer. But we all got through it and then subsequent classes, we had about four a year, and Michael and I were just responsible for helping with the exercises. We stayed in our place. The teaching thing was fun. After the end of that two-year period, another job became available down in reference, and I asked to transfer down to reference and I did. I was a traitor. I was considered a traitor.

M: How long did Michael stay? I've never heard him called "Mike"...

B: Well, he calls himself "Michael." We mostly called him "Michael." He stayed quite a while.

M: Did he go directly to Mayo Clinic from there do you think?

B: No, he went to Upjohn [Company in Kalamazoo, MI]. There were a number of people from Biomed who ended up at Upjohn. Lorraine Schulte went there, and she was also in Brain Information Service, Dottie went there, and Michael went there. So there was this huge exodus to Upjohn. Lorraine went from UCLA to USC. She worked for Nelson for a while before she went to Upjohn, but that's their story, not mine.

M: So you were, you went into reference after two years.

B: After two years, and then I became assistant head of reference, and all the interns that came through in the PHS program, I was the one who was supposed to teach them how to do searching. I coordinated the schedule, and we always had two people on the reference desk, at least in the initial stages we did that. It was a busy reference desk. By then we were doing searches downstairs for people.

M: I know it was a huge library, but just give me a quick view of what it was like. I know about the RML now, but what it was like in Biomed in 1972, I guess you were there four more years?

B: I was there from February of '71 through June of '77.

M: Okay, so just what was it? This was a major library, so what was it like then. Were there a lot of people working there?

B: It was a big library, because we had all these students and postgraduates coming through. It was a very dynamic place. They started out and rotated in each department, so we got to know all of them. Then they got to choose an area they wanted to do a little project in. Sometimes they came back to reference, sometimes they did other things. The reference office was about as big as my dining room, which is not very big, and we had six people in there, cheek by jowl. Robin and I had two desks, and we had poster board where we had our telephone, we shared the telephone between the two of us. If I backed up my chair too much, the next person couldn't open their drawers. It was very cramped, but we worked it out. We had the one searching machine in the office with the secretary. Gloria Werner had an office, and she was the head of public services. Julie [Kwan]'s desk as head of reference was still in the same office with us. Gloria's office had two doors and

windows on all sides, and her office went back into tech services. All the reference librarians had subject areas that were supposed to help with selection, and mine was dentistry. My job when I first came downstairs was partially funded by the School of Dentistry, so we always had those areas that we focused on. We had the medical school, public health, pharmacy, nursing, and dentistry, and then we had the life sciences, all the life sciences. So there was a huge undergraduate population to serve as well as the professional students and the hospital.

Students who had gone to UCLA would go out and teach at the junior colleges, and they wanted to bring their students in, so we would have classes come in from outside to get training. Because everything was still mostly manual, we showed them how to search [print] *Index Medicus*, *Biological Abstracts*, and *Chemical Abstracts*. We didn't go to classrooms so much as the classes would come in, or the students would come in with assignments. Some faculty were very good about giving assignments.

M: So, did you learn to use these indexes when you were at UCLA or had you learned them when you were in library school?

B: We had exposure, but you don't really learn in library school, because you get exposed to so much in such a short period of time. We really learned to use them working in reference. We had two people on the reference desk most of the time during the daytime because there was so much traffic. On the weekends, on Saturdays and Sundays, there was just one of us. We had evening and weekend hours, and there would be some Saturdays that you just had to be strong and go take your lunch break. You would be there constantly helping people all day long, in person, on the phone, and it was constant.

M: Now, did you manage the reference collection there or was that a different thing?

B: I didn't manage the reference collection. I am trying to think who did the reference collection. I just had my dentistry area really, and I was the one person who taught everybody searching, and I coordinated the desk. There was somebody in reference who was responsible for exhibits. They had beautiful, wonderful exhibit cases outside the library, and so we had quite an active exhibit program. We had a history division, and a librarian and a staff member up there did all the selection and managed the history and the rare books collection, because there was a history of medicine and a PhD program at UCLA. They had open stacks, history stacks, and a caged stack area, and there was a rare books room and the vault. We had our own technical services, and we were the first to have an automated way of serials check-in. We had printouts that came out daily, and those were wonderful. We were always helping people understand what journal issues were in and not. And, of course, there was still a card catalog. One of Julie's rules was

you replaced your divots, which meant that if you pulled out any reference book, at the end of your hour or two hours, you put things back where they were. I think we collected and we kept up with the reference materials in our specific subject areas.

M: How come you were in dentistry?

B: Because that was where the funding for my job was, and it happened to be the area that I had done my little project in library school. I think it was because that was the position that became vacant, and so I inherited that.

M: So, how do you think this early job, both at RML and reference, influenced your future career and who did?

B: Well, Gloria Werner and Julie were just wonderful mentors. I was ready to branch out. I wanted to stretch my wings, and there was no opportunity to do that at Biomed and stay in medical libraries, so I decided that I needed to go away someplace else. I was always going to leave California because I wanted to see another part of the world, so I started doing that. The job at Chapel Hill opened up and I went. That was far away and that was a big leap between being assistant head at Biomed to being head of public services and head of reference at Chapel Hill. So I am moving across the country.

[tape two, side one; WMA file Boorkman4]

I went to MLA [Medical Library Association annual meeting] in Seattle [in 1977], and I wanted to say this in winding up UCLA. One of the things that Louise Darling did was, and we haven't talked really about her very much yet, she always got a suite at MLA. She was very good about having people from her library stay in the suite. We didn't have a whole lot of travel funds, so we piled in about four or five people with portable cots that they brought in, and it was always a party. You never got very much sleep when you stayed with Louise. Because we were on the West Coast, a number of us went to that meeting, and I can remember that being just a very fun meeting. That was the first [distant] meeting that I went to. I think it was the second MLA [1978] when I got involved in some committee work and was on the Scholarship Committee for the first time. At the 1977 meeting, I remember driving up with friends, but then I flew back because I had to get packed and ready to move to North Carolina. I already had the job at North Carolina and I was to start July 1st.

M: Was that a fairly traditional way to apply for the job, go out for the interview?

B: Yes, as opposed to my initial experience. I didn't have a whole lot of experience interviewing for jobs. I had applied for several other things that didn't come through. Then the North Carolina one came, and I applied and got an interview and went out there and was offered the job. I thought, well, UNC was a nice and similar institution in that it was a public university, and it had the multiple schools, professional schools. It was in a college town, which was different from being in Los Angeles for sure. I was intrigued about living in the South, and I thought living on the East Coast, I had always wanted to experience that, so it was an adventure that I was ready for. I felt that I was ready to stretch myself professionally. That certainly was the position that did that for me.

M: Did you want to stop and talk anymore about Louise before we leave Los Angeles?

B: Well, I can't think of anything more at the moment to say. But let me tell you about my first MLA, because that has a Louise component. When I first got to UCLA in '71, everybody was going to New Orleans, and of course, I was a brand new librarian and I barely had stepped in the door. [Editor's note: The 1970 annual meeting was in New Orleans, and the 1971 one was in New York.] The next MLA [1972] was in San Diego at the [Hotel del Coronado], and that was another opportunity to have as many people as possible go, especially new librarians, and so I got to go. Alison Bunting and I shared a room. She was a relatively new librarian there at UCLA as well. She was an interlibrary loan librarian at that time. We stayed in the old Coronado Hotel, and Louise was very good about introducing her new librarians to all these people. Mildred Langner and all of those women of that era, many from the South, and I can remember being in this, I guess it was the conference room, and they were kind. I'm not clear on what the theme of the meeting was, but they were all talking and sharing information. I didn't know any of them, and I didn't have any context because I was too new a librarian. You just felt you were in the midst of these very dedicated women. There were a few men there. I guess David Bishop was there, because he was at UC San Francisco at that time and had worked for Louise at Biomed way back when. So you just had a sense of being with the greats of the medical library world, and that was exciting.

It was just a real introduction to medical libraries in the broader context. But at that time, because there just weren't that many opportunities to be able to fund travel, I was mostly active with the local chapter of MLA. I branched out a little bit farther in and got involved with some of the committee work in [1978]. So there was a big gap between my [employment and my] involvement at the national level with MLA.

M: Okay, so now you are moving to North Carolina and this is Sam Hitt.

B: Sam Hitt was the director and he had just come fairly recently [1976]. Myrl Ebert had retired very recently.

M: What was your position?

B: The person who worked with Myrl, her name was Dorothy Long, was the head of public services. I'm not sure if she was just reference or public services, but Sam had an organizational model of public services and reference, and I was hired for that position. His organizational structure brought in interlibrary loan and reference and circulation all in one. Carolyn Lipscomb was the head of circulation and interlibrary loan at the time, and there were several librarians who had been there. They also had the North Carolina AHEC [Area Health Education Centers] librarian who was under [public services]. When you first go, you don't know about all the internal candidates that may have applied for the job and didn't get it. But Sam was new, and he wanted to bring in his own team. He had the librarians who were there already, two of whom had applied for the job, the AHEC librarian and one of the other reference librarians. Then he hired several new librarians as well, so there were six librarians, three of whom were new and three of whom were old, when I came as head of public services and reference.

M: You came in as head of public services.

B: I came in as head of public services. It was a combined job. Mary Thomas was collections librarian, and Mary Horres was the associate director. I had a lot of hurdles, I mean I had a lot of growing to do into the job, because it was big. I had all these people, and the new people were real eager and anxious to do things. The older people were, "I would have done it this way," or "Why aren't we doing it the way Miss Long did it." Sam wanted to expand the services and have more outreach and educational services, and it was a real change in the culture of how the library was operating. I was the instrument of change, shall we say.

It was pretty rocky at the first for me, I have to admit, because it was such a big library. I had to coordinate with my colleagues in reference at UCLA, but we worked as such a team and we had all these new people coming in all the time, so change was sort of the constant at Biomed. In North Carolina, at that time, tradition and a different pace and a different way of doing things was the constant. So, my coming in with this mandate, there was lots of tension related to that. The AHEC librarian and Sam had a [different] vision of how AHEC should work. The central AHEC office was in Chapel Hill and then there were AHECs around the state and several affiliated with the other medical schools, East Carolina, Wake Forest, and Duke. The directors, they all kind of competed with one

another and were suspicious of Sam. The AHEC librarian was kind of like the mother hen to all these little AHECs.

M: This is Jane [Lambremont]?

B: No, no, this was before Jane. She [the original AHEC librarian] worked with them individually, and we didn't do anything collectively. Sam's idea was that we should be more cooperative. So, I got to be the one to help with that change too. I had two major areas that were used to doing things in one way. People wanted their identities to be very distinct. They didn't want Chapel Hill running medical libraries in North Carolina. It was quite a challenge for me to do that. Learning how to supervise librarians, deal with personnel, institute new programs, weeding the collection, and getting the reference collection was a big job. They had filing cabinets, and I know I did all of this wrong because I did it too fast. In retrospect you see all of the things that you should have done differently and getting more buy-in from people, but it was not going to happen. I had this one group of people who were just eager to do new things and expand services and this other group. I was trying to find the middle balance in getting everyone to try to work together.

M: And you were fairly new at this type of supervision.

B: Oh, I was very new at this supervision at this level, because this was very complex stuff and there were very difficult personality issues to deal with, and that's one of those things you never understand until you are in that kind of position. They had reprints of every faculty's articles in filing cabinets all over the reference area. I mean reference had at least ten to twelve filing cabinets full.

M: That must have been growing exponentially.

B: It was growing, and why did we have these? Nobody ever looked at them, they were in the journals. So we had a real big weeding project that didn't go over well with some people. Then everybody wanted to have a reference department that worked cooperatively where all the librarians shared in the various activities that were done by reference, which meant the reference desk, which meant outreach, which meant interlibrary loan, processing the interlibrary loan verifications.

M: And were you doing searching then?

B: We were doing searching. Everybody was supposed to do searching. We had some people who did searching and some people who didn't do searching. Getting people trained to do

searching was difficult because they were afraid of computers. That was a big part of that. The first couple of years were pretty rough and there was turnover in staff.

M: Of course you had no friends there, you weren't established.

B: No, I wasn't established, and so just kind of getting your feet on the ground, that was hard. Because there was turnover in some of the staff in the librarians' positions, those that didn't like the changes that were made moved on one way or the other, and that was an opportunity to bring in more people. By then I had established a program, and the new people knew what they were coming into. When I first came, they had the old people who were used to doing what they had always done, and the new people, the brand new librarians, who had not done a whole lot. I hadn't been there, I came in new too, so it was all up for grabs. We hadn't really established anything, and we had to get over some of these personnel issues, which was the big hurdle. I felt like I had failed in some way, but I learned.

M: That's good.

B: That's good, because by then we had a program. When we interviewed people to come in, we had a direction that we didn't have before. So that made a big difference, and so we hired. We had a librarian who was going to be focusing on education and another one who was focusing on history. Ellen Brassil came as the education librarian, Nancy Bruce was the history librarian, and Pam Broadley came as the reference librarian. Those were the first three that were hired under me. I had been there for a few years and other people had kind of moved on. We did have some library school students because UNC had a library school like we did at UCLA, where they could come in and work and assist on the reference desk and things like that, and so we had some training.

Then we hired Jane Lambremont as the AHEC librarian, and Jane had a totally different approach to AHEC than her predecessor [the original AHEC librarian]. Before Jane was Mickey [Cook], who came from Pittsburgh and worked with the AHEC librarians and established a newsletter. We had to get some of the interlibrary loan for the media established, and of course that was really tricky because the media licenses were kind of funny. But the librarians still had that resistance about Chapel Hill controlling things. Actually, Chapel Hill wanted to coordinate things and share information and help mentor one another. Mickey started doing that and it took a while, but it started to come together. That first meeting that we had, I remember I brought everybody together—and we met in the rare books room and they all sat there, silent—trying to get some conversation going. Jo Ann Bell, from East Carolina, was very suspicious. These [library directors at the other medical schools in the state] were all strong people. Warren Bird from Duke and

Erika Love from Wake Forest. [Editor's note: Michael Sprinkle was director at Bowman Gray School of Medicine at Wake Forest. Erika Love had been director 1967-1971.] They were all very strong people in their own way and they had their own agendas. It was tricky. But we did get going there, and we talked about how we could communicate better and share information. That's when we started this little newsletter and that helped. Then we discovered how this person, who had been the AHEC librarian before [before Mickey Cook], would go out and be friendly but didn't do much to create a network and system of cooperation, which we thought was going to be beneficial to everybody. Each of those AHECs had their own clientele and area and way of doing things that had to be respected. Nobody was trying to impose anything. I was just trying to help them work more effectively with one another. So that took a long time, but that got started and was getting the AHEC turned around. Working in that cooperative direction was probably one of the things that I felt most positive about as a contribution to things. I didn't do it alone, I had Mickey and Jane and then Lynne Siemers came after that. Lynne was there when I left I think.

And reference, we had an additional shift in librarians. The other people who came through were Jim Shedlock, Dave Piper, and Anna McGowan. Anna went back to Washington. We had some really good librarians. These are people I still keep up with after all these years. Then we all scattered again. Nancy really did a lot with getting the history program back in shape. I know it has expanded, obviously, after twenty-five years it has expanded. I think we got some education programs. We got a lot of things started that have been expanded on since then at UNC.

M: So, how long were you head of public services?

B: Okay, let's see, until 1981. We did the renovation of the building during that time period. Right about the time of the renovation, Mary Thomas retired. She was head of collections development, and Sam asked me to be head of collections development. And Nidia [Scharlock], we had hired Nidia by then. Public services and reference had been separated; Nidia came in as head of reference. It was at the end of the renovation when Mary retired and Marjory [Waite] came. I was collections development librarian and Marjory was the acquisitions librarian.

M: Okay, and you had cataloging.

B: We had cataloging separate. April Wreath was the head of cataloging, and Nancy LaMere, Wallace [McLendon]'s wife, was the cataloging librarian. I've got to get all of these people in. Wallace was head of circulation. Carolyn Lipscomb had left by then because she went to Washington, when her husband left Duke. [Editor's note: Carolyn

Lipscomb continued to work in positions in the library's administrative services through 1992.]

M: She was there when I was there.

B: But she came back. Wait a minute.

M: Then she went to Washington.

B: Then she went to Washington. I get confused with the dates. But Carolyn was there all of the time that I was there.

M: Gary Byrd, was he there?

B: Yes, Gary was there, after Mary Horres left. Gary Byrd was the associate director.

M: Okay, well, do you want to say anything more about public services or do you want to talk about your collections development? We can talk about the book separately.

B: I think I have said that getting those programs established was really significant and we had good people in place to do that. So, I really didn't want to make that change.

M: Oh, to do collections? It is, having done this, it's a major change.

B: I was not a happy camper with that change. I was a very unhappy camper with that change, but there you are. But, you know this is another opportunity that I finally realized was a real opportunity. But I fought that. I love Mary [Thomas] dearly and I certainly learned a lot and I worked well with her. I learned so much from Marjory and she was a good help.

M: So how long were you in collections development there?

B: '81-'84.

M: And you had never done technical services of that nature before?

B: No, not really. I mean I did the reference collection. I did the reference collection stuff and we did serials. What was I doing with the serials project? I remember that the Kardex was a mess. We had a public Kardex. I think we had really good public services. We had good interlibrary loan service, so I feel good about that. People were very positive about our

services, so I feel good about that. I think I established a very good public service ethic when I was there, not that there wasn't a good one before, but we expanded it, I think. I would consider that a contribution. With collections development, I had a big learning curve. The budgets were kind of difficult at that time and we did have an approval plan, but we had to really watch our dollars and try to balance it for all the programs that we served.

At MLA I got involved with the beginning of the Collection Development Section [in 1982], and I remember learning a lot from my colleagues that was helpful. Dan Richards was such a champion of collections. We had [meetings and programs at the MLA annual meetings before the section was established in 1986], so I think that helped me get into it more. Dottie Eakin and Pat Walter, I guess there were all these people that I knew from Biomed who were all in different places at that time. They were helpful in establishing some of the online resources that were just starting to emerge and expand.

Sam had some very definite ideas about serials. He had come from a serials background, serials librarianship in [the University of] Missouri. He had very definite ideas about that and who he wanted to work with as a vendor, and so we had to kind of go with the flow. I am trying to think back now. I had a fairly traditional approach to collections. I knew our users pretty well from my experience in public services. I guess Sam was right. I did have the perspective to do selection. That was always my purpose, focusing on our collections and our users and what they needed, rather than trying to get everything. I was really focused on that and I have always taken that approach to collections. My goal was always to anticipate what the users needed, so that when they asked about something, I could say, "It's here" or "It's on order."

M: Now, were you, at that point, interested in pursuing being a director?

B: No.

M: Did that not come into your mind? Okay, so having the experience in a different department wasn't like, "Well, I need to do that if I want to be a director."

B: No, not at all. And I didn't have that goal ever.

M: Well, I think it's maybe a good time to talk about your involvement with your book, because that was 1980. You must have been working on that.

B: Simultaneously along with everything else.

M: All the other things. That sounds like a huge responsibility to take on during that period of your life.

B: Yes, but I didn't have a life, so it was okay.

M: So, how did that get started?

B: Actually, it got started by Fred Roper.

M: Fred Roper.

B: Fred Roper was at the library school at North Carolina, and he taught the medical reference class. There was no text, the resources for teaching that were not available. So, he thought the book would be a good idea. There were other programs around the country in library schools, and he thought a textbook might be a good idea. He wrote a proposal to the [MLA] Publication Panel, and I think Gloria Werner was the editor of the *Bulletin [of the Medical Library Association]* at that time. They got Fred's proposal, and their idea was that she called me and talked to me first and she said, "We think that this would be best if Fred collaborated with somebody who was actively in public service." Fred had been away from the library operations.

M: He was at the library school.

B: Yes, he was associate dean of the library school at that time, and he was teaching those courses.

[WMA file Boorkman5]

M: This is tape [two], side two, of the interview with Jo Anne Boorkman, and we were just starting to talk about *Introduction to Reference Sources in the Health Sciences* that she had worked on with Fred Roper for many years. So, it was Gloria who felt that they needed to have a person that was a working librarian. And, of course, Gloria knew you from UCLA.

B: Yes, and she and Fred had been interns together at UCLA in the first class. So, she suggested to Fred that that might be a good idea. I don't know whether Gloria suggested to him that he might want to talk with me, since I was right there, and I went, "Gulp." I had never done anything like that. We talked about it, and I was the one that came up with the idea of the first chapter. We needed something on the organization of the reference collection and how you did that, because nobody had ever done anything like

that before either. I thought, well, what do you do to organize a reference collection? Then we can talk about the things that go in it. We talked about it and got our outline and decided that we needed others. We'd like to have other authors help with some of these chapters. I said, "I want to do this first one because I think we need that as the beginning." Fred didn't disagree with me. Then he told what areas he was comfortable doing, and I said I had five chapters in that book, this first edition, it was just way too much.

What do we know when you are thirty-two years old and have never done anything before like that? Anyway, we got authors, and we did a combination of experienced librarians and some new librarians to do this, and it worked out so well. I can tell you that the first edition just fell into place. All the authors took their assignments seriously, they met the timelines that we had established for them. Fred had a student who helped with some of the editing, checking, and consistency, and it just fell into place. It was much, much more work than either of us had ever contemplated, but it fell into place, and it was just so amazing. Of course, it was very well received, so that was very exciting.

It was funny because people would come up to me at MLA and say, "I know your name from somewhere." And I would say, "Well, I'm the added entry." They would look at me funny, and I would say, "Well, you know people called it Roper-Boorkman." We called it IRSHS. It was really good, and we had a very good experience. I just can't say enough about how well everybody worked together and pulled it all together. Subsequent editions have had some rockier times. That's the problem with something like this, you are taking a snapshot in time. At that time, with the first edition, any chapters that had anything to do with NLM resources, had to be vetted by NLM.

M: And it still went fast?

B: Well, you know, it took a year. And then, of course, you do these chapters, and things have changed because everything is constantly changing. A lot of these resources are serial in nature or new editions, but most things were still in print. We had the online and the print challenge anyway. We did the first edition and, of course, as soon as it came out, it was old, like any textbook. Then we had people who wanted the [book to be like a] nursing text to have the little icons for different things. We got all these suggestions, some of them were really good and some of them were somebody else's book, is what we decided. That's your book, not ours. And so Fred and I went through these things.

M: Were these just given to you as suggestions? Did you solicit?

B: Oh, people voluntarily sent them. Sometimes they came up in reviews, but for some they would just send us emails.

M: So, was it well received to reviews?

B: It was very well received with reviews, yes. There was nothing to compare it to. The kinds of suggestions that people had were maybe a chapter on something that we hadn't covered, or a few resources that they liked that we didn't cover, or this format change that they thought would be more practical. There weren't that many. I can remember we were asked to give a little presentation at our local SLA [Special Libraries Association] chapter meeting with another librarian from UNC who had done a book for ALA [American Library Association], and her book was like the book from hell. When you collaborate with a lot of people, it takes a lot of effort to get some people to turn their stuff in on time. I know MLA had that problem with the *Handbook [of Medical Library Practice]*. She did her presentation and then we got up and talked about ours, and it was like nobody could believe it because we just had such a comparatively easy time with it. Jo Ann Bell did our first index, and she was very good and very quick. That was wonderful. The second edition came out at the end of '84, just before I left North Carolina. So we did two editions when I was right there and we could meet for lunch at the Carolina Inn, which we did on a regular basis. But mostly we worked independently and then got together about certain things.

M: What was your process for updating? You should see the face that she just made for me.

B: You know, after you have put this baby to bed, you think, "Ah, thank God I've got my life back!"

M: Well, typically you have to start right away.

B: We asked all the chapter authors if they were interested in doing another edition. Some of them did, and some of them had moved on to other things. We had to find some new people. For the people who had done the first chapter, they had a basis.

M: So, you let them use their own words.

B: Well, we had our own. We didn't tell them what to write or which resources to write about. They chose their own resources. We had the format that we wanted, and we have stayed with that. Some people want those other kinds of abstracts. "That's somebody else's book," we said, "Thank you very much." Or, "Why don't you put it online." And we said, "That's somebody else's." Or, "Get a CD," and we just weren't ready to do that,

there were certain stages that technology wasn't there. I guess we were of a generation where this is what we could do. We wanted to recognize more online resources, and things were in transition during this time period, tremendous transition.

M: I believe you were still in the Silent 700 though, in the early '80s.

B: We were, yes, we were. And, of course, NLM databases and resources were represented prominently throughout, and searching and the way you search because you had Grateful Med. Things were evolving into having user-focused searching as opposed to mediated searching, and then there were the bibliographic management programs. Lots of things were changing. In the earlier editions, we had a chapter on media. With online resources that changed a lot, and so we dropped that and we went to the consumer health chapters. So, we kind of evolved with what people said they thought was important now. But basically, the book didn't change in terms of a lot of chapters. The statistics and the pharmaceutical drug chapters were big, and fortunately we had good people who were willing to take those on.

M: And how did you find the people? What was your approach? Just people you knew?

B: People we knew, or we asked for a reference from colleagues, and for the most part, that has worked out really well. We continue to have a combination of newer librarians and more established librarians. Actually that worked out better, because what happened with the Handbook is they asked all these directors to do chapters, and they were too busy. That wasn't a main focus, whereas you get a new, young librarian who is just getting started, and this is an opportunity for them to learn to publish, to make a name for themselves. If they needed that in their career development or wherever they work, if you were in academia, you needed those kinds of things. They were much more reliable in terms of meeting the needs. That turned out to be a good formula for getting chapter authors. There was a big gap between the second and third edition, ten years I think, but Fred and I made changes in our lives.

M: He left and you left?

B: We both left, and they said, "When are you going to have a new edition? When are you going to have a new edition?" Okay. And then we did this. Of course, again, communication, electronic communication, and word processing and all those things were much different and easier, so we could do it across the continent without any difficulties. We met at MLA also. Then our chapter authors were all over the country. You could send email attachments in Word, and everybody could work together from a distance, so that made it easier. Then Fred decided he was going to retire, and so that is

when I became the first editor. We wanted to have a way to have it move on, so he contacted Jeff Huber, whom he knew from library school, and Jeff was in Texas at that point. Jeff signed on as being the third editor with the fourth edition, and so we kind of groomed him and brought in some new authors at that time. We had one person who never followed through on anything, wouldn't even answer the telephone or emails or anything. We were down to the wire and I had to do it.

M: Don't ask him again.

B: I had to call MLA and say, "We had a contract..." We had signed contracts with the authors. We signed a contract with the publisher, but we had contracts with the authors, because we paid them a little stipend. And I said, "What do we do, Ray Naegele, when this person has never..." And he said, "Well, sometimes that happens with people and you just write them a letter telling them that they have been dropped from this." So, that's what we did. We never got a response from that either. So, there was a little difficulty with one chapter. But, by and large, everybody else came through. Some people were not very good about the quality of the manuscript, so I had a person who left me with it. She's great, Kathy Skhal is at the University of Iowa library, she's doing very well. She was just a rock. But some of those chapters, some people were not very good about the quality. So, we had to get the citations. You'd think a librarian would get the citations in the consistent order. But, oh well. Then we have to check everything, and we checked all the websites. That just takes a lot of work and a lot of mentoring and hand-holding. You have got to keep people on track and send reminders, just like with your staff in the library. I found in some cases the volunteers are better than the people that you are directly working with. For the most part, it has been a very rewarding experience. Beryl Glitz has done the indexes for the last two books. She was wonderful to work with.

M: And you just came out pretty recently, right?

B: Last year with a fifth edition. We brought Jean Blackwell [of UNC Chapel Hill] on with that, and she was great to work with. With the fifth edition, that's when it was my time to bow out of chapter one, or start bowing out of chapter one. Jean and Anneliese Taylor at UC San Francisco worked with me on that.

M: Because they had worked together?

B: No, they had never worked together. Actually the three of us have never been in the same room together. We have only been on the telephone and email together. And so we did, it was really, really nice working with both of them. We all took our little parts, and we all did our pieces on time, and I feel like I was good about saying, "Okay, you guys, you are

the future on this. Whatever changes you want to make and directions you want to take it, that's fine." I was ready to pass the baton and do that. So, it worked out very well.

M: So, what do you think? I mean obviously you have answered this question on what is the future and what are the changes, how is it different? Is it going to continue?

B: That's up to Jeff and Jean now. This latest edition has gotten some nice reviews. It still is a printed book. We really made an effort with this edition. There was more to do with the fifth edition in terms of more resources. What used to be book resources are now electronic resources. Making those links and talking about those changes are necessary. I think in many cases, librarians think that too. We always did the survey to get ideas from other colleagues.

M: But, the online, they are more stable now than they were in earlier years.

B: Yes, so whether people are going to give up the print entirely... Well, more libraries, for economic reasons if nothing else, don't have print anymore with the serial-type publications.

M: Well, it's very nice that this has gone back to North Carolina.

B: Yes, so I'm hoping. Jeff is now in Kentucky, at the library school in Kentucky.

M: Now, is he at the library school?

B: Yes, he was at Texas Women's University and he had a joint appointment with Houston [Academy of Medicine-Texas Medical Center]. This year he moved, I'm not sure what his title is [director, University of Kentucky School of Library and Information Science].

M: But he's in the library school rather than in the library.

B: He's definitely in the library school. He did interview for the deanship at South Carolina. Fred really wanted him to go there. He's actually from Kentucky, so he said he was back close to home, so it sounds like it's still fairly new for him.

M: But it sounds like you've really transitioned with this.

B: I'm hoping we have. I should say with the editors, we had some chapters that we did ourselves, and the other person edited them. With the three of us, we divided the book up

and each had chapter authors. Lucretia [McClure] was doing the history chapter. You know, she was the first one to get everything in.

M: She is a marvelous person.

B: Yes, she's just amazing. Once that went to the publisher, then sometimes they have questions. I was the primary contact for the fourth edition. Jeff was the primary contact for the fifth edition, and I mentored him in both cases as to what to do. We were mentoring Jean the same way he was mentored when he first came on. He was always asking me questions about certain things dealing with the publisher that came up. I think it worked out very well. I mean everybody was just great to work with for the most part. Some of these people I had never known before, so I was looking for them at MLA so we could make connections. Melody Allison, I think she's in Illinois now. She did one of the chapters. I can't remember names anymore here. Mary Gillaspay, she's in Chicago, she did the consumer health chapter, and she was just marvelous to work with. We don't have a big consumer health program here, so I didn't know a lot about the things. I learned so much from her in editing her chapter. Jocelyn Rankin and Mary [Burgess] at CDC [Centers for Disease Control and Prevention] did the statistics chapter, and they were just really good. And, of course, they had to have everything from CDC. Everybody had our timetable, so that they were able to keep up with that. For the most part, people were really good about meeting those deadlines. We kept sending them emails, and this latest edition, we didn't have anybody, oh yes, we did have somebody who didn't quite follow through.

M: That, I believe, would be the norm. I am only familiar with the way the Handbook is. People had to rewrite practically the whole thing by the time it was ready to be published. That's pretty normal.

B: Well, we kept on the calendar pretty much. I'm glad we did the fifth edition, but I'm not doing it anymore. I did as much as I could, Fred and I planned it this way, and I think we did as much as we could to pass it on to keep it going. I had my plan on when I wanted to retire, and there were certain things that I wanted to have in place, both at the library and with the book, and I accomplished that. So, I felt that it transitioned well.

M: Well, let's go back to not being retired and talk about moving once again all the way across the country. You finished up at UNC, and I'm not sure, you seemed like you wanted to get back to public services perhaps.

B: I did, that was true, I did. But, one of the things at [University of California,] Davis, all of public services have collections development. So, actually...

M: You could have both.

B: Because I had that background in both at North Carolina, it made me a strong candidate for the job here. The person I replaced was Winifred Kistler, who had been in that first MEDLINE class that we had [at UCLA in 1972]. I only knew Winnie—we called her Winnie, she didn't like that—from that class. She was so much fun. She was in her forties then, and Marilyn [Jensen] was in her forties too. We were a mixed age group. There were some of us in our early twenties, just starting, and some of the librarians who were in this class were experienced librarians, so you can imagine how she felt with the way that class was taught. But we just had such a good time, and she was just always up for fun things. There were lots of places, fun restaurants, to eat in Westwood. So, when I came here, it was like I already had the job. The way Winnie interviewed me, she was just showing me all these things.

M: She was retiring.

B: She was retiring, I think she had been here seventeen...

M: And she was at [inaudible]?

B: No, no, she was head of public services in the Carlson Health Sciences Library. She had been there for seventeen years. Marjan Merala was hired as the veterinarian librarian, so he established the library. He was the head of the library and the first veterinarian librarian. When the medical school was established in the late '60s [1966], they decided to build on to the veterinary library, because the basic sciences [in medicine and veterinary medicine] were the same. The veterinary school library had been the first branch library on campus. Marjan became the head of the Health Sciences Library and, at that time, because it was a small branch in a room off the dean's office in the vet school, all the technical services were done in [Peter J.] Shields Library [the general university library], and David [Anderson] was head of that. They outgrew the little collection there, and, of course, Marjan was given a big budget for collections. He was a wonderful bibliographer. He just expanded the collection in a really good, solid way. They moved to a temporary building they called the Surge building. The idea was it was an expansion of the campus, so you surged into these buildings, and then you surged out when your official building was finished. The library was in the Surge building for several years while the new medical complex was being built.

That's when they moved technical services [so that] the health sciences technical services and public services were together in the one location. Several of the staff and two librarians, David and the cataloging librarian, came at that time [from Shields to Carlson].

They had acquired the County Hospital in Sacramento, and that became the teaching hospital for the medical school. When they finally got students, they had the basic sciences in Davis, then their clinical experience in Sacramento, and they had a small library there. Marilyn Jensen—who had been at San Francisco and come down for her year at UCLA when she and Linda [Grix] swapped jobs—became the [second] AHEC librarian and didn't go back to San Francisco. The AHEC in Fresno was related to UC San Francisco. After her AHEC job, she was the librarian in the clinical branch library for the Health Sciences Library. My friend Robin [Rand] followed her to the AHEC library on her way back to the East Coast. So, Marilyn came here, and [the library] was a little closet. [The order of librarians at the Medical Center Library included Linda Grix, Marilyn Jensen, Grix for a second time, and Terri Malmgren.]

All the tech processing was done at Davis for the two libraries [Carlson Health Sciences Library and the Medical Center Library in Sacramento], and Marjan was the director for both. He became associate university librarian for the health sciences before he retired [in 1986]. When I came, the [Medical Center] Library had expanded, and they were in the Professional Building. It was in the same complex as the hospital, and some of the clinics were there. It was still a fairly small branch, and [the Health Sciences Library] did all the tech processing. We had a shuttle that went back and forth every day. Terri's staff checked in the journals, but books went back and forth. Because they didn't have a lot of space, any of the [older] journals that were uniquely held in Sacramento were housed at Davis. Any earlier editions of older texts that we wanted to keep, we kept here in Davis.

Winnie had basically established the public services unit for the [Health Sciences] Library as it expanded and moved into the current building in 1977. They would have moved in '76, except for the fact that the stacks contractor had gone bankrupt, and they had to rebid the stacks for the library. So the library stood around as a shell until they got some place to put the books. And it was too far away. That was everybody's conclusion. The health sciences campus was sort of on the other side of the loop drive [around the central campus].

M: This is tape three, side one, of the interview with Jo Anne Boorkman on March 22, 2009. An MLA Oral History Project, and the interviewer is Diane McKenzie. We were still interviewing for the job, and you have kind of described the physical situation here.

B: And so this is the UC Davis Health Sciences Library, Carlson Health Sciences Library, and I was interviewing for the head of public services position. I'm going to back up just a tad on that, because when the job became available, one of my library colleagues at UCLA had been an intern at Biomed there; her name at that time was Eva Goldschmidt. She went to UC Berkeley as head of the biological sciences library [Marian Koshland Bioscience and Natural Resources Library]. Then she married a man she knew from Berkeley, and he got a job teaching at Davis in, I think, maybe it was chemistry. Anyway, he lived in Davis and she lived in Berkeley, and they went back and forth. They finally decided that she would resign from Berkeley and come to Davis. She was hired on a contract by the library to evaluate the interlibrary loan program. Interlibrary loan was centralized in the main library, and the RML had certain standards about turnaround time and fill rates. Davis was not quite meeting some of those standards. The concern was that it was because it was a part of the central interlibrary loan, and they wanted to evaluate that.

Eva did her study, and she knew all the people here. I saw her at MLA, and she said, "Oh, you've got to apply for that job. You'd be great for that job." She's very enthusiastic. Actually, by this time, she was divorced from that first husband and married to the dean of the college of agriculture [Charles E. Hess, dean of the College of Agricultural and Environmental Sciences]. I did apply, and I got an interview. She said, "Well, you've got to come and stay with us." So, I said, "Oh, okay." And so, here I am, coming out to interview at Davis, staying at the dean's house.

It turns out that Bill McCoy, the AUL, associate university librarian for personnel, picked me up at the airport and took me to Charley and Eva's house. Charley and Bill knew each other from way back when, and they just had a great time chatting and telling stories about early days of UC Davis. It was kind of an interesting situation. Then I went for my interview. It was a two-day, almost two days, I guess.

One night, Marjan had everybody over to his house for dinner, and his wife had this beautiful dinner. We had Cornish hens that she cooked for dinner. It was during the Olympics in Los Angeles, and Bill McCoy was a big bicycle fan, so we had the Olympics on when we were having dinner. I have all these strange interview dinners. Anyway, it was great. They were just so gracious. Then we had, of course, the interview, and that went reasonably well, I guess. I was offered the job, and I have to say that I think I did pretty well. At UNC we had a new personnel process, and I was the first person to get promoted to full librarian in the Health Sciences Library. So, when I interviewed for Davis, they had advertised it as associate librarian/full librarian, and the top of the one range was the same as the bottom of the other range. So, I said, "I am a full librarian, I would expect to be hired as a full librarian here." I don't think they had ever had anybody

say that. I could tell by their reaction that it wasn't quite the norm for somebody to be that bold, I guess. But, what could they say. There was a significant salary difference between Davis and North Carolina.

M: Better here?

B: Better here, yes.

M: Well, you were at the top of qualifications for this position it sounds like.

B: I had all the pieces that they were looking for.

M: And you also had some renown at this point.

B: I guess so. I was offered the job, and I took it. Bill McCoy couldn't have been nicer. He called me and said, because the way it goes, the appointment would come from the vice chancellor in academic affairs. He also called me to say that my appointment letter was going to be delayed. The vice chancellor's mother had died and he was in England, so I wouldn't get my letter until he came back, which was very nice [of him to call]. I didn't want to get my house on the market and do everything until I was sure that I had the job. Eva said, "Well, you've got to come out and stay with us while you look for a house." So, I did that, and I was just very welcomed here, because they couldn't have been nicer. By then was she in medical school? She was getting her Ph.D. No, she got her Ph.D. in toxicology, and then she decided to go to medical school. So she was in medical school when I came out to buy my house. I moved in December and started on January 1, 1985, which was my official hire date.

M: Were you glad to be back to California?

B: I realized that California was home, and I was glad to be back to California. I wasn't quite sure about the [Central] Valley. It was funny not to be close enough to the ocean, but it's grown on me. I want to just say one thing that was one of those geography things. I grew up in Southern California near the coast, and the ocean was on the west and the mountains were on the east. In North Carolina, I was always turned around, because the ocean was on the east and the mountains were on the west.

M: And you couldn't see them.

B: I couldn't see them, but I mean geographically I was just always confused. I never quite got over that. So now I'm back with the sun rising and setting in the right direction

related to mountains and ocean. It felt comfortable coming back to Davis and to California, and I have stayed here all this time. That's how I ended up being at Davis, and it's worked out.

Shortly after that, I got elected to the MLA Board [of Directors]. In the meantime, I remember I was at MLA, and I was on the Nominating Committee. That was 1986 in Minneapolis. I got a call from—nobody ever calls me when I'm away—the associate university librarian for personnel called and said that Marjan had gone on a medical leave and would I be interim AUL [assistant university librarian] for the [health sciences]. So, that's how that happened.

When I came to Davis, one of the librarians had applied for the job and didn't get it. One of the other librarians, Lynne Apostle, had been the one who coordinated the interlibrary loan when we had our new interlibrary loan department in the Health Sciences Library. That was the recommendation of Eva's report [to move our ILL from Shields to Carlson]. [Lynne's] boyfriend got a job, finished his graduate degree, and got a job in Washington, DC, so she went off to Washington, DC. I was down two librarians, and I had me. We had another librarian who was part-time in one of the other libraries. We hired her part-time, and then Carolyn Kopper, who was the half-time librarian at the Medical Center Library, transferred over to help out. Linda Grix, whom I had worked with and who followed Marilyn at the Medical Center Library, was now back doing circuit librarian kinds of work privately. We hired her part-time. We had a lot of part-time librarians.

In Minneapolis, I was recruiting for two librarians. I got the added bonus of being the acting AUL, and it was pretty overwhelming. I interviewed like crazy, and we just did preliminary interviews and brought several people out [to Davis] for an interview. Rebecca Davis had been a UCLA graduate and was at NLM just finishing her year as an associate. Alison [Bunting] told me, "Well, Rebecca's family is in Southern California. She's [not] going to want to come to Davis, she's going to [want to] come back to [Southern] California." Well, I thought, I'm going to interview her anyway. We brought her out and she had a really good interview. We offered her the job, and she accepted it. She said, "I couldn't live in LA in an area I wanted my daughter to go to school, because I couldn't afford to live there." Her husband had family in the Sacramento area, so they moved to Sacramento, and she's still here. Judy Welsh was another UCLA graduate who I interviewed preliminarily there, and she came out to interview and we hired her. They came within two weeks of one another in August of '86, so there were two new librarians. Losing librarians was hard, but then you are able to hire people in who know what they are getting into.

M: So you had only been here a year when you were made acting AUL?

B: I was doing the majority of literature searches, because they were still doing literature searches at that time, and I was on the desk half my time. I ran the library from the reference desk until we got Judy and Rebecca hired; we just had part-time librarians. Carolyn had a young daughter so she didn't want to work more than part-time. When Marjan retired, they recruited for an associate university librarian. He was just AUL for the [health] sciences, and Marilyn Sharrow, the university librarian, wanted to organize things a little differently. She recruited for an AUL for the sciences, because there was a Physical Sciences and Engineering Library, a Bio Ag reference department [Biological and Agricultural Sciences Department] in the Shields Library, and the Medical Center Library. At that time, she separated the Medical Center Library organizationally from the Health Sciences Library. The head of that library and all those department heads were going to report to the AUL for the sciences. I did apply for that job; I did not get it. Beverlee French came in, and that was in the fall of '87. She had been at Berkeley most recently. She had been at San Diego before in the [Science and Engineering Library and the] Biomedical Library. She had to decide how she wanted to organize things. The Health Sciences Library and the Medical Center Library were organizationally separate. Although we still did all the processing for the Medical Center Library, Terri wanted to be separate, and that's how it was. That proved challenging. She wanted to establish that we are different, we are a hospital library. But, they really weren't, but that's how she wanted to see it. That's been a struggle organizationally. It made it very difficult to coordinate services, but that's the way it was.

M: So now, I'm a little confused.

B: The AUL for the sciences.

M: But she's [Beverlee] not the head of the library at Health Sciences?

B: No.

M: Okay, so there's nobody there?

B: She had to figure out what to do, and I said, "I'm not going to apply as an internal candidate again for a job. If you want to make me head of the Health Sciences Library, I'll do it, but I have a perfectly good job as the head of public services, thank you." She decided that leaving me head of the Health Sciences Library was a good thing. I said, "Well, I think I'd like to have a collections librarian, too. I need a head of reference." We weren't that big, so I wanted to change the model, because we had technical services. At that point, I knew we had lost [Marjan's] position [as head of the Health Sciences

Library]. Bill McCoy knew that Marjan was going to retire, so he actually got us another position in the library before he left and before Marilyn came. He was interim university librarian at that point. That was very helpful. So, when Carolyn, this was '88 I guess... I asked Carolyn, "Would you be head of reference, and could you increase your hours to three-quarter time?" I knew she just wasn't ready [to work full-time]. Corrine [her daughter] was still young enough. So, she did that, and I'm trying to think now... she became head of reference, and the other librarians reported to her. That worked out pretty well, because I was in meetings and doing bigger-picture stuff. There was a librarian who was working in the main library as assistant to the university librarian, and she wanted to do something a little different, so she came over as the collections librarian, Judith Levitt. We worked very closely together. Judith created the collections development position, and so my team of people who I supervised [directly] were Judith, Carolyn, and David. David had the staff in technical services and the cataloging librarian Karleen Darr. They were all really good, and we really pulled together and focused. The head of access services was not a librarian; she was a high-level library assistant in our system. That was my administrative team. We had a dotted line with Terri Malmgren, who had worked for Jo Ann Bell at East Carolina before she came to Davis, and we worked fitfully together, let's put it that way.

We had to do more and more coordination with the automation and with the shared database for circulation. Terri did all the selection for the Medical Center Library and Judith did all the selection, well, we shared selection responsibilities [for the Health Sciences Library]. The reference librarians were supposed to help in terms of reviewing, especially in veterinary medicine, because there is a lot of nontraditional literature. They reviewed journals to identify symposia and other publications in the veterinary area that are really an unusual publishing challenge because they are so quirky. Symposium proceedings are very heavily used in veterinary medicine, so we focused on a lot of those things at that time. They weren't all online as many of them are now. So, that was how we kind of evolved. Judith left because her husband was on the faculty in computer sciences, they had lived in Palo Alto, and she wanted to go back to Palo Alto. She left us to go back to Palo Alto, and her husband commutes back and forth; he was here during the week and home during the weekends. Carolyn became head of collections, and Rebecca became head of reference until this last year. I can't remember what year Judith did that. Carolyn and I retired at the same time this last spring. We really worked together as a team. I started concentrating on all the electronic resources, and she concentrated on maintaining the approval plan.

M: So, you didn't ever really get out of collections?

B: No, I never did because that was part of what we were supposed to do in the branches. With the UC system, a lot of our electronic contracts were for resources that were shared. We had a group of health sciences coordinators, and when we got into some of these shared purchase programs, that became a real focus. I didn't have a choice. They were great people to work with. Some of the issues we had to deal with were ugly, but the people were great.

M: Let's just talk quickly about what you consider your big accomplishments at Carlson. You totally restaffed and restructured.

B: Restaffing and restructuring and refocusing were certainly major. In the access services that we used to have, ILL, circulation, and reserves were separate. When we had some staffing changes, my big organizational change was to consolidate that under one head and consolidate ILL, access, circulation, reserves, and stacks maintenance. It took a long time. The head of circulation was the LA (library assistant) V, and that was a coveted position. When I changed the model, that was an opportunity for people to move up. That [decision] wasn't happily received by some people. The head of ILL had the big picture and really worked well with people. I had to put in for approval for this reorganization and how we were going to do the staffing. She got the job, and she just did a superb job. She also worked well with the people at the Medical Center Library. Well, we had people going back and forth when job opportunities opened up.

One of the things that evolved was when Gail [Yokote] came, she wanted the health sciences libraries [Health Sciences Library and Medical Center Library] back as one unit. That organizational change happened, and one of the things we did was Chris [Dechoretz] became head of all the access staff for both libraries and Rebecca was the outreach librarian for both libraries. All the reference librarians were back reporting to me. So we had lots of reorganization. Keeping that going was still not perfect. That took a lot of my time. I guess, especially with access services, I treated Chris as I should, as a department manager, and I gave her a lot of latitude. She was an excellent mentor for staff, getting people to work together, helping them work to potential, and the service ethic. Maintaining the service ethic was very strongly there when I came throughout the library with the technical services and public services folks. I think that is one of my greatest accomplishments. Our ILL department, everywhere I went, I got compliments about how wonderful our services were.

M: That had not been the case before, you said.

B: That was when [ILL] was at Shields, but we continued. People would bring brownies to the ILL folks. They just loved to sleuth things out; they just worked until they found

whatever it was. It was very rarely that we could never find a resource. Chris came from a government documents background, and I tell you, she was top notch. She mentored her staff that way and she modeled how you dealt with patrons, problem patrons, and good service. People responded to her very, very well. She mentored people so well that when she retired, before I did, her successor [Bonnie Anderson] was doing a superb job too.

M: That came from the ranks.

B: Yes, [Bonnie] came up through the ranks. She was a student assistant at the Physical Sciences and Engineering Library and came to us as a library assistant II and moved up to library assistant V. So, we provided a lot of opportunities for growth. With Rebecca, she was always interested in doing outreach, and she applied for one of those Grateful Med outreach project grants. We were the only library in all of Northern California where it's very rural. We worked partly with the medical school outreach programs, and we really worked to try to get them an NLM grant. It was finding the right niche/angle that might be good. We have done little things, and we have gotten some grants from the RML. I didn't do it directly, but I gave Rebecca the latitude and the opportunity to go out and do these things. She went on the road to give training to the Native American Rancherias and the Indian Health Service clinics. We coordinate some online resources, but they have to pay for themselves. We had some that we were able to offer through our Clinical Resources Center that we did cooperatively with the medical school [Center for Health and Technology]. That has sort of evolved back and forth working with the faculty there. I guess that's one of the things that I feel like I have accomplished by providing opportunities for staff and librarians to grow and stretch. Within our organizational structure, there were lots of limits and still are lots of limits on how much we can do. In this environment, I'm just a department head, and you had better be sure you are just a department head. Know your place. There weren't opportunities to do as much as I'd like to have done in some cases.

M: You were there, what, twenty years as the head [of Carlson Health Sciences Library]?

B: That's true, twenty years. Some days I felt like I did nothing. I guess we all have those days.

M: Now, you held several positions that were not of the library so much that were part of a wider system; you mentioned science libraries coordinator, academic assistant to the vice provost for academic planning and personnel. Oh, that's when you were the acting assistant. You kind of had the job first.

B: Yes, I did. Well, I was interm AUL for health sciences, and then that was reorganized. When Beverlee left, I was asked to coordinate the science units.

[WMA file Boorkman6]

M: This is tape three, side two, of the interview with Jo Anne Boorkman, and we are just talking about your activities at the university outside of being head of the library.

B: Beverlee left UC Davis to go to the office of the president to coordinate a lot of the cooperative collections for the [University of California] California Digital Library. There was an interim period for recruitment, and I was asked to be coordinator for the sciences, which is a little different than being AUL, it's sort of in the mid-area. I had the Physical Sciences and Engineering department head, the Bio Ag department head, and Terri at the Medical Center Library reporting to me during this interim time, as well as my responsibilities for the Health Sciences Library. So, that was more just administrative stuff. I had a few more meetings to go to and a few meetings that I wasn't invited to. I chose not to apply for this job again. That's when Gail Yokote applied for the AUL for the sciences position.

M: And where was she from?

B: At that time, she was down at UCLA where she was associate director of the Biomedical Library. Can I give a little aside about Gail? Gail and I both went to the University of Illinois library school, and she got there just as I graduated. She went on to the internship at [the University of Tennessee in] Memphis, and then when I left the RML at UCLA, she was hired in my position. When I left the Biomed reference department to go to North Carolina, Gail was hired in my position. And then she said, "And I'm not going to follow you to North Carolina."

M: But she must have laughed when you came back.

B: A few years later she went on to Texas [to the Houston Academy of Medicine-Texas Medical Center] and then came back to UCLA. Our careers had the same path up to a certain point. So, then she applied for this job as AUL and was hired in that position. When she came, her background was all health sciences libraries and public services primarily. She had very strong feelings that the Health Sciences Library [and Medical Center Library] should be organizationally one library. She brought them back together, and we now call it the Health Sciences Libraries. Our web presence is Health Sciences Libraries. There are all these things that are the same, such as electronic resources, and then we just have separate pages for the physical library things. The two libraries are

named after faculty members [Loren D. Carlson Health Sciences Library and F. William Blaisdell Medical Center Library].

M: Well, in the electronic world that makes more sense, doesn't it?

B: Getting the Medical Center Library into a new facility and a more twenty-first century facility took a long time. Our library is a part of the general library and is also directly affiliated with the medical center and the veterinary school. So we are part of them, but we are not part of them. I think one of the challenges has always been we are straddling those worlds, because of veterinary medicine and human medicine being very different in many ways. The cultures are different. I have felt like we are straddling several cultures. Part of our services has to be to recognize how we approach those in different ways. Being part of the general library is still a significant, important part as well. That doesn't tell you much about what I did outside of that.

In the Davis campus, or UC in general, librarians are academics, but we are not part of Academic Senate faculty. There are about sixteen other broad academic titles that are non-senate academics. At Davis, we have an organization called the Academic Federation, that used to be called the Academic Staff Organization. It was established by the chancellor about thirty years ago as a model. Initially, Davis was going to be the pilot, and then it was going to branch out, if it was successful, to the other campuses. Davis did the pilot, and the chancellor was very supportive of it. It was an administrative advisory kind of role, giving some voice to this body of people in the university. It continued at Davis, but because of economic circumstances, it never expanded to the other campuses. Maybe in the late '80s, the chancellor for academic personnel established this part-time position, to give somebody an opportunity to work in administration. It was to be a year or possibly a two-year position, where the department that the person worked for was compensated and they came and worked part-time in academic personnel.

The first person who was in this position was somebody who was a lecturer. One of the purposes was to help people understand the academic personnel process and what you needed to do to succeed in getting merits and promotions and advancing in our system. The second person was also a lecturer. I was working in the Academic Federation on one of the personnel committees. We have a peer review process that takes the review outside of the individual school or college division, operated by the Academic Federation. I was chair of one of these committees. I'd been on the personnel committee where librarians are reviewed, and I was then on the administrative series personnel committee, as at-large representative. I worked closely with the person who was in this position. She got a job at the University of Georgia in a tenure-track position. She went off to Georgia, and in the middle of her term they needed somebody. So I thought, well, I'll apply. I understand

that. I've done enough with personnel now with other series besides librarians. I ended up getting the job, which was a faculty position and academic non-senate position. I worked for the vice provost. One of the things we had to do was to put on a workshop every year. The first thing they wanted me to do was to do this workshop. That was pretty successful. We had a general session on mentoring that year, with breakout sessions so that they could talk with people in their series about how to put their dossier together. I pulled all those things together. I got questions from people a lot if they were having problems in their department and what did they do and who should they contact. So, I was sort of that kind of person. I did that for two years.

M: Was it half-time?

B: It was half-time. I got a stipend for doing that and also the library got compensated for half of my salary. So, with that, I negotiated for the library to hire somebody part-time to fill in in reference. The Health Sciences Library benefited, because I wasn't doing a whole lot of reference at that point in my career, I was doing other things. It gave me an opportunity to learn something new, and it also helped the library out in terms of reference staffing, searching, teaching, and all those things. I did that for two years, and then it rotated on to somebody else. At the end of my career in the library, I was invited to do this again.

There were two other people who were doing it also. It turns out that somebody was in the position for a lot longer than two years when Gussie [Curran] decided to step down. They were not getting the pool of applicants with the kind of qualifications that they were looking for. One day Marilyn Sharrow was at the vice chancellor and deans meeting, and she said "Barbara [Horwitz] said something about how she was having a hard time finding somebody for this role." I had worked for two different vice chancellors in the '90s. Marilyn said, "Oh, you need a Jo Anne." "Yes, that sounds good." So, Marilyn calls me up and says, "I was having this conversation with Barbara, would you apply?" I had been asked by somebody in the federation if I would apply, and I had said, "No, I'm not interested in doing this." Somebody else said, "Are you going to apply for that?" And I said, "No, I'm not interested in doing this." And one of my staff members said, "Are you interested in doing this?" And I told him, "We've got all these other things going on, and we need me here. I have been approached, and I am not going to do this." Well, then Marilyn calls me.

M: Maybe now you need to change your mind.

B: So, I thought, okay. I applied, and of course I did my interview, and what did they say? They had a search committee, and after my interview, I met with Barbara and her

associate director. The first thing they said was, "Oh, Jo Anne, we are so glad you decided to apply for this." Well, there I am. Then I have this staff member, a librarian, who is not very happy, because I had told him I wasn't going to apply. That never got resolved, because he's resentful of that. Anyway, I didn't feel compelled to tell him that I was doing my duty. I was approached. How can you turn that down? I told them I couldn't do it at half-time. I could give them maybe quarter-time. So, that's what I did.

M: You're still doing that?

B: Well, I did that for the last two years I was working, and then when I retired, they said, "Would you consider continuing. You have to have a break. Would you consider continuing after you are retired? We could only offer you 20% time." We were moving into one of these bad budget times, and everybody's department had to cut back. I said, "Oh, I think that would probably work." The person who is the faculty, I guess she's called an assistant vice chancellor, was working two days a week. She was retired from the medical school. She was doing this before she retired, and when she retired they continued her on two days a week. They cut her back to one day a week, too. We can be flexible with our hours, so it makes it kind of nice. So, I have a little transition there. I have been doing it now, so I know the issues. I am a liaison with the Academic Federation, and I put on workshops on personnel. There always seem to be people who need the information. They have an awards program, and I do professional development awards with the staff in the vice provost's office.

M: So, it's nice.

B: Yes, and I'm just a staff person. I don't have any responsibilities supervising anybody. I field questions. It's like being a reference librarian in a different area.

Going back to when I came to the library, I had a job as a lecturer, without salary, for the vet school. Marjan had established this class for the epidemiology medical veterinary program, "Preventive Medicine Program." We had the literature component. They all had to do master's theses, so they needed to know how to research their topics and document their references. He had established this class, and it was a credit class in the program. During the first year I was there, Lynne Apostle did this class pretty much on her own. She was one of the librarians who left. It's a big job. We had this class that we needed to do. And I thought, okay, I've got to get some of the librarians to help out with that. There was a librarian visiting from Mexico, Jane Russell, and her husband was on the faculty at UNAM [Universidad Nacional Autónoma de México] in Mexico City. He was a veterinarian, and he came up for a sabbatical, Carlos Galina, so she was Jane Russell de Galina. She was British and had a library degree. In Mexico, the students have to do a

thesis as a veterinary student, and Jane was the librarian who worked with them. She actually had contacted Marjan because she wanted to do a book for veterinary students and wanted to work with him. By the time she and Carlos came up for their sabbatical, Marjan was out of the picture. She still wanted to work on her book, so we recruited her to help with this class. It was wonderful because she had been working with veterinary students on how to do literature searching. We had a good syllabus and exercises and everything. I recruited the librarians in the reference department to help me with this, as well as Jane. It was like the first class, we just had a wonderful time, and there were interesting students from all over the world. We had English-challenged people, shall we say. They had to take the TOEFL [Test of English as a Foreign Language] test, but even so, some of them had difficulties. Then we had the U.S. veterinarians. Everybody had to have a veterinary degree, so they were coming back for their [master's] degree. A lot of foreign veterinarians, who wanted to come into this country, couldn't practice veterinary medicine unless they got this public health degree. They could go into administrative-type work, so they did that if they wanted to stay in the U.S. Anyway, it was just a really fun thing to do, but it was an awful lot of work. We did it in fall [quarter] once a week, and they had assignments and papers that they had to do for us. I was grading papers until I was cross-eyed. I got to go and participate as a faculty member in the department, so that was kind of interesting. We learned that academic departments had just as many problems as library departments. I really got to know a lot of the faculty quickly, in a way that I never would have had an opportunity to do. We did that for three or four years, and then there was a reorganization of the School of Veterinary Medicine, and they consolidated departments and new people came along. In the UC system, only faculty senate, tenured faculty, are responsible for the curriculum by standing order of the Regents. A lecturer is not tenured and certainly not a lecturer without salary. So, they changed the program so that our class wasn't taught anymore. They reorganized it as part of the research class, which makes sense, because [students] have their topic and they work through it. The library continues to be involved in doing several lectures and labs, because they do a lot with showing them the different databases. There are a lot of different databases for the veterinarians. MEDLINE is always the first choice for everybody, but there are a number of specialized veterinary ones that they need to know about, like the CABI [Centre for Agricultural Bioscience International] database.

M: AGRICOLA.

B: Oh, AGRICOLA is terrible.

M: Oh, is it bad now?

B: Oh, gosh, it's always been bad. It's terrible. It's never been funded to a level that it should have been. It's not one that we can rely on. Depending on what area people are in, there are a number of databases that we have on our campus because of the ag school. We have two librarians who co-teach that now, and they work with whatever faculty member is teaching the research course. It's very hands-on, and they have labs where they are there to help them with searching for their topics. It's evolved in a good way. It was nice having the class, but it was an awful lot of work on top of everything else for our staff. They are still doing that now. The students always come in; once they know a librarian, they are right there with other questions. It was a really rewarding experience. However, I have to say that when I retired, I had drawers full of materials from the class that I sent off to the archives. But it had evolved quite a bit, and I was no longer teaching it. In all the years that I worked there, there were new challenges and new things to do, and I didn't know veterinary medicine at all.

M: I wondered about that. You had to learn a new area.

B: A new area completely. The veterinarians were wonderful to work with, and you learn so much. You had to remember to know when somebody came up with a question; was it for a human or was it for an animal; was it for a large animal or a small animal or an exotic animal or whatever it was? So we had some really interesting calls on the online reference [service; many] are veterinary consumer health questions. People come to the library before they go to the vet.

M: Wow, I hadn't thought of that.

B: Carolyn did a lot of subject pages, and she had human consumer health web pages and veterinary consumer health web pages.

M: It sounds funny, but it is, of course, for their owners.

B: Yes, but how do you say that? There are a number of good resources that are reliable out there, so we could point people in the right direction or point them to their veterinarian.

M: Now, are there any other experiences or committees or things that you did when you were at Carlson that you want to talk about.

B: We did a lot with the California Digital Library. I think our [University of California Libraries] Health [and Life] Sciences Selectors group is important. Our group evolved and was represented by the [five] medical schools in California and UC Berkeley.
[Editor's note: the University of California has medical schools at Davis, Irvine, Los

Angeles, San Diego, and San Francisco; Riverside was planning a new school.] Berkeley has public health. They have an optometry school, and the biology library is very important. They have a small health sciences program. They teach the first two years of medical school, and then those students transfer to UC San Francisco. That was our core group, and we had to do a lot of shared purchasing, especially when the serials became electronic. Because the health sciences and life sciences were more online than a lot of subject areas, we were one of the groups that really focused on collaboration. It isn't really a consortium, because we all are under the same system.

M: Try explaining that.

B: A consortium is often different organizations. But we were the same organization [as the University of California] and the same pot of money, so to speak. CDL had some money for the shared collections, and then each campus pays for their part. We had different formulas for how much you paid for different collections. We spent a lot of time with that. The health sciences library directors—and Gail served that role for Davis and Beverlee before her—would meet with the resource library directors meeting which was in conjunction with the RML. They appointed this committee initially. It was the first one. Some of the other subject areas in UC had bibliographer groups, but this was more focused. Barbara Schader was named chair that first time, and she was at UCLA then. Anne Prussing was the second chair, and I was the third chair. San Francisco was going through a transition, so they opted out. Riverside was very small. Irvine was having changes in librarians, too, so we worked together very closely.

In California we have the Northern California and Nevada Medical Library Group and the Medical Library Group of Southern California and Arizona. We have a joint meeting every year and trade off who hosts it. [The selectors group] started out by meeting at some time during the joint meeting, as an in-person meeting, because many of us were there. As we got broadened out to some of the other campuses, they didn't go to the medical joint library meetings, so then we started having them on campus once a year. Travel became too much of a problem, so we went to conference calls. That has worked out pretty well. We ended up that every other month we would have a standing conference call.

M: So you met more often?

B: With more and more issues, and sometimes if we had to do some reconciliation of a contract, we would meet at Berkeley. Beth Weil was always generous about hosting it. Berkeley was easy, but if you are coming from Santa Cruz, it's hard to get there, and Santa Barbara didn't always come. But those were probably the more remote campuses.

It was easy to fly into Oakland and get to Berkeley, or drive down to Berkeley, or take the train to Berkeley. Anyway, it was convenient. We would meet maybe once a year that way, and then we went to the conference calls. We would have a formal agenda, and people would submit things. For the system-wide projects like Elsevier contracts that involved everybody and not just our own subjects, we had a number of licenses that we negotiated just for our five campuses and maybe the others, Riverside and Berkeley. Berkeley was a small campus because they didn't have a big medical school program. We negotiated AccessMedicine that way, and we negotiated Stat!Ref. We had Stat!Ref at Davis first, and then it became a contract. Those were just some examples.

Each campus would take the lead in negotiating for all of us [at times]. San Diego has the acquisitions and cataloging for shared purchase, [where we shared the cost of] the resources. The bill would go to San Diego, and they would bill us internally for our share of things. That's worked out very well. They called those "Tier 2" resources, because they weren't for all the campuses. Access was [provided] for the smaller campuses, and they didn't have to pay. At other times, it was just for those campuses where the resource was going to be used. [Health and life sciences] had more of those than any of the other subject areas, because there weren't [as many specialized electronic] resources [for campuses to share]. Three campuses, three to five, was what we did for those shared resources. There were some that each campus had individually that nobody else had enough interest in or couldn't afford. So, we had a whole template.

Susan Lessick at Irvine had a really good web support person, so they created a web page for us. Susan and I worked on that as a transition between when I was the chair of the group and she became chair. We have a web page where we put links to all those CDL resources that we use. We also have a template that was established when we are renewing a shared purchase agreement if there are any changes and/or anybody wants to add or subtract something. We really streamlined things. As different campuses would take the lead on different things, they would report on where they were. We were constantly having a dialogue with questions. You became sort of the troubleshooter if there were problems with the resources. Sometimes getting started was bumpy. That has worked really well. We spent a lot of time with cooperative collections.

[WMA file Boorkman7]

M: This is a continued interview with Jo Anne Boorkman on March 22, 2009, and this is tape four, side one, and the interviewer is Diane McKenzie. And we just got back from a wonderful concert from the Curtis Institute, so we are feeling very refreshed. I think Jo Anne wanted to talk about the Charleston Conference.

B: Yes, I had originally gone to the Charleston Conference twice when I was in North Carolina, and I found it a very valuable experience. At that time it was a small group, and it brought librarians, vendors, and publishers together in an informal setting to share information, talk about what's happening in their worlds and how they intersect, what the concerns were, and the changes in the way journals were published. There was a lot to talk about. When I got to California, I was still interested in that. But it was a long way away, and I had to pick and choose which meetings I went to; I wasn't able to go to the Charleston Conference for several years. In the early 2000s, I think it was, I made an effort to go again. By then there was a group of health sciences collections librarians who were attending the Charleston Conference. They had small groups at lunch time, and that was the venue that was more of an informal sharing kind of venue that Ramune Kubilius was instrumental in getting started. I took a CE course and got reestablished with that group, and I found it really valuable.

Barbara Schader was a member of that or participated in that regularly. She, Anne Prussing, and I were working on pulling together some of the history of how our UC Health and Life Sciences [Selectors] librarians were working together cooperatively. We thought that maybe this was an opportunity for us to do a presentation at the Charleston Conference concerning how we did cooperative collection development in the University of California. Barbara was at UCLA, but she soon took a job at San Luis Obispo [California Polytechnic State University], so she was gone when we finally went. Anne Prussing was getting ready to retire, so it was just the moment that would work for us. We each took a little piece of the history, so to speak, and the processes that we used and how we worked together collectively, and we developed a presentation. It was very well received. There were lots of good questions. We were on the program with Doody Enterprises, so it was an interesting mix. We had presentations by both a library and a service provider of collections. We had a huge audience. The room was packed with people, so obviously there was a great interest in how we struggled to find ways to provide our resources and stretch our dollars. And what it was, was fun. The next year I went again, and Lucretia [McClure] was giving a presentation about the concerns of losing the value of the historical record.

M: She's also concerned about staffing of history collections and funding.

B: She had her own session, bless her heart, she did, and she was just amazing. There were a lot of people there. They always have a big group event one of the evenings. We decided we weren't interested in that, so we went out to dinner. We had a wonderful time catching up with each other. I remember that we were taking our time leisurely. Our waiter was going off and somebody else was coming in, and they said, "Would you like some dessert?" Lucretia looked at me, and she said, "I think I'd like another glass of

wine.” So, we had another glass of wine, and then we crossed the street to get back to our hotel. We had the most delightful evening of sharing histories and catching up with one another. It was just delightful.

M: We moved on to MLA.

B: MLA, well, in the last two years that I was still working, I was on the *New England Journal of Medicine* Library [Advisory] Board, and that was certainly a very interesting and fun experience, too. I think they have a very nice model of bringing together health sciences librarians from different types of organizations, so they get the academic perspective, the hospital perspective, and an international perspective. They meet two times a year, once in Boston and once at one of the member’s locations. That has proved to be quite a nice opportunity. I got to work with and meet librarians that I had never had any opportunity to work with before. Everybody had such different perspectives, and I learned so much from that discussion. We learned a lot about how the *New England Journal* operates, what are they looking for, what their plans are for the future of the journal, how they work to maintain their standards and their expectations for their authors, and what they needed to do to continue to keep their primary readership, which was physicians, residents, and medical students. They were taking a lead in finding ways to use the electronic technologies to enhance their primary format of the journal, research journal articles. They are just wonderful, interesting people to have an opportunity to get to know better, and I hope I gave a little bit of insight for them. I guess that’s all I can think of at the moment to say about that, but those, I think, were really rewarding, end-of-career, things that I did.

M: That was fun!

B: That was fun, yes. If you can’t have fun in your career, it’s a real shame. So, finding ways to have fun is really important. MLA was one of those.

M: So, you already talked about going to MLA, your first year at UCLA and then essentially your last year, and a little bit about how Louise managed people at MLA. You mentioned, just in passing, that you first got involved with a committee in [1978]. I’m always interested in your first true impressions, can you talk a little bit about that first committee and your first involvement.

B: My first committee was the Scholarship Committee. I don’t have really clear recollections of that, except for the fact that I was impressed with the way they tried to bring in new people and have people who had committee experience or had been on the committee before. They tried to keep a balance. Having been on the board, this was a criticism at the

time. There was always the feeling that there is only this elite number of people who get on committees. It's hard to get on to committees, and there was lack of understanding, I think, of the process. It was a large enough organization that sometimes people didn't get appointed to a committee that they were really interested in. Some committees were maybe more popular than others as far as applications. So, if people applied and had some experience in that area, they were often chosen, because they had that experience as opposed to somebody who didn't fill out the application well enough or didn't have enough in their background to give a clue to how they would enhance the committee or be a contributing member of the committee. I think, over time, the presidents-elect have made an effort to make the committee process clearer, and the application process form has been refined.

M: In a real effort to find the mix.

B: Even at that time, there was an effort to find that balance and to have a regular turnover so that there were new people and experienced people. There was a mentoring process, and then one of the people, experienced people, was the chair. I learned that early on, and I thought it provided a nice mix of people. We really worked hard, too, with the scholarship selection process to find people who met the criteria and do it in an objective way. Elaine Russo [later Martin] was one of the recipients of the scholarship one of the years that I was on that committee. It was fun to see her from a student with this application for finishing library school to becoming a significant contributor to the association and the profession. So, that was really rewarding to see that happen.

M: You were on a lot of committees, you chaired a lot of committees.

B: Fred and I were on the Certification [Examination Review] Committee, and we met often. The committee often met in Chapel Hill, so it was very easy to participate. Kent Mayfield would come in from MLA, and it was easier and cheaper to bring people to Chapel Hill for many years than it was to send everybody to Chicago. We had this routine—Fred had everybody to dinner, and then we would have our meetings in the library school conference rooms. They were very intense, hard-working meetings, and that was when we did the exam. We were creating questions for the exam, and we had whole workshops on how to create good questions. Medical librarianship was evolving and changing. Not that it wasn't important to know the history, but the focuses were changing and skill sets were changing. To sustain that examination model for certification was clearly something that needed to move on.

Fred was instrumental in a lot of the things that happened for me in MLA. I was appointed to chair the Task Force on Certification [and Registry], and that's when we

worked to develop a recommendation to move to a different structure. We didn't establish the academy, but it was sort of the guidepost to establishing the Academy of Health Information Professionals, where you had a series of opportunities to show that you were developing professionally and contributing to the profession and to the association. I felt very proud of our work with that task force. That was in 1985 that we did that.

That was also the time that the people in collections development got together and decided that there were issues in collections development that needed to be focused on. We petitioned to separate from the Technical Services Section, because there was this view, which I still hold, that collection development isn't just in technical services, it's the bridge between public services and technical services. We had a conference at the New York meeting in 1985, a symposium after the meeting. They gave us a little teeny, tiny room that was, oh gosh, it was smaller than my living room. We had people stuffed in there and out into the hall; there were that many people who were interested. I can't remember the process now, it's changed for establishing a new section, but the board did not accept our proposal as presented. Our noses were out of joint. We had this very successful symposium at the New York Academy of Medicine. I didn't save anything about that, but I do remember folks were disgruntled. That was the first collections development symposium that was sponsored before the section was established. [Editor's note: Collection development librarians held their first informal meeting at the 1982 MLA annual meeting. They petitioned to become a section in 1985 and 1986. The Collection Development Section was granted provisional section status in 1986.]

M: And they frequently have symposiums, very successfully.

B: Well, it has a fairly large membership, mid-sized membership, not like public services or technical services, not hospital.

M: One hundred and fifty?

B: That's pretty good. It got people from all different types of libraries because everybody does collections development.

M: I think the symposiums speak to that. They bring people from the director to the hospital.

B: I was on the task force that year, I had a book come out that year, I had changed my job that year, and I was involved in the planning of that symposium. Dottie Eakin and I did a paper for that symposium. She didn't like to speak publicly, so I got to present the paper. I was never comfortable doing that either, but I did it. I think it was very good. You

know, all of those experiences were wonderful, because they helped me grow as a person. I grew as a person who could manage a group and lead a project. I just got to work with so many people who I wouldn't have had an opportunity to work with before, or since, in some cases. It just was so professionally rewarding. In the University of California, we have this system where you have to do your primary job, and then there are criteria for merit and promotion—service to the library, service to the profession, publication, research.

Doing these things helped with that, but it was fun. We finally have the academy where you had to document everything. Well, we had to do that every year for our annual [portfolio], so I just had these folders, so I had it for all those things. Since it was right there, I just needed to repackage it. I never found that particularly difficult, because I was used to keeping it. For the placement service at MLA, we often had these résumé workshops telling people how to pull together résumés. I always talk to people about keeping their résumés up-to-date and how to do that. In my job with academic personnel, we go through the same process of helping people keep track of what they are doing, so that when they have to prepare their dossier, or have something up-to-date for a grant proposal, or have their CV updated, they don't have to go digging around for documentation for what they did and what they published. It's amazing how unorganized people are.

M: Who are librarians?

B: Or researchers. Those, I think, were really important contributions to the profession, but they were also growth experiences for me. The other one that I'd like to talk about is being on the NPC [National Program Committee] with Connie Poole. I had been on the NPC with Mark Funk who chaired it in Chicago [1999]. Working with him on a committee is always fun. Connie called me when she had been asked to chair the NPC for Dallas [2002], and I thought, "Dallas, oh, I don't like Texas." I'm not that fond of Texas and Dallas, I couldn't imagine being in Dallas. But I said, "Okay," and everybody said, "You are going to go back and do an NPC right after the Chicago meeting?" It's one of those things where you work for three years to put something on, and you need a break. I don't know, I have a hard time saying no, and it sounds like something fun. I had never worked with Connie before except tangentially with the Collection Development Section.

So, we did this, and, of course, you go for site visits to visit the location. I got a whole new perspective on Dallas and Texas, and we just had the most wonderful committee. Brian Bunnett was the chair of the Local Arrangements Committee. The Local Arrangements Committee was just fabulous. They used to send us these postcards with updates, things about Texas and Dallas, and they were just so much fun and had so many

good ideas. We really worked well together and worked to try to make Dallas work as a good venue. I think that's where you and I went to the Japanese exhibit.

M: That was when Carol...

B: Carol [Jenkins] was the chair.

M: She came in as president.

B: She was president, so she was our liaison. We coordinated with her on the program. The last plenary session was with William Strauss on generations, and I was the one who was responsible for getting him. The Leadership Management Section had a symposium following that, about what are we going to do for the next generation and generations working together. He talked about Gen X and the Millennials a lot, who we are seeing now in the profession. We didn't realize how those two pieces, that last plenary session and the symposium, were going to mesh together. I just felt really good working with him about what we needed, or what our profession was interested in hearing; it was really a good experience.

M: I'm glad he wanted to know. Sometimes speakers don't seem to have wanted to know, so that's good.

B: [William Strauss] was one of the founding members of the Capitol Steps [a political satire singing group], and he was an interesting person to work with. They did a lot with the military, because they were recruiting these young people, and they needed to know how to communicate with them and bring them into the different service arms. He worked with whatever group it was, so he was used to pulling out the needs and the ideas and bringing them in. I thought that the video he showed was quite interesting, because it was interviewing students in the library. I keep thinking about all the things now, as we are seeing these students come in. They are in my nephews' generation. They use technology and how they work as teams and how they are taught to work as teams. Bringing them in to working with our librarians and staff, who have been there a long time, who have not been working in that kind of mode, and trying to move everybody along is challenging.

M: Communication aspects and social networking.

B: Right, so that turned out to be a really fun experience, and I really enjoyed it and had a whole different perspective on Texas. My friend Penny [Worley], who I had been to MEDLARS training with, was still in Texas, although she was at Scott and White

[Healthcare] in Temple, Texas, at that point. So every time I went to Texas for a planning meeting, I stayed over and visited her.

M: I was just checking here to make sure that we have the NPC on here, but I can look later. I'm sure that it is, but I somehow didn't pull out the NPC, and that surprises me because that's usually such a major commitment.

B: Maybe I forgot to put it in, or it didn't get in my update, although I tried to keep things pretty up-to-date. I think that was certainly important. After that, Connie Poole and I shared a room at MLA over the next years and kept in touch that way. We had such a good time and found out we had all sorts of things that we could share in common.

M: I'm always interested in the Nominating Committee.

B: I was on three times.

M: Well, I'm very interested in how things have changed. I used to hear stories from people who were on much earlier and how they just kind of go out to dinner and throw out names. It's really changed a great deal, and I just think it's a very interesting process. I know they try very hard to get a cross-section of people.

B: Well, I have a couple of Nominating Committee stories I can share.

M: Okay, 1986, 1992, and 2000. So you go over three decades.

B: Yes, you can't be on too frequently. I would get asked, because the chapter or section would ask me if I would be a nominee for the Nominating Committee, and I'd have to say, "Let's look at the directory to see if I am eligible." One of the strategies that I used when I talked to my sections or chapters, is if you want to have a representative get elected, you have a better chance if you nominate somebody who has been active in the association and who has name recognition. That was one of my little mantras when Nominating Committees were getting together and looking for names at the local chapter or section level. Holly Buchanan was the first past [president] who chaired the Nominating Committee that I was on in Minneapolis. [Editor's note: Holly Buchanan was president-elect in 1986. A bylaws revision effective in January 1992 changed the chair to the immediate past president.] Maybe that was when it was just getting started, I don't know. That was the first one I was on. We had a fairly good model, I think, because at that point it was the past [president] who chaired the Nominating Committee.

[WMA file Boorkman8]

M: This is tape four, side two, of an interview with Jo Anne Boorkman, and we are about to embark on the Nominating Committee.

B: Okay, well, Holly Buchanan was in Minneapolis. What we did first was we went around, we had paper on the wall, and I don't think any of this is a secret really. The process is not a secret. We identified the characteristics that we wanted, that we thought needed to be in somebody for president. Then it was one of those free-flow things where you just put up ideas. Then we discussed, okay, what's the most important ones for now and for the future leadership of the association. That got everybody thinking in the discussion, and it was always very informative. Everybody was very honest, and we weren't talking names of anybody at that point. We were just getting, what's the skill set that we need now, because it changes over time. We had the paper up there, so we could continue to look at that and think, "Okay, who do we know that we think would be a good person that had, to our knowledge, those characteristics?" Then we put up names, and, again, everybody just threw out names, and we kind of went around the room and did that without comment about anybody. Then we did a little voting. We went up and put our mark next to the ones that we thought were the best. We weeded down the list until we had, say, our top ten people. And then we discussed, how do we want to rank these? Who do we want to ask first, second, and third? We talked about the people and their characteristics and what we knew about them. People knew different things and had different perspectives and opinions. Sometimes it wasn't always flattering, but we got it out, because we needed to know what we knew from among the membership of what people thought about these people as leaders. They may have had experiences with them either in working or with them in committees. That part is, of course, all confidential, and I don't remember anything specific. I thought it was a really good process, because it was trying to be fair and objective in looking at the association. Then you get to the personalities. Then people said, "Who would like to approach these people?" Holly became the touchstone for reporting back. We all had our assignments to talk to people and feel them out for whether they would be interested in being the president. We did that for the board as well.

M: Oh, that's right, the board is involved too.

B: The board is involved too, so we had two assignments. Sometimes the board members were at-large members [elected] from the association, and other times they were from the section and chapter councils. Anyway, the person who knew the candidates best would be the one to do the asking if they would be interested in running. When we got one, we would stop. Somebody would say yes. Sometimes they would say, "I have to go back and talk to my boss." Then we went to number two, until we got two candidates. Sometimes

somebody would say, and this happened, I know, “Well, if so and so is running, I won’t run against them.” That happened often, especially if they were good friends, or if it was a man and he didn’t want to run against certain women or vice versa. So, that did happen, but those were individual things, people’s personal idiosyncrasies and how secure they felt in the association. Because even these very experienced people have their little idiosyncrasies. That was my experience. I think it was in 2000, or in the ‘90s, when Fred was [nominated for] president, that I was the one who was tapped. [Editor’s note: Fred Roper was nominated for president-elect in 1992 and served in 1994/1995.]

M: Well, in ’92 you were on the committee, so that wouldn’t have been that year. It would be two years before the presidency. So, he might have been president in ’95. I didn’t go back far enough.

B: When I was on that Nominating Committee, Fred’s name came up, and I was the one that was identified to talk to him. We always went to lunch. So, we went to lunch and I asked him. It was right after *Platform for Change* [the MLA educational policy statement] had come out.

M: And that was his...

B: Fred said, “Oh, I don’t think so. I’ve got to go talk to my dean.” Everybody has to go talk to their boss, because this is a big commitment. So, we just chatted about it. I said, “Well, think about it.” Then he started thinking, “Well, *Platform for Change* is out; this is an opportunity for me to promote *Platform for Change*.” So, that’s what he did, and that’s how I happened to get him. I was instrumental in getting him to run for president, and I guess everybody in the committee thought, “Well, you’re the right one, Jo Anne. You know him so well, so you can twist his arm.” I didn’t have to do much twisting. Although there were lots of things going on at his university at the time, so it was one of those things, you ask a busy person, because you know that they can come through. Busy people just keep adding things onto their portfolios. Anyway, we sat in an outdoor café restaurant in Washington, DC, when we had our little chat about that.

M: Do you feel it’s been the same process each time?

B: Every time that I have been involved in it, it’s been that same process.

M: Well, I know that the people I talked with, that had different processes, were from much earlier.

B: And I think that it’s a good process.

M: Now, in 1988, I believe, you were elected to the board and that was three years [1988-1991]. And so, let's start with that.

B: That was in New Orleans, and that was a time of great turbulence in the association.

M: I was just going to say, who was on the board, and what were the issues?

B: Who was on the board, and what were the issues? Jane [Lambremont] just went off, Holly Buchanan was coming on as president, was that right? [Editor's note: Holly Buchanan was MLA president in 1987/1988.]

M: She must have been past president in '86, so maybe she came on as member of the board?

B: No, no, she was in the presidential chain of things. She was there, I remember she was on there. We were still in the process of the strategic planning, and that became very controversial, because it was very expensive. I know there were concerns among some of the board members, Jane being one, about how the board's finances were being spent.

M: Well, I wrote down that the people who were president probably, while you were on the board, Eloise Foster [president, 1988/1989], Fran Groen [1989/1990], Lucretia [McClure, 1990/1991], and Richard Lyders [1991/1992].

B: No, Dick was...

M: He may have been after you came on.

B: No, I came on, and he went off the board [as a regular member]. No, he wasn't president then. Eloise, Fran, and Lucretia were when I was on the board. Fran and I came on at the same time. Fran, Frieda [Weise], and I came on at the same time. I can show you a picture of the three of us as we left at the meeting. We came off the board in San Francisco [in 1991]. We came on the board in New Orleans [in 1988].

M: Do you remember who else was on the board? You said Fran and Lucretia.

B: Julie Sollenberger and Rosanne Labree, and, oh, I might remember. I mean they rotated on and off. I know Henry Lemkau was on for a short time, but he had to step down because of family.

M: It's just sort of nice to hear who was on the board when you talk about the issues.

B: Okay, Michael, did Michael come on the board?

M: Michael Homan.

B: Yes, and Sherry Fuller. We were constantly changing.

M: Well, that's good enough.

B: I'm going to remember somebody in a minute. I can picture her, I just can't pull her name out of the corner of my brain and it is not opening up. Anyway, I remember that preliminary meeting in Chicago. We were in one of those strategic planning sessions that were so awful. Dick Lyders was there, and I think that he rotated off the board as I came on. Jane rotated off the board as I came on. I was there as an observer with some of those folks. Ray Palmer was the executive director of MLA.

M: Oh, he was there then? That was before Carla [Funk].

B: Yes, it was before Carla. All of those strategic plans and the end of Ray's term were very difficult times. The membership was in turmoil. I think the hospital libraries were undergoing a very stressful time. They felt that the association wasn't supporting them and their cause as well as they could. There were great strides in working with the Joint Commission [on Accreditation of Healthcare Organizations] and redoing the standards for libraries. And the dues, we needed to revisit the dues structure, because as I came on the board in that New Orleans meeting, we had a number of town hall meetings with people to discuss some of the issues that were of concern.

One of the big concerns was that the board was elitist and aloof. The membership didn't know what they were doing. They all walked around in their little clique, and they didn't fraternize with the membership appropriately. Well, some of us thought, "Huh?" We weren't part of any clique. I wasn't part of any clique, I don't think. I tried to be friendly with everybody. So, we really went out of our way to be at those meetings and to be available. We tried to be accessible. I think the board heard that, and we started to turn that around. Those kinds of things take a long time. Circumstances change, and issues resolve themselves one way or the other. Those three years were very difficult years, and the board worked extremely hard. They were running around together, because they were always being called to meetings to go to strategic planning.

All the board members had liaison [assignments] with the standing committees. We tried to work with our committees and bring any issues to the membership or if the committee

had a resolution for the board. I think Alison [Bunting] was just ending her term as treasurer. I remember we had to have that meeting where she was presenting a proposal for the budget for the dues increase. It was right around that time that we had board members who were designated treasurer and secretary as assignments on the board. All the board members had assignments to either committees or task forces, and they were the liaisons to those groups. Communication could be fraught. We tried very hard. I think everybody tried hard to make everything work as smoothly as possible. There were times when it was a little bumpy. It was just wonderful working with these people, and I have great respect for all of them.

M: You have already talked about the Collection Development Section quite a bit. You were in some other sections. One that I'm particularly interested in is the Vet Med [Veterinary Medical Libraries Section]. I don't know how active you were in that, but I do know that this is unofficially the year of the Vet Med Section. You certainly were involved in trying to pick up some [oral history] interviews from Vet Med people.

B: Yes, I came to Vet Med because I was new to UC Davis, and that's when I became involved. I initially tried to attend as many meetings as possible of that section. It's a small section, but they have a lot of people who work really hard and are very dedicated. They had their own serials section and serials projects. Lois Colaianni came to the Vet Med Section and said that NLM wanted to redo their collection policy for veterinary medicine and would the section work with them on that. We had a committee that did that. Carolyn Kopper became active in that section. Dave [Anderson] was always active in the section. I wasn't as active. I tried to participate on a lesser level than chair, because the section programs or business meetings conflicted with another section that I was involved in, and that was always a problem. You had to pick and choose.

M: I guess I'm particularly interested because we are looking at why do directors join these sections.

B: Right, well, I was a director, but I wasn't a director, because Gail was the de facto Davis director person. I was not because we had two separate libraries. As people viewed it from outside, I didn't participate in AAHSL [Association of Academic Health Sciences Libraries], so my role here was sort of betwixt and between. It's interesting because Rebecca used to refer to me as the director, and I kept saying no, not quite. But, whenever the AUL for the sciences couldn't go to something, I was the one who was asked to step in. I represented the library as the director, but I was not really the director. I was in the Vet Med Section more as a public services, collections development type librarian. Dave Anderson was active with the serials, and they did a lot with veterinary serials. The section had some really interesting programs. I always loved their programs,

and we always had a field trip to a fun place. They always had a dinner. I tried to go to as many of those things as possible, because I learned so much from these people. We also met with the people from CABI every year. They wanted to get feedback from us, because we were the librarians that used their resources more than any of the other libraries in the health sciences arena. I just found those librarians to be really good resources.

We had the primate center librarians, and when we were in an area like Portland, we would go out to the primate center. We had field trips to the aquariums. One of the most interesting was Lackland Air Force Base outside of San Antonio, which is where all of the military dogs are trained. They have their veterinary hospital there, so they come there for their medical checkups. When they are old, they come there and become teaching dogs for the other dogs. They told us how they identify animals who are good for this kind of training. They also do training for police, Coast Guard, and all of the academies. They told us how they teach the dogs that are trained to sniff out drugs and ammunition and all sorts of things. They use beagles for the ships and the submarines, because they can get into small places. It was just fascinating. It was just really interesting. I found them to be a really nice, a close-knit, group. They were very supportive of one another.

There was a veterinary list that is international. One of the Canadian librarians developed a website where he indexed a lot of the proceedings, the veterinary proceedings that weren't indexed very well otherwise. We had some very interesting projects, big projects that people spent a lot of time doing. Dave coordinated the veterinary union list of serials, and we shipped that out all over the countryside.

M: That was ones not in *Index Medicus*. [Editor's note: The first edition was a union list of titles not indexed by *Index Medicus*.]

B: That's right. Of course, that was originally started before we had a lot of automation, so it was really a lot of work. As time went on and I got more active, especially with Collection Development [Section], I couldn't do both, because I couldn't be two places at once.

M: Well, I think it's true that libraries have to let certain people take on certain roles because, especially in MLA, the overlap really makes it difficult. You have really addressed the idea of the importance, so I'm not going to address that again. You were also an MLA representative to Special Libraries [Association], Biomedical and Life Sciences Division. I don't know what the MLA representative to these other organizations does, or what it's supposed to do.

B: I think there are issues that come up at other organizations that MLA wants to be informed of, and also vice versa. With SLA, I was, and am still, a member of SLA and the Biomedical and Life Sciences Division. [Editor's note: SLA's Biomedical and Life Sciences Division was the Biological Sciences Division before 1997.] In one of my weaker moments, I was asked, "Would you run for chair of the division?" I had never been to a national meeting of SLA in my life. I thought, "Oh sure, nobody will vote for me. I never participate in anything there." I got elected. And I thought, "How did this happen?" Then I looked at the membership of the division, and three-quarters of them are MLA members. So, name recognition got me there if nothing else. Anna McGowan is the person who got me into that. So, there I was, going to SLA as an incoming chair-elect of the division, but I had no idea how the national organization worked. Anyway, I learned a lot. I have very good friends in there. That [division] is just great, and I still have good friends that I keep up with, Fred being one of them, Joanne Marshall is another one. I mean there's just a whole host of people, although I didn't know Joanne very well.

During the course of the years, there were a lot of hospital librarians in that [division], medical librarians. But there were some people who wanted to create a medical [division] of SLA. They didn't really know anything about the association. They didn't even try to find out. It got to be quite an ugly scene. SLA headquarters did not help us in that regard. There was this huge political fight about "The division isn't well known, and they are not getting represented." A lot of it was because some of these people didn't like MLA for whatever reason, but they wanted to have their own [division], so they could talk their hospital administrators into going to SLA.

Well, we worked through it. I have to say in our division we had some great people. They call them divisions instead of sections in SLA. We had a lot of people, or several people, who were knowledgeable about parliamentary procedures. We went to SLA bylaws. They were trying to get this new [division] established, not following the procedures of the bylaws. So, we just played bylaws games, and, in doing that, we looked at our division membership and thought, "Well, why don't we highlight most of the programs that we had been doing over the years that had a huge biomedical component." The people that should have been complaining were the natural history people. We established a Medical Section [within the division in 1997], so it would have its own identity with its own program. There was tremendous angst over this. I was not in the presidential triumvirate [chair-elect, chair, past chair] at the time, but I was over there on the sidelines helping behind the scenes with all of this stuff.

What came out of that was the fact that there are a lot of connections between the two. We assumed that SLA was trying to co-opt everybody out of MLA and into SLA. If they

had their own division of SLA that was the medical division, it was going to undermine MLA. Well, it was not going to happen. People joined the organizations for different reasons, so the attempt to create a medical division failed. It did not pass the Division Cabinet. The Medical Section got more active when they had their own programs and activities. They have developed their webpage and newsletter, so that they have a more prominent identification within the division. The other thing that came out of that was a representative. One of the things that the division did was approach MLA and say, "We'd like to have a representative to MLA from SLA and vice versa." And I got to be that person.

M: And what did you do, did you report to someone?

B: Yes, I did.

M: And you were from MLA to SLA?

B: I was both.

M: Oh, you were both, okay.

B: I was a double agent.

M: A double agent right in our midst.

B: I would go to the SLA meetings, and I would report like sections and chapters have to report. There are representatives to these other [allied] organizations who do a report to the [MLA] board, so I had to do my mid-year report and my annual report. I reported on the activities and if there were any issues, usually it's more of an informational report. And vice versa, back to the division as the MLA representative. They reported back and forth. That usually got recorded in the newsletter or something for the division of SLA.

M: Are they still doing this?

B: Yes, the Biomedical and Life Sciences Division of SLA is flourishing, and the Medical Section is flourishing. For a while it was tricky to get people to volunteer and to get involved, but it's going really well now. There are [MLA] representatives to lots of associations such as the nurses' association and ALA [American Library Association]. I think it's having that communication, so if there are issues or there are solutions or standards that we want to share and work with one another on, that's the method that they would have.

[WMA file Boorkman9]

M: This is tape five, side one, of the interview with Jo Anne Boorkman, March 22, 2009, and the interviewer is Diane McKenzie. We are talking about SLA and other activities and experiences you had with SLA.

B: We started out talking about the MLA representative, but that came farther into my activities with SLA. When I got elected to the division, I had been a member since my days at UCLA when I was in the Biomedical Library. I joined SLA, because, for a biomedical library, SLA provided a professional link to issues and interests beyond just the medical. We had local chapter and dinner meetings more frequently, so it was more of a way to get involved. We had the medical library group, but it was another way to get involved with librarians and attend meetings and CE courses that complemented those of MLA. I thought of the organizations as being complementary to one another for somebody in the Biomedical Library. But, you can only do so much. So, there were lots of local things to be able to do, but I didn't go to national meetings until I got elected to the division as chair-elect. That first meeting was in San Francisco [in 1992], conveniently enough for me.

I remember I went to a CE course, and I had lunch with Eloise Foster, who was also a member of SLA, and then met with the board for the division. There were some wonderful people on that board, Lucy Rowland, from the University of Georgia, and Renee Bush, who is in the Health Sciences Library at the University of Buffalo. Renee was the incoming chair to the division, and I was the chair-elect. Lucy was the outgoing chair, so I got to know them very well. At the time, Renee was in the life sciences branch library, not in the health sciences. She is the collections librarian in the Health Sciences Library now. We just hit it off really well and mentored each other, because I had had an association experience. She had not had much experience leading a section or division. So, that worked well. Lucy had experience with all of those things, and she was our parliamentarian and was active in Athens community city government. She was really good as somebody who knew how to do things properly in the organization. I really learned a lot in that division.

When I became chair, it was the year of the O. J. Simpson trial, and we were in Atlanta, Georgia. [Editor's note: The SLA meeting was June 11-16, 1994. The murders leading to the trial occurred on June 13, 1994. The trial took place primarily in 1995.] We had some interesting, successful programs. Two things with SLA, it's a huge organization and a huge meeting, so you have to identify what size venue you think you are going to need for your meeting. We were having one on genetic engineering. We thought that was

going to be a really big, hot topic. We had a big venue, and we had some very good speakers. Since the CDC was right there, I had some speakers from the CDC to talk about some of the resources that they have. But, I guess they didn't think that was going to be a big venue. The response to those programs was exactly opposite to the size of the room. We had this huge ballroom for the [genetic engineering program] but had a small group of people. It was a really good program, but we didn't have very many participants. [The room for the CDC program was quite small, and we had a standing room crowd that spilled out into the hallway.] They were very successful programs. I felt pretty good about that.

The other piece that was really interesting is that I wanted to get in to see the CDC. Our dean in the vet school had been head of the virology division of the CDC before he came to Davis to be dean of the veterinary school. So, I went over and made an appointment with Fred [Murphy], and I said, "We are having this meeting in Atlanta, and it seemed like an awfully good idea to have a tour of some aspect of the CDC." And he said, "Well, my colleague there, give him a call." I sent him an email and dropped some names. He said, "Oh sure, we can do this."

M: Do you know what year this was?

B: Well, it was the year of the O. J. Simpson trial.

M: I don't remember when that was.

B: I can't remember. I guess I have to look it up in my CV. The dates should be there when I was chair. I had a committee chair who was coordinating that field trip. We were [also] going to the Yerkes [National] Primate [Research] Center. This guy [at CDC] had said yes, but then when we went to talk, you have to go through all this bureaucracy and their public information person. They were just going to have the public information person meet with us in their auditorium and give us the public spiel that they give to the high school students. Anyway, that's not what we had in mind. I kept being persistent and my committee chair wasn't getting anywhere, so I had to step in again and drop Fred's name again. This guy said yes. He agreed to do it, and how could he say no, his wife was a librarian. He was great.

We actually got in behind the locked doors, and we got to see the labs and how they do this testing. They keep everything sterile inside. They did have some computers, but they had to literally write things down and tape them on the window in the lab, and when they came out, they could translate. They couldn't take anything out. When you went in, you were all in your white suit with your booties and the reverse airflow. They are dealing

with really, really virulent Ebola virus. I mean his specialty was Ebola virus. We were dealing with these dangerous things. But it was so fascinating, and it was interesting because these librarians had such good, insightful questions. I think they were really surprised. We had a fabulous time at the CDC.

Then we went to the Yerkes Primate Center, and that was wonderful, too. They weren't quite so uptight about us being there. The AAMC [Association of American Medical Colleges] was having their meeting in Atlanta a few weeks after we did, and they didn't get to do what we did in our tour. They probably never gave another tour like that. The guy probably got in trouble for letting us in.

M: It was post-2001.

B: This was in the '90s.

M: About '95 or '95.

B: Yes, that sounds about right. Anyway, it was a wild success, and I just got lucky with those programs. I got established with that division. We had a strategic plan and surveyed our membership. One of the concerns was that people had a hard time getting to national meetings if they didn't have a role. So I established a committee to set up a contributed paper session. It was a competitive contributed paper session, and one of the people I got on the committee was Larry Wright at NIEHS [National Institute of Environmental Health Sciences], who chaired it and established criteria for reviewing the papers. The first few had a theme, and they identified the papers and selected them, and then NIEHS published them. Now, they put them on the Web, but at that time we didn't have that, and so anybody who came to the meeting got a free copy of the proceedings. That has continued, and it has been very successful, so I feel really good about getting that established as one of the standard programs that we had every year with that division.

M: You were also on the cabinet [Chapter Cabinet and Division Cabinet], correct?

B: Yes.

M: Which is like the board?

B: Well, no, it's different. They have a Board of Directors, like MLA, and that works in a similar fashion to MLA. But the cabinet is more like the Section Council and the Chapter Council, except that they have a Chapter Cabinet and a Division Cabinet, and they met in

similar fashion. I was never on MLA's Section or Chapter Council, so I can't really compare them, but I think they serve similar roles. That's as much as I can really say.

M: Now, you have talked about being active in SLA's local groups, but you were also active in [local] MLA groups. And the big one is the Northern California and Nevada Medical Library [Group].

B: NCNMLG? We didn't try to say it as a word. I was in MAC [Mid-Atlantic Chapter] too. I should talk about MAC, because I was chair-elect the year that we were at the Greenbrier [November 1983].

M: That's West Virginia.

B: That's West Virginia, yes.

M: So, you were chair of MAC?

B: I was chair of MAC, yes. That was a difficult one, because there weren't too many people in West Virginia, certainly not that part of West Virginia. I can't remember this name, she was the librarian [Donna Hudson] at the osteopathic college [West Virginia School of Osteopathic Medicine in Lewisburg]. Anyway, she was like a one-person, almost one-librarian, library, and she was right there. She just did a marvelous job of local arrangements. Everything was beautiful. Of course, you are isolated there. We got that at a reasonable rate, because it was off-season. I remember on the program we had Jim Matarazzo. He's on the faculty at Simmons [Graduate School of Library and Information Science], and he did a lot of research with one-person libraries with SLA. We were trying to focus on the smaller libraries, and he came down for that. Bob Braude came, and I can't remember what he talked about, but I remember he tried to show me how to wear a feather boa, vamp with a feather boa Bob Braude style. Jackie Bastille was on that program. I remember them being there, and we just had a wonderful time. And then there was the representative from ISI [Institute for Scientific Information] who was there, and she was a character. The woman with the masks [Barbara].

M: I was thinking of the woman with the blonde hair.

B: Yes, the same one, and she carried masks everywhere. And so there we are in her room at the Greenbrier, everybody dressing up in these costumes. We were having this party at the end of the meeting. I will show you a picture of that, because we had the house photographer come and take a picture of everybody there. We tried to leave the room, and they wouldn't let us for security purposes, because people were in masks and you

couldn't tell who they were. There were still other people at the Greenbrier, because they have these executive health things. We wouldn't have known who anybody was, and the Greenbrier wouldn't let us walk around in the masks. There was nobody there, big lounges and everything.

M: Librarians are pretty dangerous.

B: Yes, we are, but they had a little cabaret downstairs with dancing and stuff, and people danced all night. You could have a massage or ride horses or golf. I guess you could go play golf. I went swimming and had a massage at the end of the meeting. I thought that was a treat that I could give myself. It was a fun meeting, and I was, of course, a nervous wreck before the thing came off, but at the end it was great.

The next year we were in Washington, DC [November 1984], and that was my last year. I left in December, so right after the MAC meeting is when I left to come to California. We were at the Shoreham at that meeting. Suzanne Grefsheim and Michele Chatfield were the local arrangements people in Washington. One was program and one was local arrangements [chairs], and they were best friends. They were having great conflict in getting things together, and I spent my entire time preparing for this conference. I was supposed to be president, and they were supposed to be taking care of the meeting, venue, and local arrangements. I must have spent half my life on the telephone mediating between these two ladies. Everything came out beautifully.

Part of it was because Greenbrier was so unique. [Donna Hudson] just did everything, and so Michele was feeling a little under pressure, I think, I don't know. But standing back over the years, I think that was part of it. She was just really nervous about everything being right and having the right things. She just did a beautiful job. We had one opening evening, we had the vendors, and we had this chocolate fountain, no we had everything. It wasn't just fountains, we had cookies and make your own sundaes and liquors with chocolate, I mean, it was just decadent. It was wonderful, everybody loved it. It all worked out in the end, but I was a wreck after that for different reasons. With all the things that people worry about, mostly they come together beautifully.

M: MAC is usually really fun.

B: I enjoyed that group. Oh, the other thing about North Carolina, we had a North Carolina ANCHASL [Association of North Carolina Health and Science Libraries].

M: ANCHASL?

B: That's what it was called. I remember when that got going, we worked very hard to balance hospital, special, and academic librarians, and even with MAC. You wanted to have the board have a representative of all the different types of libraries. That was a big, important thing for those groups. The reason I am mentioning that right now is that when I came to NCNMLG, immediately they said, "Jo Anne, will you run for chair?" It wasn't quite that way, but they were right there on my case. They were doing strategic planning when I came out to Davis. Jackie Wilson, who was at UC San Francisco at the time, and Ysabel Bertolucci were spearheading this, and we would have these meetings in Sonoma. Before I came, they had these meetings, and they got kicked out of the Baptist camp because they were too rowdy. The place in Sonoma was one of these retreat places, and we met in this room that had been an old wine vat and was round. So we sat on the floor on pillows. It was very California, I guess, to do the strategic planning meetings with our pillows and our easels. But, that was one good way for me to get to know some of the people in the chapter early on. The strategic planning set a direction for our chapter. It's kind of an odd-shaped chapter—we've got Nevada, which goes all the way down to Las Vegas, and midway down central California.

M: It's very few people.

B: Very few people, and we've got this whole Sierra Nevada range, and then we've got the Bay Area, and then we've got the Central Valley, and then we've got East Bay, which is Berkeley and Oakland, and then there's San Francisco and the peninsula down Palo Alto, and then there's Sacramento, and then there's Sonoma. So, we've got these real urban areas and then these very rural areas, and lots of geography between mountains and water that made it real challenging to get together. We tried to find ways. We often met on the East Bay, because people come across from San Francisco to meetings. And getting people to run for office, if you wanted to broaden your group, it became very challenging. Now, with electronic resources and communications, it's a little bit easier for people to participate, even if they can't physically get there.

We have kind of waxed and waned with involvement. But, when I came and they wanted me to run, they had all these people running for the board who were academic librarians, and I said, "Well, don't you need some diversity here?" "Oh, don't worry about it." It was just such a contrast. I thought, "The same people have been doing this for so long they just need somebody new to get involved." So, that was sort of one of those things I got pitched into right away.

The other thing that we did, Ysabel and I did a little series when DOCLINE came. Actually, I was a representative to the DOCLINE task force at UCLA to set up the guidelines for that original service. I don't remember a whole lot about that, but I know

we did it. We were supposed to come up with a name, and Loansome Doc was not our name. But the whole idea of the tiered routing system was one that we worked with. Ysabel and I went and talked to the different areas. The Resource Libraries were fine, but they didn't want to have to pay. They couldn't afford to pay, and we wouldn't participate in their coupon system. The chapters both administered coupons for interlibrary loans. Helping people understand that by sharing your information about your local resources, you could do more cooperative sharing at a local level. The Resource Libraries needed to get people comfortable. That whole concept was something that took a while, at least out here. I remember Ysabel and I, we were kind of the dog and pony show that went around; she talked, and I wrote people's concerns and ideas on the board. This last meeting, earlier this month, finally retired the coupons, because people were on the EFTS [electronic funds transfer system].

M: I don't know that.

B: The EFTS system? Well, Connecticut has this automatic billing. It's kind of like the OCLC. So we are not paying, we have deposit accounts somewhere. The organization is having a little resurgence now. We are getting some new people, new, younger people interested and involved. I think we are trying to capitalize on the communications task force that has just done a preliminary report on how to capitalize on some of the social networking tools and how can we use them as an organization for better communication and information sharing with this crazy geography that we have. And people just can't get away. So, it's been a good group, and some of the older people are ready for some of the newer ones to step in. I've enjoyed every group that I have been with.

M: So, do you have any other things that you want to talk about that we've forgotten?

B: Well, I haven't mentioned the SAHSL, it's the Sacramento [Area] Health Science Librarians group. That was active when I first came, and we just met informally, maybe quarterly, at different libraries. It was more for information sharing and bringing each other up-to-date on what was going on in our organizations and our hospitals. Davis was the only big health sciences center. In Sacramento, the Sutter hospital did not have a medical library for professionals, but their auxiliary had established a consumer health library called Sutter Health. They had a librarian, and it was a storefront kind of thing; they moved from the storefront when they built their new professional building across from the hospital's cancer center. They put the library in that building on the first floor, and it was right across the street from the hospital, so guess who came in, all the nurses and the doctors and everybody. They still had consumer health, and that was where we referred people for searches, because they could get to the resources that we weren't collecting in consumer health. They became complementary to us.

The medical society [now Sierra Sacramento Valley Medical Society] had a library, too. A lot of the librarians here started as the librarian at the medical society, and then they moved on to some of the other venues. The Kaiser and Mercy librarians worked part-time. So, I think our hospital librarians, who didn't have a strong base and were very small, were able to work together. Davis would host the DOCLINE workshops, and we often—although I think there's some other venues now—would host the NLM updates and became the location that could provide some of the services. It branched out to include the librarians who were in Stockton and Lodi and farther down in the Valley. Just this last year, Rebecca has started to revive this SAHSL group.

M: Yes, a librarian always.

B: Well, it was partly that, and it was partly because Locke Morrissey, who is the chair this year [of the Northern California and Nevada Medical Library Group], has really made an effort to meet with the librarians in different areas. I guess he has been able to travel and has had reasons to travel. So, he came up to the meeting in Lodi.

M: And where is Locke?

B: He's at the University of San Francisco. They have a nursing program there primarily. He is active in everything. He has really done a fantastic job this year of revitalizing things. He was in Las Vegas, he was down in Fresno, and up in Sacramento. We just had the meeting at Kaiser in Oakland at Ysabel's place. He has really done a lot at getting people involved and meeting with them at a local level. He has been there for other reasons, so the chapter hasn't had to pay for his doing that. I don't know how long that will continue, but that's really been good. We have seen a lot of new faces and voices, so that's been good. I don't think I have anything else.

M: I always end with a few questions, and many of these you have already addressed to a certain extent, so it's going to be a little bit of a recap. Now, the people you consider your mentors and those who most influenced your career?

B: Oh, I knew you were going to ask that question. I would say Gloria Werner for sure. She was the head of public services at Biomed when I was there, and she's a low-key person that led by example. If you had anything that you were concerned with, she would be right there to help. So, I feel like I look to Gloria.

M: This is tape five, side two, of the interview we are winding up with Jo Anne Boorkman, and you were saying you looked to Gloria.

B: Yes, I think Gloria was probably one of my primary mentors. Fred [Roper] was certainly a mentor, and Lucretia [McClure] is certainly a mentor to me, and, to a certain extent, Sam [Hitt]. I think I learned some things from him in a different context. He gave me a lot of opportunities, but some of his approaches to things were ones I wouldn't take. I think I learned what not to do in some cases, or what I wouldn't be comfortable doing, from that experience. But, I have good feelings about working with him.

M: So, what about the people you feel are your protégés or that you influenced? I know you can't tell for sure, but that you would like to think that you had influenced.

B: Certainly Rebecca Davis. I think I influenced her and Carolyn Kopper. I worked most closely with them. I think Anneliese Taylor, I think I really see somebody who I worked with, with the book and the chapters. She and I also developed a CE course for MLA on reference collection development that we gave at the Arizona meeting a couple of years ago [2006], and it was very well received. Anneliese is a very humble person; I just heard from her recently, and she apologized for something about the course. I said, "Why are you apologizing? You were great at this group, and I thought your evaluations were better than mine." We got very good evaluations, and it was the first time we had ever done anything like this. Both of us felt like we needed each other to get through it, because it was not one of those things that we liked.

I have to say that when I retired, I had this note from somebody, and I said, "I'm not sure I know who this person is." She said that she had taken that class at Arizona, and it was such a wonderful class. She was working on a CE course, and she just thought that how we did it and what we did was inspiring to her. She was going to find out about doing one herself. So, I thought, "Gosh!" That was pretty complimentary. It was somebody I didn't even know I had influenced in any way.

I was asked to do it again summer before last in Buffalo [for the Upstate New York and Ontario Chapter in 2007], before I retired. They were going to bring two people back there to do the class, and I was thinking, "Oh gosh. I don't know, I guess I can do it." I was a little nervous about it, but I got wonderful evaluations on this course. We had some presentations, and we were talking about the role of electronics and how you present electronic resources, because your library is electronic now, how do you do that online? We had some exercises that talked about that, and it really changes depending on the mix of the librarians and what kinds of institutions they were from. It gave everybody an opportunity to think about whom they served and how they would present it. They really liked that approach and got me off the hook. It was a combination of presentation and then breakout sessions and then reporting back. At Buffalo, it was interesting because

there were some library school students as well as experienced librarians, some new librarians, and some people who were changing from one type of library to another, so it was a really interesting mix of people. It seemed to get them to thinking about collections development in a different way that they hadn't thought about before, so I felt good about that too. I feel that I made some impact of some kind. And I think with the book, although I have no way of knowing, it keeps getting used, so in some ways I have had impact.

M: Well, one of the questions was what do you consider your important contributions? Obviously the book.

B: Well, I need to go back and talk about the bibliography that we did, the updating of the veterinarian bibliography that Judith [Levitt] and I did for *The Literature of Animal Science and Health*, volume three of *The Literature of the Agricultural Sciences*. The first edition of that was done by Richard Blanchard, who was the director of the UC Davis Library, and Marjan [Merala] did the health and animal sciences section. I don't remember when it was done [1981]. Wallace Olsen at Cornell was doing this major update of that whole literature, and they were going to be putting it on CDs, so that they can use it in Africa and third world countries where they didn't have books. Actually CDs are better, because books deteriorate, paper can deteriorate. That was one of their goals.

Judith was working for us as collection development librarian at the time. A number of people in the library at Davis in the Bio Ag department and in Health Sciences had worked on that original volume that Dr. Blanchard had done. So, they came to Davis and asked us if anybody in the Bio Ag department was interested in taking it on and working on it. Judith and I felt that we need to do this. This is an important work. So, we did. She was just one of these people that when she gets her teeth into something, you just keep going and going and going, and you get it done, and you keep working on it. We were there, gosh, every night after work. It was a major, major update, because it was quite comprehensive, and they had annotations to most of the references. We had to go and track down the latest editions and see what was changed and what was new, if we wanted to keep it in or not. I feel very good about what we did. That was sort of a different area, but it was complementary to all of the medical things that we were doing. Working with her was really wonderful, because we both got into it and worked cooperatively, helped one another, and got through it.

M: I'm glad you brought that up, because that is part of the vet med side of it.

B: That was, I think, a very important resource to work on.

M: So, how do you think, or how would you like the library community to remember you. Obviously, they would remember you as “Roper-Boorkman.” I need to mention that your license plate, I thought it said “Irish,” but it doesn’t. What does it say?

B: I-R-S-H-S.

M: Yes, Introduction to Health...

B: Introduction to Reference Sources in the Health Sciences. That was an initialism that Fred always used when we were sending emails or in his handouts for his class. He always put that and what the students were supposed to study or read for their assignments. So I kind of picked up on that.

M: Well, I thought it was really fun to have a license plate like that.

B: It confuses people a lot. But it means something to me.

M: Now only a few people get it.

B: Even those people don’t get it.

M: Well, everyone will certainly remember that. I don’t know if you have other things that you would like to be remembered as other than the author.

B: I hope I am remembered by at least some people as somebody who... I really tried to give the people in my library, and the library I worked in, opportunities and to encourage them in their professional development. Not just librarians, but the staff. To that end, I guess I can say that I am tooting my own horn here a little bit, but when I retired I began to establish an endowment for the continuing education for the Health Sciences Library staff and librarians. It’s going to take a while to get it to an endowment level fund, but that’s my goal, so that it can supplement whatever the library can provide for continuing education, to bring people in to help with some training and workshops, or to send people to a meeting that they might not be able to go to attend. Louise Darling had a fund like that, that would help supplement funds. When I was back at UCLA, I called Judy Consales when I was thinking about what could I do, because I feel real strongly about that. I asked her to send me the documents on how that was established and what were the parameters for the one at UCLA. And she did, she was very gracious, and then she said Louise in her will left the [proceeds of the] sale of her house to that endowment for the library. She said, “We’ve got lots of money for training.” They are sending people to special programs and things like that. She supplements the travel funds that the library

has, or doesn't have, in this current environment. So, that's what I did, because I thought that's one thing I learned from Louise. I have to say that Louise was a great influence, too, in that the staff is the most important part of the library, the heart of the library. People don't know about all the wonderful resources and how to use them if it weren't for the staff.

M: So, if you were going to give advice to people entering the profession or mid-level today, what would you say?

B: Well, entering the profession, I would say be flexible. Your first job may not be the one that you want or the best fit for you, but building on that experience and, if you can be flexible, or the job that you really like is not where you currently are, and you have the opportunity to move around and get experience and build on that, that is very important, can be very important to your career. Sometimes the unexpected can lead to very rewarding professional experiences, personal experiences, and you just grow in so many ways both professionally and personally by being able to take advantage of that. And mid-level, I think it depends on people's circumstances, whether they can move around or not. I was able to do that and stretch, but not everybody is. So make the most of wherever you are, and be as creative and entrepreneurial as possible. If your job doesn't offer you those rewards, your professional activities and your professional contributions and connections can often provide that outlet for you to be creative and to be a contributor when other circumstances don't let you be that. That was certainly true for me and many of my colleagues, and I have so many good friends that I know from all over as a result of that.

M: Any last words?

B: Thank you, Diane. This has been great, and I have really enjoyed the experience. I didn't know what to expect, but it's been fun reminiscing and thinking about some of those things, and maybe, I don't know whether it's put my career in perspective or not, but it's been very enjoyable.

M: Well, thank you very much.

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University of California

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 Health Sciences Library
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Curriculum Vita

Jo Anne Boorkman

Education

Scripps College	1969	BA	Biology
University of Illinois	1971	MS	Library Science

Employment History

July 1, 2008-	Emerita Librarian
March 1988- June 2008	Head, Carlson Health Sciences Library (also: Science Libraries Coordinator, April 1998- December 1998; Interim Asst University Librarian for Collections, Feb – Sept 2002)
August 1994-August 1996	Academic Assistant to the Vice Provost-Academic Personnel and Planning (.50FTE temp. position)
September 2005 – June 2008	Academic Federation Liaison to the Vice Provost – Academic Personnel (.25 FTE)
June 1, 1986-August 31, 1987	Acting Assistant University Librarian, Health Sciences
January 1, 1985-February 29, 1988	Head, Public Services, Carlson Health Sciences Library
December 1981-December 1984	Head, Collections Development, Health Sciences Library University of North Carolina (UNC-CH)
July 1977-November 1981	Asst. Director, Public Services, Health Sciences Library UNC-CH (also Head of Reference July 1977-June 1980)
June 1973-June 1977	Reference Librarian, UCLA Biomedical Library (Asst. Head Reference Division, July 1976-June 1977)
February 1971-May 1973	Bibliographic Search Analyst, Pacific Southwest Regional Medical Library, UCLA Biomedical Library

Honors

National Science Foundation Fellowship, 1969-1970
Beta Phi Mu
Northern California and Nevada Medical Library Group, Award for Professional
Excellence, 1996
Medical Library Association, Fellow 1999
Special Libraries Association, Fellow 2000
Special Libraries Association, Biomedical and Life Sciences Division, Distinguished
Member Award, 2002

Professional Activities

UC Davis General Library
Administrative Committee (Ad Com), June 1986-Aug. 1987
Affirmative Action Committee, 1987-1990
Committee to Study the Desirability of Automated Integrated Library Systems
(DIALS), 1985

Document Delivery Task Force, Chair, 1988
 LMC Retreat Planning Committee, 1989
 LibQUAL+ Liaison, Nov. 2002-April 2004
 Search Committee for AUL, Collections, 1988/89
 Search Committee for Head of Access Services, 1993/94
 Search Committee for Head of Humanities Social Sciences, 1999/2000
 Search Committee for Head of Special Collections, 2000/01
 Task Force on Recruitment and Retention of Librarians, June 2001-2002
 UC Health Sciences Shared Collections and Access Program (SCAP) Project
 Committee, 1992- 1994
 UC NCIP Biology Group, 1987

UC Davis

Academic Federation (formerly Academic Staff Organization), 1985-
 Administrative Series Personnel Committee, 1996/97-1997/98, chair 1997/98
 Executive Committee, 1993/94, *ex officio* 1994/95-1995/96, 1997/98, 2002/03,
 2003/04, *ex officio* 2005/06-2007/08
 Personnel Committee, 1992/93-1993/94, Chair 1993/94; 2001/02, Chair 2002/03
 Administrative Transportation Committee 1988/89-1990/91
 Animal Use and Care Administrative Advisory Committee (AUCAAC), Member,
 1995/96-1998/99
 Bodega Marine Laboratory, Librarian Search Committee, November 1997-March
 1998
 Graduate Group in Medical Informatics, Charter Member, December 1998-2008
 School of Medicine
 Special Interest Group on Medical Education (SIGMED), 1998/99-2005/06
 Working Group on Under Served Topics in the Curriculum, 1998/99-2001/02
 2000/01
 Office of Medical Education Managers meetings, Spring 2002-2007
 School of Veterinary Medicine, Department of Epidemiology & Preventive
 Medicine, Lecturer 1986-92
 Long Range Planning Committee, 1988/89-1990/91
 MPVM Program Review, Subcommittee on Admissions Requirements/Policy,
 Recruitment, and Enrollment, 1991
 Task Force to Review the Masters of Preventive Veterinary Medicine Program,
 1991/92-1992/93
 Department of Population Health and Reproduction, Lecturer, 1992/93
 Organizational Task Force, Subcommittee on Organizations Structure, Fall 1992
 Vet School Computer Committee, 2003/04-2007/08
 Academic Senate,
 Education Abroad Program (EAP)
 Subcommittee Chair, February 1987
 ASO Representative, 1989/90
 UK/Ireland Interview Committee, 1991, 1992, 1993, 1994, 1995,
 1997
 Germany/Austria Interview Committee, 1995
 Egypt Interview Committee, 1998
 Librarians' Association of the University of California (LAUC)
 Committee on Professional Governance, 1994/95, Chair, 1995/96
 Librarians' Association of the University of California, Davis Division (LAUC-D)

Executive Board, 1987/87
 Professional Standards Committee, Chair-elect 1985/86, Chair 1986/87
 Professional Activities Committee, 1985/86, 1991/92
 Nominating Committee, 1994
 Office of the Vice Chancellor, Student Affairs
 -Program Review and Evaluation for Women's Resource & Research Center, Fall 1999-May 2000
 Regents' Scholarship Administrative Advisory Committee, 1991/92-1992/93
 Pacific Southwest Regional Medical Library (PSRML)
 Advisory Committee, 1986/87
 DOCLINE Task Force, 1988
 Resource Libraries Directors' Committee, 1986/87
 BioSites Committee, 1996/97-1999/2000
 Librarians' Association at University of North Carolina, Chapel Hill (UNC-CH), 1977-84
 President, 1982/83
 President-elect/Treasurer, 1981/82
 Vice-President/Treasurer, 1980/81
 Welfare Committee, 1977/78
 UNC-CH Division of Health Affairs, Learning Resources Committee, 1980/81
 UNC-CH, Faculty Council, Representative, 1983/84
 UNC-CH Health Sciences Library
 Audiovisuals Committee, 1981.82
 Committee on Appointments and Promotions, 1982-84
 Planning and Automation Committee, 1983/94
 Search Committee, 1979/80
 Serials Selection Committee, 1977-84, Chair, 1982-84
 Librarians Association of the University of California-Los Angeles (LAUC-LA), 1971-77
 By-laws Committee, 1975
 Executive Council, Representative-at-Large, 1975
 Peer Evaluation Committee, Alternate, 1975

 UCLA Library
 Public Services Committee, 1973/74, Chair, Oct. 1973-March 1974
 Working Group on Undergraduate Library Instruction, 1975

Memberships

American Library Association, 1989-2007
 American Medical Informatics Association (AMIA), 1999-2008
 Association of College and Research Libraries, 1989-2007
 California Academic and Research Libraries (CARL), 1985-2007
 California Library Network Steering Committee, 1989, 1995-1996
 Coalition Council for the Library of California, 1997-2000
 Medical Library Association, 1971-
ad Hoc Committee to Evaluate the Books Program, 1992-1993
 Academy of Health Information Professionals, Distinguished Member, 1989-Sept. 1994,
 October 1, 1994-September 30, 1999, August 1, 1999-July 31, 2004; Fellow 1999
 Awards Committee,
 Fellows and Honorary Members Jury, 1995/96-1996/97, Chair, 1996/97

L. Darling Medal Jury, Chair 1999/2000
 Board of Directors, Member, 1988-1991
 Certification Examination Editorial Panel, Member, 1986-88
 Certification Examination Review Committee, 1981-85, Chair, 1984/85
 Colloquium on Collection Development, May 31-June 1, 1985, Organizing
 Committee member and speaker
 Representative to Special Libraries Association, Biomedical and Life Sciences
 Life Sciences Division, 1996/97- 1998/99
 National Program Committee 1999, member, 1997-1999
 National Program Committee 2002, Associate Chair, 2000-2002
 Nominating Committee, Member, 1986, 1992, 2000
 Task Force on Certification and Registry, Chair, February-June 1985
 Scholarship Committee, 1978-81, Chair, 1980/81
 Collections Development Section, Member 1987- ,
 Chair, 1987/88, 1997/98,
 Chair-elect 1996/97,
 Awards Committee, Chair, 2004/05; 2005/06
 Medical School Libraries Section, Member, 1987-
 Public Services Section, Member, 1980-
 Veterinary Medical Libraries Section, 1985-
 Nominating Committee 1993/94
 Survey Committee, 1994/95-1997/98, 1998/99-2001/02
 Continuing Education Committee, Subcommittee on Instructional Development,
 Syllabus Reviewer for "Information Needs and the Health Professional", 1995
 Manuscript reviewer for Managing Editor for Books, 1997
Medical Reference Services Quarterly, Editorial Board, 1986-2008
 Northern California and Nevada Medical Group (NCNMLG), 1985-
 Awards Committee, 2003/04
 1986 Joint Meeting NCNMLG/MLGSCA, Registration Committee Member
 Long Range Planning Committee, Member, 1987- 1995, Chair 1991/92, 1992/93
 Nominating Committee, Member, 1989/90
 President-elect/Program Committee Chair, 1987/88
 President, 1988/89
 Sacramento Area Health Sciences Librarians, 1985-2008
 Chair-elect, 1991, Chair, 1992
 Special Libraries Association, 1971-
 Chapter Cabinet, 1996/97-1997/98
 Division Cabinet, 1992/93-1993/94
 Biomedical and Life Sciences Division (formerly Biological Sciences Division),
 1971-
 Chair-elect 1992/93;
 Chair, 1993/94;
 Immediate Past-chair and Bylaws Committee Chair, 1994/95
 Program Committee, 1997 Annual Conference, 1995/96-1996/97
 Liaison to Medical Library Association, 1995/96-1998/99
 Awards Committee, chair 1997/98
 Nominating Committee, chair 1996/97; 2000/01
 Sierra Nevada Chapter, Member 1985-
 Chair-elect 1996/97, Chair 1997/98
 Treasurer, 1995/96

North Carolina Chapter, 1977-84

Career Guidance Committee, Member 1977/78

Secretary, 1980-1983

Representative to the Health and Biosciences Section, International Federation of Library Associations (IFLA), 2003-2007

Publications

Roper, Fred W. and Boorkman, Jo Anne, Introduction to Reference Sources in the Health Sciences, Chicago, Medical Library Association, 1980.

Boorkman, JA. The Policy and Procedure Manual: An Essential Management Resource. Medical Reference Services Quarterly, 1983 Winter; 2(4):41-8.

Roper, Fred W. and Boorkman, Jo Anne, Introduction to Reference Sources in the Health Sciences, 2d ed., Chicago, Medical Library Association, 1984.

Boorkman, JA and Levitt J. Reference Update in Animal Science and Health. IN: Olsen, Wallace C. ed. The Literature of the Agricultural Sciences, vol.3 Animal Science and Health. Ithaca, NY, Cornell University Press, 1993.

Roper, Fred W. and Boorkman, Jo Anne. Introduction to Reference Sources in the Health Sciences, 3d ed. Metuchen, NJ, Medical Library Association/Scarecrow Press, 1994.

Boorkman, Jo Anne, Huber, Jeffrey T., Roper, Fred W., eds. Introduction to Reference Sources in the Health Sciences, 4th ed. New York: Neal-Schuman, 2004.

Boorkman, Jo Anne, IFLA's 70th World Library and Information Congress in Buenos Aires, Health and Biosciences Libraries, Information Outlook December 2004; 8(12): 23-4.

Book Review of Collection Development Issues in the Online Environment. Su, Di editor. Binghamton, NY: The Haworth Information Press, Inc., 2007, Journal of Electronic Resources in Medical Libraries, 2007 4(4):100-1.

Huber, Jeffrey T., Boorkman, Jo Anne, Blackwell, Jean, eds. Introduction to Reference Sources in the Health Sciences, 5th ed. New Your: Neal-Schuman, 2008.

Teaching

UC Davis, School of Medicine, MSD 410, Invited speaker: *Copyright and "Fair Use": Some Considerations when Creating and Using Electronic Resources*, Fall 1997, 1998. University of California, Berkeley, School of Library and Information Studies, Lecturer, LINFOST 251,

Bibliography and Information Services: Health Sciences, spring 1989; Guest Lecturer, Veterinary Sciences, Spring 1986, 1987, 1988.

University of California, Davis, School of Veterinary Medicine, Department of Epidemiology & Preventive Medicine, Lecturer, EPM 401, Biomedical Information Resources and Retrieval, 1986-1993.

University of North Carolina-Chapel Hill, School of Library Science, Guest Lecturer, notably: the BLOCK, Literature of the Health Sciences, and Seminary in Medical Librarianship, 1977-84.

UCLA, Graduate School of Library and Information Sciences, Guest Lecturer, notably: GSLIS 222, Bibliography of Medicine and the Life Sciences, 1974-77.

University of Southern California, School of Library Sciences, Guest Lecturer, 1972-74.

Presentations

California Library Association

Invited Speaker, *Librarians Beyond the Library: A Foot in Two Camps*, November 18, 1996.

California Library Association, Interlibrary Loan Chapter,
Invited Speaker, *Document Delivery through the Regional Medical Library Network*, May 29, 1990.

California Library Services Board. Panelist on Library of California, February 19, 1997.
Joint Meeting Northern California and Nevada Medical Library Group and Medical Library Group of Southern California and Arizona.

Invited Speaker, *NCNMLG: Highlights of 50 Years*, Tucson, AZ, February 13, 1998.

Medical Library Association

Collection Development Section, Moderator: *Electronic Licensing Agreements: Are You Ready for the Challenge?*, May 16, 1997.

1992 Annual Meeting, Resource Person for Strategic Planning discussion at the MLA Chapter Sharing Roundtable luncheon, May 19, 1992.

Joint Program Medical Libraries Section and Public Services Session, *Reference Collection Development in the 1990's*, May 20, 1992.

1991 Annual Meeting, *Fast Break Dialogue* facilitator (Discussion session following keynote address), June 2, 1991.

Collection Development Roundtable, Invited Speaker, *Criteria for Selection*, 1986.

Colloquium on Collection Development, Invited speaker with D. Eakin, *The Role of the Librarian in Collection Development*, May 31-June 1, 1985

Job Market, 1980-82, 1984, *Job Resumes and Cover Letters*

MLA CE400: Reference Collection Development & Management, developer and presenter with Anneliese Taylor, MLA Annual Meeting, Phoenix, AZ, May 24, 2006

MLA CE: Reference Collection Development & Management, presenter, Hospital Library Services Program, Western New York Library Resources Council, July 25, 2007

Sacramento Area Health Sciences Librarians

Library of California, November 14, 1997

Special Libraries Association

Biomedical and Life Sciences Division, Co-Moderator: *Promoting Understanding of the Human Genome Project: Social, Ethical and Policy Issues*, June 10, 1997.

San Diego Chapter, Presentation on Library of California, January 14, 1998

Continuing Education (recent)

Association of Research Libraries.

Let There Be Light. A Conference on Licensing Electronic Resources: State of the Evolving Art, December 8-9, 1996.

Workshop, *Conducting User Surveys*, Irving, CA March 31, 1997.

UC Berkeley. *A License to Kill? Copyright Ownership and Fair Use in an Age of Licensing*, May, 10, 1997.

Northern California and Nevada Medical Library Group (NCNMLG), *An Introduction to Practical Research Concepts and Methods*, April 16, 1994. Approved for MLA CE Credit
PSRML, *Digital Imaging in the Health Sciences*, February 22, 1994, Approved for MLA CE Credit.

Special Libraries Association, *Division and Chapter Officers Leadership Training*, June 5, 1993, January 24, 1994; June 8, 1997.

Special Libraries Association, *US Copyright Law in the Age of Technology*, January 23, 1993.

Rockhurst College, Continuing Education Center. National Seminars Group. *How to Handle Conflict and Manage Anger*, July 29, 1992.
PSRML, *Technology Awareness and Transfer Conference*, June 24, 1992. Approved for MLA CE Credit.
Medical Library Group of Southern California and Arizona. Symposium, *A Profession at the Crossroads: A Symposium with Solutions*. Approved for MLA CE Credit.
Joint Meeting of MLGSCA and NCNMLG. *New Technologies in Clinical Medicine & Research*, March 8, 1991. Approved for MLA CE Credit.
MLA. *Leadership Reconsidered: Developing a Strategic Agenda for Leadership in Health Sciences Libraries*, May 22, 2002
UCD Health Informatics and eHealth in California Symposium, February 17, 2007, Sacramento, CA Medical Library Association, Scholarly Publishing Symposium, Philadelphia, PA, May 23, 2007
Educause Live! Webinar, Copyright with James Neal, February 29, 2008

Other

American Association of Health Sciences Library Directors (AAHSLD), Focus Group meeting on Planning and Measurement in Academic Health Sciences Libraries, September 21, 1991.
California State Library
Library Multitype Network Development Planning, Steering Committee, 1989/90, 1994/95
Delegate Selection Committee for the second White House Conference on Libraries and Information Service, February 3-4, 1991.
Sierra Foundation Meeting on Information Needs of Healthcare Consumers in the Northern California Area, September 4, 1990.

Community Service

Friends of UC Davis Mondavi Center (Formerly UC Davis Presents, 1999 –2002), 2002-
UC Davis General Library
Library Associates Executive Board, Member, 1995/96-1996/97, Nominating Committee, 1995/96
Library Associates Advisory Board, Member, 1997/98-