

LIBERTY AVIATION MUSEUM



Barbara McConnell Collection

CA.19.2

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Introduction

This collection of papers was given to the Liberty Aviation Museum by Barbara McConnell of Alexandria, Virginia. The paper items in this collection are a collection of career related papers of Mrs. McConnell's time as an employee with Pan American (Pan Am) Airlines. There is an assortment of objects that are a part of this collection as well. All papers and objects were the property of Barbara McConnell. Permission to use this collection for research purposes and display was granted by the donor.

Biographical Sketch

Barbara McConnell was a 30+ plus year employee of the former Pan American Airlines Corporation. She started with the airline in the 1960s and ended her employment with them in the early 1990s. Mrs. McConnell worked in the reservations department for the entirety of her career with Pan Am. She worked in locations such as Miami, Florida, Washington D.C., and etc.

Scope and Content

This bulk of the material in this collection relates to materials used in the reservations department for customer service activities and tourism. The collection consists of binders, training documents, customer service forms, business documents/forms, employment documents, calendars, flight schedules, travel pamphlets, magazines, souvenirs, newsletters, news wires, as well as a small assortment of documents pertaining to National Airlines. The most useful

documentation, however, are the papers that give a glimpse into the changing nature of Pan Am's business operations of the late 1980s and early 90s before its permanent closure in December 1991. There is not a plethora of documentation in regard to its closure, but enough subtle (piecemeal) information to create a picture making it clear that Pan Am was beginning to struggle while seeking to maintain the confidence of its customer base. This can be realized through some employee documents, newsletters, a bankruptcy notice and etcetera.

The other parts of the collection demonstrate the broad nature and large reach of the former airline's operations domestically in the United States and around the globe. The collection has been organized thematically through a fonds series organization. Most of the paper collections has been stored in folders in archival storage boxes and other company binders on shelving units by the boxed materials. Some of the binders contain information and training materials for the former *Panamac Reservations System* that was utilized by the airline.

Location: LAM Main Bldg:Mezzanine:Shorty's Room:East Shelf 12

Inventory

Box 1

East Shelf 12

PAN AM BINDERS:

CA.19.2.1) Pan Am Communication and Organizational Directory

CA.19.2.2) Pan Am Panamac Reservations System: Quick Cues

CA.19.2.3) Pan Am Services Training literature (Docs. In manila envelope)

CA.19.2.4) Pan Am Services Training literature (Binder)

CA.19.2.5) Pan Am Panamac Reservations System: Quick Cues (Tab dividers only, no pages)

CA.19.2.6) Pan Am three ring binder (Empty)

CA.19.2.7) Pan Am three ring binder (Empty) (2)

Folder 1

BOARDING PASSES & BAGGAGE CHECK FORMS:

CA.19.2.8 - 11) Four (4) Pan Am Boarding passes for DCA - NY - LGA, dated Aug. 2
(Seat #'s 006,021,023,024)

CA.19.2.12) Pan Am boarding pass for LGA - Boston, dated Feb. 9 (Seat # 68)

CA.19.2.13 - 17) Five (5) Pan Am Shuttle boarding passes to Boston (from NY LaGuardia)

CA.19.2.17a) Pan Am Travel Card Pass & Baggage check, dated Aug. 7, 1990

CA.19.2.18) Pan Am Request for Free or Reduced Fare Transportation Forms

Folder 2

TRAVEL PAMPHLETS:

- CA.19.2.19) Pan Am Dinning Brochure, ca. Feb. 1982
- CA.19.2.20) Pan Am Economy Class Ticket Envelope, ca. 1987
- CA.19.2.21) Thirty (30) Pan Am Air Craft Seating guide (Seating guide for 747, 737, 727, A310, A300 B4)
- CA.19.2.22 - 23) Two (2) Pan Am World Class Cuisine Brochures, ca. Sept. 1988
- CA.19.2.24 - 26) Three (3) Pan Am Travel Brochures for Los Angeles, ca. Jan. 1983
- CA.19.2.27 - 30) Four (4) Pan Am Travel Brochures for Miami, ca. Jan. 1983
- CA.19.2.31 - 33) Three (3) Pan Am Travel Brochures for London Heathrow, ca. Jan. 1983
- CA.19.2.34 - 40) Seven (7) Pan Am "The 727 Flying Experience" Brochure, ca. May 1982
- CA.19.2.41 - 44) Four (4) Pan Am Cabin Class - Economy Flight Brochures, ca. June 1983

Folder 3

- CA.19.2.45 - 46) Two (2) Elbow Beach Hotel - Paget Bermuda Brochures, ca. June 1984
- CA.19.2.47) British Virgin Islands Travel Brochure, ca. 1980's
- CA.19.2.48 51) Four (4) Pan Am Travel Class Brochures, ca. April 1982
- CA.19.2.52 - 53) Two Pan Am and Aeroflot Soviet Airlines - Moscow Express Travel Brochure, ca. March 1989
- CA.19.2.54 -57) Four (4) Pan Am Shuttle Brochures, ca. 1980's
- CA.19.2.58 - 65) Eight (8) Pan Am ShuttlePak Brochures, ca. 1980's
- CA.19.2.66) Pan Am WorldPort Travel Brochure, ca. 1982
- CA.19.2.67) Pan Am World Class Cuisine Dinning Brochure, ca. Feb. 1989
- CA.19.2.68) Pan Am Shuttle Brochure, ca. Aug. 1989
- CA.19.2.69 - 71) Three (3) Pan Am Shuttle - The Corporate Jet Travel Brochure, ca. 1991
- CA.19.2.72) Pan Am Shuttle - Carey Airport Express, ca. 1980's
- CA.19.2.73) Pan Am Flight Schedules, ca. Oct. 1991
- CA.19.2.74) Pan AM World Pass Awards - Air Miles Brochure, ca. 1991
- CA.19.2.75) Pan Am Shuttle Summer Sensation Bonus Brochure, ca. 1988-89
- CA.19.2.76) Eurailpass Travel Brochure, ca. 1987
- CA.19.2.77) Intercontinental Hotels Rewards Brochure, ca. 1987
- CA.19.2.78) American Hotel and Motel Association International Travel Brochure (One World, One Language), ca. 1980's
- CA.19.2.79 - 80) Two (2) Pan Am Travel Reward Contest Brochure, ca. 1987
- CA.19.2.81) Pan AM Shuttle Ticket Envelope, ca. 1988
- CA.19.2.82 - 85) Four (4) Pan Am Travel Poster Order Forms, ca. 1980's
- CA.19.2.86) Pan Am International Travel Agent Taring Brochure, ca 1986
- CA.19.2.87) Pan Am Holiday Travel Guide Brochure, ca 1980's
- CA.19.2.88) Pan Am Mail Service Prescription Drug Program Information Brochure, ca. 1991
- CA.19.2.89) Pan Am Shuttle Schedule Brochure, ca. 1980's
- CA.19.2.90) Pan Am Customer Refund Request Form, ca. 1980's
- CA.19.2.91) Washington D.C Available Brochures Form, ca. 1980's
- CA.19.2.92) Pan AM Around the World Travel Rates Brochure, ca. 1980's

CA.19.2.93) Brendan Tours Oberammergau Passion Play Information Brochure, ca. 1990
CA.19.2.94) Washington D.C. Convention & Visitors Association Information Brochure, ca. 1980's
CA.19.2.95) Pan Am Shuttle - The Corporate Jet, NY - Washington - Boston, Companion Brochure, ca. late 1980's
CA.19.2.96 - 100) Five (5) Dubrava Hotels Travel Brochures, ca. 1980's
CA.19.2.101) Pan Am - Corporate Jet Executive Companion Booklet for NY, Washington, Boston, ca. 1989
CA.19.2.101.a) Pan Am: "The American Guide to London" Booklet, ca. 1983

Folder 4

PAN AM TRAVEL SCHEDULES:

CA.19.2.102) Pan Am Schedule Booklet, Dated Oct. 30, 1988
CA.19.2.103) Pan Am Flight Schedule Booklet, Dated July 1, 1989
CA.19.2.104) Pan Am Flight Schedule Booklet, Dated Sept. 24, 1989
CA.19.2.105) Pan Am Flight Schedule Booklet, Dated Oct. 29, 1989
CA.19.2.106) Pan Am Flight Schedule Booklet, Dated May 1, 1991

PAN AM CALENDARS:

East Shelf 12

CA.19.2.107) Pan Am Pocket Calendar, dated 1984
CA.19.2.108) Pan Am Monthly Planner, dated 1984
CA.19.2.109) Pan Am Miami Federal Credit Union Wall Calendar with Pictures, Dated 1988
CA.19.2.110) Pan Am Large Wall Calendar, Dated 1987

Folder 5

CA.19.2.111 - 112) Two (2) Pan Am Holidays Plastic Calendar, Dated 1991-1992
CA.19.2.113) Pan Am Large Wall Calendar, Dated 1991

East Shelf 12

CA.19.2.114) Air France Wall Calendar, Dated 1993

Box 1 (Rear Section)

PAN AM TRAVEL MAGAZINES:

CA.19.2.115) Pan Am Holidays Europe Magazine, Summer 1989
CA.19.2.116 - 117) Two (2) Pan Am Holidays Europe Magazine, Summer 1990
CA.19.2.118) Pan Am Holidays Europe Magazine, Winter 1989-1990
CA.19.2.119 - 121) Three (3) Pan Am Holiday Caribbean Magazine, Winter-Spring 1990
CA.19.2.122) Washington D.C Visitor Guide, Dated 1990
CA.19.2.123) Pan Am European Skier's Guide, Dated 1990-1991
CA.19.2.124) Pan Am Clipper Magazine; The Windows of Brussels, Dated Feb. 1989
CA.19.2.125) Pan Am Clipper Magazine; The Windows of Istanbul, Dated March 1989

CA.19.2.126) Pan Am Clipper Magazine; The Windows of London, Dated May 1990
CA.19.2.127) Bermuda Tourism Guide; Issued by the Department of Tourism, Dated Dec. 1982
CA.19.2.127A) Best of Ireland Magazine, published by Beacon Tourism, ca. 1980's

Box 2

Folder 6

PAN AM SOUVENIRS:

CA.19.2.128) Handy reference map of Bermuda, Copyright 1966
CA.19.2.129) Travel Map of Switzerland (Published by the Swiss National Tourist Office), ca. 1970's - 80's
CA.19.2.130) Olympic Airways Postcard feat. Temple of Apollo Corinth, ca. 1960's - 1970's
CA.19.2.131) Delta Airlines Postcard (Meet the Stars of the Delta Fleet); Douglas DC-9-32, Boeing 727-232, Lockheed L-1011-1/200 TriStar, ca. 1960's - 1970's
CA.19.2.132) Pan Am Florida Postcard, ca 1970's
CA.19.2.133) Pan Am USA Postcard (Knott's Berry Farm), ca. 1970's
CA.19.2.134 - 145) Twelve (12) Pan Am "Say Hello to a Brand New World" Postcards, ca. 1970's
CA.19.2.146) Texaco Airline Map of the United States, ca. 1970's
CA.19.2.147) National Gallery of Art exhibit Brochure for the Toulouse-Lautrec and Montmartre Exhibit, dated March 20 - June 12, 2004
CA.19.2.148) Travel Tips Handout for London, ca. 1970's
CA.19.2.149) Pan Am A310 Bumper Sticker, ca. 1970's
CA.19.2.150 - 152) Three (3) "Next time take" Pan Am Bumper Stickers, ca. 1980's
CA.19.2.153 - 156) Four (4) "Thank you for Flying Pan Am" Bumper Stickers, ca. 1980's
CA.19.2.157) Pan Am "Gone but not Forgotten" Book Bumper Sticker (Based on Book by Desmond Fairbairn), ca. 1996

Folder 7

PAN AM BUSINESS HISTORY:

CA.19.2.158) United States Bankruptcy Court (Southern District of NY Document for Pan Am Corp.), dated June 26, 1991
CA.19.2.159) "Pan Am Travel Policy for Active Employees Booklet", dated June 1989
CA.19.2.160) Pan Am Health Care Cost Increase Letter, dated April 1, 1991
CA.19.2.161) Pan Am Restroom Break Procedures Memo, July 27, 1987
CA.19.2.162) Pan Am Pension Advisory Notice Letter, Dated July 25, 1991
CA.19.2.163) Pan Am Notice of Clerical Opening Bulletin for Sales Agent, ca. 1980's -90's
CA.19.2.164) Notice of Clerical Opening Bulletin for Lead Sales Agent, ca. 1980's - 90's
CA.19.2.165) Pan Am "Notification of Pending Prohibited Transaction exemption document", Jan. 9, 1989
CA.19.2.166) The Washington Post Newspaper Article, "Flying on the Edge of Extinction" "Concerning Pan Am Closure", Dec. 5, 1991, pg. B11
CA.19.2.167) Pan Am Clipper Newsletter, Vol. 12, No. 5, dated Sept./Oct. 1986 (Headline: The Hijacking of Clipper 73)
CA.19.2.168) Pan Am Clipper Newsletter, Vol. 15, No. 4, Dated May 1989 (Headline: World Services Sold to Johnson Controls / Sweepstakes Celebrates TransAtlantic Golden Anniversary)

CA.19.2.169) Pan Am Clipper Newsletter, Vol. 16, No. 2, Dated March 1990
(Headline : Pan Am Hits New On Time Record)
CA.19.2.170) Pan Am Clipper Newsletter, Vol. 16, No. 5, Dated June 1990
(Headline: Pan Am Announcing 40 Million Dollar Contract with At&T)
CA.19.2.171) Pan Am Clipper Newsletter, Vol. 16, No. 7, Dated Sept. 1990
(Headline: Pan Am to End IGS Operations)
CA.19.2.172) Pan Am Clipper Newsletter, Vol. 17, No. 3, Dated April 1991
(Headline: The Pan Am Health Care Plan - Important Information for Employees)

Folder 8

LETTERHEAD, NOTEPADS & ENVELOPES:

CA.19.2.173 - 178) Pan Am WorldPass Platinum #10 Envelopes
CA.19.2.179 - 192) Fourteen (14) 8.5 X 11 Pan Am Reservation Center Letterhead
(Alexandria Virginia Return Address)
CA.19.2.193 - 196) Four (4) Pan Am #10 Envelopes for Reservation Center
CA.19.2.197 - 210) Thirteen (13) Pieces of Note Pad Paper with Pan Am Clipper Club Motif
CA.19.2.211 - 219) Eight (8) Pieces of Pan Am "Germany" Letter Head (German Village Scenery at Top)
CA.19.2.220 - 226) Seven (7) Pieces of Pan Am "India" Letter Head (Taj Mahal Scenery at Top)
CA.19.2.227) One (1) Pieces of Pan Am "Chile" Letter Head (Mountain Scenery at Top)
CA.19.2.228) One (1) Pieces of Pan Am "Argentina" Letter Head (Mountain Scenery at Top)
CA.19.2.229) One (1) Pieces of Pan Am "Brazil" Letter Head (Ocean Shore Scene at Top)
CA.19.2.230 - 231) Two (2) Ransome Pan Am Express Note Pad
CA.19.2.232) Five (5) Pieces of Pan Am "with Compliments" Cards
(Pan American World Airways, Amsterdam Address)
CA.19.2.233) One (1) Piece of Pan Am "with the Compliments of" Card
(Pan Am World Airways, Zurich Address)
CA.19.2.234) One Pack of Pan Am Post it Note paper

Folder 9

PAN AM RESERVATION BUSINESS DOCUMENTS:

CA.19.2.235) Pan Am One Folder of Pan Am Reservation Dept. Business Documents
(This Folder Consist of applications for refunds, convention desk procedures, information sheets,
1985-86 Sales Plan, Incentive travel market doc., Pan Am Shuttle fairs and rules documents,
booking procedures, seating confirmations, conversational techniques, holiday tour doc.,
tour sales service manual, call backs, two (2) Hungary iBusz travel brochures,
IATA Ticket reservation calculation wheel)

Folder 10

PAN AM NEWS WIRES:

CA.19.2.236) Several News Wires Relating to international flight Operations, General News,
Customer Service Information, Station Information, Phones Numbers, Customer Services
Phone Numbers, List of Embassies and consulates with phones numbers in Washington D.C.

Folder 11

NATIONAL AIRLINES:

CA.19.2.237) National Airlines Advertisement Card

CA.19.2.238) National Airlines, Local Routing Number #2 document relation to travel between California Cities and Florida Cities, ca. April 1979

CA.19.2.239 - 241) Two (2) National Airlines Passenger Service Manual, ca. May 1978

CA.19.2.242) National Airlines Children's Flight Kit with Puzzle, Paper Checkers Game Board, activity card game with U.S and international City Motif, Flight wings badge

CA.19.2.243) National Airlines Newspaper Advertisement, The Washington Post, May 26, 1970, p. A15

Folder 12

MISCELLANEOUS:

CA.19.2.244) Pan Am Teamsters Union Agreement Rule Booklet, ca. January 1978

CA.19.2.245) Pan Am Twenty Fifth Anniversary Card, ca. 1980s

CA.19.2.246) Long Island Airlines Flight Schedule for Fall and Winter, ca. 1987-88

CA.19.2.247) Ransome Pan Am Express Washington/Baltimore Flight Schedule Rack Card, ca. 1980s

CA.19.2.248) Pan Am Five Dollar US Customs User Fee Stamps

CA.19.2.249) Pan Am Bomb Threat Reporting Card, ca. 1980s

CA.19.2.250 - 254) Five (5) Pan Am Baggage Identification labels

CA.19.2.255) Pan Am Clipper Club World Wide Directory Card

CA.19.2.256 - 259) Four (4) Pan Am Employee Travel Card Pass and Baggage Check

CA.19.2.260) All Nippon Airways Washington Dulles International Airport Guide

CA.19.2.261) Engadin Express Flight Schedule Brochure

CA.19.2.262) Letter from Child in Sweden that was interested in Civil Aviation, ca. June 1989

* Objects in relation to the Barbara McConnell papers of the McConnell Collection, Accession 2018.38, can be viewed upon request, on site, at the **Liberty Aviation Museum** in Port Clinton, Ohio. *