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Souvenir de Paris

Vol. 42, No. 7, September, 1951 Special Libraries Association

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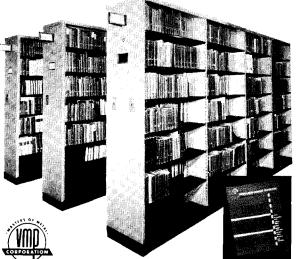
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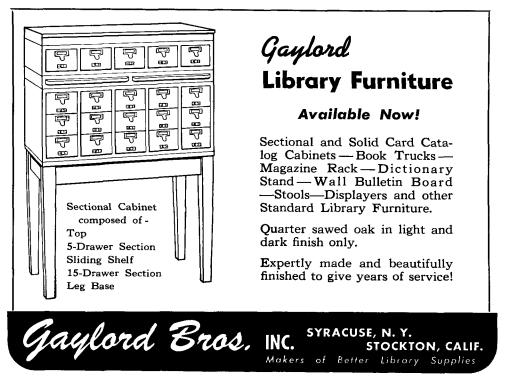


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Special Libraries Association 31 EAST TENTH STREET NEW YORK 3, N. Y. IN THIS ISSUE . . .

SPECIAL LIBRARIES turns for a moment to the library scene outside the United States.

The only exception to this general theme, aside from the regular features, is CHESTER LEWIS' clear and forceful analysis of the information services provided by many libraries. This probing article is certain to set many a librarian and business executive pondering over his company's "information rating."

On the foreign scene, DR. MARY DUN-CAN CARTER'S survey of special libraries in the Near East is interesting and informative reading. Her comments on libraries in Egypt, Iran and Turkey are based on first-hand observation, and as such merit your attention.

The Army Library Service in overseas areas is the subject of an article by DOROTHY SARGENT and MARY PARKER. Their description of the Perm Base Library on Guam and the daily problems with which they must cope will provide the reader with a clearer picture of what is required of and received by the army librarian.

PROFESSOR DR. PRINZHORN, librarian of the Institute of Economic Research, Bremen, Germany, expresses the European viewpoint in his challenging article on bibliographic control. Dr. Prinzhorn is not among those who throw up their hands in despair at the mention of the term "bibliographic control." Rather, he advances a method by which the struggle to harness the great mass of published material can be continued. You may agree or disagree with his theories, but it is certain that you will read with interest what he has to say.

On the lighter side is Souvenir de Paris, a short piece dealing with a librarian's holiday in Paris. This fictitious account of the adventures of one Mr. Tarps stands, we admit, in sharp contrast to the more serious contributions in this issue. Such contrast, however, may serve only to make it more welcome.

Remember, this is your magazine. Send us your comments, good or bad, together with any suggestions you may have for improvements. And, in any event, good reading!

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Special Libraries

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Special Libraries in the Near East

Dr. Carter was formerly Regional Librarian, United States Libraries in the Near East.

IN THE NEAR EAST, special libraries are almost as old as recorded history. Clay tablets dating back to six thousand years before Christ have been unearthed at Nippar, Babylonia. These were the reading materials of an ancient special library where the clay tablets were kept for reference and study in a building specially designed for their preservation and use. The cuneiform tablets themselves dealt with commercial, legal and sacerdotal affairs.

Archaeologists have found a reference to the library of Khufu (Cheops), the man for whom the Great Pyramid was built thousands of years ago. Ramesis II of Egypt, who lived from 1300 to 1236 B.C., owned a famous library in Thebes, referred to as "the dispensary of the mind." Pisistratus is credited with the establishment of the first library in Greece about 550 B.C., though the most famous libraries of Greek antiquity were founded in Alexandria, Egypt, by the Ptolomies (323-221 B.C.) and totally destroyed by fire in 391 A.D.

The Moslem-Arab Empire had its libraries in the twelfth century when it was the fashion for caliphs, princes and governors to act as patrons of science and learning, to found libraries and to foster the production of books. The Moslems are credited with the knowledge of the use of paper which came by way of Bysantium and Spain. As early as 794 A.D., a paper mill was operating in Bagdad. In Constantinople, a revival of literary studies was developed from 1261 until 1453, when the city fell to the Turks.

It is a far cry from these beginnings

of library consciousness in the Fertile Crescent, known as the Near East, to modern special libraries in Turkey, Iran and Egypt. During the past few years I have visited many libraries in this area. From these, I have selected examples which should be of interest to special librarians familiar with modern standards for the collection, arrangement and housing of special materials for effective use.

Special Libraries in Turkey

The development of modern libraries in Turkey began in 1928, at about the same time the modern alphabet was inaugurated. Copies of all the books published since then are housed in the Publications Department of the Ministry of Education, Turkey's equivalent of our Copyright Division of the Library of Congress.

The majority of special libraries under government control are located in the capital city of Ankara. Among these are libraries in the Ministries of Commerce, Labor and National Defense, the Military College, the Mining Research Institute, Ankara University's Faculties of Languages, Political Science, Agriculture, Science and the College of Teachers. Many of them have been administered by trained librarians since the Ministry of Education sponsored a library school in the Faculty of Languages at Ankara University under the direction of Adnan Ötükon. From 1941 to 1950 about one hundred and fifty librarians were graduated. The library training course was discontinued because there is no legislation in Turkey guaranteeing the status of the profession of librarianship. This has limited recruitment and placement of trained librarians.

The Upper Agricultural School Library at Ankara University is housed on the second floor of a modern building. The main reading room has a seating capacity of ninety; the enrollment is one thousand. The library, established in 1933, has a collection of approximately sixty thousand volumes in Turkish, German, French and English. Although the present English collection is small, there is increasing interest in books in this language. Volumes are for both reference and circulation.

The Political Science School Library at Ankara University serves about five hundred students who have been carefully selected for different branches of the civil service. The collection of approximately thirty-five thousand volumes is mainly in the fields of social science, economics, finance, law, including international law, and public administration. Within recent years the classification has been changed to the Dewey Decimal System. Books circulate to both professors and students, although there is also a reference collection. On the wall of the reading room hangs a quotation of President Inonü's:

> It is impossible to discover and to learn by instinct alone. Investigation, knowledge and experience must be acquired by each individual reader.

The Teachers' College Library occupies a building in which all the student teachers are lodged. It contains about sixteen thousand volumes, 50 per cent in modern Turkish, 10 per cent in English and the remainder in French. The reading room is small; it seats only forty of the six hundred student teachers. Readers may therefore borrow books for an hour every day and may read them anywhere in the building. The librarian remarked that *Building America* was of particular interest to the readers.

The National Assembly Library is lo-

cated on an upper floor of the Parliament building. It contains about one hundred thousand volumes in the fields of law, political science and history in many languages. All official Turkish publications are included in this collection as well as numerous government documents, magazines and newspapers from other countries. There is a long file of the Journal Asiatique covering one hundred and twenty-five years. This library is also the depository for the publications of the Carnegie Endowment for International Peace.

When I visited this library five years ago, there was a prominent display of American publications on one of the reading room tables. Among them, I found: a six-months old *Life*, fairly recent copies of *Newsweek* and *Time*, a four-months old *Atlantic Monthly*, a five-months old *Atlantic Monthly*, a five-months old *American City*, and a copy of Father Divine's *New Day*!

On this same visit I was shown a nine hundred year old manuscript of a poem written in Persian by a Turkish poet, Mis Ammod Al-Hasani. This was just one of the hallowed manuscripts in the collection.

It seems to me that special libraries in Ankara are developing rapidly, lodged adequately and placed in charge of trained librarians cognizant of modern methods.

In contrast to the relatively new city of Ankara, built as the capital by the first president of the Turkish republic, Mustafa Kemal Ataturk, the antiquity and charm of Istanbul creates an indelible impression. Here is a city rich in old manuscripts, many of them in the ancient university library of Süleymaniye Kütüphanesi; other MSS remain in mosque libraries which are now used as public reading rooms.

Before considering modern special libraries, it is pleasant to pause at the gateway of the Koga Rogib Pasha Library, founded some two hundred and fifty years ago. Over the entrance there is an inscription in ancient Turkish which reads: *Here are Precious Books*. The reading room contains a "book cage" of exquisitely designed iron grill work enclosing a collection of about two thousand manuscripts. The original divans and book stands have been replaced by modern tables and chairs. A collection of modern Turkish books and periodicals is provided for the use of readers, mostly students.

I was privileged to examine a fascinating manuscript which told of the founding of the library. The section about the librarian was translated for me, as follows:

> The librarian will receive fifteen aspre—one aspre equals one fifteen hundredth of a lira—a day, provided he is working conscientiously, in issuing books and duly replacing them on appropriate shelves.

Normally in those days librarians did not receive any salary; they were happy to have a chance to work in a library. The title of the librarian was "the man who is conserving the books."

> The chief of librarians must not be a university professor nor the head of a mosque; he must be a scholar interested exclusively in librarianship None but active men must be appointed to this office, adolescents and ancients are officially disqualified

> The books have been assembled at great expense. Accordingly they should be employed to full advantage. Therefore, the library shall remain open from sunrise to one hour before sunset.

> A separate building is provided for two officials of the library....One of these must remain in the house every night in order to stand guard over the books in question.

SEPTEMBER, 1951

In 1941, Muzaffer Gökman prepared a list of Istanbul libraries, Istanbul Kütüphaneleri Rehberi, which includes twenty libraries, mostly in mosques. The special libraries mentioned are the Archaelogical Museum and two University Medical Clinic Libraries belonging to Istanbul University.

The medical libraries are located in a modern hospital building erected in 1943, in newly-equipped rooms welladapted to library use. These collections contain recent British and American medical works, mainly in the fields of internal medicine, gynecology and obstetrics. Professor Gottschalk, assistant to the Istanbul University Librarian, was responsible for the organization of these libraries and for the training of a young woman doctor who serves as acting librarian. She is assisted by medical students in the making of the catalog cards.

I found Istanbul a city rich in manuscripts and mosque libraries, now open to the public. There are plenty of libraries in schools and colleges in Istanbul and its environs, but comparatively few special libraries. Although the librarian of Istanbul University is a graduate of the American Library School in Paris and was responsible for setting up an excellent classed catalog for this institution, nevertheless there is little professional library spirit. The librarians of Istanbul seem strangely isolated from Ankara, though it is close by and transportation facilities are very good. Librarians trained in Ankara appear to be absorbed in Ankara; they seldom seek appointments elsewhere.

Special Libraries in Iran

Iran, like Turkey, has become more modern in the past twenty-five years. A list of important libraries in Iran, omitting school, normal school and private libraries, was prepared in the autumn of 1948. This cites the names and number of employes in thirty-two libraries in Iran. Twenty of these are in Tehran, the capital.

Eleven of the Tehran libraries listed are in the various ministries: Education, Finance, Foreign Affairs, Industries and Mines, Internal Affairs, Justice and Roads. Three others connected with the army are located in the Officers' Military College, the Military University and the Officers' Club. The University of Tehran has four special libraries in the Colleges of Science, Law and the Fine Arts and in the Technical College. The National Bank of Iran also has a library, with a staff of six. The other libraries listed above have staffs of from one to four.

When I was in Tehran, I visited the Parliamentary Library which occupies its own building behind the Parliament buildings. At that time (October, 1948), the entrance to these buildings was heavily guarded; visitors were admitted by passes and guides were provided.

The Parliamentary Library, founded in 1925, contains about forty thousand volumes and seventy-five hundred manuscripts. The assistant director takes an active part in the administration of the library which has a staff of twelve. The books are arranged by accession number (as is the case in the National Library in Tehran) on modern welllighted book stacks.

The manuscript collection is rich in treasures; the book collection includes material in various languages—French, German, English as well as Persian on such subjects as law, history and the social sciences. This is a reference library for the use of members of parliament and others who have a serious purpose in consulting the materials.

The Archaelogical Institute is located in a fine modern building, the library occupying excellent quarters on the ground floor. The equipment is up to date and the furniture attractively arranged. The collection of approximately three thousand books is necessarily specialized, related directly to art and archaeology in Iran. The books are classified first by language, Persian and European, and then by subjects. They are on open shelves, easily available to users who are limited to members of the Institute and others who are introduced by them. An accession record is kept as well as an elaborate analytical index of articles on specialized subjects. Mrs. Selma Moghadam, the librarian, has one assistant.

4

At the time I visited Tehran there was no library training in Iran. I was told that there were four trained Iranian librarians who were not engaged in library work because the salaries of librarians were too low. In government libraries the salaries were dependent upon a civil service classification totally unrelated to librarianship.

Special Libraries in Egypt

A recent Directory of Libraries in Cairo, prepared by a committee of the Cairo Library Association and released in 1950, lists one hundred and two libraries of various types. About twothirds of these may be designated as special libraries. Another list published in 1947 and prepared by Henri Munier, Ancien Secrétaire de la Société Royale de Géographie and Jacques Tagher, Conservateur de la Bibliothèque de S.M.le Roi, entitled Guide des Principales Bibliothèques Publiques du Caire et d'Alexandrie, lists and describes forty-six libraries; half of these are special libraries in Cairo.

Fouad I University maintains nine departmental libraries. The Faculty of Engineering Library, located in the modern building occupied by that faculty and equipped with excellent book stacks, contains a collection of fortyseven thousand volumes. There is also an excellent periodical collection. This library was founded in 1905 and completely reorganized in 1925. At present, it has an author, title and subject catalog. Its use is limited to professors and

(Continued on page 267)

What's Your Information Rating?¹

Mr. Lewis is Chief Librarian, The New York Times.

INFORMATION IS A PRODUCT. It is a product marketed to obtain the good will of the consumer. "Good will is the disposition of the customer to return to the place of business where he has been well treated." Business firms in all fields are gradually awakening to the fact that public relations are what they do to earn or lose the public's good will. If these relations are haphazard and unorganized, only ill will is created and ill will, like good will, is spread by word of mouth.

Staffs gradually reach the absorption point in requests for information. Ultimately it will be found that a library staff cannot serve the company internally and externally at the same time and give good service. It is usually when this problem is realized that a long needed policy is finally determined and adequate organization to cope with the problem is undertaken. While it is never too late-even when such a point is reached-to correct the situation, such delay in policy determination may take several years of hard organization to earn the good will of a customer indifferently treated.

The alert librarian has a selling job to do for his management in preventing the condition from reaching this point. He should be foresighted enough to see that his company is informed of the problem well before ill will is established in service to the reader, customer or consumer. It is practically impossible for modern management to remain indifferent to the problem when it is properly presented. The determination then has to be made as to what should be done, and how much can be afforded in providing an adequate service. There are two approaches-the first is a rare one and it is that of the company which endeavors to go all out in utilizing such a service as a focal promotion feature of the company. The second is that of the company which endeavors to provide an adequate service-with some limitations-for its consumers without any direct publicity. A critical financial condition is about the only legitimate reason for not providing any organized service.

Establishing an Information Bureau

When a decision is made to establish an adequate information bureau, the problem presented is one of reorganizing and improving any existing service or establishing an entirely new service. The important point at this stage, despite which approach is used, is to make sure that there is a definite division in the work assignments of the staff. There should be a separate staff assigned to handle the inquirer as distinguished from personnel assigned to undertake research for the organization internally. If an overlap of duties is attempted, it will be found that neither will be performed competently.

The initial approach to offering the service should be a survey of information requests by the public. This should include what is generally desired, the average number of daily inquiries and the amount of time consumed to find answers to these inquiries. Then it is possible to obtain some idea of the man-

¹ Paper presented before a joint meeting of the Newspaper and Publishing Divisions at the 1951 SLA Convention in St. Paul, Minnesota, June 19, 1951. An extract of this talk appeared in Editor & Publisher, June 23, 1951.

hours involved in order to ascertain the size of the staff needed to begin the service and the essential equipment. Careful initial consideration should be given to the extent of research that will be undertaken because ultimately the demands increase in direct ratio to the amount of service offered. After these decisions have been made the paramount problem is that of determining the type of personnel necessary.

Personnel Requirements

In organizing or reorganizing a bureau of this type, present employes should be utilized when possible, because they are most familiar with servicing inquiries. If staff members cannot be spared, because they perform a greater service to the organization internally, or they do not conform to the desired standards, then the organization is faced with the problem of training new personnel. All personnel should be under the constant supervision of a qualified staff member who knows precisely what the company seeks to achieve in public relations. He should also have an intimate knowledge of the source material and techniques for answering inquiries.

In employing personnel, it is best to hire college graduates who have wellrounded academic backgrounds with majors and minors that would be useful in your business. It is also possible to utilize personnel who are not college graduates, but who have proven work experience in your field. In selecting personnel consideration should be given to the necessary standards that would best represent your company to the public. In other words, if the applicant is to meet the public in person, answer telephone inquiries as well as written inquiries, then many essential factors are desirable. If, however, the person is to handle only written inquiries a "telephone voice" is not the paramount fac-Abstracts and technical research tor. may require professional personnel with of the individual is important, but of equal importance is the personality of the individual selected, for unless he is a well integrated individual, personality blocks or quirks will ultimately create difficulties. Training should be a meticulous pro-

experience. The educational background

Training should be a meticulous process. If initial mistakes are not corrected they become established habits that will prevent presenting the best service possible. There should be a trial period of new personnel from one to six months depending upon the type and scope of the service offered. This will give adequate time for training and determining whether or not to retain the individual as a permanent staff member.

The salary paid should be in keeping not only with the standards within the organization, but also of those performing comparable work elsewhere. Salaries should not be underscaled, for poor morale creates inadequate service.

Collection

Any information bureau will need a collection of general reference works. These should include dictionaries-domestic, foreign, and specialized-several atlases, a collection of biographical directories and standard quotation books. Both the Americana and the Britannica encyclopedias are desirable as well as the one volume encyclopedias like the Columbia Encyclopedia and the Lincoln Library of Essential Information. Supplemental material should consist of books on English usage, slang, pronunciation, abbreviations, standard and statistical vearbooks, books on holidays, festivals and special days. Reference works on government, foreign countries, literature and music are necessary. The American Guide series is particularly useful. Supplementing an overall general reference collection, you will need essential reference data in your particular field. Constant checks should be made to add new material in order to keep the collection up to date.

Newspaper and magazine clippings should be kept in some form for current data. A separate pamphlet collection of pertinent material is also desirable. Some type of ready reference system, such as a card index, can reduce research time to a minimum. Index notations should be kept up to date to maintain new data useful in servicing inquiries. A separate section of the index should contain hard to find and unusual material. A more efficient service can be maintained if as much material as possible can be restricted to use within the department or by the information staff.

Equipment and Layout

Telephone equipment that is best suited to your individual needs should be installed. Provisions for line expansion should be made. There are numerous types designed to accommodate any call load, such as the key telephone with one, four, six line capacities, 100 key equipment with three and six line capacities and the 101 key turret. An important factor in selecting equipment is utilizing the type that will permit any staff member to answer any incoming inquiry on his individual installation. This eliminates time consumed in running from desk to desk in picking up telephones, particularly during staff shortages. French telephones are the most widely used. Headphones with jacks or plugs of the new lightweight plastic type are usually used where the staff member can provide the majority of the information from his desk.

The physical layout and location of an information bureau should be such that work flow is orderly. If it is necessary to utilize a major reference collection of the company for servicing requests, then the department should be located as near to this collection as possible. Reference data that is equidistant from all staff members will reduce search time and lessen staff fatigue. Try to allot at least fifty square feet to each

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employe. This will permit adequate desk separation, which in turn, reduces telephone interference and permits closer consolidation in the event of future expansion.

Unless your corporation is a new firm with adjacent areas of unused space, it is wise to obtain initially as much room as possible. Expansion is a costly process when it involves rearranging departments. If it is impossible to obtain this much space per employe then desks will have to be arranged side by side, or back to back, with glass shields separating staff members to reduce interference. This close proximity of personnel tends to increase fatigue and promote retarded service.

Other factors to be considered are illumination, color, posture chairs and other necessary equipment. Noise should be reduced to a minimum. A survey conducted by Remington Rand Inc. indicated that benefits obtained through noise reduction increased morale 60 per cent; 49 per cent reported more effective use of the telephone; 48 per cent indicated that accuracy of typing and clerical work was stepped up and 34 per cent noted an increased volume of work and other benefits.

The cost of a typical office operation is approximately \$30 per square foot. This is a conservative estimate for corporations having a higher proportion of administrative personnel, a higher quality of space and deluxe equipment and furnishings. Of this \$30 per square foot, approximately \$25 is consumed by salary and wages, \$2.50 for space, \$1.50 for service and supplies, \$.75 for furniture and machines and \$.25 for lighting.

Problems and Procedures

Information bureaus constantly cope with problems—problems of policy and procedure, problems of personnel and problems with inquirers. To reduce these problems to a minimum, compile a staff manual which contains procedure for the information bureau. As much of this manual as possible should be formulated before the bureau begins to function. It should be kept up to date with supplemental decisions that are arrived at in regard to each new problem. Rulings will vary from bureau to bureau according to the type of service offered. Usually recommendations, legal, medical, personal advice and opinions are not offered. Contest question answers are not given. Individual decisions have to be made in regard to bets, election and geneological research, questions on religion, current sports information and student inquiries.

The manual should also state what the objectives of the information bureau are, the facilities available to the public, the extent of research, the telephone technique to be used and any other supplemental information necessary to service the public. Policy of this nature requires uniform interpretation and unless each staff member has a manual accessible there is a temptation to deviate. Adherence to procedure will prevent dissatisfied inquirers. Constant checks should be made by the supervisor to see that this standard is maintained. The bureau should act as a focal information point for the organization in order to relieve other departments of unnecessary interference.

Booklets and posters regarding telephone courtesy are obtainable from most telephone companies, and in some cases company representatives will check proper technique in answering inquiries. There is a telephone etiquette to which the inquirer is entitled. If it is not practiced the impression is created that your unit is unorganized and is indifferent to the demands of the inquirer. Points that should be followed are: (1) Answer with the firm name; (2) Make sure that the inquirer will wait while the information is checked; (3) Eliminate objectionable room noises; (4) Avoid the use of repetitious objectionable expressions like OK, YEP, SURE, UNHUH; (5) Confine transfers to other departments to a minimum.

There is a definite knack to understanding a question and it is up to the staff member to get to the point of the question and reduce time consumed by indirect inquiries. There is a danger in anticipating what the customer may ask and ill will can be created by not giving him a chance to pose the question.

One of the chief dangers of any information bureau is positiveness on the part of the staff in regard to answering inquiries before checking and verifying information given out. A basic information rule should be always to verify and quote the source of information. If the staff member is unable to provide an answer, every attempt should be made to refer the inquirer to another source where the information can be obtained.

No matter how efficient the staff or service, there are always customer complaints of one sort or another. Complaints can be divided into illegitimate and legitimate ones. Since the object of your service is to promote good customer relations, even cranks, neurotics, drunks and general crackpots should be treated courteously unless they become exceedingly abusive or profane. In cases of this sort, every attempt should be made to dispose of their problem as courteously and as readily as possible. If they are abusive, they should be informed by the staff member that the call will be disconnected.

Legitimate complaints arise due to an oversight, incomplete or incorrect information. If their cause and effect is studied, they can be a constructive influence in improving the service. Every effort should be made to retain customer good will. Each complaint should be settled on its own merits after a thorough investigation by the head of the bureau. A reply to the complaint should be given with the utmost directness and speed. The inquirer should be thanked for calling your attention to his difficulty. A résumé of the facts should be stated and the inquirer informed as to what has been done or will be done to satisfy him. In closing there should be

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a bid for the continuation of his utilizing your service.

Complaints are not always justifiable. However, no attempt should be made to side-step an admission of a mistake if your bureau is responsible. Complaints may be made directly to your bureau or to higher levels within the organization. Whichever approach the customer uses, every effort must be made to resolve it.

Volume Control

The volume of inquiries received is controlled chiefly by four factors: (1) Type and quality of service offered; (2) Size of the staff; (3) The physical facilities of the service; (4) Days and hours of operation.

Even if the service is not formally publicized, the volume will gradually increase to the point where it becomes self-limited due to the number of telephone lines available to inquirers or the inability of the staff to absorb a greater work load. If the volume of inquiries does not tend to stabilize over a period of years, then the alternative is to increase personnel and facilities to adequate size after a management analysis of long term objectives.

If the decision is against enlargement, and a status quo is desired, the volume can be controlled by curtailing the amount of information offered, encouraging the inquirer to undertake more of his own research by suggesting or providing the means for him to do so. As a last resort, the service can be restricted to actual clients of the firm identified through code numbers or some similar system.

Normally, volume is controlled by initial policy in establishing the service through decisions regarding such things as restricted or unlimited research, the length of time telephone inquiries should be held and whether or not the inquirer should be called back.

A staff norm can be determined by

surveying daily inquiries. Slight individual deviations from the mean are customary due to the difference in the working techniques and knowledge of the personnel and the questions asked. In particular, new staff members have the initial tendency to be greatly above or below the norm due to their inability to judge whether they are spending too long a time on research, or whether they are being too cursory in their efforts. Close supervision at this point will help adjust their average.

No steps should be undertaken to publicize or promote the service without first determining that there are adequate telephone lines and staff to handle the resultant increase. The constant inability of an inquirer to contact the bureau—under normal circumstances because of line or staff shortage nullifies direct promotion efforts.

No precise determination of total or individual volume can be made for an information bureau except through statistics maintained from year to year in that particular bureau. Exact averages cannot be compiled in any one particular field because of variations in service. Very few surveys have been undertaken that indicate the types or volumes of services offered. I should like to cite some typical examples to show differences in techniques and volumes in various types of information bureaus.

One of the major New York advertising agencies handled 332 general information requests in 1950. Some of these requests were made by letter, some by telephone and some in person. Chiefly, they serviced other libraries and students who wanted specific information for a thesis or for their studies. Clients' inquiries were serviced by the library through the account executive and are not included in this total.

One of the national women's magazines has no restrictions on the time that may be devoted to research for outside requests whether it takes hours or days. This magazine averages approximately twenty-five readers' letters, fifty telephone calls and one in person inquiry weekly. Another large publishing company, which represents a group of magazines, has a weekly average of 125 to 175 requests made in person and by telephone.

The New York Public Library, General Information Section, has a daily average of 550 telephone inquiries with a seven day operation. For this daily volume, they have four incoming telephone lines and two lines for outgoing calls. Their letter inquiries run from ten to twelve daily. However, their principal service is in assisting in person requests in regard to the catalog.

The volume for newspapers varies greatly according to the stress and accent placed on the information bureau. Last year one large New York newspaper handled an average of approximately 872,000 inquiries by telephone, mail and in person. This was a six day operation staffed by a group of twentyeight people. A great portion of these requests was for promotion material distributed or sold by the paper.

In a survey regarding the public relations of fifty-six newspaper reference departments, it was found that three would not answer telephone requests and twenty-seven would answer only brief requests. Forty-six of these newspapers would answer mail requests and only a very small minority offered their facilities to the public.

Information bureaus of business firms offer a service generally on weekdays only and close evenings, weekends and holidays. Most newspapers and public libraries are exceptions to this practice with variations from a five to seven day operation including evening and holiday services.

If increases in inquiries lead to a curtailment of the hours of service, it will be found that the volume does not necessarily decrease. The Library of Congress suspended public service at 6:00 P.M. on Monday and Friday evenings and re-apportioned the work week making it possible to keep reading rooms open on Saturdays and Sundays. They found that the number of readers declined very little, and that the number of books consulted fell off by considerably less than 1 per cent and that 35 per cent of the users of the library came in on Saturdays and Sundays.

Generally, it will be found that there is an average annual volume that tends to increase slightly each year in any type of information bureau. Curtailment of the service by eliminating night or week-end operation may tend to increase the volume during the time that it is presented. In other words, if you have offered a seven day operation and then limit it due to financial reasons, or inadequate staffing, inquirers may grumble, but the majority of them will continue to avail themselves of the services despite a change in hours.

Individual staff members of information bureaus absorb a proportionate amount of their bureau's total. For example, one large newspaper that offered limited research had an annual average of 14,323 requests per staff member, with a daily average of fiftyeight calls. These daily inquiries ranged from a low of 41 to a peak of 241 per staff member. In this same bureau, taking into consideration illness, holidays and vacations, each staff member worked an average of 245 man-days out of a possible total 261 man-days.

Planning

Arrangements should be made for emergencies that arise in every business. There are times when a crisis may swamp your facilities. Under such circumstances arrange to utilize supplemental help from other departments in your firm. If the crisis is a prolonged one, additional personnal should be employed on a temporary basis. Advance planning for situations of this nature will enable you to maintain a standard service without the impairment of good will.

(Continued on page 269)

H.P.S.

THE SUNLIT COAST OF NORMANDIE stretched far beneath, as the plane for Paris droned on its course. Further inland the fields and farmsteads, the roads outlined in poplars, toute la belle France, became hidden under continuous cloud. Mr. Tarps peered from his cabin porthole, over the vast desolation, until in the distance a phantom shape loomed up ahead. Some minutes later it stood out, sharp and clear, as the proud summit of the Tour Eiffel midst an ocean of cloud; all that could be seen of Paris, or indeed of Mother Earth. The plane circled round, like some monstrous bird in search of its nest: and then (as Tarps felt in his stomach) started its descent into the brouillard parisien. Houses, all aslant, rose to meet him, and flashed past at incredible speed. Bump: the avion bounced on terra firma, le port aérien de Paris.

Peter Tarps had come here, in the old peaceful times, to collect material for an article on French librarianship. In the course of his vacation he planned to visit some of the more important reference libraries in Paris; but certain special researches on "documentation" caused our studious Tarps to spend most of his time in the Bibliothèque Municipale, rue Beaudeplace. . . .

One tedious afternoon, on his return from an invitation lunch, Tarps sat in the close atmosphere of the Bibliothèque Municipale, and tried in vain to concentrate on some alphabetical entries in the card cabinets, les fichiers de documentation. That elaborate lunch, et les bons vins de France, had their effect; he could feel merciful slumber about to claim him. The prospect of another three monotonous hours seemed almost unbearable...

Then all of a sudden the door opened, and a little Mademoiselle librarian, the daintiest he had ever seen, ran into the room. She fluttered past him, up into one of the tall chairs at the side bench, and became at once absorbed in the neat piles of unbound periodicals.

Tarps could not fail to notice her, slim and petite, perched on her tall chair, comme un petit enfant. Her little face was clever and pleasant. Tarps needed no second invitation to mount beside Mademoiselle and help her prepare some of the periodicals to be bound. Her soft nasal tones amused him, as she described her méthode de travail. She soon had our Tarps in animated conversation, interested to hear about the libraries of New York, about life in America, la Statue de Liberté, le mal de mer; for she had never crossed the Atlantic, this petite bibliothécaire parisienne.

Thus in pleasant camaraderie the hours soon passed, until those periodicals were all complete for the binders. Mademoiselle referred to her petite montre, said il faut descendre, and pre-

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This year, Paris celebrates two thousand years of history. It seems only fitting, therefore, to present this anonymous contribution upon another aspect of librarianship.

[&]quot;You will find that there is no 'Bibliotheque Municipale' and no 'rue Beaudeplace' in Paris," but should you care to comment upon this piece or to contact the author, SPECIAL LIBRARIES will be happy to see that your communications find their way to the proper person.

pared to slip from her chair to the floor. Tarps rose and opened the door, loth to see her depart. The charm of her conversation and smile had transformed the afternoon for him; and it had passed all too soon.... She had filled the hours with all those cherished memories of their first encounter.

Further studies in librarianship caused Tarps to see more of this particular little Mademoiselle. Indeed, their chance encounters afforded him such pleasure that he even tried to meet her as often as possible. She seemed to understand the atrocious French of our poor New Yorker and proved a most helpful and pleasant little comrade.

One afternoon she offered to conduct him round the service de reliure, to see the periodicals and some historical parchment manuscripts bound into volumes. She herself demonstrated the brochure machines, but their technical details escaped Mr. Tarps; he had become too absorbed in the fascination of her clever little hands, the most delicate he had ever seen. Her movements seemed impulsive as those of a child, but she carried herself with the poise and pride of a duchess, albeit a small one. Her clever little face, animated in conversation, resumed in repose that calm sadness of the Normandie peasant; but her smile was fresh and radiant. She had no red paint on her lips; elle ne fumait pas.

On another memorable occasion, his last afternoon in Paris, the little bibliothécaire invited Tarps into the Nouvelle Salle, not then open to the public, and remained there alone with him for some time. She led him all around, and described the place in detail. Tarps stood there beside her, head and shoulders above the little brunette, pad and pencil in hand to note the main points of her discourse; but concentration became difficult for him. The barren technicalities of librarianship could not compete with the human charm of this petite bibliothécaire, her serious face, the softness of her nasal intonation. Tarps real-

ised all this as she concluded, in simple French that even he could understand. He opened the door for her, and felt a sudden chill of loneliness as she passed from him, out into the open corridor.

The sense of loss deepened as he sat alone later, in the public Salle de Lecture, and tried to decipher the notes made from her dictation. He soon realised the practical need of that little French librarian to help him in his technical difficulties. He did not suspect the more human need of the petite Mademoiselle, to hear once more her soft nasal tones, to see once more her timid smile and those delicate little hands. Too late: she had departed.

Cold and miserable, he passed from under the main portal of the Bibliothéque Municipale, out into the rue Beaudeplace, on that final afternoon. Then as he turned the corner into the bustle of the boulevards, absorbed in the stream of pedestrians, there came another stab of loneliness, an absurd sense of bereavement. These cold, unfamiliar faces had no smile, no comfort for him, as had the petite bibliothécaire.

An hour still remained to Tarps before dinner, ample time to meditate; so he passed his usual entrée du Métro, and continued on foot; no need to arrive in the "pension" before the sacred sept heures. In sad preoccupation he tramped on, past the brilliant cafés, out into the quieter residential suburbs, and so reached the "pension" in time for his last lonesome dinner in Paris.

Then he retired upstairs to prepare for departure. In that cheerless little chambre de pension, he sat on the bed and contemplated the neat piles of printed papers and manuscript notes, the fruits of his short but strenuous "vacation" in Paris. It all passed before him in retrospect; the hours of laborious attention to detail, the softer personal memories of that petite Mademoiselle bibliothécaire.

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Current General Bibliographies About Individual Countries

Prof. Dr. Prinzhorn was formerly librarian, Bibliothek des Auslandskundlichen Instituts, which in the latter part of 1950 merged with the library of the Institute of Economic Research, Bremen, American Zone, Germany, and of which Dr. Prinzhorn is now librarian.

URING THE WORLD CONGRESS for Documentation, held in Paris in 1937, the writer spoke about expedients for intellectual workers, touching also upon the deficiencies still existent in the bibliographic field. Then and now the lack of current synoptical compilations of the literature of bibliographies concerning the various countries of the world meant and means a serious gap. Whoever wants information about the foreign and domestic politics of a country, her law or economy, her cultural background and aspirations will, when searching for the literature, find the information in one or another of these subject spheres.

However, there is no current bibliography nor abstracting review giving the latest material on all of the more important aspects of these subjects for a single country. This despite the fact that there are many excellent publications having extensive abstracts and bibliographical compilations in every issue. America calls a number of prominent journals in this class her own: American Economic Review, Foreign Affairs, Pacific Affairs and many others. The information on literature, however, is arranged as to subject, and the regions treated as secondary at best. For example, the League of Nations published an exemplary review, continued by the UN, the Liste Mensuell d'Articles Sélectionnées, compiling the most recent articles on the political and economic problems of the various countries. Here, as elsewhere, the material is arranged by subject and the regional point of view is secondary.

This is not sufficient. What we really need are bibliographies of individual countries, presenting the essential literature, books as well as periodicals, concerning a particular country. These compilations should be made available as soon as possible and it would seem necessary to publish the parts of such bibliographies at least quarterly. The importance of an individual bibliography of this kind lies in the fact that only the knowledge of the total complex of problems affecting a country makes for understanding between nations and helps the mutual approach to better relations.

In 1935, the writer, then secretary of the International Commission for Intellectual Cooperation for Section Danzig, submitted these ideas to the League of Nations in a memorandum and demanded current bibliographies on all countries as being an urgent necessity. At that time he had already started publication of a bibliography on Poland,¹ and this was soon followed by a bibliography of the Baltic and later the Scandinavian countries. Every two or three months parts of the bibliographies treating a country or groups of countries were published. As the work proceeded the collection of titles extended

¹ Danzig, Polen, Korridor und Grenzgebiete. Danzig: Bibliothek der Technischen Hochschule, 1931.

to all European countries and work on extra-European nations was started. The war and its aftermath put an end to his work which, in the last instance, had been published by the library of the University in Leipzig under the comprehensive title Europa-Bibliographie,² the lists for the various countries appearing as independent parts. When publication ceased, bibliographies had been published on Switzerland, the Netherlands, Belgium, France, Yugoslavia and Bulgaria. Translations of titles published in lesser known foreign languages were given, as well as indications as to where the publication in question could be found in German libraries.

Such compilations as formerly effected by the writer may seem superfluous at first in as much as there are many noteworthy specialized bibliographies now in existence. It would seem pertinent, therefore, to point out that at the same time the writer was publishing his individual bibliographies, Germany, for example, published the Bibliographie der Staats-und Wirtschaftswissenschaften, formerly Bibliographie fur Sozialwissenshaften. This bibliography offered a wide survey of the most recent economic literature relating to various countries. Nevertheless, the bibliographies dealing with individual countries were not considered superfluous as they offered the literature on a country to a much larger extent, including the various sections of cultural life. Bibliographies of the latter type are able to show all the problems affecting a particular country. Only one such work touching upon all the problems of a country is known to this writer: the bibliography on Japan,3 giving the literature from 1906 to 1937. Naturally only literature in the languages of the West has been dealt with. It was felt that this bibliography was a necessity because Japanese literature, due to the difficulties

² Europa-Bibliographie. Leipzig: Harrassowitz, 1941.

³ Bibliographie von Japan 1906-1937. Leipzig, 1928-1940. of the language, was inaccessible to those in other countries interested in Japanese problems.

All countries have special bibliographies, e.g., on their history. It would be a mistake to list such literature once more. Only the worthwhile books treating an important period in the history of a particular country, especially those dealing with the latest historical developments, ought to be published in a bibliography of this kind. Departments already treated extensively and reliably in other publications could be mentioned briefly, giving indications as to where such material is to be found.

In preparing individual bibliographies many problems are encountered and many interesting facts brought to light. In compiling the bibliographies on European countries it was noted that Bulgaria published an unusual quantity of literature on cooperatives; Switzerland was comparatively strong on law; France on art; and Sweden on Archaeology.

The greatest difficulty is encountered in the collection of the important political literature, in as much as it contains a great amount of negligible material. To collect the important economic literature of a country is hardly less difficult. Again, to a large extent, we are facing problems of the day and the literature needs to be collected with special care. Economic bibliographies of all countries have to be utilized, as it is impossible to go through all periodicals for bibliographical purposes. No library is comprehensive enough to have everything. The bibliographies of various countries formerly published by the writer were prepared in a number of important university libraries and special libraries, making use of some three thousand periodicals. Many articles appear in little-known publications and are not available in another country. These are hardly worth consideration when articles on the country in question are published but rarely.

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Perm Base Library, Guam, M. I.

The authors of this article are with the Army Library Service and at present are stationed at Perm Base Library, Guam, M.I.

ARMY REGULATION No. AR 680-50 entitled "Welfare, Recreation and Morale: Army Library Service" and dated 15 December 1950 states in part: "2.-a. A 'library' is a service agency established for the purpose of providing reading materials of an educational, informational, recreational, technical and reference nature to an Army installation. It comprises an organized collection of books, pamphlets, periodicals, documents, newspapers, maps, pictures, recordings, music scores, etc. A library may extend its services beyond the main library by means of branch libraries. bookmobiles, and other types of service units under centralized administrative control, and thereby become a 'library system'.

"3. Army Library Service is established and maintained primarily to provide adequate quantities of up-to-date reading materials in all subject fields to Army personnel through organized installation and field libraries. This service encourages the use of library resources for information, self-education, research, technical reading, military and vocational training, recreation and general reference. These libraries will provide effective, professionally supervised programs including reference and readers' advisory service; hospital library service; and field library service to outposts, maneuver areas, and troops in transit and in combat. This service will

conform to the most progressive, modern techniques in public library operation."

In many established communities in the continental United States public library service as described in the above AR has been the rule and privilege for many years. There has been time to plan and time to execute on a long range basis. Permanent buildings have been erected to house collections which themselves were perhaps years in the making and there have been relatively permanent staffs to manage these collections. There has been, often, a fairly constant source of income, even though small in many instances. In short, there has been relative permanence in American public library organizations. The library was, and is, an integral part of the community and functions along with schools, churches and other institutions as part of the cultural base upon which people live.

The problem that characterizes overseas Army Library Service (and the same may also be said for certain Air Force and Navy installations) and that permeates every decision, every act, no matter how insignificant, is that essentially temporary, mobile, short-lived installations must function as though they were permanent lifetime ones. A few specific questions will illustrate. For example, what kind of building is going to be used? In the States the concern may be type of architecture, special rooms for housing rare books, map collections, films or dozens of other similar considerations. On Guam, if you plan to use a building in one location for a

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year, or at least through the rainy season, vou have first to consider what type of building to use so that the next typhoon won't blow away building. books, et al., and to remember that what the wind doesn't ruin, the rain will. Also, tropical climates are hard on paint, floors, furniture and other parts of the physical plant. Should you paint now, since the coral dust has made the shelves look so shabby, or does the possibility of closing down a building next week, or next month, or who knows when, make it not worthwhile? Do you paint just before the typhoon season. or do you let possible storms do their worst and then paint?

Of course these last few items apply in tropical and semi-tropical areas, but other localities in other climates (Korea or Alaska) present equally exasperating and seemingly insoluble problems.

Perm Base Library is intended to function as described in the AR quoted above. Located in a three-sectional prefab, the north wing houses the adult non-fiction and periodicals; the center wing, placed at right angles to the north and south wings, houses the charging desk, radio-phonograph, record collection, reference collection and catalog; and in the south wing are adult fiction and juvenile books.

The walls are cream, the shelves dark green and shoulder height. Louvers, painted cream, extend from the top of the shelves to the white ceiling. A multicolored linoleum covers the floor. Chrome furniture upholstered in red. green and beige plastic makes the rooms comfortable and attractive. The outside is surrounded by lawn and small flower gardens, with orchids hanging at the corners of the building. Perm Base collections are not confined to printed materials; it is the policy, begun last fall, to plant in the Perm Base gardens as many indigenous plants as possible. Great interest has resulted and opportunity is provided for the amateur plant collector to make a permanent record of his work.

Perm Base installation has not yet been damaged by a typhoon. Its predecessor, Marbo Service Club Library, was completely destroyed by Typhoon Allyn in November, 1949. We, who now operate Perm Base, plan and function as though we were permanent, even though our world may be upside down this afternoon or tomorrow or next week.

Perm Base's physical plant houses comfortably about seven thousand books. Because of the limited space available, book selection and collection weeding must be intimately correlated. In certain areas of non-fiction, where subject content is more important than a particular author or title, the latest edition of the best treatment of a topic is the title sought for and substituted. In fiction the choice may be more difficult. Certain classics and modern favorites are always in demand, and here physical condition and price of replacement are factors. In addition, if the Army personnel using a collection remains in an area for a long time they may completely read-out a collection, necessitating a complete replacement of titles. On the other hand, if the clientele changes rapidly, a collection, except for physical wear and tear and a few best sellers, may usefully remain static for a long time. Such a situation releases money and books for use in other areas that may be governed by a different set of circumstances. Perm Base has been operating at a point midway between a static and a completely changing collection.

The joint question of budget and money available can be as unpredictable as the aforementioned typhoons. One plans to do what one thinks should be done and then obtains, if possible, the money for it. The factors to be considered are many and subject to rapid change. At Perm Base if we do not procure what we need we use something else or do without.

Of vital importance, in our experience, to every collection no matter how (Continued on page 271)



At the Convention, retiring and incoming Chapter presidents and other interested members attended the dinner planned by Chapter Liaison Officer Margaret Hilligan. Mrs. Owens was a special guest. Other guests were Dr. Clyde H. Bailey, dean of the Department of Agriculture, University of Minnesota, Mrs. Bailey, and Mr. Coulter, a representative of Miss Hilligan's firm, General Mills, Inc. Following the dinner, Miss Hilligan welcomed the group and introduced the guests. Dr. Bailey spoke informally and entertainingly on He has had a long problems of research. career in cereal chemistry, and his outstanding collection of reprints has been presented to the General Mills library.

The Membership Gavel Award was presented to the TEXAS Chapter which had an increase of 41.9 per cent in membership. LOUISIANA was second with a 28.2 per cent increase, and KANSAS CITY third with 20.8 per cent. These percentages are based on: Associate, 1 unit; Active, 2 units; Institutional, 3 units; Life, 3 units first year, thereafter 2 units a year. There is no unit count for Sustaining and Student members.

The matters of constitutional revision and membership qualifications have been discussed widely by the entire S.L.A. membership during the past two years. One of the most important results has been a real awareness of the Association and its problems. This was evident at the post-convention meeting of the San Francisco Chapter which I attended on June 28. Those present gave careful attention to reports from the Convention presented by Thelma Hoffman and Mrs. Helen Brenner. Their comprehensive coverage was a résumé of not only their own notes but also those of other members.

Plans are already under way for the fall meeting of the Executive Board and Advisory Council, to be held at the Hotel Statler in New York, October 18-20. Association members are welcome and are urged to attend.

The other two members of the Chapter Relations Committee are Eleanor Wright, Chrysler Corporation, Detroit, and Rowena Phillips, Manufacturers' Life Insurance Company, Toronto. Our responsibility is to serve both the Association and the Chapters. We hope we will be called upon to provide that service.

HELEN MARY PYLE,

Chapter Liaison Officer and Chairman, Chapter Relations Committee. BUSINESS DIVISION: A committee was formed, Alice Carter, chairman, to index approximately twelve magazines not included in the *Industrial Arts Index*. The *Index*, when it is collated, will be issued either monthly or bimonthly. A possible combined project of a similar nature with A.L.A., suggested by the officers of their Business and Technology sections, was voted down.

FINANCIAL DIVISION: The May issue of the Financial Division *Bulletin* contains the following articles of interest to all librarians:

- Work and Publications of the Joint Committee on the Economic Report by John W. Lehman, Clerk
- The United States Government Printing Office Library by Joseph A. King, Librarian How to Obtain Government Publications by Joseph A. King, Librarian

In the July issue of the *Bulletin* there is an excellent bibliography of "Corporation and Manufacturers' Directories" compiled by Betty Marshall of the Federal Reserve Bank of Boston. There are listings of State, Regional and National Directories with brief descriptions of the contents and instructions as to how they may be obtained.

The *Bulletin*, published quarterly, may be subscribed to for \$2.00 a year.

INSURANCE DIVISION: After a discussion of how to make *Insurance Book Reviews* pay for itself, it was voted to raise the subscription price for ten issues from \$2.00 to \$3.50. A committee was formed, Mrs. Natalie Binet, chairman, to increase the number of subscriptions.

SCIENCE-TECHNOLOGY DIVISION, Metals Section: For a full account of the program planned by this section for the World Metallurgical Congress and Exposition see p. 263 of this issue under the caption "Public Relations with an International Flavor."

TRANSPORTATION DIVISION Bulletin, Supplement, May, 1951, contains "Source List for Transportation Statistics" Part 1, Railroads. Other parts will be published as they are prepared. Selections have been confined to material published in the United States and no series has been included unless it is issued once a year or oftener. The Division has also issued a membership list.

> MRS. ANGELICA VAN R. BLOMSHIELD, Division Liaison Officer and Chairman, Division Relations Committee.

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Have you heard . . .

Dr. John A. Lapp Honored

Dr. John A. Lapp, one of the early special librarians and the first editor of SPECIAL LIBRARIES, was honored June 18, 1951 at a dinner of the City Club of Chicago.

Present at this testimonial dinner in honor of Dr. Lapp, who is President of the Club, were some of Chicago's foremost citizens. The Mayor, members of the judiciary and City Council, educators, editors, churchmen, and leaders in labor activities and social work assembled to pay him tribute and to acknowledge the debt of the community. Greetings were read from the Governor, members of Congress, the presidents of the AFL and CIO, and many other friends in high position.

A special message of congratulation from the club, approved at the annual meeting on the same day, reads in part: "Dr. Lapp has never permitted any spirit of defeatism to dim his optimistic faith in the potentialities of our democratic society. In war and in peace he has labored ceaselessly and effectively for civic probity, individual liberty, civil rights, social welfare, public enlightenments, and the general fulfillment of the faith of the Founding Fathers of this Republic, to whose spirit he has been dedicated."

As the first editor of SPECIAL LIBRA-RIES, Dr. Lapp placed the Association forever in his debt. His term of service lasted seven years, from 1910 until 1917, during which time he set the pattern of the magazine.

International Relations Committee Sponsors Overseas Correspondence Program

The International Relations Committee of SLA is hoping to achieve closer cooperation with librarians overseas, and as a first step in this direction the committee is anxious to promote international contacts between librarians through correspondence.

Any librarian who is interested in such a correspondence should send details on the type of country, language and any other interests which would influence the choice of a correspondent to Kate C. Ornsen, Sun Oil Company, Marcus Hook, Pa.

Shoreditch Public Libraries Desire American Publications

C. M. Jackson, borough librarian, Shoreditch Public Libraries, has expressed a desire for American publications on furniture and related subjects.

The Shoreditch Public Libraries possess one of the finest collections in Great Britain on furniture and such related subjects as the timber trade, woodworking and upholstery.

Mr. Jackson is particularly interested in securing the catalogs of exhibits of museums and the catalogs of books on these subjects possessed by large libraries. In the belief that if American librarians and curators of museums are made aware of the extensive nature of the collection many would be prepared to supply these libraries with copies of their publications, Mr. Jackson has requested that we pass this appeal along. As regards such publications as cannot be supplied gratis, Mr. Jackson would like further details.

Correspondence should be addressed to Mr. Jackson, Public Libraries Department, Haggerston Library, 236, Kingsland Road, E.2, England.

Canadian Library Association Issues Book Celebrating Anniversary of First Public Library Act

Just when it's beginning to look as though Canada may finally do something about a national library, a little booklet has been published to show how far this country has come in the library field in the past century. It shows the sort of world a national library would dominate and how that world evolved.

It is just 100 years ago that the first Public Library Act was passed in then colonial Canada. The Canadian Library Association, which held its sixth annual meeting in Toronto from June 10 to 15, has issued this 40-page booklet to celebrate that anniversary.

The publication of 100 Library Years is nicely timed to come on the heels of the Massey Commission's recommendation that Canada—one of the few countries without one—should establish a central national library without delay. The booklet demonstrates that while a national library may have been unusually slow in developing, Canadians from coast to coast have built up quite a domain for it to reign over once it does emerge. It will crown an effort that has been steady and ever-widening.

Public Relations With An International Flavor

One of the finest examples of public relations ever initiated by SLA is the program planned by the Metals Section of the SCIENCE TECHNOLOGY Division in conjunction with the Michigan Chapter for the World Metallurgical Congress and Exposition. This will take place in Detroit, October 15-19, and will replace their annual regional meeting. The Congress is expected to attract thousands of visitors from here and abroad including metallurgists, engineers, management officials and librarians.

The Congress is sponsored by the American Society for Metals with the American Welding Society, The American Institute for Mining and Metallurgical Engineers, The Society for Non-Destructive Testing and the Metals Section of Special Libraries Association participating.

The Metals Section has planned a program in two parts. One will be a technical program with papers on "The Metallurgist and the Literature," the second an exhibition booth which will be open all week.

The technical program will include

the following papers: Mr. Benjamin Fullman, Chief Information Officer of the British Non-Ferrous Metals Research Association is speaking on technical literature from the British point of view: Dr. C. A. Zapffe, Consulting Metallurgist, will present the American view of world wide technical literature. Management will be represented by Mr. W. M. Pierce of New Jersey Zinc who will speak on "Why Metal Companies Support Special Libraries." Dr. Ivy Parker, Corrosion Engineer of the Plantation Pipe Line Co., and Editor of Corrosion will discuss the literature on Corrosion with a demonstration of the N.A.C.E. punched card classification; and Alvina Wassenberg, librarian of the Kaiser Aluminum and Chemical Corporation, will demonstrate the A.S.M.-S.L.A. punched card classification. A special feature of the program will be a question and answer session with a panel of librarians presiding. Questions to be discussed will be collected from a question box in the exhibit booth. A round table on the problems of the small library is also planned.

The Metals Section booth is to have a central location among many outstanding exhibitors. It will represent a miniature-working library with librarians in constant attendance to demonstrate techniques and answer questions. The intention of the display is to show that a library is the most effective means of handling and of making available the literature all scientists need. Another objective is to prove that library service can be equally useful to a company, a metals society, a university, a public library or a business organization.

To illustrate this concept there will be exhibitions of reference services, foreign and American technical books and periodicals as well as translations of foreign works. Card catalogs will be available for study and bibliographies have been prepared for distribution. A punched card machine will illustrate the two talks on this subject.

The Metals Section, which is only

four years old, is showing great initiative in working out such a comprehensive program. It is an outstanding example of what can be done by a Division to promote the idea of library service.

International Good Will Through a Book

The Scandinavian Airlines System recently inaugurated the first direct air service between New York and Bremen, Germany, and on its first flight from New York, April 20, 1951, carried Borough President Robert F. Wagner, Jr. in addition to a group of U. S. newsmen and radio representatives.

In each of the seventeen cities and towns in Germany visited, it was President Wagner's pleasure to present a copy of New York: The World's Capital City by Cleveland Rodgers and Rebecca B. Rankin, librarian, Municipal Reference Library, New York, to the host for the day with the compliments of Mayor Vincent Impellitteri.

Mrs. Ada J. English Appointed Acting Director of Library School

The appointment of Mrs. Ada J. English, librarian at New Jersey College for Women since 1923, as acting director of the Library School at the woman's college of the State University has been announced by President Robert C. Clothier.

At the same time President Clothier announced the appointment of three new members to the staff of the Library School of the woman's college of Rutgers University. Serving as part-time lecturers in library service will be: Mrs. Kenneth P. Ferguson, Lillian B. Goodhart and Bernard Scheni.

Succeeding Alice G. Higgins, who retired as acting director of the Library School on June 30, Mrs. English will take up duties which she has held before. It was she who organized and directed the School in its first year, 1927-28.

Mrs. English holds her B.A. and M.A. from Rutgers University and her B.S. in library service from Columbia University. Her professional affiliations include membership in the American Library Association, American Association of University Professors, Association of College and Reference Libraries, and the New Jersey Library Association. She is a past president of the last-named association.

The Library School curriculum for the 1951-52 year will be limited to an 18 credit-hour offering to those seniors at New Jersey College for Women who are majoring in a 30-hour library service program in order to qualify as professional librarians.

Technical Publishers Launch Own Organization

A new national industry organization, the Technical Publishers Association, recently came into being when some twenty-eight owners and operators of technical publishing concerns adopted a constitution and elected a board of directors and officers at a meeting held in New York on June 4, 1951.

The new group, according to its constitution, defines technical publishing as including the rendering of one or more of the following services to industry and government on a contractual basis:

- (a) the writing and editing of text for publications known as instruction manuals and parts catalogs, stocking catalogs, technical sales materials, wall charts and other reference and instruction books . . .;
- (b) the preparation of all types of technical illustrations;
- (c) the preparation of technical training and documentary films;
- (d) the identification and classification of materials and the tabulation and compilation of resulting data for inventory control, stocking and allowance lists.

The announcement was made by F. R. Gruger, Jr., secretary of the Technical Publishers Association and owner of the company bearing his name in New York. Other officers are: Christian E. Burckel, owner of the publishing firm of Christian E. Burckel and Associates, Yonkers, N. Y., president; George Cushing, partner of Cushing and Nevell, New York, vice-president; and Bruce Leech, co-owner of Herbert C. Leech Technical Publications, New York, treasurer. These and Charles H. Mc-Laughlin, owner of McLaughlin Research Corporation of New York, Washington and Baltimore, constitute the board of directors.

Among the objectives of the Technical Publishers Association are: (a) "to engage in research and to analyze the practice of technical publishing to improve its standards and techniques"; (b) "to foster training and education of persons preparing to enter the technical publishing profession and to cooperate with educational institutions"; (c) to promote recognition of the profession "as an essential service to industry and government"; (d) to conduct research and consider "intra-professional problems"; (e) "to cooperate with industry and government in developing standardization and simplification of specifications to enable members to offer more economical, expeditious and intelligent services"; (f) "to assist in developing fair bidding and purchasing practices and sound employment policies."

Medical Library Association

The fiftieth annual meeting of the Medical Library Association was held in Denver, June 28-July 2, 1951, with 182 members registered.

The presidential address was delivered by Marjorie J. Darrach, Wayne University College of Medicine Library.

The second Marcia C. Noyes award for outstanding achievement in medical librarianship was made to James Francis Ballard, Director of the Boston Medcial Library.

Officers of the Association for the year 1951-1952 are: President: L. Marguerite Prime; Vice-President (President-Elect): William P. Postell; Honorary Vice-President: Dr. James J. Waring; Secretary: Caroline Riechers; Treasurer: Frederick G. Kilgour.

Off the Press¹

THE H. W. WILSON COMPANY, HALF A CENTURY OF BIBLIOGRAPHIC PUBLISHING, by John Lawlor, is divided into two parts: The Past and The Present. Part I begins with the birth of Halsey William Wilson, tells of his orphaned childhood, education in rural schools, and later at the University of Minnesota and of the various ways he earned his tuitions. A small printing press eked out his income and he learned much of value to him later. A bookstore, started in his bedroom, grew to be one of the best in Minneapolis. His experiences here launched him on his first big venture, the Cumulative Book Index, on which his wife was his only editorial "staff." This catalog of new books which would remain current throughout the year by combining new entries with old in each monthly number was not of sufficient help to book-sellers so he started the United States Catalog (combined trade list of books in print). [See SPECIAL LI-BRARIES, Vol. 41, No. 7, p. 260.] However, after three revisions, he decided the five- and sixyear volumes of the CBI were of more value. The next project was the Readers Guide to Periodical Literature and in connection with this, Mr. Wilson worked out the "Service Plus" plan (charging in proportion to use.) This policy, applied in modified forms to other Wilson publications, helped to rescue the firm from its financial plight which had been serious from the beginning. In 1913 the firm moved to New York and the following thirty years brought astounding growth as more specialized indexes were demanded. In 1948, the golden anniversary of the CBI, Paul North Rice, president of the American Library Association wrote to Wilson: "We take your indexes and bibliographies for granted, but when we think of what American libraries would do without them, we realize it is not exaggeration to say that you have done more for libraries than any other living man."

Part II has a chapter on "Compiling the CBI," one on "The Periodical Indexes," both of which give many interesting details of procedures. In a third chapter, "The Service Basis" is explained and the main criticisms are given.

The last chapters bring out the reasons for the success of the company, some of which are: Mr. Wilson himself, with his inventiveness, his cleverness, his devotion to his ideals of service, his loyal staff, and the cooperation

(Continued on following page)

¹Where it is possible the editor has given prices for publications noted in this section. The omission of a price does not necessarily indicate that the publication is free.

of all librarians. As to the future, that the survival of the firm no longer depends on Mr. Wilson (though at 82 he is still on the job) is a measure of his success. The loyalty of his excellent staff is assured (they and former employes own 99 per cent of the stock). The strength of the company reflects the devotion of librarians to their profession, for the indexes are collaborations between the staff members and subscribers.

At the end of the book are appendixes: A selected list of Wilson Indexes and Services; Chronological list of the Company's General Publications; A Note on Sources; and, of course, an *Index*!

To the seasoned librarian, thoroughly acquainted with The Wilson Company's publications, this book could be pleasant reading; to the novice, who is just becoming acquainted with these library tools, the book is fascinating, and a revelation of their great importance to librarians—and to all research workers in many fields.

MABEL L. SLEGHT.

* * :

The third edition of the Library of Congress Classification Schedule for Works in the Social Sciences—the first revision published in thirty years, has been issued by the Library. Since the system it represents was first adopted in 1901, it has been used in classifying some 873,000 volumes in the Library of Congress, over one-fifth of the Library's classified collections.

Reflected in the schedule are the many changes which have occurred in this area of knowledge during the past half century. World War II, radio and television broadcasting, and atomic engineering are some of the new subjects. Among other additions are sections for Pakistan, rural electrification, middle-aged and older workers, social case work, community centers, capital levy, international banking, and international commodity control. (Washington 25, D. C., Superintendent of Documents, U. S. Government Printing Office, \$2.75)



LABOR-PERSONNEL INDEX. Detroit Michigan: Information Service, Inc. Fortnightly. Annual subscription, including looseleaf binder, \$24.75

A fortnightly guide to articles on labor relations that have appeared in more than one hundred labor and personnel management periordicals during the period covered. Material is cataloged and cross referenced according to subject matter, together with a brief resume of each article.

The publication consists of a series of $5\frac{1}{2} \times 8\frac{1}{2}$ inch sheets, punched for insertion in the binder provided. Each issue runs to about twenty-five or thirty pages.

THE MUSIC INDEX. Detroit, Michigan: Information Service, Inc. Monthly, with annual cumulation. Annual subscription for monthly issues and annual cumulation: \$125; annual cumulation: \$25

This index covers the music field, from musicology to the retailing of music. About one hundred and twenty periodicals are indexed, the material being arranged under specific subject headings.

The first annual cumulation is for 1949 and indexes approximately eighty periodicals.

* * *

Antoinette Ciolli of the Reference Division of the Brooklyn College Library has compiled a Subject Index to Chapter Headings in the Cambridge Medieval History. A limited number of copies of this mimeographed pamphlet are available for free distribution. Address requests to:

Mrs. Rose Z. Sellers Chief Special Services Librarian Brooklyn College Library Brooklyn 10, New York

Current General Bibliographies About Individual Countries

(Continued from page 258)

Still, the problem of such bibliographies remains, and its importance has grown. The experience gained in preparing the former bibliographies of individual countries should prove useful in doing further work of a similar nature. There is little difficulty in assembling the literature referring to smaller countries. The compiling of bibliographies for larger countries is quite an-

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other problem. The material in books and periodicals is so voluminous that current and speedy reporting can only be maintained when the material has been limited by careful selection.

It seems to be the obvious thing to compile these bibliographies in the country itself. This, however, is only feasible when the quantity of literature is not large enough to call for selection. The task of choosing the essential and eliminating the superfluous renders the compilation much more difficult. A foreigner will find it much easier to make a choice of the essential and interesting problems than a national of the country in question. (The writer would not dare to publish a bibliography on Germany, fearing it would be lost in the immense flood of literature.) The most useful way would be collaboration between national and foreign compilers. All titles in lesser known languages should be translated so as to direct the reader toward such literature.

Students interested in the problems of another country rarely limit their interest to a single aspect of that country. Most often they are unaware of current special bibliographies. Their major desire is to be introduced simply and speedily to the literature about the country on which they intend working. For politicians, economists and newspapermen interested in the public life of other countries these bibliographies would be invaluable.

At the present time no bibliography of this type appears to exist. It may not be, therefore, untimely to suggest that analytical abstracts would be of even more value than bibliographies which give only the titles of publications. Such an abstracting enterprise would be more costly. Realizing, however, the importance of gathering reliable knowledge on other countries, the fostering of such an enterprise by international organizations such as UNESCO would appear to be desirable.

Special Libraries in The Near East (Continued from page 248)

students who pay a library fee. In 1949, the library was visited by 4,181 persons and circulated 4,471 books.

There were eleven libraries located in the various ministries, among them the ministries of Mines and Quarries, Commerce and Industry, Education, Finance, Foreign Affairs, Justice, Public Health, Public Works and Social Affairs.

The Ministry of Education Library, located on the ground floor of one of its buildings, is reached by a separate entrance from a courtyard. It has a collection of sixty thousand volumes arranged by the Dewey Decimal classification. The British and American governments have presented representative text books to this library. There are also many books in French. This is a reference library for the use of the staff of the ministry, the teachers in schools and the professors in universities. Books may be borrowed for one month upon an annual guarantee. In 1949 there were 1.450 visitors and 3.732 books were circulated.

There are a half-dozen art and archaeological libraries in Cairo. The Egyptian Museum Library is one of the oldest and largest. Although the initial collection was begun in 1886, the library was not organized until 1899. In 1949 it had a collection of 22,231 volumes on Pharonic, Greco-Roman, Byzantine and Coptic antiquities. The catalog is arranged by subject and author. An author catalog was published in 1928. The use of the library is limited to the museum staff; others may consult it if permission is obtained from the Director-General.

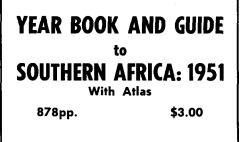
The Library of the French Institute of Oriental Archaeology was established in 1881. It occupies the upper floor of the Institute. Among its 40,000 volumes on "Orientalism" are important publications of the Napoleonic era. It

(Continued on following page)

SEPTEMBER, 1951

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THE H. W. WILSON CO. 950-972 UNIVERSITY AVE. NEW YORK 52 also contains several Arabic manuscripts. The catalog is arranged by author with a title card for the Arabic books. With the permission of the Director, anyone may use the library for reference.

The Coptic and Arab Museums have smaller collections: 5,190 and 7,050, respectively. They too are for use of the staff and research workers. Both maintain author and subject catalogs.

The Oriental Institute of the University of Chicago has an excellent library at "Chicago House" in Luxor. Although it is maintained primarily for its own staff, other archaelogists may use it for reference and research.

Special libraries in Egypt are so numerous and so varied that it is difficult to know when to stop writing about them. The existence of the Cairo Library Association, established in 1945, and now numbering more than one hundred and fifty members, has been instrumental in raising the Egyptian standards of librarianship. This association sponsored a two-weeks Library Institute in 1949 which was attended by about forty members. The Cairo Library Association presented the idea of a permanent Institute of Librarianship to the Minister of Education and to the officials of Fouad I University where the first year's course has just been completed as a part of the curriculum of the Faculty of Arts.

In conclusion, I would venture to say that the nucleus of special library development in the Near East exists to a high degree in three countries—Turkey, Iran and Egypt. The International Relations Committee of the Special Libraries Association would do well to give encouragement and assistance to special librarians in the Near East who are working under hardships undreamed of here in the United States.

Please Mention Special Libraries When Answering Advertisements

Souvenir de Paris (Continued from page 256)

From the moment of their first encounter her small stature, her daintiness, had amused Mr. Tarps. Then came the pleasure of their conversations; she had smiled upon the poor Américain, all alone in Paris. Her personal charm had seemed to humanise his arid studies in librarianship; she satisfied at once his need for help and desire for companionship. In all the problems of their métier he could turn to her, aller chercher la petite bibliothécaire.

Alone in the silence of that little bedroom, he seemed to hear once more her soft nasal response, patient simple French that he could understand. Then her final "Bonsoir, monsieur" in the Salle de Lecture, and their companionship had come to an abrupt end.

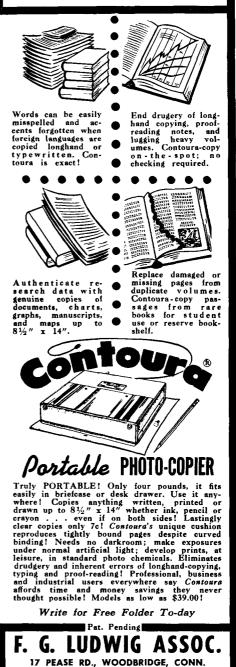
Thus on the eve of departure, Tarps came to understand, too late, all she had meant for him, and to treasure the memories of her soft radiance. There remained, he realised, much indeed to learn in Paris, quite apart from librarianship, under the care of this petite Mademoiselle; but the time had come for him to leave her and return to New York. . . .

Years have passed. Mr. Tarps has become old and sedate; but he still remembers his visit to Paris . . . the Bibliothèque Municipale in the rue Beaudeplace . . . the petite Mademoiselle.

What's Your Information Rating? (Continued from page 254)

Every objective information service should strive for consistent improvement. Suggestions by the information staff and inquirers should be sought and analyzed. Complaints can be con-(Continued on following page)

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A grateful customer is the best test of your efficiency. The client of one bureau reported that the information given him had saved him \$40,000 on a tax refund. Others utilized information services to help prepare copy for publication, law suits or advertisements. Some used information for preparing mailing lists, marketing their products, checking holdings and hundreds of other important uses. Is information a product? Ask your clients!

Please Mention Special Libraries When Answering Advertisements

Perm Base Library, Guam, M.I. (Continued from page 260)

small or short-lived, is an adequate catalog. Good catalogs require time to prepare as well as trained personnel to do the work. Of inestimable value is the current policy of including sets of Wilson cards in the monthly Army book kits. Experience has shown, however, that an adequate catalog including author, title, subject and analytic cards is worth all the time and effort put into it. The Perm Base catalog, nearly completed, was begun in November 1950, and has been in use ever since.

At present all technical processes are handled at the Library Supply Depot, the central receiving and distribution center for all Army libraries on Guam. Perm Base is the largest single library now in operation. Three other smaller ones are maintained as well as two deposit collections.

The most acute single need in the library system here is trained personnel. Perhaps it is because women in the States do not realize the almost endless possibilities here for activities and developments that more do not enter the service. Every conceivable interest, talent, ability and field of training is needed. No matter what one's specialty is (save for rare instances), there are problems and opportunities that will challenge it and tax it to the utmost. In the States, the problem of getting extra clerical and stenographic help may be difficult, as well as that of obtaining professionally trained personnel; but if this problem is difficult at home, imagine the problem on a remote island where every person hired must be recruited from the States, transported a long distance at Government expense, housed, fed and provided with medical care if needed. What public or special library must so concern itself?

(Continued on following page)

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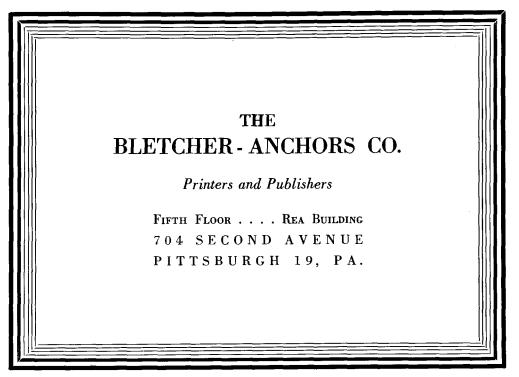
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Of great benefit to both the library service and the enlisted men concerned is the policy of hiring them in off-duty hours for evening, Saturday, Sunday and holiday work. Perm Base is open officially from 9:30 A.M. to 9:30 P.M, weekdays, and from 1:00 p.m. to 9:30 P.M. over week-ends. Since there are four other installations to keep open. the present professional and sub-professional staff could not possibly maintain the libraries without the aid of enlisted men. For those who take part it provides additional outside interests and new contacts, as well as extra pay. It is also amazing as well as gratifying to see reading interests grow and broaden under the stimulation of being surrounded by reading material and having, in the course of duty, to handle so much of it.

From the personal point of view, work with the Army Library Service overseas offers the opportunity to combine the practice of one's chosen profession with opportunities for travel to unusual parts of the world, many of which cannot be visited by the ordinary traveler. Due to rapidly changing political and economic conditions, now is the time to see many areas at present distinguished by unique natural environments and hitherto untouched remnants of past Asiatic civilizations. The same is equally true for the spectacle of new nations emerging from primitive societies and old nations facing the problems inherent in contact with Western industrial culture. Compared to other areas of the profession the pay is high, living expenses are moderate and travel to and from the States is paid. Lest all this sound too serious, we at Perm Base would like to say that no words can convey or describe the elements of fun and pleasure to be found in this type of work and manner of living.



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