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SPECIAL LIBRARIES

Vol. 17

February, 1926

No. 2

Key Problems
in the
Special Library
by
Nineteen Contributors

Published Monthly Except August and September by
THE SPECIAL LIBRARIES ASSOCIATION

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Special Libraries

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Special Libraries

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Special libraries linked together in an Association establish lines of intercommunication, create thought contacts and develop idea groupings all of which help to spread fact knowledge in the industrial world.

An Example of Co-operation

THE editor of SPECIAL LIBRARIES recently conceived the idea of putting before several special librarians located in various parts of the country a test of their willingness to furnish on short notice a brief summary of the particular key problems of the industry which their library represented and the following letter was sent to a selected group.

"As a test of the willingness of the members of the Special Libraries Association to furnish information in an emergency, I am asking several special librarians to give me a brief summary of the particular key problems which exist in the industry which their library represents, such problems, for example, as motor busses in the field of transportation and customer ownership in the field of public utilities. The subject should not only include the dominant problems of the industry, but the manner in which your own library has helped to solve them.

"I should be glad to receive a short sketch for publication on this topic as soon as possible, but surely within forty-eight hours after the receipt of this letter.

"Trusting that you can extend this courtesy, I am

Very truly yours,

Herbert O. Brigham
Editor—Special Libraries"

The response was most gratifying as the pages of this issue will exemplify. Each librarian interpreted the letter according to his own view point, some selecting a few problems for analysis, others reviewing the progress of the industry and the changing phases of the subject which come to the library for solution, others showed the library's relation to the industry or to the profession and still others touched lightly upon the problems which their particular library confronted giving as a reason the confidential nature of the service rendered.

The series of sketches is a fine example of co-operation on the part of these members of the Association. It clearly shows the fine support which the officers of our Association can obtain from a large percentage of the membership and also shows the versatility of the men and women who conduct special libraries, that they can in an emergency supply with such readiness the essential facts that are desired for publication, in spite of the manifold duties which fall upon every executive of a special library performing active work for a corporation.

We take this method of thanking each of these special librarians who, possibly with some personal sacrifice, has extended the magazine such hearty support.

Key Problems in the Special Library

I

Agriculture

Miss Claribel R. Barnett, librarian of the main library of the Department of Agriculture, gives us a graphic picture of the problems of agriculture. She also shows the value of the various divisional libraries maintained by the Department of Agriculture. She writes "The Department's work is so extensive and important that it is difficult to know which problems to select."

Problems of Agriculture

From the early history of this country our statesmen have stressed the importance of agriculture to the welfare of the nation. George Washington, in his last annual address to Congress, said "It will not be doubted that, with reference either to individual or national welfare, agriculture is of primary importance. In proportion as nations advance in population and other circumstances of maturity, this truth becomes more apparent, and renders the cultivation of the soil more and more an object of patronage." To promote the agriculture of this country, the Federal government in 1862 established the United States Department of Agriculture. There are many phases of this great agricultural problem which are dealt with by the various bureaus of the department. It is only natural that with changing conditions these phases should receive varying emphasis. In the early period of the department and up to comparatively recent years, increased production and more efficient methods were the dominant questions, but with the growth of the country, and particularly since the great war, there has been an increasing emphasis on the problems of distribution and other economic phases of agriculture which resulted a few years ago in the establishment of the Bureau of Agricultural Economics.

The pressing problems of agricultural economics at this time center around prices—(1) the prices farmers receive and their relation to what farmers pay for the things they buy, (2) the effect of the agricultural surplus on the prices

farmers receive, (3) the proportion the farmer receives of the price the consumer pays for agricultural commodities, (4) the factors which affect price. Studies are being prosecuted on all phases of the price problem and at every point the library is called on to help. The library of the Bureau of Agricultural Economics has compiled an extensive list of sources of current prices (Bibliographical Contribution No. 5) which has saved students in the various parts of this field much time and labor, for the compilation of actual prices is fundamental to any study on the subject. The Bureau of Agricultural Economics library has also made a bibliography of price spreads (Agricultural Bibliography No. 4) which gathers together and annotates the references relating to the analyses of the portion of the consumer's dollar accruing to various agencies. It is currently reviewing a large volume of agricultural literature in order to keep on record all analyses which have been made of the factors affecting prices. It is doing the same thing in regard to all cost of production material as cost of production is a vital factor in price.

Closely connected with the problems of the distribution of farm products are the problems of their transportation. The rapid increase in the use of automobiles and motor trucks has created a pressing need for more and better roads and for closer co-operation between the Federal and state governments in the building of these roads. This need led to the passage by Congress a few years ago of the Federal aid road act under which the government co-operates with the states in the improvement of the Federal and state highway systems. This act is administered by the Bureau of Public Roads of the Department of Agriculture and is one of its most important activities. The dominant problem is the development of designs of highways that will give longer life and be better adapted to modern traffic, with reduction of the cost of transportation. Questions not only of engineering and administration

but also of financing are involved. To keep the bureau informed of all new developments in the field of road building and maintenance, the librarian of the Bureau of Public Roads issues weekly a mimeographed list of the *Contents of New Periodicals and Books* received by the bureaus. Descriptive and summarizing notes are added to many of the entries. The entries are later pasted on cards and form a permanent cumulative index to the literature of highways and highway transportation.

In the plant life studies of the Bureau of Plant Industry the investigation of problems concerning plant diseases is a large and important part of the work of the bureau. In guarding against the importation of disease infected plants, in breeding disease resistant varieties, and in the treatment of plant diseases, there is constant need to know of the diseases which are prevalent in other countries and in different parts of this country, and to know promptly the results of recent experiments by scientific workers throughout the world as well as earlier work. To keep the workers of the bureau informed of the literature of botany and plant pathology is, therefore, an important duty of the library of the Bureau of Plant Industry, for "botanical literature has long been so voluminous as to be beyond the power of any one botanist to master or even to read." In meeting this need, the Bureau of Plant Industry maintains an extensive "Plant Industry Catalogue" which consists of three parts—the author catalog, the general botany subject catalog, and the plant pathology catalog. This catalog (which is filed in the library of the department) is constantly used by investigators of the Bureau of Plant Industry and by many workers outside of the department. The current literature indexed for the catalog is listed and distributed bi-weekly in mimeographed form to botanists and plant pathologists in this country. It has had more effect upon the bureau work than any other library activity.

The Bureau of Entomology deals with insects injurious and beneficial to plants, to man and to animals. One of the most effective ways in which the bureau library aids in the solution of entomological problems is by compiling an index to

the current literature of American economic entomology. This makes readily available up-to-date information on all insects of economic importance and on means of controlling them, and has proven a great time saver to the bureau staff. Following are some examples of the use of this index. (1) An insect hitherto unrecorded in this country is found on an importation of nursery stock at New York, or it may have been sent to the bureau for identification by a field agent from a distant state. As the bureau staff invariably turns to the library when information is wanted on any given insect, it does so now, and it is found that as early as 1787 the insect was doing damage in Europe but under a different name. Further search shows that three names have been sunk in synonymy and still there is no trace of the insect in this country, according to the bureau's printed indexes. The *Insect Pest Survey* of the bureau, however, shows that it was found in Washington state in 1924, and from the bureau library's card index an article is found from Washington in 1925 giving its life history and the nature of its damage in that state. The Federal Horticultural Board or the agent, as the case may be, is informed and takes action accordingly. (2) Recently an important product of this country was liable to quarantine from a foreign country because of an insect pest. Through the bureau library it was ascertained that the foreign country was importing the same product from Canada where the same insect was attacking the product. The bureau could, of course, make protest and did. (3) The problem of the control of a pest in a certain locality is imperative. The bureau has not worked on the pest; no satisfactory means of control has ever been found, according to the printed indexes. The bureau library's card index shows that late in 1925 a publication appeared giving a simple means of control that promises to be most effective. Information is wired to the district facing the problem and control measures are at once started.

A large and important part of the work of the Bureau of Animal Industry has to do with the investigation, control and

eradication of diseases of animals. The library of the bureau, as in the case of the Bureau of Entomology, assists in this work by the maintenance of an extensive card index of medical-veterinary literature which numbers more than a quarter of a million cards.

In the publication of the *Experiment Station Record*, the library has an important part. The library of the Office of Experiment Stations is charged with the duty of bringing to the attention of the various editors the books, periodicals, reports and bulletins which come within the scope of the *Record*. All incoming accessions of the department library are examined each day by the librarian of the office or her assistant and all material of interest is assigned by her to the editors for abstracting.

This partial enumeration of the bureaus and activities of the department will give some idea of the diversity of the problems and subjects with which they deal. Space will not permit even a mention of all the bureaus. Nearly all of them have bureau libraries which are branches of the department library but each has its special problems. As the nature of the problems of the different bureaus varies, likewise there are corresponding differences in the literature with which the bureaus deal. It follows that the methods for bringing this literature to the attention of the scientific workers are not the same in any two bureau libraries but each has its special indexes which supplement the catalog of the department library, and each prepares special bibliographies on the subjects important to its own bureau.

The main library of the department assists in all the department's activities by furnishing to the bureaus the literature necessary in the solution of their problems, by the maintenance of a complete catalog of the resources of the department, by the publication of its accessions, and by the preparation of bibliographies. Interlibrary loans are also used freely both to supply the needs of the department and to make the department's extensive collection of literature of service to borrowers outside of the

department, especially the state agricultural colleges and experiment stations.

While the library of the department with its branches in the bureaus exists principally for the use of the department, it also may be regarded as the national agricultural library and as such endeavors to serve agricultural research throughout the country.

CLARIBEL R. BARNETT

II

Accountancy

Miss Louise S. Miltimore, librarian of the American Institute of Accountants, in her response states "The work of the accountants is so diversified that it has been rather difficult to find the key problems. From a financial point of view they are not only interested in government and public utilities, but also every business, industry and trade."

American Institute of Accountants

Library and Bureau of Information

In a recent article¹ in the *Journal of Accountancy*, Mr. Marvin gives the problems of the accountancy profession in part as follows:

I. *Service to the Public at Large*

The services now rendered by our profession to the public at large may be briefly presented as follows:

1. Preparation of financial and operating statements for the purpose of obtaining credit.
2. Preparation of financial and operating statements to meet the requirements of blue-sky laws.
3. Preparation of financial and operating statements for the purpose of consolidations.
4. Preparation of financial and operating statements after giving effect to new proposed financing.
5. Audits for the purpose of safeguarding the finances of all classes of businesses or institutions.
6. Assistance in the preparation of budgets for all classes of businesses and institutions.
7. Preparation of statements or data showing the management of businesses why they are or are not operating at a profit.

¹ Article by J. A. Marvin entitled "Public Service of the Public Accountant" from *Journal of Accountancy*, March, 1924, p. 187.

8. Preparation of statements showing sales statistics and their relation to the distribution of given products.
9. Preparation of statistics showing development of the various operations of a given business.
10. Preparation of Federal and state income-tax reports.
11. Preparation of reports on estates and trusts.
12. Preparation of reports for receivers in bankruptcy.
13. Acting as receivers in bankruptcy.
14. Acting as arbitrator in commercial disputes.
15. Designing and installing systems for the purpose of more efficiently collecting the data used in the preparation of the various statements and reports referred to above.

The above may not be a complete list, but what a contrast this service is to that which existed in the public mind a decade ago.

II. *Service to Governmental Bodies*

It is hard to enumerate all of the services we might render governmental bodies, but I think it is safe to assume that we should be able to be of great assistance in the following:

1. Assisting the legislative branches of the government in devising ways and means of providing proper sources of revenue.
2. Assisting our national, state, and municipal governments in the preparation of budgets.
3. Assisting in the education of the administrative branches of the government in the use of more uniform records.
4. Assisting in developing uniform systems of accounts and records in our various states that may be applied to political subdivisions thereof, regardless of size, and still be operative.

As these are the problems of the accountant, so they are the problems of an accountant's library. Regardless of one's knowledge or belief on a given point, it

usually pays to consult a practical, eminent authority on a border-line point permitting of a double interpretation. Then, too there is the mass of statistical data, systems of accounts, different classes of investigations, and laws governing procedure and practice. As one of the accountants so aptly puts it—"If the accounting profession continues to advance, as it has in the past, it will do so at least, in part, upon its literary foundations, which is an indispensable element of every recognized profession."¹

The questions asked vary greatly. There are such questions as:

- (1) I desire to know if there are any books or articles published treating on costs for the contracting business, particularly on the methods of charging the use of trucks and contracting equipment to each individual contract.
- (2) I would like to have the percentage of cost for the operation of cafeterias.
- (3) Have you made a study of the subject of inventories for merchandising concerns? If so, please send us such information as you have available.
- (4) Please send me a list of titles of books on history of accounting.
- (5) We should greatly appreciate it if you would send us a list of some good books on cost accounting for a lumber mill and wood working shop.
- (6) Where can we obtain a copy of *Approved Methods for the Preparation of Balance Sheet Statements?*
- (7) Will you advise me where to look for statistics pertaining to the automobile parts business?
- (8) What have you available on hotel accounting, club accounting and restaurant accounting?
- (9) I desire to secure a classification of accounts necessary for companies engaged in the rubber industry and the manufacture of tires.

¹ Terry's "Eliminating Professional Ambiguities" in *L.R.B. & M. Journal*, December, 1925, p. 11.

- (10) What has been published on the subject of business budgets?
- (11) Kindly advise me of any books dealing with the accounting procedure for the production and refining of crude oil.
- (12) I am particularly interested in foundry costs and would like references to books and articles.
- (13) I am anxious to secure the standard definitions of accounts as made up by the Committee on Terminology.
- (14) Will you please advise where to procure books dealing with accounting and interest tables for building and loan associations.
- (15) What texts would you suggest for reading in preparation for examinations.
- (16) Will you please give me titles of two or three volumes on mine accounting?
- (17) I would like to have a good book on municipal and county auditing.
- (18) Will you kindly send me information as to the percentage of advertising to net sales, percentage of delivery expense to net sales and average stock turnover for furniture stores.
- (19) I wish to make some changes in the keeping of my office records. I am anxious to get a copy of the time slips used by various accounting firms. If you have such information in your library, will you send it to me for perusal?
- (20) What are the usual depreciation rates for automobiles?
- (21) What states issue reciprocal certificates?
- (22) I am anxious to obtain a program of audit for an insurance company.
- (23) In a number of cases before the United States Board of Tax Appeals, I note that mention is made of Hoskold's formula which was used by the Treasury Department. I am writing to ask if you will send me this formula.
- (24) Will you kindly advise me whether there are any books or pamphlets containing questions and answers to certified public accountants' examinations and also the Institute's examinations?
- (25) Banditry and crime have so increased in the past few months, that all of the factors of protection that I have devised do not seem to relieve the responsibility. Have you any reference to payroll distribution and transportation that would be helpful under the present conditions?
- (26) I am interested in learning something more of delivery costs in department stores.
- (27) I am anxious to obtain information regarding methods of valuing leaseholds.
- (28) Where may I purchase sinking fund tables?
- (29) How many certified public accountants are there in New York, in the United States?
- (30) Who publishes Jackson's *Audit Working Papers*?
- (31) Are you in position to give the writer information as to the average gross profit, percent turnover, and ratio of expenses of hardware stores.
- (32) What states do not have C.P.A. laws at the present time? What states have the waiver clause?
- (33) Please send me a copy of an accountant's partnership agreement.

To turn now to the manner in which the library has helped to solve these problems:

The work many properly be divided into three parts, namely: the library, the bureau of information and the circulation of material.

When the problem is submitted either in person, by telephone, by telegraph or by letter, the answer is given in one of two ways: the proper subject heading is indicated in the *Accountants' Index* and supplementary references are typed and sent or abstracts are made of the data desired. Instead of abstracting, we

often send the books, pamphlets and magazine articles under the rules of the circulating library.

When the answer cannot be found in print, we turn to our members for assistance. In this way one may obtain the advice of accountants representing the best thought in the profession. Neither advisor nor person seeking advice will know the identity of the other. Many of the accounting firms are helping in this way whenever this can be done without breach of confidence.

Although the reference library is open to all persons interested in accountancy and the circulation collection to those who comply with a few simple rules, it has been thought best to limit this last service to the Institute's membership. These questions and answers are later printed in bulletin form. At first these bulletins were sent only to members. More recently they have been sold to non-members as they seem to be of considerable interest to all accountants.

LOUISE S. MILTIMORE

III

Automobiles

Mr. W. L. Powlison, librarian of the National Automobile Chamber of Commerce replied "The spirit is willing as you see, but you caught me in a rush and here's hoping this will help you. Call again, but please give me more time."

Motor Buses in the Field of Transportation

For a great many years back we heard a great deal about trackless trolleys. Most of these were of an electrical nature with some means of overhead wire connection, and not using any tracks or were electrical vehicles equipped with storage batteries, and their utility was limited to the capacity of the storage battery. Today the trackless trolley is a thing of reality. The motor bus is the trackless trolley.

The motor bus is something that we hardly know how to express. Coming as it has by leaps and bounds, in a great many cases replacing the street railway lines, in other places acting as a follow-up of the rural motor express delivery, and the most important one that of opening up entirely new territory and bring-

ing the country close to the city, thus facilitating transportation to a very large degree.

Starting a few years ago with practically no motor buses at all, today there are over seventy thousand in use. The larger portion of these are used in the transportation of school children, and by street railway companies. The first group not only serves as a means of transportation for the children, but it also improves the schools by the consolidation plan whereby the several country or distant schools are combined and one large school being the unit of all these. In the second case the street railway companies are using them to supplant trolley lines by bus routes which cover more territory at less cost, and serve a larger population and purpose. There are numerous other uses of the bus which are fast growing and these are the bus lines covering the rural country, and between larger cities. We can take New England for instance with its many lines between the various cities forming a vast net work of transportation.

The rapid growth in bus transportation has brought about many problems. The most serious problem to contend with was the matter of standardization. A great many bus lines sprung up, each using their own ideas in the building of bodies and mounting them on various chassis. This, one can readily see, would bring out many forms and far from any idea of unity. By the process of elimination the larger interests absorbing the smaller lines these corporations soon found that they had many buses of many kinds. One case is known, where the traction interests controlling practically one-half of the street railways in one state had to acquire as many as seventy-two different kinds of buses in buying up independent lines. This you will observe showed very great need of a standard pattern to work from not only in body design, but the chassis as well. This has brought about the many improvements until today the type of bus that is now in service is one compared in luxury to the present day railroad Pullman car.

The body manufacturers in making their plans found that chassis changes

were necessary to improve the bus. This was really the start of the many improvements which have taken place and following are enumerated the many things which have been added to make the bus what it is today. Pneumatic tires, spring suspension, shock absorbers, individual chairs or seats, improved upholstery, heating, lighting and many others. Even down to voice amplifiers, so that the driver or operator is the only man needed on the bus. He can make announcements and so forth without even turning his head, and every one in the bus can hear what he has to say. The driver's comforts have been looked out for by the developing of the gasoline-electric drive, which facilitates the operation of the bus in the easiest manner possible. Also the steering apparatus has been greatly improved so that it is no longer hard work, but one of ease for the driver.

All these improvements have meant a great deal of research by the engineers, and it has required a great deal of study to avoid patent complications. In this case the patent library of the National Automobile Chamber of Commerce has helped. Our facilities for work of this kind having been used many times by the various companies on their search for dates and information. This material being in the form where it is easily found, and without a great deal of expenditure of time. Also being representative of the automotive manufacturers as a whole the co-operation brought about in this way has made the development more easy, and to the best advantage of all those concerned.

Another thing which is considered in bus development is the financing of these propositions. The bus of today means quite an outlay to start, and the overhead has to be maintained. The old practice followed by the railway interest of selling stock to their customers is being followed in this same way with the buses. In that way the burden of the load is spread, and incidently the earning capacities of these bus lines are making returns for the investor.

To say that the motor bus is a means of transportation is a situation one can hardly grasp for when you go back two or three years, and glance over the fig-

ures of that time; and then to see the development which the present day figures show, it is a situation hard to realize, yet it is one of reality. In saying the bus is here to stay as a means of transportation, a study of the situation will convince you it is real.

W. L. POWLISON

IV

Railroads

Mr. R. H. Johnston, librarian of the Bureau of Railway Economics, submitted a memorandum on rate making as an excellent example of the manner in which his library handled a specific problem.

Memorandum: Rate-Making

The attached memorandum entitled "Some Brief Discussions of the History of Freight Rates" was originally prepared for an inquirer who stated that he wished only an outline history of rate systems and rate bases. The briefest discussions are noted first, with longer and longer discussions coming afterward.

The authors, with the exception of Mr. Mather, who was a railway attorney, Mr. McPherson, who was director of this bureau, and Mr. Burgess, who is a railway attorney, are listed as "economists" as well as college professors in *Who's Who*, and presumably have no "bias" though whether railroad officials who write or present testimony have a greater amount of "bias" than anyone else who concerns himself with rates may be open to question.

The source material on the history of rate-making includes the decisions of the Interstate Commerce Commission from its beginning, the more important of which are summarized in the commission's annual report. For example, the section "Points Decided in Reported Rate Cases" which forms Appendix D of the 1925 report, may be found in earlier reports and furnishes a time-saving short cut through volumes of decisions.

The hearings in the rate cases and before Congress afford many varieties of opinions on rate-making and rate-systems, particularly the hearings on the Esch-Cummins bills which became the

Transportation Act, 1920 with its rate-making provisions not heretofore enacted into law.

Pre-Interstate Commerce Commission practices are discussed at length and hardly dispassionately in the Hepburn Committee hearings in New York in 1879, in the hearings on the original Interstate Commerce Act of 1887 and the debates on that act in Congress in the early 1880's, also in the proceedings of the Trunk Line, Southern Railway and Steamship, and similar railway associations to regulate rates. The *First Annual Report of the International Commerce of the United States*, by Joseph Nimmo, Jr. (frequently referred to as Part II, Commerce and Navigation report of the Bureau of Statistics, United States Treasury) for the year 1876 constitutes an interesting and valuable treatise on factors affecting freight traffic and rates. Together with the reports of the state railroad commissions, the documents mentioned constitute an almost untouched series of sources on rate theory, history, and practice.

Mr. Hammond in his *Railway Rate Theories of the Interstate Commerce Commission* examined decisions to 1910 to deduce the theories presented, but nothing similar, examining either the period prior to 1887 (except the Nimmo report mentioned previously), or decisions since 1910, has been produced, not even in the many briefs submitted to the commission in connection with the Rate Structure Investigation.

Memorandum: Some Brief Discussions of the History of Freight Rates

Chapters—

XXI—"Theory of rates and facts," p. 334-48 of *Principles of Railroad Transportation*, by Johnson and Van Metre. Published by Appleton, New York, 1921.

XXII—"Rate making in practice," *Ibid*, p. 349-64. Includes brief history of rate systems in this country.

IX—"Rate systems," [history and description] p. 147-82 of *Principles of Railway Transportation*, by Eliot Jones. Published by Macmillan, 1924.

Sections—

II—"Railroad rates," p. 49-276 of *Railroads—Cases and Selections* compiled by Eliot Jones and H. B. Vanderblue. Published by Macmillan, 1925.

II-XIX—[Chapters discussing in detail various theories, practices, etc.] p. 44-626 of *Railroads—Rates and Regulation*, by William Z. Ripley. Published by Longmans, Green, 1913, and 1922.

II—"Rates" [Chap. V-XIII inclusive] of *Railroads—Rates—Service—Management*, by H. B. Vanderblue and K. F. Burgess. Published by Macmillan, 1923.

III—"Economics of railway enterprise," p. 431-638 of *Railway Transportation—Principles and Point of View*, by Sidney L. Miller. Published by A. W. Shaw, 1924. Especially Chap. XXIII-XXVI inclusive.

Books—

How the States Make Interstate Rates, by Robert Mather. . . [published 1908] 24p. 8°. Reprinted in Ripley, W. Z. *Railway Problems*, 1913 ed., p. 530-52.

Railroad Freight Rates in Relation to the Industry and Commerce of the United States, by Logan G. McPherson. Published by Holt, New York, 1909. 441p. 8°.

Railway Rate Theories of the Interstate Commerce Commission, by Matthew B. Hammond. Published by Harvard University Press, 1911. 200p. 8°.

R. H. JOHNSTON

V

Fire Protection

Miss Louise Keller, librarian of the Independence Bureau, replied, "I really think your test in an emergency is more one of ability than of willingness. I hope the enclosed article suits your purpose, and is not too long; it deals with a dominant problem in the bureau, if not for fire protection in general."

A New Development in Fire Protection

In the field of fire protection the dominating question is, has been, and always will be, "How can we cut down the fire waste." Perhaps the most spectacular

aspect at present is the field work of the National Fire Protection Association. For this it has a paid secretary who spends his time going from one city or town to another, helping that small portion of the community, aroused to the danger, to plan its campaign of education and perfect the machinery of its municipal organization. To that work the Independence Bureau has contributed interest and money, but in the very nature of things, the work itself is not a prominent fact in the daily work of a firm of consulting engineers specializing in fire and accident prevention.

We are at this moment more keenly interested in an aspect of fire protection that is slowly dawning upon the industrial world: the protection and valuation of records.

Records since the invention of the typewriter provided for their increase and duplication have been a sore subject. To keep them requires space; to destroy the chaff takes time, discrimination and mental ability.

The National Electric Light Association has attacked the problem in a really scientific way through its Committee on Filing and Preservation of Records. Other associations, notably, the Railway Fire Protection Association and the Controllers' Congress of the National Retail Dry Goods Association have started similar work, while the American Electric Railway Association and the American Gas Association are considering the matter.

It has remained, however, for the National Fire Protection Association through its Committee on Protection of Records to push the matter furthest along to the logical end—how shall we physically guard the records worthy of preservation. This committee was formed in 1923 under the chairmanship of Mr. H. P. Weaver, who was firmly convinced of the need of such work, and had already started the Independence Bureau in the making of record inspections and reports.

It would be impossible to separate the work I, as librarian, have done on the one hand for the Protection of Records Committee, and on the other for the Independence Bureau in its consulting practice.

The committee files are in my charge, and I have helped in the distribution of its reports to the technical press, that being a point where a librarian's knowledge was considered valuable. The reference work has been done principally for the Independence Bureau, but the results have been equally available for the committee.

This reference work has not been of a spectacular, gold nugget discovery character. It has meant much careful sifting of fire reports; a constant watchfulness over the entire field of fire protection and fire waste to gather in all that could possibly bear upon the subject.

One day it is a note that the Bureau of Standards will make a test as to the combustible contents of an average office and the effects of a fire in it; or it may be an account of a test of safes at the Underwriters' Laboratories. The next day I gather in trade literature dealing with safes and filing cabinets, or mark an article in which a file executive analyses the records which must be destroyed and those which should be kept. A yearly report of a trade association must be examined for possible signs of an interest in records on the part of its insurance committee, or a clipping made of an article suggesting the use of motion picture film for the reproduction of certain records. The effect of wetting and heat upon the legibility of writing and printing is not to be ignored, nor dare we overlook tests on tile or concrete walls. Yet the fact remains that a great deal of our most valuable data comes from the men whom I serve.

Our own engineers in the field are observing conditions, questioning men in authority, and then coming back to weigh and tabulate the knowledge gained. The committee membership, following the custom of the National Fire Protection Association, is made up of the representatives of the bodies most interested; insurance men, government scientists, and fire protection engineers, and has a reciprocal representation with the national associations likewise interested in records. These men are themselves the originators of information on the subject of record protection. They are laying the lines and building the foundations,

and themselves give out part of that which I later gather in.

My part as librarian, is to keep well what they do; watch for other contacts; forecast future developments in this intricate and growing subject and prepare for them. The protection of records will lead to record insurance; and record insurance will necessitate a valuation of records, and a valuation of records will include time studies, labor costs, etc., etc.

It is a great subject and special librarians will do well in warning their executives what is coming.

LOUISE KELLER

VI

Banking

Miss Marguerite Burnett, of the Federal Reserve Bank of New York, in her story notes the preeminence of branch banking as an outstanding problem. Our readers will recall the fine article by Frederic H. Curtiss, of the Federal Reserve Bank of Boston, in *SPECIAL LIBRARIES* for April, 1925.

Key Problems in Banking

Banking does not seem to lend itself to exact comparison with various industries when one tries to define its "key problems." Branch banking may perhaps be considered the outstanding problem for the time-being, because of the discussion in Congress over the McFadden National Bank bill. The subject is a complex one because so many different factors are involved—the question of states rights versus Federal, of an independent banking system versus a centralized one, and of the sectional differences between east and west. The most ardent advocates of the branch bank idea are in California, where already what amounts to a branch bank system exists. The banking tradition of the country is on the side of the independent banks, but even among the eastern banks, which on the whole are content with the present system, there has arisen an insistent demand for what are euphemistically called "offices" when permitted by the Comptroller of the Currency. These branches are within city limits.

In spite of the fact that the discussion of branch banking has been active for several years the first book on the sub-

ject has just been announced. The bank librarian has had to satisfy the demand for material for speeches on this subject from the numerous magazine articles and from the proceedings of banking conventions.

Some problems, however, have not attained even the publicity of the magazine article. For example, practically nothing has appeared in print about "chain banks" beyond a few newspaper paragraphs and editorials. Yet it is said that these chain banks represent a development in our banking system that quite outshadows the branch bank question in importance. These chains of banks are being quietly formed, under strictly legal conditions, and therefore may appear as the more "insidious menace" to those who have been alarmed over the prospective concentration of banking power through branch systems.

On its theoretical side also, banking today has its problems that are engaging thoughtful attention: How can the amount of credit outstanding be estimated? What is a "normal" requirement for the productive and business process? What are the prospects for inflation or deflation and can the business cycle be modified or controlled? What is the near—and the far—outlook for interest rates? And then as regards the various instruments of credit: Have we too much Federal Reserve currency outstanding? How can an active market for bankers acceptances be developed? The bank economists and university professors are wrestling with these problems, and some of the fruits of their ponderings first find their way out to the public in the proceedings of various conventions and in articles in such publications as the *American Bankers Association Journal*, the *Harvard Economic Service*, the *American Economic Review*, etc.

According to an interesting new book entitled *Profits* by Foster and Catchings, a major problem before the financial world is the intelligent control of money. "Fluctuations in the volume of money are now determined by the independent acts of thousands of bankers and thousands of bank borrowers, few of whom know much concerning the effects of their acts

on others and no one of them has any responsibility for the general situation. . . . Society must, therefore, devise measures for controlling the volume of money in its economic interests. The question is not whether it is best to have a 'managed currency,' since every currency is necessarily a 'managed currency.' The sole question is whether currency shall be managed intelligently." A novel feature in connection with this book is the offer of a prize of \$5,000 for the best adverse criticism. Perhaps the lure of a substantial reward will bring forth a solution of a baffling problem.

The library of the Federal Reserve Bank of New York has specialized, of course, in collecting everything of interest in connection with the Federal Reserve System. Its primary service is to the officers of this bank, but many questions concerning Federal Reserve matters come to it from the general public. Also, with no reason, but by a sort of inspiration, the public expects to find information in this library about anything involving the word "Federal," such as Federal Land Banks, and even the "Federal government."

So far, the bank librarian's duties have had to do with collecting the printed word—in book, pamphlet, magazine or newspaper. Does the radio foreshadow a new problem? A library assistant in this library told of listening in one evening on the radio in her home and hearing the announcement "We shall now have a talk on the Federal Reserve System. . ." Although her day's work was admittedly behind her, she was immediately alert, and listened conscientiously to the whole speech. Will the librarian of the future have to add to her present functions that of "reading the air?" And just how should one index a radio speech?

MARGUERITE BURNETT

VII

Industrial Partnership

Mr. F. A. Mooney, of the Dennison Manufacturing Co., in reply states "The enclosed response to your request for an account of how our library helps to solve a 'key problem' of our company, will, I hope, fit in with your purposes.

"Our company has several problems, but none which seems to be, par excellence, the problem. I have therefore taken one in which the leading executives have happily taken great interest, that of definite and systematic education. This is also one which specially illustrates the value and service of the library."

A Key Problem in Our Company

And How the Library Helps in Its Solution

A key problem in our company is that of continuous education. This is so because the company is organized as an industrial partnership. The government is to a large degree representative, those who have passed certain tests of service and fitness having a vital part in the conduct of the business.

Like all forms of representative government, it requires, above any other form of organization and government, a teachable personnel, *viz.*, those who are eager to learn either from experience or from books. To secure this necessary end, a library, properly equipped and conducted, is an important factor.

The following are ways in which our library co-operates in this educational program:

1. While our industrial partnership plan has been followed for some years with a large degree of success, we realize that new and vital ideas are essential, not only to maintain a going concern, but to assure further progress. Systematic study for its improvement is constantly being made, and it is always a live subject for discussion. It is vital, therefore, that, in addition to the experience of the partners, there should be some system for keeping in touch with the latest literature in this field. And it is at this point that the library fits into the scheme.

Our library has a notable collection on the subject of industrial government, which has been highly commended by a number of experts in this field.

2. Business is, or is becoming increasingly, a profession. There is a growing professional literature, and an increasing necessity that executives shall be professionally trained.

One aspect of the library's contribution to the educational program of the organ-

ization, is to prepare reading outlines. It is popular as well as efficient to plan production, to plan sales, to budget household expenses—It is becoming popular to plan our reading. The library is doing its best to sell the "reading with a purpose" idea, because it fits into one of our key problems—education.

When we featured "reading with a purpose" in a recent number of our library paper, which circulates throughout the organization, there was a surprising response.

3. That the company shall have the largest possible number of points of contact with outside sources of facts in print gives another chance to the library to co-operate in the educational policies of the company. When light on a particular problem is needed, it is a great advantage to refer as quickly as possible to the sources of information. These sources are, in the great majority of cases, collected and classified in the special libraries throughout the country. The librarian has the best opportunity and facilities for knowing these sources, and the acquaintanceship which is such a large factor in making them available.

This is constantly being demonstrated in our company. An executive has asked for some technical information, and the librarian has, through his acquaintance, been able instantly to lay his hand on it.

In a recent case a rare publication from a European source was wanted, and as soon as the mail could bring them, the librarian had obtained three copies of it. This greatly increases executive efficiency, especially in a company where executive responsibility is widely distributed.

F. A. MOONEY

VIII

Chemical Engineering

Mr. W. P. Cutter, librarian of the Arthur D. Little, Inc. presents an interesting sketch of the work of the corporation. "Patents, translations, bibliographies, photostats and indexing," he writes; "that is our work."

Information Service of Arthur D. Little, Inc.

The firm of Arthur D. Little, Inc. is one of the largest organizations of consulting chemists and chemical engineers

in this country. Its activities are largely in the development of new processes for manufacturers, or in solving difficulties which occur in the course of manufacturing operations. This work is, of course, confidential, and any statement of the relation of the Information Department to the work of the firm in general must be only of a general nature.

The experimental work of the firm centers around the library and the work of the Information Department. Practically every new question requires preliminary research in the literature before any laboratory experiments are commenced. Chemistry is the best indexed branch of science, and this is necessary on account of the great volume of the published literature. Research must in many cases extend to literature published abroad in foreign languages, and quite frequently must include investigation of the patent situation as well. Such bibliographies as are prepared must not be only lists of references, but must be accompanied by carefully prepared abstracts and translations, and the references must themselves be carefully selected, those not pertinent to the investigation being at once rejected.

One example of a piece of work done gratuitously, where the subject was one of general interest, may be cited, although it is not particularly typical of the general trend of the questions usually handled. It is mentioned only as being one of the few reports made by the Information Department which have been published, and on account of its non-confidential nature.

This report is one made by the Information Department for the use of a national organization, and is as follows:

International Chamber of Commerce. American Section. Committee on Economy of Fuel and Economy of Raw Materials. Report, December 29, 1924. 20p. Washington, 1925.

The following is a summary of the contents of this report.

World's coal reserves; production of coal in the United States; consumption of coal in the United

States, classified by use; waste at coal mines; waste in coke manufacture; waste in domestic heating, in industrial plants, in locomotive engines, in gas manufacture.

World's petroleum reserves; natural gas and its waste.

Substitutes for fuel; available water power; railroad electrification; electricity in the industries; domestic use of electricity; superpower plants; electricity to save coal; peat and lignite; use of powdered coal; processing of coal; oil shale; economies in the use of petroleum; other substitutes for petroleum; improvement of prime movers.

Conclusions and recommendations.

This report is not published by Arthur D. Little, Inc., and they have none for distribution.

W. P. CUTTER

IX

Petroleum

We have asked a library in Oklahoma about the problems of oil refining. Mr. Turner in his story shows the difficulties faced by a librarian far removed from the source of supply. In spite of distance, he keeps in close touch with the Association.

Marland Refining Company

It has been said by a writer that the petroleum industry has less library facilities than any other of the large business interests in the United States, but in no industry is there more need for library work than in the petroleum industry. The statement was probably true a few years ago but I believe the petroleum industry is waking up to the value of technical libraries as many of the larger companies are starting technical libraries.

The petroleum industry is divided up into four parts, namely: finding and producing, transporting, refining, and marketing. These different divisions of the industry are so vastly different that they seem almost like separate industries. Many companies operate in only one division of the industry while others operate in all four divisions.

The Marland Oil Company is a complete unit in the oil industry and this

library therefore serves the business interests of the entire company. The library was organized in 1919 when the Department of Economics endeavored to make a complete survey of the petroleum industry. For a number of years the library served only the Department of Economics by providing statistics and other information which was used in compiling reports for the executives of the company. The main problem then and still is to forecast, in as far as possible, production and consumption of petroleum and petroleum products.

The library has later been enlarged and now serves the entire company. Its first purpose is to serve the Department of Economics, second the Research Department, whose problem is to devise more efficient methods in recovering oil, third the Refinery and then all other departments. In addition to literature pertaining to the business interests of the company, books are also provided for the personal interests of the employees.

We feel that we are handling the work here in a practical way as all current literature is actively circulated among the key men of the organization. The literature is presented to the employees in several different ways, namely:

1. The librarians knowing the interests and problems of the employees, send them current literature pertaining to their problems.
2. An index of current petroleum literature is compiled, and distributed each week to the employees from which they select the material which they wish to read. Material requested is later sent to them.
3. Bibliographies are compiled and searches made for literature upon request.

The weekly index of current literature is proving of great value to the employees of the company. Although there are many things that we have planned for the future we feel that we are serving the many interests of the company fairly complete.

It might be said that special library work in the middle west is difficult in that we are so far from the source of

most of the literature published and we do not have many large technical libraries near here to consult and encourage us in our work. The Marland Library is probably the only large business library in the state.

BASIL TURNER

X

Rubber

Miss Wray, of the United States Rubber Company, presents the many problems met by a corporation whose organization extends to so many parts of the world. In her article she states the first step in scientific research is bibliographical.

Research of the United States Rubber Company

The rubber company that this library serves is one whose interests are very widely scattered and whose developments are constantly increasing the range of subjects to be covered. The British restriction scheme since 1922 has been a dominant factor in our industry and one which focused world attention on the production and consumption of crude rubber. It has been the province of the library to collect and distribute as much as possible of the printed opinions on this absorbing subject. From the time the Stevenson act was adopted by Great Britain and her colonies there has been a heavy, constant stream of comment *pro* and *con*, private and official, from all quarters of the globe. We have an active Research Department where this mass of print is weighed, abstracted, and interpreted, but the library acts as final reservoir for the permanent and worthwhile material.

New uses for rubber latex is another problem in which the company is actively interested. Search for material of this sort carries us into many new industrial fields and necessitates the gathering of additional trade journals, directories and clippings.

It has been said that the first step in scientific research is bibliographical. Our library daily demonstrates the truth of this statement, for whether the immediate problem be one of invention, manufacture or distribution, what has already been accomplished elsewhere serves as

a warning or a model, and the library is the medium through which the solution is found. Furnishing information on potential markets for new rubber products and chemicals, changes in labor legislation, facts about the increased use of balloon tires, the growth of truck and bus transportation, methods of selecting and compensating salesmen, local factors determining sales territories and quotas, etc, is not a problem peculiar to the rubber industry but the variety of requests answered does indicate what the library contributes to the management.

Many service departments have no tangible way of proving a definite money saving. A former problem due to the size and scattered location of our system was the unnecessary duplication of printed matter in the executive offices, factories, and domestic and foreign sales branches. To correct this condition, six years ago, the library constructed a central record of all company owned material and since then has acted as purchasing and distributing agent for such printed matter. Not only have fewer copies of books, maps, and periodicals been required but this centralization has also resulted in a substantial reduction in cost due to discounts on bulk orders.

ELIZABETH B. WRAY

XI

Electric Lighting

Mr. Francis E Cady, in charge of research at the National Lamp Works, Cleveland, Ohio, shows the development of the incandescent lamp industry since 1879, and the part that the Nela Research Library plays in this development.

Key Problems in the Incandescent Lamp Industry

During the first three decades after its inception in 1879, the incandescent lamp industry was so occupied in developing and improving its product, in learning and simplifying methods of manufacture, and in acquiring information as to the characteristics of its output, that little opportunity remained for disseminating this information or for the development and propagation of the possibilities in this great field of lighting. Today the

dominant problem in the industry is the educational work which is being carried on for the purpose of presenting to the public the results of the researches which, particularly during the past decade, have shown the benefits of higher intensities of illumination in improving manufacturing output, the relative inexpensiveness of light as compared to other decorative media, the great advantages of sufficient illumination in residences, etc., etc. In this work Nela Research Library has helped by providing unusually large resources in the way of books, periodicals and pamphlets covering the whole field of illuminating engineering; by maintaining its large subject and author catalogs of articles appearing in the technical and scientific press; and by having in charge of the library one who has been associated with the research work of the industry for the past seventeen years.

A second dominant problem is the simplification and standardization both of types and styles of incandescent lamps, and a third problem is a similar simplification of the methods of manufacture. In all this work the direct assistance of the library is hard to specify, but the library is used freely by the chemists, physicist, and engineers of the company.

FRANCIS E. CADY

XII

Advertising

Miss Mary L. Alexander, of the Research Department of Barton, Durstine & Osborn, in her story compares the "key problems" of advertising with the many problems of every industry, and shows how valuable an advertising library may become to the various clients which are served by the advertising agency. She adds "It is literally true that advertising has no one key problem but is bothered by all of the problems common to all industries."

Key Problems of Advertising

The key problems of the advertising business are quite literally the key problems of every industry. An advertising agency has nothing to sell but service; its interests are the interests of its clients. Large agencies handle advertising campaigns for a great variety of

products, no two of which can be direct competitors. This means that each agency must be thoroughly in touch with all lines of business. In our office, for instance, our fifty or more accounts cover such industries as:—food, drug, automobile, electrical, radio, clothing, building, banking and many others. Our knowledge of these subjects must be as wide and our contacts as close as those of the manufacturers we serve, if we are to do an intelligent selling and advertising job. Each manufacturer can (and some do) maintain libraries covering their own particular field, but the advertising agency library must be prepared to furnish information on all subjects, to the men in the agency and usually to their clients as well.

Therefore, it can safely be said that one of the key problems of advertising is "How to secure all the facts needed at all times" and obviously the answer is, "Maintain a library." We do. By the careful organization of the wealth of material flowing into an advertising agency; by an elaborate system of clipping some five hundred magazines and trade papers; by having access to special sources of information through membership in many associations; and by careful building up of contacts with experts and authorities, we manage to satisfy the demands of the two hundred people in our offices, and the numberless requests from clients and outsiders.

I should like to be specific and list some key problems in advertising, but I can think of none that are not common to all industries. Such, for instance, is the subject of price maintenance; of mergers and the many combinations of large firms; the question of the cost of distribution; the need for standardization; the lack of detailed statistics on the business of retailing, and so on, *ad infinitum*. The only way in which our Research Department is helping to solve these problems is by building ahead—sorting, weighing, presenting facts to our executives so that they may always feel that they have the best information available to guide them.

MARY LOUISE ALEXANDER

XIII

Gas

In concise language, Miss Greenwood, librarian of the Consolidated Gas Company of New York, points out the problems of the gas industry. In reading the January issue of SPECIAL LIBRARIES, our readers will recall the article by Oscar E. Norman, describing the research work of the American Gas Association, in developing uses for gas. This research has been one of the great factors in the development of the gas industry in America.

Consolidated Gas Company of New York

The numerous problems with which the Consolidated Gas Company of New York and its affiliated gas and electric companies have to deal are varied to a marked degree. The executives and employees want to be kept constantly in touch with developments in matters of public utility rates, accounting methods, customer ownership of public utilities, relations with the public, employee relations, public utility advertising and merchandising, coal carbonization processes, gas manufacture, electric power production, new systems of gas and electric distribution, the use of new gas and electric appliances for domestic use and electric vehicles in transportation, home service work, etc.

To keep persons interested in these various questions posted along the lines of their particular endeavor, the library comes into use almost constantly. Our work consists of going over the technical periodicals relating to the industry abstracting articles of particular interest. These are published in what is known as the *Library Bulletin* of our company and a copy is sent to the trustees, directors and heads of the departments. Besides this we prepare bibliographies and gather material on a particular subject upon request.

The Library Committee, consisting of Messers W. R. Addicks, Arthur Williams, R. E. Livingston, C. A. Lunn and Miss Greenwood, secretary, meet every month to discuss ways and means of improving the library service.

It is our aim to keep material up-to-date on all subjects relating to the industry by the purchase of new volumes, so that when problems arise, information

is at hand which can be collected and sent out on short notice.

JOSEPHINE I. GREENWOOD

XIV

Life Insurance

Miss Edith H. Silience, librarian of the Association of Life Insurance Presidents, in less than two hundred and fifty words outlines the work of the association of which she is librarian.

Association of Life Insurance Presidents

Not being a corporation but what one might call a clearing house of information there are a few keys which the association must turn in order to furnish speedy and accurate data to its member companies. The library receives newspapers, insurance tradepapers, books and magazines from all parts of the United States and Canada. From these are gleaned, with speed and intelligence, all matters of interest to the life insurance world. Such topics as taxation, in all its various and multiple forms—including the Federal income tax; investments; health movements to lengthen life and other related subjects are watched with care; also changes in office of men of affairs in and outside the insurance world. All news of timely importance is passed on to member companies as soon as possible. The library also furnishes, free of charge, copies of addresses on live subjects, which have been given at the association's annual conventions from year to year. These addresses are listed in the back of the annual proceedings of the association's conventions, and also in pamphlet form. The distribution of these addresses covers a very wide area. So also in the Statistical Department—when information is needed on the subject of taxation and investments, etc. questionnaires are made up and sent out for information dealing with the fundamentals of the life insurance business. When returned, tabulations are made and distributed—these often appearing in the aforesaid addresses. From these few ways, and others, a veritable source of up-to-date information is always on hand in the library and ready to be turned over to member companies when needed.

EDITH H. SILIENCE

XV Banking

We could not resist asking Miss Reynolds, assistant editor of the *SPECIAL LIBRARIES* magazine, to share in this test of willingness, and of course, she responded as we knew that she would before we wrote her. Her example of the daily duty is similar to many of our special libraries.

Solving Problems at the First Wisconsin National Bank

The First Wisconsin National Bank Library has no particular key problem in the sense in which the word key is used. Our problems are to meet requests of varied range as quickly as possible. For example, on Monday morning last the cashier of one of our banks wrote me asking for material for some five or six speeches which he was giving this week on various phases of thrift. There was only five minutes between the time the letter arrived and the time the messenger was to leave with the material. This meant that we must quickly assemble some material from our files. We had anticipated just such requests and not only had carbon copies of appropriate quotations on thrift ready but also had prepared outlines of two general talks on thrift and had several stories ready which pointed the way to various phases of thrift. If our First Wisconsin Company should receive word today that there was to be a Czecho-Slovakian loan placed on the market unexpectedly, we would be the ones to furnish the geographical and historical material to use on their announcements.

When last week one of our officers was called upon to go to a correspondent bank and give the principal address at the stockholders' meeting we had scarcely time to think. In the middle of the busiest morning of the week, and there are such mornings, we stopped and not only outlined but wrote the entire speech on general business conditions with local application. When the chairman of our Board a short time ago was asked to send some material east on Milwaukee, we dropped everything to collect the type of statistics which are not easily available.

That is the way our days go. In between when we are not meeting emergencies we do our regular scanning and routine.

MARGARET REYNOLDS

XVI Silk

We are indebted to the Publicity Bureau of the Silk Association of America for the well written sketch of the library maintained by the association. The writer stresses the value of reciprocation between special libraries which after all is the primary object of the Special Libraries Association.

American Silk Association

Anyone glancing at the shelves of the Silk Association library may read on the guides identifying the sections many topics besides silk: Census, Cost of Living, Directories, Trade Marks, Designing, Wool, Cotton, Economics, Women Employed, etc.

The necessity of rounding out a special library with business topics of broad application is true of any trade association whose members are of an inquiring turn of mind. But these books serve merely to represent an important part of our library service—which is the knowledge of special libraries to which we may refer inquiries on subjects other than silk. Reciprocation between special libraries broadens and perfects the service any one of them renders; for the latest and most accurate information on any specialized topic is obtained only from that library devoted to it.

The major part of our library naturally contains books on silk. Of these books on silk, the greatest number relate to statistics on silk and other textiles. This and two other subjects—tariff and labor, with reference to the silk industry, take up a substantial place on the shelves.

Next to these in dominating position and number come books on the technical phase of silk manufacture, silk dyes, rayon production and manufacture, the raising and history of silk. The subject of rayon has been a fascinating one to many people recently, and the development of the section devoted to rayon was

the natural sequence to a flood of inquiries that accompanied the sudden popularity of the fabric within the past few years.

PUBLICITY BUREAU

XVII

Retail Credit

Miss Elizabeth Hanner, librarian of the Retail Company of Atlanta, Georgia, in her reply points out that the organization in which she is associated is not industrial, but, of course, has its problems. In her letter she states. The *key* problem is to get the correct information for the customers of the organization, and to obtain it in a tactful, diplomatic way. In order to assist the inspectors of the corporation, whose duty it is to call upon persons whom they call 'informants' for material which they furnish to our customers, the insurance companies of all lines of underwriting. The library furnishes books and other writings on salesmanship, to these inspectors from which they gain some idea about a proper approach to an informant instead of to a prospective buyer."

XVIII

Railroads

Miss Jessie Callan, librarian of the Bessemer & Lake Erie Railroad Company, was unable to prepare an article in connection with this series, but indicated in a letter to the editor that she would be glad to get into communication with librarians whose concerns are similar to that of the Bessemer & Lake Erie Railroad Company for the free interchange of ideas and the manner of dealing with problems of the same kind. "I have always found the heartiest cooperation in librarians from whom I have requested information, but there may be many others of whom I do not know, interested in some of the very things I am in search of. For instance, there are very few figures published on the cost of operation of motor services for railroads, and as librarians, we may be able to lead each other to valuable sources of information for such costs. These figures may be freely given for use by

individuals but might not be available for publication."

XIX

Automobiles

Miss Rose L. Vormelker, librarian of the Statistical Department of the White Motor Company, was unable to prepare an article but in a letter to the editor states "There are a number of subjects of great importance to the automotive industry that we are attempting to cover as thoroughly as possible; e.g., coordination of motor vehicles with electric and steam railroads in transportation; market analysis; motor vehicles and roads."

We hope to have, at a later date, an article for publication by Miss Vormelker.

The Reading of a Busy Man

A short time ago, states *Printer's Ink* the Schoolmaster was sitting with George M. Verity, president of the American Rolling Mill Company, at Middletown, Ohio. Beneath the glass desk top is pasted a master list of subjects in which Mr. Verity is particularly interested, and they run all the way from management, statistics and inspirational ideas to music. Then, at the left of the desk and close by it, is a high set of shelves and on each shelf, numbered to conform with the master list of subjects, is a scrap book containing clippings from business papers, magazines and newspapers which have impressed Mr. Verity and which he thus keeps handy and in constant use.

Though he is the active head of a great corporation which has made remarkable industrial history in the twenty-five years of its existence, he has time for a vast amount of careful reading. A long list of publications, covering a wide range of business and general subjects, is read by this president every week, clipped, pasted in the proper book—and used. Men in business who say they have no time to read, could well afford to take a lesson from George M. Verity, one of the busiest men in America, but at the same time one of the most careful readers and one of the best informed men the Schoolmaster has ever met.

A New Way to Promote Special Libraries

By F. A. Mooney, Chairman, Education Committee,
Special Libraries Association of Boston

THE president of the Special Libraries Association of Boston recently received the following letter from the office of the Industrial Service Secretary of the Associated Industries of Massachusetts:

"Our Industrial Service Secretary has suggested to me that perhaps the Special Libraries Association through a committee appointed might draw up a bibliography on self-improvement for foremen.

"What he would like to see done is to have a list of some 20 or 30 of the best books on such subjects as Industrial Management, Industrial Economics, etc., made available to plant foremen who were interested in widening their knowledge. He feels that perhaps in this way the nucleus of a library could be suggested to manufacturers.

"Of course the books would have to be of such a nature that they would appeal to a man of foreman rank, not too technical but well written.

"Because of the very general interest in and importance of the foreman to industry, it might be quite easy to convince an employer that he should start a small library for foremen by buying them carefully picked-out books. A suggestion presented in this way would undoubtedly get a better reception than a suggestion that a library be established."

The president of the Boston Association handed the assignment over to the Education Committee of the Association. The chairman of the committee requested each member of his committee to suggest such a bibliography, and the resulting bibliography was sent to the Associated Industries.

The assignment was right in line with one feature of the work planned by the Education Committee of the Boston Association. One of its announced func-

tions is to prepare and to act as a clearing house for bibliographies.

It is very interesting that the suggestion of the second and fourth paragraphs of this letter should come from a source outside of the Association. It indicates the growing interest in the special libraries idea, and also points out a practical method of approach which is very suggestive. Moreover it indicates how a representative of the Special Libraries Association, may adopt an active, aggressive policy, without awakening antagonism or suspicion.

Even in executives not fully sold on the special libraries idea, there is probably an active interest in the subject of foreman training. This is a subject to which probably every executive in any large concern is fully awake. Naturally he is looking for the best means for securing this training.

Here is the opportunity of the Publicity Committee or the Education Committee of the local branch of the Special Libraries Association. They will probably be welcomed if they approach the executive, not with the suggestion that a special library be established, but with the information that they have at hand the sources, in the form of bibliographies, of the latest and best discussion and suggestion on the subject of training in various branches. Few executives will object to being put in touch with such sources. Probably many will follow them up by the purchase of a number of the books suggested. Having proved the advantage of widening the information of his foremen by such a course of reading, the collection of books is likely to grow, and thus, without such a suggestion having been formally made a special library will have come into being.

Every large organization whose departments are at all specialized has some technical books of reference for the use of these departments. Information as to the latest and best material on the subjects in which they are specially interested will always be welcome. Here is

the opportunity for the Education Committee of each local branch of the Association, by enlarging and perfecting its bibliographies to get into touch with the executive head or the head of the personnel department of each organiza-

tion, and by performing a real service in the way of supplying sources of the best information, create a friendly attitude toward the special libraries idea.

Has not the Associated Industries pointed the way?

Wanted

By Louise Keller, Chairman, Sub-Committee on Classification,
Committee on Methods

Wanted a classification for:

Boiler tests

Scientific management

Insurance

Nothing entirely satisfactory has been supplied for any of the three requests. More requests are bound to come in.

If you went to the Swampscott meeting with the intention of seeing the very latest devices and methods for facilitating library service, you may remember the collection of blue and marbled bound pamphlets stamped with the name of the Association and labeled classifications. Close beside these was a single drawer, card cabinet also labeled classifications.

If you attended the convention with the idea of meeting librarians with problems similar to your own, you undoubtedly went to group meetings and at one of these you must have been told of this exhibit of classifications and asked if you did not have something to contribute to it.

Then you went home and forgot all about it

It may be that you never have been guilty of tampering or experimenting with classification; or having done so, your conscience dwells uneasily upon the subject. It is far more likely you are too busy to remember the request was made directly to you. "Yes", you say, "we are too busy, and no one is interested in what we have done—it is too special." But one day you are asked if you know of a classification for something or other, and you do not, but you want to be helpful and so you suggest that George may—George being the Sub-Committee on Classification. You remem-

ber, or find out, the name of the chairman, and give it, and that's that, for you.

And what about the sub-committee and its unlucky chairman? Do you really think they work up classifications to order? Do you think they are able to devote their working day to writing special and individual requests for your valuable contribution to the science of classification? Do you think that classifications should never go out into the world until they are full grown—which is never? Do you think other people are more clever, more generous, more helpful than you are? A very few are; no more. So why not come across and live up to the compliment paid you by Major Coulson in the November issue of *SPECIAL LIBRARIES* (page 363). Do your individual bit to contribute to "The collection which . . . must be unique." When you do that, considering the needs of others rather than the value of your own gift, then the hearts of the committee members will be made glad, and the name of the Special Libraries Association will be exalted, in that it remembers the wisdom of the many and gathers together, that it may give forth more abundantly.

The Library—The Museum

The Newark Public Library's house organ has shortened its title by dropping "And the Museum Therein." It is now *The Library*. It has a sister publication called *The Museum*. Be sure to read *The Library* as you can't afford to miss the new ideas of Mr. Dana or his telling expression of old ideas. *On Buying and Using Print—Practical Suggestions from a Librarian to the Business Man* is a pamphlet recently distributed by him.

Directory Business Classification

AS the result of an informal meeting in New York City on December 3, 1925, the Association of North American Directory Publishers requested the Division of Simplified Practice of the Department of Commerce to call a conference to consider the standardization of business classifications as used in directories and similar listings.

This conference was convened in Washington on December 14, 1925. A. E. Foote of the Division, who presided, pointed out in his opening remarks that, due to the complexity of the subject, an agenda had been prepared which would limit consideration to those phases in which definite progress might be expected.

Ward Gavett of R. L. Polk and Company, in the course of his remarks, characterized the subject as twofold. First, from the point of view of the directory publisher it is desired to establish precise definition of what business and professional activities shall be considered as embraced within a specific classification, and the formulating of exact and uniform titles for each class. Second, there must be considered the interests and requirements of publishers, research bureaus, and others making wide use of directory information in the collection of statistics.

William H. J. McPharlin, chairman of the North American Directory Publishers' Committee on Standardization and Make-up of Directories, spoke on the efforts being made to bring city directories to the highest possible degree of accuracy and usefulness. He pointed out that for a time the changes and increasing complexity of our modern business structure brought about no corresponding adjustment of directory listings. Practically the same make-up was followed year after year until the directory industry faced the task of rearranging its publications to take care of existing conditions, and of bringing about a national uniformity. This standardization of arrangement was the first step made toward bringing the full service possibilities of the directory to its users. The second step was the

standardization of methods of compilation and listing so that the same kind of information is presented in the same manner and location. This accomplishment has brought the industry face to face with the third problem, namely, the standardization and simplification of business classifications. Surveys have shown great lack of uniformity. As an example, Mr. McPharlin cited the headings "meat market"; "meat, retail"; "markets"; "butchers"; and "provisioners", as used in different localities to describe the same class of business. The existence of thousands of examples of this kind curtail the value of a directory outside the local sphere. In this connection, C. C. Lyon of the American Telephone and Telegraph Company, said that an analysis by his company had shown twenty-three thousand occupational classifications.

Mr. McPharlin said that the preliminary studies made by his association had strongly emphasized the fact that business interests throughout the country are intimately concerned in the problem and should, therefore, have every opportunity to present their views. To this end his committee has published a preliminary handbook on *Standard Business Classifications*. This booklet, which has been given wide distribution, contains blank pages which provide space for notations and suggestions. After six months the annotated copies will be collected and turned over to the committee for use in the preparation of a revised draft. Upon the issuance of the final booklet, which will contain cross-references on commodity headings, there will be inaugurated a general campaign of educating the public as to "where to look" for any particular class of listing.

Among those who spoke in endorsement and support of the simplification of business classification were; Fred Bremier, Research Division of Curtis Publishing Company, who described some of the short comings of the present system from the users' standpoint; Robert E. Ramsay of the Robert E. Ramsay Organization, who discussed what the Direct Mail Advertising As-

sociation has done to improve directory classifications; W. L. Chandler, secretary of the National Association of Purchasing Agents; A. Heath Onthank, chief of the Domestic Commerce Division of the Department of Commerce; Joseph Stewart of the Post Office Department; and Mortimer B. Lane of the Bureau of the Census.

Appointment of Committees

After a thorough discussion of various needs and requirements, it was decided to appoint the three following committees:—

1. *Producers' Committee*

To work out standardized business classifications and bring about their general adoption by all publishers who create business headings in their work, including city directories, telephone books, trade directories, commercial rating books and the Census Bureau.

2. *Definitions Committee*

To standardize the definitions of businesses, so as to clarify the difference between such groups as, for instance, department stores, dry goods stores and general stores. (This may require consideration of the changes going on in the general make-up of business today as against names which have not been changed in many years).

3. *Committee on Relations with Users*

To ascertain what business wants in the way of additional data which it believes can be produced by or through improved business classifications in directories and other work allied thereto. (This includes records of total numbers of outlets and concerns engaged in different industries, and market analysis work generally).

The personnel of the committees were:

Committee 1—CHAIRMAN, R. L. Polk, R. L. Polk & Co., Directory Building, Detroit, Mich.; VICE-CHAIRMAN, George W. Overton, Reuben H. Donnelley Corp., 28 W. 23rd St., New York, N.Y.; Representative of R. G. Dun & Company (to be appointed).

Committee 2—CHAIRMAN, W. N. Taft, editor, Retail Ledger, Philadelphia, Pa.; VICE-CHAIRMAN, O. C. Lyon, American Telephone & Telegraph Co., 195 Broadway, New York, N.Y.; Member to be appointed.

Committee 3—CHAIRMAN, F. D. Wood, International Magazine Co., 119 West 40th St., New York, N.Y.; VICE-CHAIRMAN, W. L. Chandler, secretary, National Association of Purchasing Agents, Woolworth Building, New York, N.Y.; and Robert E. Ramsay, The Robert E. Ramsay Organization, New York, N.Y.

Each chairman is empowered to increase his committee through the addition of such members as he cares to appoint.

Central Committee

The three chairmen and three vice-chairmen of the above-mentioned committees shall constitute a Central Committee to co-ordinate the entire research, and to prepare the final recommendations.

The Central Committee selected as its chairman, F. M. Feiker of the Society for Electrical Development, New York City, who has taken an active interest in the work of standardizing business classifications.

Future Conference

It was decided to hold a general conference of all interests to take final action on the findings and recommendations of the various committees. This conference is to convene under the auspices of the Division of Simplified Practice of the Department of Commerce as soon as practicable after the next annual convention of the North American Directory Publishers, to be held in September, 1926. The conference was, therefore, tentatively set for October, 1926.

NOTE: The Editor had planned to be present at this conference, but illness prevented attendance. Fortunately the Association was not unrepresented as Miss Anna G. Cruss, librarian of the Department of Commerce participated in the conference.—EDITOR.

Special Libraries

EDITOR, Herbert O. Brigham
State Library, Providence, R. I.

ASSOCIATE EDITORS

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R. H. Johnston

Henry H. Norris
Rebecca B. Rankin
Margaret Reynolds

A. A. Slobod
Margaret C. Wells

Losses to Our Profession

DURING the fall and winter, death has claimed some of our prominent librarians. Horace Greeley Wadlin, librarian of the Boston Public Library from 1903-1917, died on November 5, 1925. Mr. Wadlin belonged to the older school of librarians and has not been active in library work for the past eight years.

Mrs. Maud Barker Cobb, state librarian of Georgia since 1908, passed away on December 27, 1925. She was deeply interested in library activities in her own state and several years ago installed the legislative reference department in the Georgia State Library. Mrs. Cobb took an active part in the affairs of the National Association of State Libraries, and when duties permitted attended the annual conferences.

William R. Watson, director of the Library Extension Division of the New York State Education Department, died suddenly on January 6, 1926. Mr. Watson has served in many library capacities throughout the country since he was graduated from the New York State Library School in 1893. Prior to his position at Albany, he was librarian of the San Francisco Public Library.

Margaret Van Zandt for many years identified with Columbia University died on January 6, 1926 in her 83rd year. For the period from 1884 to 1909 Miss Van Zandt served the University, retiring in the latter year on a pension from the Carnegie Foundation.

Bernard C. Steiner, librarian of the Enoch Pratt Free Library, Baltimore, died suddenly on January 12, 1926. He was librarian of the well known Baltimore library for thirty-three years, succeeding his father in that position. Dr. Steiner was considered one of the most scholarly librarians in the country. He was a member of many learned societies and had many historical interests, notably the editing of the Archives of Maryland. He was a constant attendant at A.L.A. conferences and his genial personality will be sorely missed.

A New Contemporary

THE editor has received the *N.Y.P.L. Staff Bulletin*, published "now and then" by the New York Public Library Staff Association. The first issue apparently presents a fine portend of what is to follow. The general typographical make-up is delightful, the grade of paper unusually good and the reading matter bright and newsy. Such headings, for example, as "Our Discards—Books we would *not* take on a desert island," a column designed for the use of staff members who wish to express their true inner feelings about any of the currently popular books, "An Invitation to Staff Members," a vox populi of the Association, and "Proposed Roads to Wisdom" attract the eye and please the reader.

The *Bulletin* suggests that a Worst Books Voting Contest be held in contrast to the popularity of the "best sellers." This little item has struck the attention of newspaper editors throughout the United States and has been the cause of much comment. Miss Rebecca B. Rankin, Associate Editor of SPECIAL LIBRARIES, in the "Open Forum" presents a good idea by suggesting that a member of the staff other than a division head occasionally be sent to library conventions as a representative of the library.

* * *

The question of an index has been a serious problem to the editors, but we are pleased to announce that Miss Charlotte Noyes, who compiled the index covering the period 1910-1922, is now at work upon a three-year index covering the years 1923, 1924 and 1925. We suggest that our subscribers bind their volumes in three-year periods.

A title page for 1925, volume 16, will be sent on application to the Editor.

* * *

The Editor has recently received an announcement from the Horace Plunkett Foundation created for Ireland in 1914 to reorganize agriculture along co-operative lines. The Foundation has recently established at London a clearing house of information for all the agricultural co-operative organizations in the empire. Copies of the announcement and terms of membership will be loaned to anyone interested.

* * *

The Editor has received from the Institute for Library Science in Moscow a request for a complimentary copy of SPECIAL LIBRARIES. Mrs. L. Haffnine-Hamburger, director of the Institute, especially asked for the Proceedings of the Swampscott conference. She adds: "I can assure you that the Russian librarians would appreciate it very much."

* * *

American Speech is the name of a new periodical issued by the Williams & Wilkins Co. of Baltimore. The first number presages an interesting magazine which covers a distinct field and is sorely needed in this country where language usage is daily becoming more and more corrupt.

* * *

There is available a cataloger's position paying \$2400. Letters to the Editor regarding the subject will be forwarded to the librarian of the organization.

Library and Research

Library Courses

The Library School of the New York Public Library will conduct a series of advanced and open courses on special library work. Miss Linda H. Morley, librarian of the Business Branch of the Newark Free Public Library, will conduct the first seven lectures. Other lecturers are Miss Florence Bradley, librarian, Metropolitan Life Insurance Co.; Mr. W. L. Powlison, librarian, National Automobile Chamber of Commerce and Miss Claribel R. Barnett, librarian, United States Department of Agriculture.

Another group of interest to special librarians is a series of advanced and open courses on the literature of economics. Dr. Willard L. Throp, National Bureau of Economic Research, will present four lectures and Miss Marguerite Burnett, librarian, Federal Reserve Bank, will also give four lectures. Other speakers are Miss Eunice Miller, Economics Division, New York Public Library, and Miss Anna M. Michener, Statistical Department, National Bank of Commerce, New York.

The lectures on literature of economics will occur on Tuesdays at 4:30 beginning on February 9 and closing May 18; those on special library work on Thursdays at 5:30 beginning February 11 and closing June 3. The fee for each course is \$5.00. Full details may be obtained by application to the Library School of the New York Public Library, 476 Fifth Avenue, New York City.

General Electric Review Index

An index of articles run in the magazine during the past five years is being planned by the *General Electric Review*. The index will be alphabetically arranged by subject and by author, thus facilitating ready reference to articles carried during the years 1920-1925. It will be bound in a durable heavy stock paper cover and will be made to sell for a nominal sum. The size of the index will be 8x10½, the same as the magazine.

Before starting the work of compiling this information, the *Review* is anxious to secure the comments of libraries and individuals interested in such a publication. It is requested that those who can make use of the index signify their interest in it by writing the magazine at Schenectady, N.Y. If sufficient interest is manifested in the work, it will be started within a few weeks.

Courses on Personnel Management

New York University offers a series of lectures on Technique of Personnel Management. The aim of the course, known as Management 22, is to familiarize the student with the instruments used in practice in applying the fundamental principles of personnel management.

The subjects considered include: Critical Evaluation of the Various Methods of Selection, Job Analysis Technique, Job Classification and Grading, Wage Standardization and Administration, Development of Tests, Employment Procedure, including the Art of Interviewing, Essential Personnel Department Records, Rating Systems, Transfer and Promotion, The Development of Incentive.

The instructor in charge will be Harold B. Bergen, manager of Personnel Department, Henry L. Doherty & Co. and treasurer, American Management Association.

Two sections of the course will be given, both meeting on Tuesday evenings from February 2 to May 11, 1926; the section at Wall Street, 90 Trinity Place, from 5:15 to 7:00 P.M., and the section at Washington Square, 32 Waverley Place, from 8:00 to 9:45 P.M. Registrations may be made at either office from January 18 to February 15.

Manufacturers Contribute to University Research

Over \$25,000 has been contributed to the University of Minnesota this year by various manufacturers, to finance research work in industrial subjects. The Royal Baking Powder Company, the Corn Products Refining Company, and the American Cyanamid Company, all of New York are among those who have contributed. The Cloquet Wood Products Company, Cloquet, Minn., has donated \$4,000 for a study of the chemistry of woods. The Fleischmann Yeast Company, Cincinnati, Ohio, is financing a research in fermentation. A group of flaxseed companies have contributed \$5,600 for the devising of methods to stimulate the production of flax in this country. It is expected that new discoveries and improved methods of manufacturing will result from the work being carried on.

Banking Scholarship

Through his great interest in educational work, Mr. Puelicher, who is president of the Marshall and Ilsley Bank of Milwaukee, has been made chairman of the Board of Trustees of the American Bankers Association Educational Foundation. Mr. Puelicher, who addressed the S.L.A. Conference at Atlantic City in 1923, was one of the original founders of the American Institute of Banking and has worked very much along educational lines. The foundation of which Mr. Puelicher has been chosen chairman is supported by \$500,000 which the bankers pledged at the annual convention of the association at Atlantic City last October. This will provide for scholarships and research in economics in colleges throughout the country. It is hoped that the trustees will recognize the plea of libraries and grant some scholarships to them.

The other trustees are announced as follows: Leonard P. Ayers, vice-president, Cleveland Trust company, Cleveland, Ohio; Dr. Stephen I. Miller, educational director, American Institute of Banking, New York; Lewis E. Pierson, chairman of the board, Irving Bank-Columbia Trust company, New York; George E. Roberts, vice-president, National City bank, New York; Francis H. Sisson, vice-president, Guaranty Trust Company, New York, president trust company division of the association; and Evans Woollen, president Fletcher Savings and Trust Company, Indianapolis, Indiana, chairman of the association's economic policy commission. W. Espey Albig, deputy manager American Bankers Association, New York City, has been appointed secretary.

Mr. Pierson, who is also a former president of the association, is chairman of the American Bankers Association fiftieth anniversary committee which has in charge the collection of funds for the foundation in commemoration of the organization's golden anniversary.

Research—Government

The Division of States Relations of the National Research Council has recently reprinted from the *American Political Science Review* the monograph on "Scientific Research and State Governments," prepared by Professor L. D. White of the University of Chicago. Other studies concerning the organization and activities of the scientific departments of state governments have been pub-

lished by the National Research Council. Upon request, the Research Council will be glad to send copies of such of these publications as are still in print to those who may be interested in them.

Rubber Research in England

S. S. Pickles in a paper on the "Importance of an Adequate Intelligence Service in the Rubber Industry" before the Institution of the Rubber Industry, described the library and information bureau of the Rubber Research Association.

The library contains about ten thousand reference cards and yearly there are added about four thousand cards. The Information Bureau abstracts periodicals and every month a classification summary of all items of interest is issued to members. This publication, states the *Chemical Age* of London in its issue of January 2, 1926, represents the contents of over thirty periodicals and during 1924 the abstracts numbered approximately eighteen hundred and sixty-three articles occupying three hundred and eighteen printed pages. The library of the Research Association issued periodical surveys of the literature relating to matters of special interest at the moment.

Mr. Pickles urged co-operative effort among the British rubber manufacturers and the establishment of a commercial intelligence publication which would be too expensive for one institution to maintain alone.

Biological Abstracts

The Rockefeller Foundation has recently subsidized to the amount of \$350,000 a complete biological abstracting service which will cover the whole field of pure and applied botany and zoology. For the purpose of carrying out the provisions of the subsidy, headquarters have been established at the University of Pennsylvania and a staff organized. Nearly thirty leading biological societies in the United States and Canada are co-operating in the project. The abstracts will be published monthly in a journal called *Biological Abstracts* and it is proposed to issue about thirty-five thousand abstracts a year. Dr. J. R. Schramm of Cornell University has been chosen as editor-in-chief and Dr. J. A. Detlefsen, formerly of the University of Illinois and the Wistar Institute of the University of Pennsylvania as associate editor.

We Do This

Margaret Reynolds, Department Editor

In making photostats. We made the photostats of the open double page each time and the curve in the book near the center spoiled the alignment somewhat and made the pages difficult to bind because there was no margin. In doing it again, I would photostat each page separately and thus have a substantial margin on the center edge of each page for the binder to work with—*MARGUERITE BURNETT, Federal Reserve Bank of New York.*

Reflectors. Jane I. Baumler shows the right spirit in her profession by sending us the following item: We don't do this, but we would if we were in a library again. The John Crerar Library provides a reflector for the use of the boys who read shelves or need to search for volumes on a bottom shelf where it is usually dark—*JANE I. BAUMLER, Yawman and Erbe Manufacturing Company, Rochester, New York*

Blue pencils. What a bank official at the Atlantic City exhibit suggested about using different colored pencils in annotating books suggests that at the First Wisconsin the blue pencil is wielded only by the librarian. It is understood throughout the institution that articles that are blue-penciled come from the library and are the result of personal scanning on the part of the librarian. Of course, all material that comes from the library contains the stamp of the library but the use of the blue pencil in this particular way tells an official or a department head at a glance that it is something which has been sent to him for his special reading. If an article is on a certain page in a magazine or book a small piece of paper is clipped on to the page and used as a bookmark, which helps the reader find the article more quickly—*MARGARET REYNOLDS.*

Stamped envelopes and postal cards. In the November issue of *SPECIAL LIBRARIES* we published a note from Mr. G. W. Lee, librarian of Stone and Webster, Boston, on how to use stamped envelopes and return postal cards. This brought a comeback from Miss Rebecca B. Rankin, librarian of the Municipal Reference Library, New York City. There is some truth in the old adage, We live and learn. I, for one, did not know that what

Miss Rankin says is true. She wrote that stamped envelopes and return postal cards are kept and that periodically they go to the general post office with them and they are returned to the post office in exchange for an equal value in stamps. Unused stamped envelopes and post cards do not lose their value because they have printing on them. Miss Rankin is bristling with good ideas and sent us two others.

Form Letters. For the printed material which we request free of charge we use a form letter which is multigraphed. The multigraphing is done so well that it is almost impossible to distinguish from a typewritten letter. The material requested is noted below, and the address added above the body of the letter. A carbon copy is made when the letter is so typed—and this carbon with only name and address, and the desired book or pamphlet noted below serves as the library's record. These are filed—for our purpose, the best arrangement is geographical by cities—and when the material is received the carbon copy is stamped with the receipt stamp, the same as the book. It's a simple, workable system. The receipt is followed by a letter of acknowledgment

In expert's file. Most of us do have special people to whom we turn for assistance but have we all arranged a card index of the names under the subject? All persons who use the library or are known by members of the staff to have "specialties" or "hobbies"—subjects in which they are particularly well informed—are indexed at the librarian's desk. This kind of information often is most convenient and essential to good work in a special library—*REBECCA B. RANKIN, Municipal Reference Library, New York City.*

Who knows box. In the same mail with the suggestions from Miss Rankin about the Expert's File, we had a note from the Natural Resources Intelligence Service of the Department of the Interior, Ottawa, Canada, on the Who Knows Box:

For it, we use one of the boxes of the card catalog not in use (preferably the last box of the catalog), and label it on the outside "Who Knows."

In this box are filed cards bearing the names and addresses of persons to whom to write or phone regarding various subjects. For instance, behind the guide card "T" are filed the names and addresses, and the telephone numbers if in the city, of the proper officials to whom to write regarding tariff information. There may, of course, be several subjects beginning with the letter "T," so the subject is typed in red capitals at the top of the card; then follow the names and addresses, and any helpful information.

We find our "Who Knows" box a distinct library help and short cut, saving many valuable minutes which would otherwise be taken up in looking up directories or trade indices.

The subject that interests you. A card index of clients arranged under special-

ized subjects is one of the most satisfactory publicity measures of the Business Branch of the Library at the Providence Chamber of Commerce. As the foundation is actual service rendered, the returns are concrete evidence as to its usefulness.

Following is a copy of the card:

Register the subject that interests you, and you will be notified when important printed matter is received at the Business Branch Library.

Subject

Name

Firm

Address

Telephone

—EVA S. GARDNER, *Business Branch of the Providence Public Library.*

Personal Notes

Margaret C. Wells, Department Editor

Miss Frances E. Wood, formerly connected with the Queens Public Library, is now connected with the Bond Department of the Equitable Trust Company and is working in co-operation with Miss Mable Crowe, the librarian of that institution.

On January 14, 1926, Miss Eleanor Kerr of Potter & Co., New York, spoke before the Brooklyn Engineers Corporation on "The Engineer in Relation to the Underwriting of Securities." Miss Kerr has also been lecturing this winter at Columbia University.

Miss Pyrrha Sheffield of the Portland Cement Association has been seriously ill in Chicago. Our latest advice is that she is improving and is well on the road to recovery.

Mr. and Mrs. William C. Trost of Wisconsin, announce the engagement of their daughter, Wilma, to Clinton Shattuck, of Philadelphia. Miss Trost, formerly the librarian at the home office of the American Appraisal Company, is now doing research work with the Olson-Enzinger Advertising Agency in Milwaukee.

Mrs. Lane, formerly of the Vail Library of the Massachusetts Institute of Technology, Boston, has gone to Lake Placid, New York, to become librarian of the Lake Placid Club.

Mrs. George S. Maynard, whose husband is head of the Technology Division of the Boston Public Library, has succeeded Mrs. Lane at the Vail Library.

Miss Margaret Calfee has been appointed first assistant in The Cleveland Medical Library. She is re-cataloging part of the collection. A new building for The Cleveland Medical Library will be ready next August.

Miss Phillis Moulton has left the British Library of Information and is now with the Inquiry, 129 East 32nd Street, New York.

Alice M. Scheck, librarian of the First National Bank of Los Angeles, has recovered from a painful accident. Early in November she caught her heel on the curb, breaking a bone in the instep.

Miss M. L. Gericke, formerly librarian of the States Relation Service, Department of Agriculture, has been appointed librarian of the Department of State.

Miss Ella M. Thornton has been appointed State Librarian of Georgia succeeding the late Mrs. Cobb. Miss Thornton has been a member of the library staff for the past sixteen years and well deserves the promotion.

Associations

Boston

Special Libraries Association of Boston combined its January meeting with the mid-winter meeting of the Massachusetts Library Club, on January 22, and devoted the entire day to the consideration of library problems. Sessions were held morning, afternoon and evening, with dinner at 6:30, at the Twentieth Century Club. The morning and afternoon sessions were held in Gardner Auditorium in the State House. Frank H. Chase, president of the Massachusetts Library Club, presided at the morning session, and William Alcott, president of Special Libraries Association of Boston, presided at the afternoon session.

Fred Telford, chief of staff of the Bureau of Public Personnel Administration of Washington, and W. Phillip Shatts of the Extension Service of the Adult Education Association of New York, were the speakers at the morning session. Mr. Telford told how high librarians rated in the scale of intelligence as compared with other professions, and how unrecognized and underpaid they are. Mr. Shatts gave the results of a survey made at Stroudsburg, Penn., and vicinity, showing how the people spend their leisure hours. Howard L. Stebbins, librarian, Social Law Library conducted a round table on training classes for library work.

At the afternoon session Miss Lydia W. Masters, librarian of the Watertown Free Public Library, explained the work of the Boston Book-Review Group, and gave a list of modern fiction with the comments of the reviewers.

A symposium on "How Special Libraries Function," was presented in snappy ten-minute addresses, by the following: "In Industry," by Mr. F. A. Mooney, librarian, Dennison Manufacturing Company; "In Finance," by Miss Marion G. Eaton, librarian, Federal Reserve Bank, Boston; "In Journalism," by William Alcott, librarian, Boston Globe; "In Social Service," by Miss Margaret Withington, librarian, Social Service Library; "In Insurance," by D. N. Handy, librarian, Insurance Library Association of Boston.

Professor Charles H. Copeland of Harvard, followed with entertaining readings

About one hundred and fifty librarians attended the dinner, at which C. F. D. Belden, president of A.L.A., and Mrs. Belden, were guests of honor, and following the dinner

an informal reception was held for them. Later Mr. Belden spoke of the aims of the A.L.A. in this jubilee year. Wallace B. Donham, dean of the Harvard Graduate School of Business Administration, presented some of the problems which the school is confronting. J. Randolph Coolidge of Concord, N.H., and Judge Michael J. Murray, chairman of the Board of Trustees of the Boston Public Library, paid tribute to Mr. Belden's character and ability.

Philadelphia

The Special Libraries Council held its January meeting in the new offices of the *Public Ledger* on January 8, 1926. A talk on the functions of a newspaper library was delivered by Joseph W. Kwapil, librarian, followed by a tour of inspection of the new Public Ledger Building.

Pittsburgh

The Pittsburgh Special Libraries Association held its regular monthly meeting on Thursday evening January 21, in the Allegheny County Law Library. The meeting was devoted to plans for finishing the *Directory of Information* on which members of the association have been working. It is hoped that the *Directory*, which will be printed this fall, will be a useful guide to the library resources of Pittsburgh.

Southern California

The regular meeting of the Special Libraries Association of Southern California was held January 8, 1926, at 7:45 P.M. in the Southwest Museum of Los Angeles. After a short business meeting, Dr. John A. Comstock, director of the Museum gave a very entertaining as well as instructive lecture on "The Yellowstone." Each summer Dr. Comstock whose speciality is butterflies, goes on a camping trip into the mountains or national parks for the purpose of gathering material for the Museum. Besides his specimens he brings back many pictures which he colors from notes taken while on the spot. Dr. Comstock together with his marvelously colored lantern slides has the faculty of transporting his audience from the center of busy Los Angeles deep into the mountains. We feel that we have been very fortunate in the last two years in being able to take these summer trips of his in this manner.

Events and Publications

Rebecca B. Rankin, Department Editor

In *Social Forces*, December, 1925 will be found an interesting series of articles on "Teaching and Research in the Social Sciences."

John B. Blandford is convinced of the need of research bureaus—read his article in the *American City*, January, 1926, page 85 on "Research Bureaus as a Function of the Chambers of Commerce."

"Legislative Reference Work in the Bureau Library" is the subject of *B.A.E. News*, November 24, 1925.

"Keeping Pace with the Advancing Curriculum," *Research Bulletin* of the National Education Association, September and November, 1925, is quite a stupendous piece of research.

Maybe you will get some ideas when reading the editorial in *Equipment Review*, December 30, 1925 "How Much Time Should One Spend Reading," This is an ever-present problem with the librarian.

Nebraska Legislative Reference Bureau is issuing a series of Civic Leaflets—No. 3 is devoted to "County Poor Relief in Nebraska" dated December 15, 1925.

Reyburn's *Discussion of Employee Participation in Ownership* an address published by the New York Academy of Political Science, 1925 contains good ideas. David B. Houston's article entitled "The City of American Tel. and Tel.," in the *Outlook*, January 20, 1926 treats of the same subject most convincingly.

National Industrial Conference Board is responsible for a volume entitled *Employees Magazines in the United States*. It is useful because it contains a list of five hundred and fourteen publications issued by employees' associations.

"Engineering and Research" by Milo S. Ketchum appears as *Bulletin*, November, 1925, of the University of Missouri, School of Mines and Metallurgy.

The Periodical Librarian's Handbook issued by Franklin Square Agency, 49 East 33rd Street, New York City is a decidedly useful guide. A descriptive and evaluating note is given on many of our American magazines. The special librarian will find it convenient in answering such questions asked her by the employers.

Hick's 1926 Almanac is being distributed by the First Wisconsin National Bank of Milwaukee, as usual. It is prefaced by *Wisconsin Happenings in 1925* compiled by Margaret Reynolds, librarian.

Miss Edna L. Stone, of the United States Department of Labor Library, has recently compiled a list of references on convict labor, supplementary to a list issued by the Division of Bibliography of the Library of Congress in 1915.

December 30, 1925 of the *Municipal Reference Library Notes* is a Public Health Number and contains an annotated list of the year's health books.

The *American Magazine* for February contains an article entitled "Don't Apologize for Talking About the Weather," by Stuart Mackenzie. Below the author's name is a note that the information in this article was obtained from Mr. Charles F. Talman, librarian of the United States Weather Bureau.

Have you seen the 1926 *Annualog*? It is published by the Scientific American Publishing Company; edited by Louis S. Treadwell, and will serve as a handy manual for miscellaneous scientific facts not readily found elsewhere.

Pages 91-92 deleted, advertising.