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Special Libraries Association

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Address of Welcome

By Charles F. D. Belden, Director, Boston Public Library

FOUR years ago this morning it was my privilege to address a joint session of the American Library Association and the Special Libraries Association on "Co-operation Between the Public and Special Libraries." At that time there was still doubt in the minds of many as to whether the two institutions were not trying to parallel one another. There was said to be grounds for ill-will and jealousies on the part of certain elder librarians, because the younger brotherhood encouraged new ways and methods. I tried to define the several functions of the special and the public library and indicated where, in certain fundamental purposes they differed and emphasized the distinct objectives of each. Happily, today a better understanding exists. It is universally admitted that the special library has its definite place in the diffusion of knowledge—a place it is filling with increasing distinction.

The growth of the special library, as Mr. Dana has stated, is the outstanding feature of library history in the past fifteen years. It is a record of which you should justly be proud, and yet, I believe that you are only on the threshold of larger opportunities of service. You are the seekers out and the custodians of what has been called "fact information." Your chief duty is to cull out and make instantly available, largely from periodicals, pamphlets and reports —from what public librarians class as ephemeral material, the facts needed by the organizations for which the special libraries were created. Of course, books too, of a specialized class, are equally your tools. All this is supplemented—and this is of prime importance—by expert service, service that examines, analyses, arranges, and keeps this selected knowledge only as long as it is of value. It is a business method—for the needs of the busy executive.

I would suggest a distinction between special collections—books and materials on certain subjects which may or may not form a part of the material to be found in a public library, or in a library devoted to a particular subject—and the rather more specialized collections which serve a business, a profession, a manufacturer or a corporation, functioning in the civilization of a most complex age. Your ways are clear and direct; your field is your own. I only bespeak on your part a larger co-operation with the public library; use what *it* can offer; avoid when possible duplication of material and effort; co-ordinate your activities with those of the public library. I believe you have found the librarians of public libraries willing helpmates. Certainly, we look more and more to you as specialists, as what our good friend Lee might call "sponsors for specialized knowledge."

In conclusion may I ask your aid in meeting and solving the problem of adult education through the library. Here, somewhat beyond your specific duties, lies a great opportunity for service to the employees of your organization. Bring to them, with the aid of the public library, supplemented with what you have to offer, increased knowledge, inspiration, vision.

It has been a privilege to greet you, to have had this opportunity to express my faith in your growing organization, and to wish you God-speed and success in your unfolding years.

Response

By Miss Rebecca B. Rankin, Librarian, Municipal Reference Library, New York City

MISS RANKIN in responding to the address of welcome spoke substantially as follows:

Particularly does it please me that Mr. Belden brings us this greeting of welcome. Personally my first acquaintance with Mr. Belden came in the lecture room at Simmons College some years ago. He is responsible for my interest in documentary work since he was the one to introduce me to documents and I have continued along this line. Not only has the admiration which I have for Mr. Belden, increased from year to year, and I speak of it in this personal way because I feel it is reflected in the feelings of all the special librarians.

At this time I am sure that we all are most happy to know that Mr. Belden has been chosen as the nominee for the presidency of American Library Association for the coming year. I am sure that this fact of the nomination of Mr. Belden to the presidency of American Library Association augurs particularly well for the Special Libraries Association and American Libraries Association for 1926.

There is no one who has a greater understanding of the library and the librarian than has Mr. Belden for many years. It will mean that not only will the spirit of co-operation and co-ordination which has been growing steadily for sixteen years increase, but I am sure the coming year will have an unusual impetus.

I, therefore, wish to thank Mr. Belden on behalf of all the members. It pleases us that they have chosen to bring us to this beautiful spot which we New Yorkers feel is the most delightful place, and it also pleases me to meet with the New England librarians.

Announcement

This number contains the proceedings of the conference insofar as the material is available. Addresses by Robert L. O'Brien and Thomas Coulson were extemporaneous and were summarized in the July issue.

The address by H. Nathaniel Dowse "Revolution Through Research in Business," will appear in the November issue.

Some of the talks before the various groups were informal or introductory to visual presentation and therefore have not been included.

The material is arranged as follows: 1) Addresses at the general sessions; 2) Group Meetings; 3) Business Session; 4) Reports of Officers and Committees with the exception of the president's address which was printed in the July issue; 5) Summarized reports from the local chapters.

In addition a certain amount of Association news is included in the issue, but a large proportion of this copy will be printed in the November number.

Special Libraries

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Relation of Information and Research to Industrial, Commercial and Agricultural Development

By Sidney B. Haskell, Director, Massachusetts Agricultural Experiment Station

THE best picture of agricultural development made possible, first by the discovery of new facts, and secondly by the recording of these facts in such ways as to make them usable, is portrayed by comparisons of numbers of people required at different stages in history to produce a sufficiency of food and fiber.

There was a time in the early days of the colony when nearly everyone of necessity had to engage in some form of agricultural endeavor. The minister was an exception, so also was the soldier and later on the teacher. In their odd moments, however, all three had to farm in order to eke out their scanty salary recompense. In those early days, of course, the productive efficiency of the individual engaged in farming was relatively small. Few men, very few in fact, could be spared for education, for medicine, for engineering, for manufacture—for any of these things which minister so greatly to human comfort.

Compare the living conditions in the early colony days with those which we have at the present. Through the increasing efficiency on the farm, men and women have been released to do many of those things which make life more worth living. Roads have been built, schools constructed, hospitals provided for, time given to our youth to gain an education. Few of these things would have been possible had it not been for the application of science to the primitive arts of farming. This process has extended over the centuries, but not until most recent years has it been marked. Perhaps the most rapid progress has been made within the last quarter of a century. At the time of the 1900 census, 37 per cent. of the total working population of the country was engaged in farming—and at that could do little more than produce a sufficiency to meet our needs, with a margin for export to balance our own imports of agricultural products. Twenty years later, with about the same balance of trade in food and fiber, the total percentage of our workers so engaged was only 26. Had the production standards of 1900 prevailed in 1920, four million more men and women would have been required in the farming industries than were actually so engaged. Nowhere does history show any more rapid change. The end is not yet.

Agencies for Acquiring Information and Determining New Facts

Perhaps the greatest agency for determining fact as applied to agriculture is the experience gained by hard endeavor. Slowly, painfully, is this experience passed on from neighbor to neighbor and from father to son Seldom is it recorded in an effective way. Perhaps for this reason special libraries along agricultural lines are comparatively recent in their organization. They had to be, for much of the fact on which progress was made savored of tradition and was not made a matter of written record.

Of official agencies which aim to do for agriculture what it cannot economically do for itself, there are many. First comes the great United States Department of Agriculture, which aims to investigate problems of regional, national and international scope. Ably supplementing the efforts of this vast and far-reaching organization are those of the several state agricultural experiment stations, such as the one which I have the honor to represent. Facts of certain kinds are also determined by state departments of agriculture. Of no small significance are the facts developed through research agencies in various business organizations. In this connection we need only mention the work of the International Harvester Company,

of the National Canners' Association, and of the National Fertilizer Association to give some idea of the scope of these organizations.

There is in Rome the International Institute of Agriculture which aims to collect agricultural statistics for the whole of the civilized world, and through them to remove from our farming industry one of its great hazards, *i.e.,* the difficulty of gauging the market. The great scientific societies such as the American Association for the Advancement of Science now recognize agriculture in a formal way, while agriculture itself has a number of scientific organizations serving one or another of its many branches. Various privately endowed organizations such as the Boyce-Thompson Institute for Plant Research are doing effective work in the more scientific phases of the problem. Finally, a vast amount is being accomplished through the graduate schools of endowed and publicly supported universities and through private initiative. The range of agencies which now participate in this work is indeed immense.

How Science Works in Its Agricultural Applications

I fear it will be impossible to give to you an adequate appreciation of how far-reaching is the significance of this scientific work. The subject assigned me is indeed far larger than the speaker. I shall attempt it, however, through the medium of a concrete illustration—by portraying the ramifications of science with reference to our commercial orchard industry—an industry known to everyone.

There is a vast difference between apples in a state of nature, with trees of varieties as they happen to come from seed, growing in competition with all other plants, and apples which we purchase from the market, carefully grown, carefully graded, carefully packed, efficiently stored, and well worth the eating. It was years back that through the development of the art of grafting and of budding it was first possible to have an orchard of known, named varieties of apples. The better farmers who early learned the art taught it to others. Later this art was commercialized, and in this process were the beginnings of the nursery industry.

Nurserymen as a rule are of the same human clay as all the rest of us. Typically they are honest, but subject to temptation. A difficulty arose in that with rather disheartening frequency trees purchased as being of certain varieties failed to "come true to name." Only those who have been through it can appreciate the heartburning which comes when a man has purchased trees for his orchard, has invested time and money in their care, has tended them over a period of years, and then, when the first, long-delayed fruiting year comes around, finds his trees of varieties other than he had anticipated. Only recently has this difficulty been remedied, and as it happens by a piece of work done at our own Massachusetts Agricultural Experiment Station. One of our workers felt that there must be a difference between a Baldwin and a Russet, or between a Gravenstein and a McIntosh, other than simply in the fruit. He believed that these differences could be seen if only our powers of observation were fine enough. For seven long years, he spent a part of his time in studying the leaves of apple trees, and finally was able to put down on paper the difference in the foliage of our standard varieties of apples. This has made possible the weeding out of misnamed trees in our nursery rows and has remedied an evil of long standing.

But even with a variety absolutely known there are many other problems on which specific knowledge is needed. The relation of soil and variety, of climate and variety, of market and variety, must all be determined, also the numerous problems of feeding the tree, of pruning it, and in other ways of caring for the crop.

There may have been a time, generations, centuries, or eons ago, when the competition between living things was not as severe as it is today. A great present problem of the agriculturist is to secure the products of his labor rather than to allow it to fall a prey to insect and disease. We now must fight the codling moth, the San José and oyster shell and other scales, the brown tail

moth, the gypsy moth, the tent caterpillar, and the red humped caterpillar, aphids, red bugs, borers, curculios, leaf hoppers, maggots, web worms, and others almost literally too numerous to mention. Yet all of these are today being controlled in the commercial orchard, with control made possible by the application of science to this single branch of agricultural endeavor. Among diseases, we must combat scab, soft, bitter and black rots, galls, blights, blotches, and still others. For physiological troubles, we have frost injury, sun scald, malnutrition. In the field of zoology we have mice, deer, rabbits, grouse and partridge, human thieves. In the field of economics we face problems of taxation, of marketing rules and regulations, of transportation, of finance and of labor. And yet, when we are done with the apple industry, we have but a single industry out of many which go to make up our American agriculture and which go to support our American population.

To the members of the Special Libraries Association, this lengthy description of a single agricultural industry may not be germane. I have indulged in it, however, to bring out in strong relief the fact that the special agricultural library must be one which not only gives to a farming population the help which it needs, arranged and indexed in such a way as to make it usable, but which also gives to our chemists, entomologists, pathologists, physiologists, economists, pomologists, agronomists, and others the working tools which they require in their efforts to be of assistance to the farming industry.

Some Results of Agricultural Research

I will close this presentation by pointing out certain of the larger benefits of research and recorded information. Of necessity I must deal with these in a sketchy and superficial way.

To begin with, it would not be possible for the United States to maintain its present population, were it not for the fact that science has developed methods of maintaining and increasing the crop producing power of the soil. Neither would it have been possible for the country to have released men for its great automobile and other relatively new industries, were it not for the work of the scientist in developing higher producing varieties of grains and other crops, and better animals for our meat and milk producing herds. The study of the life history of the mosquito has made country life in many districts more worth-while. The study of such diseases as bovine tuberculosis and hog cholera, and of such insects as the southern cattle tick has operated to reduce greatly losses incident to the production of certain staple foods. In fact, there is scarcely a farmer in the whole length and breadth of the country but who, consciously or unconsciously, makes daily use of the results of scientific investigation as applied to agriculture. One of the great human problems of the day is, indeed, that of so organizing existing knowledge as to make possible an even greater utilization. In this work the librarians of the country have a vital part

There are places where science has failed. By way of illustration, I need only call your attention to our vanished chestnut forests. Scarcely fifteen years ago came the first rumor of the chestnut bark disease. To a few of us these rumors caused some anxiety; to others none, as being typical of the period in which we live. There came a year, however, when trees killed by blight became a fact instead of a theory; then like a pestilence the disease spread. Our chestnut forests are gone The greatest source of structural timber in the northeastern part of the country is lost Our children are denied what was the supreme joy of our own younger days—the privilege of roaming the chestnut woods in the fall of the year. Owners of woodlands have suffered financial injury, irreparable in many cases Consumers of wood products are paying the cost in the form of increased prices Whether the outbreak could have been prevented is a moot question. Science, at the very least, had insufficient time in which to work. But a single case in which failure was our lot is met by a hundred cases in which success has crowned its efforts.

The Needs of the Future

I may perhaps sum up this rambling talk my stating three needs, based upon the assumption that in the future as in the past our country will have an increasing population, with ever increasing needs of food and fiber. The first is better research, with greater dependence on true science; the second, the spirit of service to apply that research to vital problems; and the third, better methods of recording, filing and utilizing the results of such research.

Value of Organized Information and Research to a Great Public Utility

By Edward Dana, General Manager, Boston Elevated Railway

I APPRECIATE very much the courtesy extended to me this evening. I am very glad that you have chosen the beautiful New England seashore as the point to which you journey to hold your deliberations and I hope that you may enjoy to the fullest extent your change of scenery.

While I am at the present moment particularly busy I deem it more or less of a duty to express in a few words my viewpoint with regard to the justification for and the advantages of specialized industrial libraries because as you are aware we have gone far along this line and are enthusiastic supporters of it.

The chief executive of any large organization has always been called upon to make decisions but as years go on he must deal with more complex problems and he is being called upon to make more frequent decisions

Modern business tends to specialization, but modern business in all lines of industry is today much more inter-dependent. Our present industrial conditions liken themselves to a chain which is only as strong as its weakest link.

Business and industry today are also much more technical. The advancement of science and research has brought this about. Today we have rapid changes, when methods new yesterday are discarded tomorrow. Even whole systems develop, mature and decline and are superseded in less than a lifetime.

There was a time when life was nearly static. The ox-cart remained for centuries adequate means of transportation. Generations succeeded one another without the necessity for advancing the art of transportation.

New sources of energy and new applications of old laws require men in a single lifetime to learn and assimilate entirely new systems of facts. Not only in the realm of science but in human relations this has developed the broadening belief in the essential social purpose of business and industry.

It is a fact today that most of the difficult problems are now approached by the scientific method of analysis and deduction and laws governing them are constructed.

What is true in the broad way of public and business relations is likewise true with regard to personnel problems.

The relation of the management and the employee, of the owner and consumer, takes on a new aspect under these specialized, concentrated, modern conditions.

What do all these statements indicate? A demand for facts—latest facts—accurate facts, in order to meet physical problems, technical problems, financial problems, legislative problems, personnel problems; facts for the purpose of forming intelligent opinions in order that action taken may be fair, safe and dependable.

If this be a proper statement of conditions and needs then the question presents itself immediately as to how these facts shall be gathered and made available. How shall the executive pro-

cure for himself and his organization the necessary endless stream of facts? Should he not be assured that against the time of imperative need there is being laid away a store of facts adequate to meet the situation quickly and comprehensively when the moment arises.

Logically, in the attempt to answer such a question there needs to be considered the problem as to the best means of securing these facts to see whether there is a choice of means.

Will access to data in the hands of individuals outside of his own organization accomplish the purpose?

Will a public library with its vast stores be adequate?

Will access to any sources of information outside the control of the executive accomplish the purpose?

Probably each one of the avenues of access to facts will be utilized but in this present intense industrial development there seems to be very good ground both in logic and in results for the establishment on large properties of a special library controlled and operated for the benefit of the organization. It is assumed of course that it also should be made available in a co-operative spirit to those smaller units not yet having reached the size to justify, from a financial standpoint, such facilities.

Granted, therefore, that under these conditions such a library is justified, let us pursue the problem further and see what demands are to be placed upon the library.

First, its director should know the problems of the industry and his company and his fact gathering efforts should be for the purpose of enabling the executive of his plant to know about the problems peculiar to the industry and to local conditions and to enable the executive to make inferences and decisions with the most valuable and pertinent facts available.

The man in charge should have a comprehensive knowledge of the industry in which the firm is engaged This means a fair understanding of the industry's historical development, its present status, the methods of operation employed and its principal problems.

He should have a general knowledge of information sources and the best methods to use to obtain information. He should have the ability to co-operate with other information gatherers or users in order to avail himself of all sources of information within the control of others. He should have the ability not only to produce facts but to have sufficient imagination to anticipate the requirements and the accumulation of many facts.

The executive has the right to expect that such a librarian has familiarized himself with the problems of the business and has made every effort to have all the desired material available.

Here the initiative ability and special training through constant study and constant effort, spells the degree of success which can be hoped for

It is almost superfluous to mention the fact that the physical arrangement of the library and the efficiency of the method of finding facts already stored should be up to the minute in every detail. A gold mine is of little value until prospected and a vault full of facts is of little value unless cataloged efficiently

An important element in connection with the specialized library is the fact that today more than ever before a great mass of information is available but this great mass of information does not necessarily represent accurate facts.

In other words, when printer's ink is as cheap and many opinions are placed in type the librarian must be gifted with discriminating powers to be assured that the relative importance of much of this information is accurately known.

I am very glad that the Special Libraries Association offers the opportunity to bring together those engaged in this specialized work and I feel confident that very good results will grow out of your meetings.

In the evolution of industry and division of work as outlined so long ago by John Stuart Mill the time apparently has been reached when your specialized services become an integral part of industrial management.

I wish you every success and ever increasing usefulness.

The Relations of Research to Industry

By Professor F. S. Dellenbaugh, Jr., Massachusetts Institute of Technology

I HAVE been asked to talk to you about the relations of research to industry. This field is tremendous, as you will realize if I mention only three branches, with which everyone is familiar, and in which research has led to very marked improvement—for instance, communication, transportation, and illumination. In this country, we come pretty generally into daily contact with the results of work done in these branches of engineering. At the present time, there are in the United States about seventeen million automobiles, fifteen million telephones, and from fourteen to fifteen million lighting customers—showing that probably everyone who has a Ford also has an electric light.

To follow one branch, it is interesting to parallel the development of means of communication with the growth of civilization At the first, people probably grouped themselves together by their ability to understand and communicate with each other—the family increasing to the tribe or village, tribes separated territorially coming together through the agreements of their leaders and the dissemination of their rulings, folk gathering into duchies, into states or countries, and, finally, as in the last war, countries of the same understanding acting together—while before us there is, at least, the possibility of the peoples of the earth banding themselves together along the general lines of color. Communication at the beginning was by actual word of mouth—men went to other men and talked with them directly, and messages were sent by the passage of men from place to place. Other means were soon developed—signals were sent by drums of various stages of development—by smoke—and by primitive developments of the semaphore. Napoleon probably developed optical communication to its highest point by his series of semaphore stations across France, whereby he was able to move his troops rapidly as he wished them massed. The invention and development of electrical communication saw the beginning of a new stage of the world's progress—and the use of the telegraph in the Civil War might be said to have assisted in cementing together into one country what had been a group of states Through the modern development of the telegraph, telephone, submarine cable, and radio, it is now possible to send messages to almost any inhabited part of the earth's surface; and it is only so that it was possible to control the wide-spread armies used in the last war and is now possible to co-ordinate the tremendous business organizations of the times. By means of the wireless, it now takes less than one-tenth of a second to reach any part of the earth from any other part.

In similar fashion, it could be shown how the advance of civilization has been furthered by the improvement of means of transportation—whereby peoples and goods can be moved over the earth's surface—and by the improvement of means of illumination—so that the useful part of the day has been lengthened, living conditions have been made more comfortable, and safety has been increased.

It might be said that the greatest part of the advance of material civilization has taken place in the last few hours of man's day on this earth; and it is within this time that research has grown to its present importance. The first practical research worker was Galileo, who performed experiments to determine the truth of his theories. Before him, research was philosophical in nature, although some investigations had been carried on. The first research was necessarily crude in method and general in conclusions, and the sum was limited. Research now means the correlation of the information of everything that has been done upon the subject, then proving these features by experimental evidence; and, by prediction or accident, arriving at more useful devices or closer insight into the nature and behavior of things. The intricacy of this makes it impossible for any one person to have a complete

knowledge of all the parts necessary for even his particular work.

In complete contrast is the case of a man like Leonardo da Vinci. He is famous not only as a great artist but also as one of the greatest engineers of all times, if the facilities at his command are considered. Among many notable achievements, he showed that, until some force greater than that of horses could be developed, it would be impossible to make bigger machines. This was with particular reference to canal diggers in Holland. Thus, he predicted the necessity for steam or electric power; but did not know in what form it would be satisfied. In him we see a man who was conversant with practically all the arts and sciences of his time, and the literature dealing with them. This feat has now become impossible, unless brain capacities can be developed at a faster rate than the accumulation of scientific facts.

At the stage of knowledge which we have reached, a man can adequately follow only his specialty; but, since his own involves features of other specialties, to accomplish anything in research work it is necessary to correlate the results reached by the activities of many people. It is here that the special librarian can offer invaluable assistance to the research engineer. By the time information of this sort gets into book form, it is either obsolete or has already become common knowledge among advanced workers. Therefore, nearly all the useful information appears in periodicals. While it is possible for a worker to keep in touch with a few periodicals, the special librarian who is familiar with the problems and needs and can keep track of references, particularly by supplying abstracts and an estimate of value, is of enormous assistance.

Thus we might say that, just as the nations have expanded through the spread of communication, so the field of research has expanded through the increase of specialization; and we must add to the system of communication another branch in the form of the library specialist who can keep the research worker in touch with the developments of the past and present and leave him free to concentrate upon the future.

Every Day English

By Dr. Francis Kingsley Ball, editorial staff, Ginn & Co., Boston

IN this period of our great physical progress we seem to think that our inherited speech is too feeble for men of our might, and in our ignorance of its richness and beauty and power we create slang, and heap words on one another, thinking to increase their efficiency, with the result that our language teems with jargon and gross exaggeration. In the eyes of the world we are a people of raw and untutored strength, whose opinion in literary matters in neither trained nor organized. Until we become less satisfied with intellectual shoddy, and seek cultivation and taste, we can hardly expect to attain an exalted position in the leadership of mankind

Did we not feel chagrined when we were told that the Dawes report was written in Americanese, and that the delay in publishing it was owing to the inability of the highly trained English experts of the French government to translate it without assistance?

"It would be a splendid thing," said Bruno Lessing, a short time ago, "if English were properly taught in this country to all children. It would have a fine effect upon the character of the growing generation. Very few teachers understand English thoroughly. It is not only that the slang and vernacular of the day creep into their speech, but most of them have not devoted sufficient time to learning the complete structure of our language themselves. Painstaking study of the niceties of a language develops the sense of taste If there is one thing that sticks out beyond all others that our school children do not acquire, it is good taste. Our national taste in everything from food and drink to manners and morals is pathetic. We are not only wrong, but most of us do not know that we are wrong."

"One of the chief dangers to our rich

and vivid language today," says Henry van Dyke, "is the slovenly way in which it is spoken, not only in the streets, but in the pulpit, on the stage, and even in the classroom. Dialects and local accents, brogue and burr, are the spice of talks, but lazy, unintelligible, syncopated speech is like a dirty face."

Furthermore, a good many of us not only use our language incorrectly, but pride ourselves on what we call our independence of speech. There are some, too, occupying chairs of English in colleges, to whom the expression "purity of speech" is like a red flag in the face of a Spanish bull. These teachers not only are careless about their own language, but tell their pupils to write what they please, and to pay no attention to purists and purists' junk. And yet these very teachers are probably fastidious about their eating and their drinking.

Purity of speech is no less essential to the life of language than pure food and pure water are to the life of man. Purity of speech means that words must maintain their clear and distinct meanings and uses, and that these meanings and uses must be immediately apparent to the auditor or reader. No thinking person will call this purists' junk.

Mr. H. L. Mencken, in the introduction to his ponderous volume called *The American Language,* cites the *Encyclopaedia Britannica* to substantiate what he says on the differences between the language of England and that of the United States: "The Eleventh Edition of the *Encyclopaedia Britannica,* going further, says that the two languages are already so far apart that 'it is not uncommon to meet with (American) newspaper articles of which an untraveled Englishman would hardly be able to understand a sentence'." (Vol. XXV, page 209.)

The writer of the article in the *Britannica* was none other than the late Henry Bradley, joint editor of the *Oxford Dictionary.* Mr. Bradley's article is not on language at all, but on slang Not only is the article headed Slang, but the paragraph and the very sentence of which Mr. Mencken quotes only a part are on slang. Mr. Bradley begins the sentence thus: "Much of the current slang of America is used only in the land of its origin, and it is not uncommon to meet," etc.

Would Mr. Mencken have us believe, for example, that the American newspaper reporter who wrote "Robbins drive Rube to showers in second" did not know he was not using English, or that any person even in the United States, if not familiar with baseball and with the teams in the major leagues, would have known what the sentence meant?

But let us see what Mr. Bradley says with regard to the value of slang: "It has been pointed out that slang words, for the most part, do not express notions which ordinary language cannot express quite as efficiently. This fact implies a noteworthy limitation of the capability of slang as a source from which the deficiencies of a language can be supplied. As the prevailing tendency of words is toward degradation of meaning, one of the most frequently recurring needs of language is that of words of dignified and serious import to take the place of those which have become cheapened through ignoble use. It is obvious that slang can do nothing to meet this demand."

The Norman Conquest and the influx of trade and traders from France made it easier to borrow the foreign names of things than to create new English names, by the compounding of words, as had been the custom Thus the borrowing of words from abroad became a habit. Several centuries later the revival of learning flooded England with new words of Latin and Greek origin. Today about three-fourths of the words in English are of foreign origin, chiefly from Latin and Greek. Thousands of words in common use look strange and difficult. To master them, we may use the dictionary assiduously (which is a parrot-like process unless we study derivation), or we may study Latin and Greek for several years, with special reference to derivation, or we may study Latin and Greek roots and stems, using the dictionary as an aid. By the last method we shall not learn Latin and Greek, but many words which we think we know will appear in a new light, many new words which we meet in reading we shall

understand at first sight, and our enjoyment and reward will be great; language will take on a new face, and in literature new vistas will open before us. When, for example, we know that the words *tangent, tangible, intangible, tact, contact, contiguous, intact, integer,* and *integrity* have the fundamental sense of *touch,* their meanings will cease to be hazy and uncertain, and stand forth clear and accurate. A *tangent,* for example, is a line *touching* a circle (or curve); *intangible* evidence is evidence that we cannot put our hands on; we should go through life with *tact,* or *touch,* that is, by being *sensitive* to the point of view and feelings of those about us; and we should go through life with *integrity,* that is, *untouched* by corrupting influences.

There is no easy path to the mastery of English or of any other language. We must give to it the same attention that we give to anything else which we wish to accomplish. Is this not worth-while? We shall be needing English all our lives, and we shall be known by the use which we make of it.

"Language," said Ben Jonson, "most shows a man; speak, that I may see thee."

Every Day English

By Professor Roy Davis, College of Business Administration, Boston University

THE true American language must come from the true sources of American life and ideals. The standards of this language must be set by men who have faith in American life, who do not look upon baseball as a national vulgarity, or consider the sporting page as an unwholesome blot on the newspaper, or who feel sure that somehow British standards are superior to those of the United States.

The essential facts of American civilization remain unexpressed in the language The essential qualities which give this civilization individuality are based, in part, upon material facts. American civilization is colored by the fact that the United States is the wealthiest country in the world, that her mental and moral life are affected by an ease of living never known before.

The holiness of material things is a part of our life and needs a decent expression in our language. Coal and iron are as much a gift of the gods as anything else, and when they mightily affect the civilization they should affect the language.

The aims and ideals of what is truly a New World are not to be confined within the language of the Old World or to be restricted within the vocabulary of past generations.

The Committee on Standards in Everyday English, organized by Mr. Chase of the Boston Public Library and Mr. Lee of Stone and Webster Corporation, has already shown ability to define standards of good usage.

A word is in good use when it is (1) present, (2) national, and (3) reputable.

(1) We all agree that a word to be most suggestive must be neither obsolescent nor obsolete.

(2) As to what is national we are not so generally in agreement, but a word is national in the United States when it is understood in the forty-eight states. Its nationality has nothing to do with its use in Devon or Yorkshire. London is no more a substitute for New York than is the Eddystone Lighthouse for the Statue of Liberty.

(3) A word is reputable that truly expresses the thought of the people. Its reputability does not necessarily have relation to its collegiate use. Language cannot be shut up either on the college campus or in Wall Street. It travels wherever man truly lives and thinks.

The word "boom" in the sense of meaning a rapid growth or increase in price well illustrates American expression. The "boom" of the great American West is a sound and solid expression of American faith in the reality and dignity of ordinary everyday activity. There is no substitute for the word for there is no substitute for the belief which it embodies.

Group Meetings

Advertising—Commercial—Industrial Group

Chairman, Frederick A. Mooney, Librarian, Dennison Manufacturing Company, Framingham, Mass.

Annual Report 1925

The group has devoted a considerable portion of its attention this year to getting acquainted. It was thought that it would best serve its members, and thus the cause of special libraries in general, by first becoming familiar with what each member of the group is doing to serve the special interests for which he is working, and with the problems which have arisen in connection with this service. With this information at hand, the group can address itself to actual rather than theoretical conditions. In carrying out this idea, the chairman has written to each member of the group, asking him to state briefly his work and his problems.

The material which has been gathered in this way has shaped the program for the group sessions at the convention. A session has been given to each of the divisions of the group, in which the speakers are to describe just what each one is doing to serve his constituency. Thus one of the subjects is, "The Librarian's Part in the Advertising You Read"; and another, "The Educational Work Which Can Be Planned in a Company Library." It will be seen from these suggestive titles that the program is planned to bring out valuable information, based on the practical experience of the different librarians. This cannot help being profitable, not only to those engaged in the particular branch of library work represented by the speaker, but to all special librarians. It is planned to have a general discussion follow each session, so that the ideas of the speakers may be criticised and developed, and the experience of others be contributed to the subject.

It is thought that it would be well to have the group plans for the coming year depend to a considerable extent on the outcome of the discussions at these convention sessions.

In all probability lines of thought and work will be brought out which would be profitable for the group to investigate further and develop during the coming year.

The thought has been in mind throughout the year that the group might act as a clearing house for valuable ideas and experiences, as well as information in the way of bibliographies, etc., so that what has been useful to one may become the possession of all. This interchange of experiences seems to be at least one of the most valuable features of group activity. It is illustrated by the sessions of such a convention as this If the group can act for continuous interchange such as this throughout the year, it can be immensely helpful to its members, to the interests which are served by its members, and to the special libraries cause in general.

The group may be more active and serviceable during the next year by considering:

1. Collecting, classifying, and preserving the material brought out at these meetings, so that it may be available to all members, whether present or not.

2. Means of communication How, by publication or otherwise, may this material be made available to all members, or to the entire Association?

3. Increase of membership Systematic effort to discover and record all special libraries with activities similar to those represented by the group, and to enlist them in this associated work.

4 Publicity. Trying to enlist the interest of concerns not having special libraries so that they will establish them.

5. Research. Planned study of new lines of usefulness which may be developed by special libraries, so that they may justify themselves even more clearly than they have done in the past.

FREDERICK A. MOONEY

First Session, June 24, 1925

General Topic: "How Advertising, Chain Stores, Life Insurance Libraries Serve Their Customers."

I.

Barton, Durstine & Osborn, Inc.

By Mary Louise Alexander

I have not written a real paper for this meeting, but I want to give you, if I can, a bird's-eye view of an advertising agency, and the place a library may occupy in such an

organization I do not know how much all of you may know about advertising. We are so surrounded by it these days that most of us, I think, take it for granted and few realize what a complicated process the production of advertising is. Because it is complicated, advertising agencies have developed, since it is more economical for them to handle the preparation of many campaigns than for each manufacturer to maintain expensive departments to take care of his own publicity.

In our agency, we handle the advertising for about fifty large corporations. Since none of them are direct competitors, it means that our informational needs are very broad. We must have data on all commodities that have been or could be advertised. And, of course, we must keep in touch with markets, prices, and all sales and advertising developments. Perhaps you will get a better picture of what we do if I explain the various steps in an advertising campaign.

Research precedes any other work in an advertising campaign. Research includes such items as the study of the product, its competition, and the market for it. By market we mean places and people, their occupation and their buying power. The library has an excellent opportunity to furnish market information. We keep all of the census publications, of course, and various indexes of buying power, such as income tax reports, automobiles owned, wired homes, owned homes, and the ownership of various so-called luxuries

I have heard much discussion as to whether a special library does reference work or real research and I should personally have a very difficult time drawing a line between these two terms in the service which we render. When information is not in print, we go out into the highways and byways and find it. Also when we are asked specific questions, we seldom stop with the answer to one question, but suggest allied subjects of interest For instance:

A couple of days before I left for this convention, one of the men in our office dropped into the Research Department and asked for "all the information he would need in planning a campaign for an anti-freeze fluid for automobile radiators." He did not know definitely what he wanted, but before we were through with that job, we had sent him—the total number of automobiles by states; the total number of cars by makes of cars, together with a complete table showing the radiator capacity for each make of car; statistics on cars by price groups; production figures for each make of car for the first five months of 1925; the use made of automobiles, that is, whether used in business, used by doctors, and various occupational uses; to what extent automobiles are used in the winter (and for this we got consumption figures of gasoline by months as being the nearest indication of the use being made of automobiles). For good measure, we threw in complete information on the weather that might be expected in various parts of the country.

When our report went out, it represented thirty or forty pages and about two days' work. The man who had requested the information was amazed at the volume presented.

As part of the research to be conducted, sales information is vital As you all probably know, there is very little information on the distribution of commodities The government has long covered the production process very thoroughly in its census, but sales information has been neglected. Mr. Hoover's department is now taking great interest in this subject and the United States Chamber of Commerce has instituted a series of distribution conferences, all of which will undoubtedly develop very interesting and valuable merchandising information.

Lacking such facts, our library has made a practice of saving all of the vital information we have been able to lay our hands on We clip trade papers and general magazines as they come into the office and analyze the important articles very carefully. Few of the indexes to periodicals have proved adequate for our use because while they might bring out the subject of advertising for instance, they would not show us which articles deal with "fixing an advertising appropriation," "the proper copy appeal for housewives," or "the per cent. of annual sales to devote to advertising," etc., etc. While they may index sales subjects, they do not bring out such specific points as "selling on consignment," "selling through exclusive agencies," "fixing salesmen's quotas," and the multitude of points that are of great importance to us.

Often in addition to statistical and sales research, it is necessary to go out into the field and interview dealers and consumers. Such market surveys are made constantly by

advertising agencies, and the library plays an important part in such investigations.

After the research has been finished and the plan decided upon, the advertising agency is ready to choose the magazines and newspapers in which the advertising will appear. For the Media or Space Department, such information as rates, circulation, volume of advertising carried by publications, and amount of advertising done by specific manufacturers, is a necessity. The library is constantly on the alert to supply information to help this department choose publications wisely

When the plan has been made and the publications chosen, the advertising agency is ready to prepare copy. The copy-writer taxes the library to the utmost. He calls upon history, literature, biography, and the sciences. Our requests vary from such an item as the cosmetics Cleopatra may have used, to the latest theory of vitamines or radiator heating. We trace the history of transportation throughout the ages and we find out what part reading and good books have played in the life of great men. It is really great sport to keep up with the advertising copy-writer.

Having prepared the copy, the agency will then plan the art work. We maintain a studio of some twelve artists, who are constantly coming to the library for pictorial material. We have books on design and lettering for them; history of costume and furniture; and a very extensive clipping file containing pictures on animals, flowers, water craft, and all of the hundreds of subjects which might be featured in an advertisement. These advertising artists are temperamental souls, and are always in a tremendous rush. We consider it a real achievement to have established a reputation for never failing them. Often they ask not only for a picture of a train, but a pullman porter getting off a coach backward, and they are not satisfied with a plain polar bear, but he must be perched jauntily on an iceberg. Such requests test our resourcefulness considerably, but we usually manage to supply their needs.

The copy and art having been prepared, the advertisement goes to the Mechanical Department and cuts and plates are made. The advertisement is assembled into one complete unit and is forwarded to the publications in which it is to appear. When the publication appears on the news-stands, our client's advertisement is checked for proper printing, location in the magazine, etc., and all being well, the bill is paid.

All of the departments just mentioned call upon the library. To take care of their requests, we have about one thousand books This is not an extensive library by any means, but we make great use of the New York Public Library, which is a near neighbor and we co-operate with other special libraries in the city. We have the usual reference tools, such as encyclopedias, many dictionaries, books of quotations, trade directories, etc., and we have a few books on each subject in which we are particularly interested, such as foods, clothing, automobiles, and electricity. The problem in as small a library as ours is to have very few but very valuable books on each subject and then to be in close contact with special and original sources of additional information

More important than the books in our library are the magazines, which we receive regularly We have some six thousand magazines on file at all times, representing about five hundred different titles which are received regularly. An advertising agency is particularly fortunate in receiving free copies of all of the periodicals in which their clients' advertising appears. We use these publications to the fullest extent, clipping them as I mentioned before and keeping a few for future reference.

In addition to books and magazines, we make it a point to join various associations and subscribe to services. I believe we belong to about twenty-five organizations such as the United States Chamber of Commerce, Merchants Association, Management Association, Advertising Clubs, etc., and through these memberships we have access to a great deal of valuable material.

The clipping file in our office is the most valuable possession of our library. It occupies about sixty filing cabinet drawers and the data file covers some three thousand different subjects. These subjects include all sorts of commodities and very detailed sales and advertising information.

I have five girls in our Research Department We have no budget; a minimum of red tape all along the line; and few rules and regulations. I try to make our department as flexible as it can possibly be, our one aim being to render real service to the one hundred and fifty people in our New York office and Buffalo and Boston branches.

In addition to our own office, we serve all of the clients whose advertising we handle I am constantly sending clippings and books to these people and am always particularly pleased when they wire me or telephone long distance for information (which by the way is probably available in their own cities, but they have learned to rely on us for help)

In closing, I should suggest to you librarians that advertising agencies are a very fertile field for libraries. There are some five hundred agencies in the country, yet only three or four of them have organized libraries I should suggest that some of you sell the idea of special library service and your own individual ability to some of these agencies.

II.

George Batten Company, Inc.

By Harriet Elias

Discussion of the organization, functions and service of a business library is not unique, but the questions arising in the work of an advertising agency are unique by reason of their variety.

George Batten Company is an advertising agency having about seventy-five clients advertising more than that number of different kinds of products. To suggest to you the extent of the resources of its small library it may be pardonable if a statement made by Mr. Dorsey W. Hyde, Jr. of the Chamber of Commerce of the United States of America before the Direct Mail Advertising Association is repeated. He said: "In the case of a company manufacturing a restricted line of products the field to be covered is comparatively limited, while the research library of an advertising agency may (quoting George Batten Company's librarian) include 'information in any form from soup to soap, from butter to nuts, from labor to engineering, from beauty cream to motor trucks.'" Mr. Hyde says he has used many times this description of the variety of material required in such a library and it has had one hundred thousand periodical circulation.

It may be well to elaborate so inclusive a phrase as "information in any form" It may mean our investigation of a client's product, his method of distribution, his sales volume and potential market, his sales policy and organization, it may refer to general statistics as, of the number of homes wired for electricity, the quantity of silk hosiery produced monthly, the volume of export of a product; to government and other studies on the cost of living, to clip literature on the history of buttons, census reports on manufactures, on occupations, on every conceivable fact that will evaluate our United States, their wealth, separately, and as a whole, the intelligence and productiveness of its people.

Roughly, the following are the primary questions considered in a general investigation of a client's product shown on a poster in our Marketing Department of which the library is a part:

Who buys it?
Why does he buy it?
Who should buy it?
Why should he buy it?
Where does he live?
When does he buy it?
How does he buy it? (or, How is it sold?)
Who helps or hinders the buying?

Some of the other considerations are:

How do we know he can pay for it?
Buying habits, kind of store, size of city, style factors, service factors, seasonal factors, dealer density.

In the working out of these problems the library is called upon to supply material The application of the answers to these and other questions helps determine sales policies and sales activities, and enables us to decide on the kinds of publications in which to place the client's advertising. An eminent authority on advertising has said. "No man that views advertising as merely a commercial activity can possibly think clearly on the subject. A broader definition must be made; for advertising is applying visibly the powers of suggestion and persuasion to the end of making the public think as the advertiser wishes it to think. . . . That heightening of the standard of living which every writer on sociology or on economics names an outstanding feature of the past quarter-century has been brought about as much by the indirect influence in advertising as by any other influence."

NOTE.—Miss Elias then showed a number of proofs and established by comments the fact that advertisements contain accurate information backed up by facts.

III.

W. T. Grant Company Library

By Grace D. Aikenhead

Adult education at present is very prominent in the field of library work. I am following with great interest all the developments which are being made by the American Library Association, various trade associations, fraternal societies, colleges, and specialized correspondence schools The variety of organizations interested in extending educational work shows very plainly that there is a great need for continuing education. All really progressive people are students on one subject or another. They may be seeking more information about literature, studying some hobby, trying to fill their jobs to greater advantage, or looking ahead and preparing for some new job. In any case, they are all seeking further information.

Adult education is the term chosen to describe this wide-spread desire for increased knowledge. As our library uses the term, adult education is giving either facts or growth material (a more exact term than inspirational material) secured from many sources to the seeker in such a way that he is inspired to increase his usefulness in some definite way.

Commercial firms are confronted with this same desire for information on the part of their employees. They want to know more about the particular business with which they are connected and the "why" of business, which leads back to the general theory of economics. To meet this ever increasing need, firms have established special libraries, educational departments, and service departments.

A special library, organized under the above conditions, has very great responsibilties. It must be able to supply to the entire organization fact material in the special field in which the firm is interested, general business principles, and also growth material. The librarian becomes the special scout for the particular company for all new ideas which will be of interest and benefit to her firm. She must keep in touch with the newest developments and ideas in this special field. However, to know the facts or where the facts are available is only half of her job. Not only must she know these, but she must also be able to present them to the seeker in such a way that he can make use of the material. She must use psychology in giving out all information. To be most successful, the librarian must be able to suit the presentation of ideas to the psychology of her patron, whether he be office boy or member of the executive committee. The success of this kind of library work is largely the reaction of the librarian herself to the highest ideals of business.

About four years ago, the W. T. Grant Company started a special library for the use of all of the men in the organization. The purpose was to make available the finest material on retailing, marketing, advertising, salesmanship, principles of business and economics, and by the use of this material to build more efficient, broader business men. From the first, the idea of this library has been adult education, although it was not called by that name.

In order that you may realize some of the special problems of our library, it is necessary to tell you something about the W. T. Grant Company. Our company operates seventy-three department stores throughout the country, with the executive headquarters in New York City. We have about five hundred men employees, two thousand saleswomen, and two hundred office workers. The library was planned for the use of the entire organization. It is entirely up to the individual whether he uses this library service or not. You can see that the problems of our library are unique, when you consider that we have a large, scattered organization, which includes many specialists and many grades of employees. When the library patron is at a distance from the library, we carry on our work with the individual through correspondence.

My personal idea of library work in such an organization as ours is that the librarian should make herself responsible for anything appearing in print that has a bearing upon the interests of her firm. Next she should make these facts available to the members of the organization who are most keenly interested in this material. Naturally, I use the same material that all librarians use—books, newspapers, magazines, pamphlets, speeches, advertisements, book reviews, book lists, reprints, and posters. However, my method of using this material is very different. The books are sent out to the patron by mail. All discussion about the book is done through correspondence. The outstanding magazine articles in the trade journals that we take are

broadcasted each month in the *Daily Bulletin* which goes to each store. We compile, at intervals, various lists of books for special purposes. We are constantly broadcasting to each individual interesting items about new books. We also try to keep the entire organization in touch with the outstanding magazine articles, or even parts of articles, by sending out reprints of them In every way, we try to keep before our patrons through clever advertising, all interesting new things as they appear in. print.

We purchase books for the entire organization, enter subscriptions for all of our patrons, place magazines in the rest rooms for the sales girls in the individual stores; we issue a special Christmas bulletin containing suggestions for Christmas book gifts, place merchandise manuals in the various departments in our stores. We are also planning book collections for the saleswomen which are to be routed from store to store. Our library has become the logical place to ask the question, "what," "why," and "how."

The library is in a very unique position to help the new members of our organization. I can probably better explain this if I tell you of a recent instance. In response to a library poster, a new member of our organization came into the library and told us the problem which she was confronting. She realized that in her department there was an opportunity to develop a very specialized kind of hosiery research work. I suggested to her a short list of books which would build up a background on textiles, hosiery, underwear, general principles of retailing, principles of merchandising, elementary statistical work, and research work. I worked out a very short list of books which took up these various subjects. After she had finished each book, we discussed the book together. This girl has a great respect for what the library can do to help her. She has learned where to ask the "how" We have many individuals who are reading courses which have been planned in very much the same way as the one described above.

Sometimes a very new phase of retailing will come to our attention. Perhaps it is a subject on which we have been able to find very little authoritative printed material. In that case, we correspond with outside individuals and get enough information to start an investigation. Just recently, I have been able to suggest enough ideas to one of the men within the organization to make him wish to go on and make a thorough study on a subject new to our organization.

For some time we have been particularly interested to work out a course on marketing for the men in our organization. We have planned such a course which we will make available to all our men this fall. It comprises four terms of graded reading, each of which includes six books. All phases of marketing and retailing are included in the subjects covered The material in each book has been carefully analyzed and a set of questions made out, based upon each text. In these questions, we have tried to bring the information in the book directly to bear upon the problems of the W T. Grant Company We send out the book from the library and in two weeks the set of questions. The answers are returned to the library, graded by the Personnel Director and also the librarian. This grade is sent to the individual reader.

It probably will take a man from a year and a half to two years to complete the four terms of this course. At the end of each term he will be given a definite grade for that term's work, which will be a part of his personnel record. It is entirely optional with the reader whether he takes this course or not. In working out the problems, we have tried to bring in questions on every part of the work of the individual man in a W. T. Grant Company store. We find that many of the questions we have used have aroused much discussion in the stores.

Why is a firm interested in such a library? The library has become a broadcasting station for ideas. The entire personnel of the organization react to these ideas, some to one idea, some to another. An intellectual stimulus is created which keeps the entire organization mentally alert. In this day of the keenest competition, a firm, all of whose members are mentally wide awake, is in ideal condition for growth and expansion.

IV.

Phoenix Mutual Life Insurance Company

By Mrs. Grace Child Bevan

The library of the Phoenix Mutual Life Insurance Company was organized in 1920 It contains about four thousand volumes, also magazines, pamphlets, clippings, charts, maps and pictures.

It covers insurance, finance, business, advertising, salesmanship, English, personal development, biography, history, poetry, and fiction.

Two persons give their entire time to the library and one part time.

We have a long, light, pleasant room. One end is furnished with a davenport, round table and comfortable chairs It is used largely by our employees in their free time at noon.

Purpose:

Its purpose is to furnish the information needed in the conduct of the business of the company, to give guidance and stimulus in reading and study and to help all our people in the home office and our representatives in the field to become better workers and better men and women.

Periodicals:

It has about one hundred and ten periodicals of which about thirty-five are on insurance. The important ones are sent to the officers, executives and heads of divisions

For each magazine a regular routing list is followed in circulating it. It is returned to the library after each person has seen it. We find that in this way we can keep track of it most closely. It may be kept three days and a second reading may be requested if desired.

Articles of general interest, also those of interest to individuals, are marked and later clipped.

Reference Work:

As in most special libraries many reference questions are looked up in connection with the business of the company Also we look up many general questions for individuals.

Research Division:

We work in close touch with the Research Division furnishing them with material on business conditions, markets and industries, etc.

Book of Clippings:

We save all articles in newspapers and magazines about our company or by our men and all the company advertising We have a book of these clippings in which they are grouped in this way: (1) material from newspapers, (2) from insurance magazines, (3) from class magazines, (4) from general magazines They are arranged chronologically in each group.

This book contains practically a history of the company for the period which it covers. We have found it very useful.

Reading Courses:

Each fall a reading list is made out for the people in the home office.

Last fall the subject was "Self-Development: How can I make the most of myself, How can I make the best worker possible." Each person who wishes to read some of the books on this subject receives a notebook, "Books I Have Read," in which he enters the authors and titles of the books he reads with brief comments on them, also the number of pages read These books are called in in the spring. Every one who reads at least one thousand pages has his name published in the *Quill* Two prizes were offered this year to those handing in the best notebooks The money is furnished by the Educational Committee of the Phoenix Mutual Club, an organization of home office employees. The first prize was $8 worth of books, the second $4 worth.

To recognize continued effort we have issued certificates this year to those who have done the required reading for two or more years. Our president is interested in the reading of the employees and has been willing to sign these certificates. Thirty-one persons received them. Space is left on them to enter the record of future years.

We are planning recognition for those who follow the course for five years.

Many read some books on the list who do not hand in the notebooks or read one thousand pages

The prizes were given out by our president at a gathering of all home office employees held for another purpose. The names of winners of certificates issued for two years' reading were read at this meeting. This has given a recognition of work done which we think is desirable.

General Collection:

Our collection of fiction, poetry, travel, etc. is used largely. We do not have late fiction but aim to have such as are included in the list of *High School Libraries;* of the *Wilson Standard Catalog,* etc.

Our officers and others give us many volumes.

We circulate a few magazines like the *American, Success, Good Housekeeping* and *Woman's Companion.*

The Quill:

We have articles about books and the library in each issue of our house magazine, the *Quill.*

Buying Books:

We buy books for both our home office employees and our salesmen and let them have them at cost. We like to make it easy for them to get good books They appreciate what it saves them to be able to order through us.

We feel sure many good books have been bought by our employees which otherwise would not have been purchased

Vacation Material:

In the spring and summer we gather material from railroad and steamboat companies, inns, hotels, camps, etc., which will help our employees in deciding where to go on their vacations. This material is used constantly through the summer.

Salesmen:

Books are lent freely to salesmen. We pay the postage when sending them and they when they are returned They send in requests for material on special subjects as business insurance, meeting objections, etc. They outline the cases of different prospects whom they wish to interest in insurance and we send books and clippings which may furnish them ideas in presenting their service. Our file of clippings, pamphlets and charts is of great help in meeting these requests.

We have published a list of books in our library of value to salesmen.

In most issues of our magazine, the *Phoenix Mutual Field,* we have had articles about the library or about books or lists of questions on which we have furnished information. These articles bring many requests for material.

Information About Sales Territories:

We have sent to several hundred chambers of commerce and boards of trade for information about their cities and localities. We use this in various ways. When we are sending a manager to a city about which he knows little we furnish him with some of this material which will give him information about this city.

Training Classes:

The company believes thoroughly in having its salesmen well trained. Every man who joins the company as an agent must take a course of training. At intervals through the year training classes are held for three weeks at the home office. Members of this class are shown through the library and later the librarian gives them a talk on the help which they can get for their work and personal lives from printed matter and the library.

Many of our borrowers among the salesmen are the men who have been in the training classes and have come to know the library when they were in the home office.

Reading Courses—Salesmen:

This year a plan has been tried with the salesman similar to that for the home office employees. The plan was announced in our field magazine, the *Field.* The books to be read were anything which would help them to be better salesmen. Letters were sent to the managers asking them to urge the men to do this reading. The managers were to send in the names of men who had undertaken to read in this line The booklet, "Books I Have Read," like those used at the home office were sent to them. They could borrow books from us or get them anywhere. Five dollars worth of books was the prize offered to the one sending in the best booklet. A good number of booklets were returned to us showing an excellent choice of books and giving discriminating comments. Our president acted as one of the judges. The prize winner was announced in the *Field* We feel that this plan has stimulated reading among the salesmen. We have received suggestions from managers which we can use another fall, which will help us to arrange the reading plan more satisfactorily.

Second Session, June 25, 1925

General Topic: "How the Special Library Serves Industrial Concerns."

I.

Standard Oil Company of New Jersey[1]

By D. F Brown

Research has today reached an advanced stage of development. Its value is recognized

[1] Mr Brown had selected for his title "Functions of a Technical Library," but for the sake of uniformity we have chosen the above title.—EDITOR.

by business men and is generally regarded by them as essential not only for further progress in each individual field of manufacture but necessary for maintaining any manufacturing establishment fit to meet the competition of others who believe in and are promoting research in rival concerns.

Hence, many manufacturing concerns today maintain research organizations more or less highly organized. Development in this direction is indicated by the salary rolls of some dozen or so large corporations quoted by B. T. Brooks in a recent issue of *Oil and Gas Journal*. Of the organizations mentioned, the research staff consisted of from thirty-four to five hundred and twenty-two men and the salary roll amounted to from $112,000 to $4,000,000.

The research man must have tools with which to work; hence, the well equipped laboratories with which we find most of these organizations supplied. But of equal, if not greater, importance to the research man, is a well equipped library where he can find what has been done in this line of work by others and so save costly duplication of work or glean new inspiration or ideas from the descriptions by others of their endeavors or accomplishments in his particular field of investigation.

We find, therefore, with nearly every research organization a library as an essential part of the working equipment of that organization.

The slogan of a library should be "service," and the librarian, especially in the technical library, has a wonderful opportunity to give service. In fact, if business men had not realized the need for a specialized service such as we can give the industrial library in its present day stage of development would not exist. It is the frequently occurring need for complete information quickly available that has impressed the hard headed business men in charge of large concerns, such as the company I represent, with the desirability of having within their own organizations a library well equipped to provide any information that may be desired on short notice. It must not be inferred from this that all the information liable to be requested is kept on file in any small special library such as ours. It is true, however, that if this information is not in our files we usually have a clew as to where it may be located quickly in some other library and so can obtain the information much more quickly than could be accomplished through any other agency, within the organization at least.

The Development Department of the Standard Oil Co. (N.J.) was organized in 1919 and at that time the library, already started by Dr. Robinson, then chief chemists of the Bayway Refinery, was assigned to the new department and its functions and usefulness broadened by assigning to it a man whose entire time was given to the gathering of useful information and presenting it in condensed form to the various executives of the company who, as a rule, are too busy to read the great mass of current literature pertaining to our industry. At the same time the service of the library to the research men was increased by the addition of more technical books and journals and by the help which the librarian could give in the individual cases.

This library is, essentially, a petroleum library built for the needs of our research staff and the patent department of the company. It occupies one large well lighted room having about one thousand square feet of floor space and contains about one hundred and fifty sections (approximately four hundred and twenty-five running feet) of sectional book cases. I might here remark that sectional book cases have many desirable features, but they are a serious handicap where space is an important consideration. We have in this library approximately six hundred of the best books on petroleum and related technical subjects. We have taken practically every oil trade journal since 1920 as well as the more important chemical, physical and automotive journals. Of these journals we bind about seventy volumes each year. We have a few complete sets of the most important journals such as *Berichte, Journal of the American Chemical Society,* etc. In a library of this sort patent literature is of great importance and we have several thousand patents on file for reference. With the exception of journal literature prior to 1920 we feel that we have a fairly complete library on the petroleum industry, at least with respect to the manufacturing end. It might be pointed out in this connection that the title "librarian" as often understood hardly fits in with the work which we do. The library is open during working hours and the men of our own and

other departments are free to come and use it as they have leisure and desire without restriction. They are requested to and usually do leave a record of books taken out so that we can locate them if necessary before they are ready to return them and we do maintain a card file of books, pamphlets, etc. which are on our shelves. Work of this kind, however, takes but little of our time. But in the broader conception of the definition we feel that we do meet the qualifications of this title for our time is spent in collecting useful information and in getting this information as quickly and as completely as possible to others in the company who may be able to make practical use of it.

Thus the various types of service rendered in our library might be listed about as follows:

1. *Abstracting the current literature*

No executive has time to read or even scan the one hundred trade and patent journals in our library, but he can glance over the short abstracts which we prepare from these journals and note the few articles in which he is interested. If he has no time even for this he is furnished with still briefer information which we call our "Journal List." This is merely a list, issued twice each week, of the important articles noted in the current journals and pamphlets during the week. A sentence is usually given to indicate the general scope of the article It has become a regular custom with some of our men to return this list with the articles checked about which they wish further information. We then forward either an abstract or the whole article as desired. Oftentimes after reading the abstract it develops that an article is of such great interest that they wish to read it in its entirety. Usually, however, the abstract proves sufficient and the journal is left on our shelves for consultation by others more than would be the case if we did not have the abstracts to forward first. Thus much of our time is taken up in the preparation of abstracts of the current literature. These abstracts are then filed on 4" x 6" cards, indexed subjectively by a decimal system modeled along the lines of the Dewey decimal system. We have a card file now of probably twenty-five thousand cards which is fairly complete for the period since 1920.

2. *Assisting the research men in their use of the library facilities*

The library is located in the same building with the Research Department and so is readily available to the worker. The men are free to come, and they do come frequently to use it as they need. It is here that the librarian has one of his or her greatest opportunities to be of service, for there is a surprising lack of understanding among technically trained men of how to efficiently use library facilities when placed at their disposal. Universities and colleges are beginning to recognize this fact and many of them are now offering practical courses to their technical students along this line in order that the graduates may know how to use this very important tool of all technical men, the library. We are also able to save the man's time by showing him where or how to look for the particular thing he wants or even by finding his reference and laying it before him. This service, I believe, is a true function of any library and particularly a special library such as ours. It is a service that is appreciated and results in greater use of the library and so indirectly at least makes for a better and more efficient personnel in the organization.

3. *Making literature searches*

This is one of the most important and interesting types of work which we do. To date these searches have been limited to only such topics as have been specifically requested. They usually cover every available source of information to which we have access either in our own or in larger New York libraries. It is our plan to extend this work as soon as time permits to the major topics of interest to the company so that we may have on hand summaries of the art in as many phases of the petroleum industry as possible together with similar work done in the same field by our own organization. This latter can easily be accomplished in our case by a search of the central files which are kept in the library.

4. *Searching trade mark journals*

This service, which we have found to be a proper function of the library, consists in searching the current trade mark journals for notice of marks issued which might infringe our own. We, therefore, subscribe to the principal trade mark publications and go through these regularly as they are received

reporting our findings to the proper executives so that the necessary protests may be registered at the respective patent offices from which the marks are issued.

5. *Dispensing general information*

By this is meant not merely placing the facilities of our library at the disposal of those who wish to come and use them, but the use of these facilities ourselves to answer questions, large or small, which will help any man in any department of the company. Our work in this direction is constantly increasing as the men, not only in the Development Department, but in other departments as well find that they can usually obtain the answer to their technical questions or get some help, at least, from the Development Department Library. One phase of this work which might be mentioned in passing is the supplying of articles for the different house organs of the company. We are always on the watch for items which will be worth reprinting in *The Lamp, The Salemotor* or our other company publications.

An analysis of the work done in our library for the last five months may perhaps give a better idea of the types of service rendered the company.

From a total of one hundred and sixty-two journals on our subscription list, approximately twenty-five hundred separate issues were examined besides one hundred and fifty-nine pamphlets and five hundred and thirty patents. From these fifteen hundred and forty-three abstracts were prepared. These abstracts are filed subjectively in the card file containing as stated before, approximately twenty-five thousand cards. In addition to this, our regular work, fifty-three searches and twenty translations were prepared and three hundred calls for information answered. No attempt has been made to keep more than an approximate record of the above data and the figures here given are too low, if anything. We have had but two persons available for this work and so, naturally, we have not had much time for other activities in which the library might otherwise have been able to render still further service to the various departments of the company.

There doubtless are other services which a library, which our library, could well perform to increase its usefulness and value to the company it serves, and by telling each other of our work and our problems we can, I believe, be of great assistance to each other.

II.

Eastman Kodak Company

By Ethel A. Shields

The Eastman Kodak Company's Business Library was started in a small way sometime before I was engaged as librarian. Mr. Folsom, who was then the head of the Statistical Department, had gathered a few books and a rather good collection of statistical magazines and was sending them out from his office. Naturally, one as busy as he was could not afford the time for such circulation work and for the classifying and filing of material which came into his department.

In August, 1920, therefore, I began my work, at first in a small part of Mr. Folsom's office, later in a room which I shared with one other person, then in a library all my own, and now in a larger one. During the time I have been here the library has been moved five times and the assistant has been changed almost as many. The circulation, which in January, 1920 averaged eleven a day, has now grown to an average of two hundred and fifteen a day.

In describing the service of my library, I have divided it into three parts: first, the service to executives; second, the service to the employees; and third, the service to outsiders. These various services I shall treat in separate divisions as they have been mentioned.

The main function of the library in serving executives is to save the time of busy and high-priced employees. To this end the librarian submits bibliographies upon subjects as the executive calls for them. She has in the past done some translating. The most difficult, and perhaps the most important part of the service, is reading magazines to catch the articles of special interest to executives. The librarian feels that this duty is the hardest in all of her work. First, because it is very hard to select material which will be a benefit to the executive, as a great deal that is published in magazines is theoretical or is written by someone whose judgment the executive does not trust. If one sends a large amount of poor material to anyone the natural implication is that the sender has no judgment. On the other hand, if no material except the best is forwarded, the executive believes that he is being neglected, which also is quite natural. Somewhere between these

two extremes, there must be a path which can be safely taken. It is our duty to find that path. The other reason why it is hard to cull material for executives is that their interests are very broad and one cannot be quite sure where the interest begins and leaves off.

The second phase of usefulness of the library is its service to employees. This service aids in keeping the friendly relations between the employer and the employees. We do this by helping with study courses. Many of our men are taking up work at night school and we assist in getting material when they are unable to find what they need.

The feeling in many companies with regard to special correspondence courses is that such courses very often are a waste of time and money for employees. However, if a man has taken one up and desires supplementary reading, the library tries to supply this.

There is an amusing story of a company which allowed a representative from a correspondence school to address their men. The representative spoke so movingly on a certain course which he was offering that some twenty men signed up and took the course. Let us now suppose that it was a course which would fit you for a sales manager. Strangely enough the twenty men finished the course with honors and one day the Personnel Department looked up to see the twenty men waiting, each man demanding that he be made a sales manager. Since the company already had a most competent chief of their Sales Department, naturally there were twenty very much disappointed men.

Correspondence courses are very valuable to a few people, but a large number of subscribers never get their money's worth; because they never finish the problems, which are the most important part. Somehow the world of flesh and devil seems to be conspiring against most of those who ambitiously try to educate themselves in this manner. Perhaps a safer way, or one which is equally good and less expensive, is the service which the library can give in outlining courses of study for those interested. Naturally, it is hard to insist that any reader take out the books and read them, unless one has a system of reports which must be looked over or, offers a prize at the end of a successful reading course This method has been followed out in some companies of which you doubtless have heard. The Eastman Kodak Company has not established such a service. Another means of reaching the employees with the books and magazines, and of making them feel that the library looks out for their welfare, is by reading lists upon various subjects which appear each month in the employees' magazine. These lists are short, but only the best books on each subject are given. We have found that these lists are quite effective

The third phase of our service is that to outsiders. This helps to keep the company in the public eye. Many questions have been asked by the librarians in other companies in Rochester. Most of them are very simple to answer or need only a little direction. This adds to the good-will felt for the company. A larger service is performed to librarians of small libraries, who write in for various publications and for information about good photographic material. This service grew out of a feeling that our publications were not reaching a sufficiently large number of people who would carefully preserve them for reference. By speaking at conferences on the subject of our educational books and by notations in the *A.L.A. Book List* very many requests have been received and are still coming in to us. The value of this service is hard to estimate, but from the reports received from librarians, we believe that it is very valuable.

The library, therefore, stands as a distributing agent of information for executives, employees, and outsiders, and should also stand as a source of inspiration and friendliness to all with whom it comes in contact. No question should be lightly turned away, as one never knows how seriously it may affect the feeling of the asker with regard to the company. Cordial relations should be maintained with everyone even at the cost of time and trouble. This is a center from which much good can be done on behalf of the organization.

III.

The Yale and Towne Manufacturing Co.

By Miss Eunice F. Peck

When I received Mr. Mooney's letter asking me to tell of the service rendered by the works library of the Yale & Towne Mfg. Co., I had only been with that organization about a month and was hardly acclimated.

Therefore, I suggested telling you of the success I had had while with other concerns using the selective rather than the routine method of circulating periodicals. This is nothing new I realize, but is simply an account of the system as it operated successfully.

But first there are some facts concerning the works library that you might be interested to hear about. Mr. Henry R. Towne, one of the founders of the Yale & Towne Mfg. Co, was a prolific reader, and realizing the value of reading started more than ten years ago a works library. He was always interested in its progress and aided in its development with many gifts of books during his life time. When he died last October, he bequeathed to the works library, practically his entire private library. This is no inconsiderable gift as it numbers approximately twenty-nine hundred volumes which cover a wide scope of subjects including fiction old and new. This gift was formally accepted on behalf of the employees by the president of the company, at special exercises held in the library, Wednesday, June 17th. This library is to be kept as a separate collection, in an alcove by itself.

We have no special features but we are really a general library as the twenty-nine hundred and thirty books (this is exclusive of the Henry W. Towne collection), cover most of the subjects found in a public library. We purchase an average of twenty-five books of fiction and ten non-fiction per month.

We have a trade catalog file of sixty-eight hundred catalogs that had been put in order just before I took over the work. The small ones are in vertical files and the large ones in a rack especially constructed for them.

Last month, there was a total circulation of thirty-three hundred and fifty-seven, of which sixteen hundred and four were books The reading room attendance, by which we mean the number who used the library at noon as well as those who came in during the day for books, etc. was twenty-two hundred and seventy-two. There has been an average of ninety-five reference questions per month since January 1st.

Three hundred and thirty-two periodicals were received and sixteen hundred and seventy-three circulated during last month. These are sent out according to regular routing lists, with the usual difficulty in getting them back.

And that is the great advantage I have found of the selective method of circulation. When a man's attention is called to an article, he is very apt to look at it immediately, where as if he must look the periodical over for himself it is a task that usually is postponed.

The method I used while with two other concerns, was quite simple to install and operate.

Thru a circular letter sent to officials, heads of office departments, foremen and others who should be kept in touch with current material, there was built up a "special interest file" of subjects in which these members of the organization would be interested. This was also a help in routing clippings and pamphlets.

The periodicals as received were reviewed and articles of value marked for those who had asked for such material.

They were routed first to those for whom articles were marked and after that to those who wanted to see the magazine each time. After a while we had few of those left.

We always had a special routing slip, but this is not really necessary as the page number can usually be written on any routing slip. Of course this presupposes that the magazines are returned to the library each time.

At Winchester's the first place I used this, this selective method was finally extended into what might be called a "clipping" system. This was done on the recommendation of the general manager. With the exception of *Factory* and *System*, all the magazines after being reviewed were taken apart and important articles put in manila covers and thus routed to those who would be interested. For this we had a very elaborate routing slip. This meant at least three copies, one to keep complete for the file and two to clip. I don't recommend this system as the value received does not compensate for the labor involved

As I said in the beginning, the selective system has a tendency to over-come the habit of keeping magazines over the time limit, as is usually the difficulty with the routine method of circulating. We are installing it soon on the works library.

An address by Miss Lenore A. Tafel made at the second session is printed as the last paper in this group.

Third Session, June 25, 1925

General Topic: "How the Special Library Serves Public Utility Companies."

I.

American Telephone and Telegraph Company

By Mary de J. Cox

To make a fifteen-minute talk with the above as a title seems quite a formidable undertaking and I approach it with some hesitancy. I am certain, however, that is as long as you desire me to speak on this rainy afternoon, and in that respect you will no doubt appreciate a story attributed to John D. Rockefeller. When he was once called upon for a short talk at a dinner gathering he stated that he would be mindful of the fact that the longer the spoke, the greater the tire.

As you know, the topic under discussion this afternoon relates to how the special library serves public utilities and I shall speak from the standpoint about which I know, that of the telephone industry. You may perhaps realize that the American Telephone and Telegraph Company is the parent company of the well-known Bell System, whose subsidiary companies are all over the United States. Through these subsidiary companies it carries on a telephone business in every state and territory with the exception of Alaska, and its interests, therefore, are country-wide. The offices of this parent company are located in New York City. Conditions affecting different parts of the country like the San Francisco earthquake, the Baltimore fire, a severe sleet storm or a large business failure are all of concern to the company as well as to the people in those specific localities. This gives the company the opportunity as well as the privilege of carrying on a business throughout an extensive territory and also carries with it a duty to the public which it attempts to meet. As a late vice-president of ours has said: "It must be ready to supply facilities for millions of telephone conversations every day; it must replace the facilities destroyed by fire, earthquake, cyclone and flood; it must give those who are involved in a business failure every possible chance of recouping losses and reestablishing business. In other words, it must to the fullest extent of its ability deserve a patronage of the business and work toward its ultimate object, which is, to so arrange telephone business that everybody in the United States who has a telephone may be able to talk to everybody else in the United States who has a telephone."

Thus you can appreciate that in order to do all this it is most necessary for the company to be kept fully informed on numerous and different subjects. This information must be authentic and reliable as well as obtainable. To meet this condition involves sources of information which are met by the special library in the collection of material which it has.

Today in our organization we have three special libraries and a newspaper clipping bureau. They are the legal, the engineering and the general libraries. The first takes up the legal side of the telephone industry, the second, the technical side and the last, the general side including everything not touched upon by the other two. All of these libraries as well as the clipping bureau are entirely separate and come under distinct departments. You may be wondering the reason for this and the reason why they have never been consolidated. In an organization as large as ours it has seemed more workable to have them this way, as they all serve such definite and specialized purposes intimately related to the work of the departments to which they are attached. Thus they work out better as separate units rather than one large whole. They all co-operate to the fullest extent, however, and they are used by all departments of the company.

The library about which I can speak best is the general library of which I am head. This library celebrates its fifteenth birthday this summer, and although it started primmarily as an accounting library, it has so grown and broadened in these years that today it is the main general library of the company. Our place in the organization is under the Chief Statistician's Division of the Comptroller's Department. Although this division makes use of us more than anyone else, we have constant calls from all departments of our company, as well as the New York Telephone Company and the Western Electric Company. The latter are two of our subsidiaries whose executive offices are in New York. We approach the telephone industry largely from the side of business and financial economics. Broadly speaking, our principal subjects are accounting, statistics, economics and finance including the many subsidiary

topics more or less directly related to these subjects. After these fifteen years, we now have a collection along these lines of about thirteen thousand volumes, including books and pamphlets. We also receive yearly about one hundred and seventy-four periodicals including business services, as well as many business condition reports from all over the country together with government press release material relating to our interests. We handle all material of a general reference or information character. All of this material is not filed here in the general library but includes that which is in our various branches or small collections filed in different offices of which we have charge. For example, if it is anything relating to government ownership both pro and con which we may have, it is filed in the Public Utilities Section of the Chief Statistician's Division and physically it is located twenty floors away from us We have also branch libraries in our Financial and Personnel Departments. All of this material is cataloged here, however, and we have access to it at any time either for reference or loaning purposes.

The kind of services which we attempt to make might be classified briefly as follows:

a. *Reference and Research.* We not only have a great many people who use the library themselves for purely reference work, but we also have many calls for research work which we undertake to do for them. These calls are many and varied and take anywhere from a few minutes to many hours, all according to the subject. These subjects range all the way from wages in the building industry from 1900 to date or a course of bond prices over a period of years to the number of washing machines in use in the United States.

b. *Circulating* In this regard anyone is privileged to take out any material, whether it is in direct or indirect connection with their work. In that way the library becomes, oftentimes, a purely circulating one.

Clearing House of Information. The library seems to fill a definite need in this respect, for if we haven't the information required we are supposed to know where it can be obtained either in the company or outside In many cases we tell the persons where they can obtain the information themselves; in others, particularly if it is outside the company, we obtain the information for them. Many times this necessitates borrowing from other general and special libraries, all of which work in close co-operation. I should like to emphasize this splendid co-operation which is daily being given. We in New York realize this fully and feel, I know, that we could not give the service we do, if it were not for the effective and willing aid of each other whenever called upon

d. *Routing of Material.* This includes sending material out when it is specifically asked for, such as the regular periodical routing lists and the regular waiting lists for books, pamphlets, etc., the new material particularly being in the latter class. It also includes the sending out of new material even if it has not been specifically asked for. In this way we try to keep everyone informed with the latest information on a given subject, especially when it is in direct connection with their work.

Endeavoring as we do to render the services just described, you can see how we look upon all departments and offices of the company as customers or potential customers whom it is our function to serve largely on a commercial basis; that is, we feel that we must not only be prepared to serve passively, but that we must actively take the initiative in "selling" our wares. We feel we will prosper largely in accordance with the extent and value of our services, and that this isn't wholly dependent upon external circumstances but largely within our own control. Thus we try to fill each request directed to us and to answer each question in regard to library material as quickly, fully and accurately as possible. This may be a definite call for a particular book or all the information we have on a given subject. We issue each month a list of the new additions to our library during that period. These lists have a wide circulation both internally within our own organization and externally to our associated companies. Very often we have requests from them, principally by letter, just where a certain book or report mentioned in these lists may be obtained or our advice as to the value of a specific new book. Then, too, we have requests from them, as well as members within our own parent company, for bibliographies on given subjects

In order to give the kind of service we wish, it is, of course, quite necessary for us to constantly keep in as close a touch as practicable with the varying needs and interests of our clientele. We make every effort

to inform ourselves largely through unobtrusive, indirect inquiries of the new developments of the work of the different departments. By noting carefully calls which they make upon us, we are able to give much information of this kind. We attempt to follow the work of one department as closely as the work of another department and to meet their demands with equal facility. We also try in so far as possible to sense the wants of our customers in advance so that we may be fully prepared to meet their demands when they are made. In accordance with our success in maintaining these standards we win the greater confidence of those whom we serve, and the value of our liberty is correspondingly enhanced all the more.

This brief description may suffice to tell you how the special library serves the telephone company, particularly the one I have talked the most about, the general library. The company apparently feels we are a worthwhile investment upon which they receive a sufficient return, as they never hesitate to back us up in every possible way. We, in our turn, feel it is a duty as well as a privilege to serve them in every possible way, and we more than receive a return for whatever service we may render.

II.

Public Service Corporation of New Jersey

By Alma C. Mitchill

Before setting before you the methods employed by the Public Service Library in serving the executives and employees of the Public Service Corporation of New Jersey, I would like to give you an idea of the character of the organization served. The name "Public Service Corporation of New Jersey" is somewhat misleading as it does not divulge the number of subsidiary companies included in it. The Public Service Terminal Building in Newark, in which the library is located, is the home office not only for the corporation executives, but also for the Public Service Electric and Gas Company, the Public Service Railway Company, the Public Service Production Company and the Public Service Stock and Bond Company. The first two companies supply gas, electricity and transportation to five-sixths of the state of New Jersey. The Public Service Production Company, organized in 1922, is an engineering and construction company doing business particularly along the lines of designing, construction and maintaining of all kinds of public utility and industrial plants, electrification of steam railroad properties, paving of roads, making of efficiency tests and reports, and valuation studies and financing. The Public Service Stock and Bond Company was organized the first of this year for the purpose of assisting in every possible way, public service investors of which there are over one hundred and twenty thousand who are financially interested in various public service enterprises.

Since the scope of public service is so wide and varied, naturally the material on file in the library must also be of a varied nature. We cannot specialize in any one subject as minutely as we should like to simply because we have not the space and there are so many subjects to be covered if we desire to serve every branch of our organization. We have on file approximately five thousand books and pamphlets including volumes of bound magazines, association reports and proceedings, public service commission, municipal and state reports and government publications. We have also a very up-to-date file of approximately one thousand trade catalogs. This file was entirely re-organized and brought up to date last summer by sending out letters to representative engineers in the company, asking that they send in to us a list of those catalogs which they considered should be on file in the library. It was from the replies received that our present file was made up. After all catalogs were received, indexed by company and subject, lists containing the names of those on file were distributed throughout the company calling attention to this file and requesting that names of new catalogs be sent in from time to time as they were needed. A supplement to this list is in preparation now and will be distributed in the fall.

In order to put before the officials and department heads rate changes, new incorporations, current market prices of materials, labor conditions, commission, rulings, court decisions, new construction projects, bank clearings, stock and bond prices, etc., as they appear in the financial papers and technical press, we issue daily a bulletin called the *Library Broadcasting Bulletin.* We have been publishing this bulletin now for two years and it has proven both satisfactory and popular. It consists of but one sheet and is placed on the desk of thirty executives not later than

9:30 each morning. Outside of the officials we only distribute it to those departments heads, who make a request for it. Our mailing list at first only numbered fourteen. Today it had doubled itself. In many departments it is passed from office to office so that all may read it. The favorable comments on it have been most gratifying.

We also issue from time to time lists of new books and magazine articles on various subjects with a brief abstract of each. These are sent to all offices not only in the terminal building at Newark but to all gas and electric plants, car houses and commercial offices throughout the state. The material for these outside employees is handled by the Railway Company, all mail for the outside offices being carried free of charge in company mail bags. One way we have of interesting these out of town people is by distributing from time to time posters calling attention to some phase of the library service. Another is by means of the company house organ. In this paper we either have a library article or a list of new books. Telephone requests are encouraged by distributing a 3x5 desk card with the suggestion that it be placed under the glass covering a man's desk. In this way the library is continually being called to his attention. (I have a few of these cards on hand if anyone should wish to see them.) In many cases the chief clerk in these outside offices acts as library assistant To him we address all material which, when received, is distributed by him to those whose names appear posted on the magazine cover. He checks it up and returns it to us when the men have finished with it.

Besides the lists and bulletins already mentioned, we issue a monthly bulletin of convention meetings which are to be held throughout the country with the subjects of the papers to be presented. Bibliographies are also compiled upon request. The beginning of each year a list of the magazines to which we are subscribing is mailed each employee having an application on file, asking him to check those he wishes sent him regularly, to sign his name and business address, and return the list to us. In order to supply the demand for certain magazines on this list we subscribe to from 3 to 10 copies of each magazine. The work involved in handling the magazine and book circulation requires the full time of two assistants every morning. Last year our circulation figures were—8,048 books distributed and 51,264 magazines, making a total of 59,312, which was a 10 per cent. increase over the previous year. During the first five months of this year we have circulated 3,004 books and 22,295 magazines.

The library is used as a recreational reading room during the noon period for those in the building or for any outside employees who are in the building at that time. The latest copies of magazines, such as *Life, Saturday Evening Post, Literary Digest, Outlook, National Geographic Magazine* and many other current and fiction magazines are subscribed to for this purpose We also have about one hundred of the latest fiction books borrowed from the public library's duplicate pay collection. These are lent to our employees at the usual 1c a day rate. New books are added to this collection about twice a month and those which have not proven very popular returned.

Besides the ways mentioned of serving our executives and employees might be added that we are frequently asked to prepare papers on various subjects for some of the men who have talks to deliver, abstract articles, compile reading lists on outside subjects, and to dig up information on almost any subject. We have tried with the Public Service Library to make the men feel that we are there to serve them and that no question or request is too difficult for us to at least attempt to solve for them. If we cannot answer it from our own files, we turn to other libraries, both business and public, and to other organizations.

Right here, I might add that we keep a file of questions asked. Not all questions, but unusual ones and those on which we have spent considerable time The sources used in locating the information is also recorded on these question cards as well as the person making the request.

I believe this covers practically every way in which we serve public service. You might, however, be interested in knowing that we have a cadet system in some of our companies, whereby a college graduate enters the employ of the company when leaving college and serves an allotted time in each department so that when he has been through all the departments he has a very thorough idea of the workings of the organization These cadets are directly responsible to the Director of Education, and when entering the employ of the company they are brought by him to the library and introduced to us. From then

on until they graduate into a permanent position in one of the departments, they practically make the library their camping ground. Every month they have a report to prepare on the work they have just accomplished and it is no unusual sight to see eight or ten spending two or three days at a time at our tables, using our typewriters or bringing their own Coronas. One might remark that that doesn't sound inducive to a quiet library. It isn't, but they are acquiring the library habit and in the future they will just naturally turn to the library when they want certain information.

I have not mentioned indexing, filing or catalog methods as the same methods are more or less generally used in all business libraries, besides I think we all have to work them out to suit our own individual needs. I should, however, be very glad to answer any questions anyone wishes to ask regarding our work at public service.

III.

Bessemer & Lake Erie Railroad Company

By Miss Jessie Callan

The librarian who sets out to adapt and connect up the services of a library to the special demands of the traffic department of a railroad, very soon becomes aware that this organization is not only highly specialized as a unit in the management of a railroad but that it is linked up with every phase of our business and social interrelations and is the greatest single factor in our modern industrial efficiency. She is forced to turn student of railroad economics in order to understand and appreciate its ramifications which are amazingly wide-spread and far-reaching until the railroad seems almost universal in its applications, and that she may more sympathetically approach the problem of making her library ideas work in connection with these ramifications Not only must she learn the place of the traffic department in the railroad but also the part to be played by the library in the traffic department. The librarian of the Traffic Department of the Bessemer & Lake Erie Railroad has simply tried to set forth here her own ideas concerning what she has learned about the gathering of information and unifying what has already been collected, and to state her conception of a traffic library as it should be constituted and administered from the library point of view.

Although the railroads have been regulated by statute since 1887, it was only in 1920 that by the terms of the Transportation Act the Interstate Commerce Commission was given the unlimited powers they now enjoy. In accordance with the provisions of this act the railroads are required to supply that body with many more statistics than ever before, which means a greater burden placed upon the roads, entailing the gathering of a great amount of information and statistics. In many cases the machinery for this work of fact gathering and analysis had to be organized and set up.

The economic changes taking place in the railroad business have been so rapid and constant since the war that one of the great problems has been to keep abreast with the many new questions developed by the present stage of the flux. A railroad no longer carries its freight solely on rails but occasionally owns and operates motor buses and trucks making possible delivery to the very door of business. Transportation is rapidly becoming a highly co-ordinated business of carrying by rail, water, motor and by air, and the railroads are eagerly studying and adjusting here and there to meet the changing conditions and new demands. Consolidation of roads touches every railroad in the country, large and small, rich or poor and reasons for acquiesence with or dissent from the preliminary plan have been presented to the commission in hearings on this subject. Valuation of railroads is another question which is slowly nearing completion, which will mean a body of official figures on which to base rates in the future. Better public relations and the education of the public concerning the exact and true condition of railroads, are movements fostered by the executives as being of increasing importance in order to prevent political interference and unnecessary legislation. The precarious financial state in which many of the railroads find themselves has necessitated a rearrangement of ideas concerning their relations with the public upon which they are dependent for support in the sale of their securities and for their favor as shippers. All these problems and many more, demand a more exact use of and careful attention to the compilation and collection of all available information and statistics pertaining to the business of transportation. These various problems probably have a more direct bearing on the work of the

traffic department than on that of any other department of a railroad since it is the direct contact between the management and the people who require and use the service.

Along with the intensification of effort and greatly increasing amount of work which the officers of the traffic department have taken on in order to bridge that adjustment from Federal control to the period of stabilization the demands for information and statistics from shippers and the public in general are growing. The responsibility for the carrying out of the traffic end of the program, of the increased effort of the railroads has been too much of a tax on the officials of this department for them to be tied down to the necessary details of organizing, analyzing and disseminating the fund of information which floods the department and which is so vital as a basis for the statistical reporting. As a result of this imperative need for readily accessible data and facts put into usable form, it has been recognized that a library through the functioning of a librarian may relieve the executives of much of the onerous task of keeping track of and properly disposing of the ever increasing amount of printed matter, to the best advantage of the department.

The service of the library must be developed to promote the interests of the entire personnel of the department from the traffic manager who determines the policy of the department on down the line. The traffic manager, in addition to being an expert in the administration of all traffic, more than likely knows as much law as applied to railroads as a lawyer, is as keen in his knowledge of the most intimate affairs of business and finance as any executive of an industry, and is a diplomat in his relations with the public, all in one and the same person The making of rates and the drawing up of traffic rules and regulations are dependent upon precedent established by the rate committees and the law as contained in the Transportation Act, and, therefore, the necessity for legal knowledge as a basis for the guidance of the railroad industry as affected by law on the one hand and economics on the other hand By reason of the dependence of business on railroads and the traffic department in particular for the service which makes it possible to carry on profitably, the traffic manager must anticipate the business man in his every change of policy and his needs for different kinds of service. As a consequence of his intensive study of the business methods of various enterprises he has acquired broad knowledge which enables him to act as counselor and adviser to the railroad's patrons in their industries, pointing out defects in distribution or production methods, or advantageous moves which might be made. Therefore, it is important to have a flexible and diversified collection of material on general business and financial subjects as well as an intensified collection of special railroad subjects, to form an adequate source of information for the researches of the traffic manager.

While the traffic department ordinarily contains the nucleus of a very good library and collection of material in the Interstate Commerce Commission decisions, state public utility reports, proceedings and regulations of the freight rate committees, the periodicals, comprehensive files of correspondence and general information, the data usually is not organized and inter-related to give the valuable service to the office of which it is capable when properly handled. The efficiency of a railroad office as that of any other office, so far as the library has anything to do with it, is based on such details as the easy access of all its records and correspondence and the smooth flowing of all information through the office, the choosing of the worth-while and putting it through the process of preparation for future use in order to be able to deliver it when wanted again.

Besides the main body of statistical data and information usually found in the traffic department, there may be much valuable material collected by individuals on specific subjects of interest to them. When this information has served its purpose and there is no longer any immediate interest in it, it is put into the files often unknown to anyone else in the office and becomes buried because it is not tied up in any way with the general content of the files The official having collected this material has little or no time for such out-of-his-line details as indexing and filing but he does have a very great interest in whether he or any other member of the department can find this material at the proper moment, when wanted.

If everyone in the department is allowed to play with his personal ideas as to where a subject belongs in the files, there would be no uniformity of headings for subjects and confusion would result When more than one person is permitted to indicate where an

item is to be filed the result is bound to be haphazard and confusing in the final search for it. No file is automatic and unless records are gathered in an orderly fashion and with the knowledge of what is already contained in the files or on the shelves, there will be gaps in serial publications and proceedings, or entirely unnecessary duplication of material, and waste of effort and space. The value of all printed matter connected with the activities of the traffic department is in relation to the degree of its availability when wanted. All information should go through a clearing house, in our own case the library, before it is routed through the office and then filed. The work of indexing and analyzing material should be done by one whose sole responsibility it is to co-ordinate all fact-gathering processes in the office. While it may be true that only those directly connected with the affairs of the traffic department know the necessary fields in which to gather statistics and information, evaluation of the literature and printed matter is acquired very rapidly by the one who handles it in indexing and cataloging if she is held accountable for it.

Thus it becomes only a step from the highly organized filing system and collection of material, pamphlets and books already in the office to the formation of a library, knitting together all forms of information. But the person who undertakes this work must carefully and prayerfully approach this work of serving a group of experts having extensive knowledge in their subject and whose needs are special and exacting. As the librarian learns more and more about railroad economics and railroad terminology she finds that she must constantly adjust and readjust her ideas about collecting, filing, indexing and circulating information to meet the requirements in this field. The fact that an organization realizes the advantages of having an information center in the office to the extent of establishing a library and engaging the services of a librarian, shows that its executives are willing to go more than half way in varying their point of view in giving over the administration of this information to her, which has been collected at the expense of the time of its most valuable members. The librarian in turn should be only too ready to co-operate by learning the department's ideas, so far as they concern the handling of literature and data and thereby recognize this acceptance on their part of the library idea. Upon this relation, this working agreement, between the librarian and the executives of the department, hinges the success and effectiveness of the library.

The question may be put; since the Bureau of Railway Economics has already established, as far back as 1910, a very complete library and has made an exhaustive survey of railway material contained in thirteen large libraries of the country, is constantly keeping in touch with the acquisitions in over one hundred libraries at the present time, as well as compiling bibliographies on all current economic questions relating to railroads, why is it necessary for an individual railroad to organize a library, and that library to serve only one department?

The Bureau of Railway Economics serves a very widely scattered though special clientele made up of all the railroads and the students of railroad problems and, therefore, is national in scope. Its content stresses the broad economic phases of railroads and forms the ground-work for research in its strong historical and statistical collections. While the problems of all railroads are identical in their larger aspects, in the details of management and operation each railroad is a law unto itself, in its reason for being and in its development, and by reason of its location with relation to mining and manufacturing industries, may have an interest in particular commodities and in industry. A railroad company may, therefore, build its library on just the literature of its individual problems, which may not be railroad problems strictly speaking, but collateral thereto, relying on the bureau for history, statistics, complete series of publications and exhaustive general treatises, and current lists of material on problems of today. In this library should be little or no duplication, except for essential works such as the *Interstate Commerce Commission Reports, Poor's Manuals and Analyses,* and the general reference books to be found in any office library, and the collection should be rather supplementary in its particular field of railroad affairs.

Just as the Bureau of Railway Economics does not aim to be the most comprehensive railroad library in this country, but rather to be the chief fact gathering body and the instrument to make known the places where all existing and available information about the railroads may be found, so the company

library should aim to use all the existing material, know where it is to be found, collect as little as possible but concentrate on the literature of its individual needs. The library of a company, though small, then becomes a vital link in the co-ordination and widespread distribution of information as is advocated by the Bureau of Railway Economics, through whose services it has become entirely unnecessary and wasteful for a railroad to try to have a complete railroad library.

Mr. Richard H. Johnston, librarian of the Bureau of Railway Economics, has said in SPECIAL LIBRARIES for June, 1918, that "it was not the aim or endeavor of the bureau to obtain an exhaustive collection; it can look on with calmness at the acquisition of a prized item by another, so long as that other is a library. But secondly, it was to be its aim to secure exact information as to the contents of other collections, not only the information of the bureau library but also to serve other libraries and students."

When a railroad library is mentioned the uninitiated or casual observer may think of it as being a closely knit organization of material on the subject of railroads. Upon defining the service which a railroad renders, one finds that it sells transportation to a community, and transportation is the carrying of persons, commodities and communication of ideas from one place to another as related to the economic law of supply and demand, which makes it possible for commodities to be carried from their sources as raw materials where they are grown, mined or manufactured, to places where they are put into various stages of the process of making them usable to the ultimate consumer, so that it seems to be related in some manner to all existing angles, economic and social, of our modern life. Then it must be readily understood that this question of the relation of transportation to supply and demand embraces the whole field of economics as it touches all the people's wants and embraces the prevailing national conditions of agriculture, mining and manufacturing, and beyond the fundamental similarities of all railroad services there are many varieties of service as related to particular localities and the things transported, which make it impossible to lay down any hard and fast rules about what a library should contain. In our own library we are constantly on the search for all printed material on several commodities with which we are much concerned and in time probably will be stronger in lines collateral to railroad subjects with information about local conditions which surround us, stressed.

The library of the Bessemer & Lake Erie Railroad Traffic Department was established almost three years ago and in that short time no claim is made to having solved all the many problems of its existence. But there is an ideal toward which to strive and we have discovered a few basic principles upon which to lay our work toward that end. Our accomplishments in the library may not be many but a few of the things which we have found helpful I shall describe.

It is usually worth-while to make a study of what is contained in the public and the special libraries in the community for helpful material which may be borrowed or referred to at a time of need. To mention a few of the specific values of local libraries to our organization: the Technology Department of the Carnegie Library of Pittsburgh, which makes a particular point of collecting material on iron and steel manufacture and other Pittsburgh industries which, of course, are of interest to our company as a carrier in this district; Mr. J. Oscar Emrich, librarian of the Allegheny County Law Library, has almost a complete file of the public utilities commissions of all the states; also the Pennsylvania Railroad Library collects the state railroad commission reports of all the states through which the road passes; the Bureau of Mines Experiment Station maintains a library which makes available the bureau publications on researches in coal and coke, subjects with which railroads are intimately concerned since they are such large consumers of fuel. To one who is trained to recognize the inestimable value of making a preliminary search for information close at hand when a question is to be answered or statistics to be compiled before launching on an exhaustive research, the local libraries yield a fund of data and save much time and annoyance to the organization. Very often the actual material is not so important as to know the sources of information and their limits.

Here, as in any library serving a business, periodical literature ranks very high in value. Six periodicals are considered worth binding as permanent reference material, some are kept indefinitely, some are kept for one year and some for two years and then discarded. Current articles of interest are indexed

whether they are found in railroad periodicals or not, and the numbers containing these articles are retained whether that particular periodical is marked to be destroyed or not. At the end of the year these index cards are checked for those numbers which are to be retained. The index cards are filed in the regular catalog but are of a differing color from the regular cards in order to make clear that the information is current.

Because our library is small in size and volume the chief concern is to see that every item does its proper share in the scheme of relating facts to the activities of the department. The index should be the central indicator of where to locate information, whether it is to be found in the files, in books, in Interstate Commerce Commission dockets, in court proceedings, or in another office. We are working toward this potentially complete catalog. As the files stand today, highly organized so far as "pure" traffic matters are concerned, their interrelation with what is on the shelves can only be accomplished by means of a central analytical catalog.

Map collection is treated in the same manner as other material and is indexed in the general catalog. The maps are placed in loose leaf binders and filed in a special map case.

Every piece of printed matter which comes into the office, outside of straight correspondence and the freight committee circulars, is cataloged and indexed in the library before it is sent through the department for inspection. If a book or pamphlet requires extensive work or analysis, it is merely classified at first and a preliminary card made in order not to hold it up and to facilitate its movement through the offices and the work on it is completed when it comes back to the library. In this way we maintain a check on all material in the offices and in the library without delaying any literature while still new. We try to keep close tab on this material when it comes back to us for any comments on it or reactions to it which we might reflect in handling it for indexing and for subject headings.

We have adopted the Library of Congress classification because it has been expanded to take care of the large collection of railroad material in the Library of Congress, and with minor changes and additions for our particular interests, we will not run the risk of outgrowing it. The Bureau of Railway Economics Library furnishes proof of all its additions on cards to the Library of Congress, which is a co-operative service informing the subscribers to the Library of Congress proof sheets of the classification and subject headings used by the Bureau of Railway Economics for each addition. There is another advantage for our library in using the Library of Congress classification, the one section covered by the letter "H" is inclusive of all economics as well as railroad economics, which groups almost every thing in our library here This section contains all branches of transportation, roads, waterways, railroad, electric railways, motor transport as well as statistics, economic theory of prices, business cycles, agriculture and industry, money and banking.

One of the most useful of our operations in the library is the indexing of the Interstate Commerce Commission dockets, according to subject. As these dockets come into the library in their mimeographed form, cards are made both for the numerical file by docket number and for the subject, and later on if a decision is handed down by the Interstate Commerce Commission and reported in pamphlet form, the citation to the bound volume is recorded on these cards and in this way a complete history of each case is kept. The Interstate Commerce Commission does not publish its bound volumes of decisions until about a year after the decisions contained therein have first appeared in separate printed form. The bound volumes are very thoroughly indexed, since the Interstate Commerce Commission has a separate Bureau of Indices which is responsible for the indexing of every decision as well as court decisions which have a bearing on transportation matters. But the work of this bureau is only available in the bound volumes, which means that we must wait for over a year sometimes to find a decision if the number of the subject matter is unknown, unless a general search is on This index makes each docket available from the instant it enters the office, by filing it according to the docket number and the key to its numbers and subjects is maintained on cards.

In addition to the regular periodical indexes for which we subscribe, we learn of what is being published by close examination of periodical literature itself, both general and railroad, the daily trade papers, the *Monthly Catalog of Government Publications*, the *Weekly List of Publications* sent out by the

Superintendent of Documents, the *State List of Publications* issued by the Library of Congress, the lists of publications furnished currently by the Department of Commerce, Department of Agriculture, Geological Survey, Bureau of Mines, and we subscribe for the proof sheets of the Library of Congress for their cards informing the subscriber what they have added to the Library of Congress each week.

IV.

Illinois Power and Light Corporation

By Mrs. Jennie L Schram

A special library in any public utility company has for its primary function; to accumulate definite and accurate information on all phases of public utility business. Information must be reliable and up-to-date on the methods of construction, financing and management of the industry

In order to serve a utility to the best advantage, one must understand the peculiar problems which confront it as well as the fundamental problems relating to all public utility business. To do valuable work does not depend on the large number of volumes accumulated, but solely on the librarian's *depth of understanding* on all company business and the direct application of the information on hand and available from outside sources on the current problems. To serve to the greatest advantage the library or reference department should be the pulse of the organization working force; the work of each department should be given active attention by the one in charge. To be able to place material on the current problem of the moment in a very short time, into the hands of the men who are doing the work, is the height of service to be rendered by any utility librarian.

A small collection of reference books and a fairly good selection of periodicals on the industry, supplemented by other sources outside of the organization, is a very safe and valuable thing for any utility to have. The following is a list of publications which will form a nucleus to be of great service to a company:

Class A—*Transactions of Associations*

National Electric Light Association
American Gas Association
American Society of Testing Materials
Society of Electrical Development
American Management Association
Society of Electragists
National Safety Council
American Electric Railway Association
American Institute of Electrical Engineering
American Railway Association
American Society of Mechanical Engineers

Class B—*Government Publications*

Bureau of Standards
Geological Papers and Maps
Statistical Abstracts
United States Bureau of Mines
Bureau of Commerce
Labor Review
Survey of Current Business

Class C—*Reference Books*

Central Station Directory
Electric Railway Directory
Atlas of United States
Moody's Public Utilities
Brown's Gas Directory
National Electric Light Association Rate Book
Dictionary—Dictionary of Electrical Terms
Sweets Engineering Catalog
Handbooks of Engineering Subjects, etc.
Thomas Register•
Public Utility Reports Annual
Almanac

Class D—*Periodicals*

Electrical World
Electrical Merchandising
Gas Age Record
American Gas Journal
General Electric Review
Financial and Commercial Chronicle
Aera
Stone and Webster
Electric Railway Journal
Engineering News
Public Service Management
Administration and Management
Printers Ink Weekly
Iron Age
Coal Age
Electric Light and Power
Rate Research

Class E—*Publications of Other Companies*

Sales Bulletins
House Organs
Annual Reports
Regulations for Employees—Meter Readers, etc.
Investment Advertising Booklets

Class F—*Services*

National Industrial Conference Board
Brookmires
Bradstreets
Manufacturing News
United States Chamber of Commerce
National Electric Light Association Public Opinions
American Gas Sales Service
Dartnell Sales Service

The *Industrial Arts Index* will be an invaluable tool for the many reference questions which come up in any public utility. In looking over the reference questions which have been answered in our department the *Industrial Arts Index* gave the references to articles which answered the question, in about 89 per cent. of the total number of questions during the year.

To be specific as to how the Reference Department has served the company in its various departments the following subjects are among the ones on which we found material:

Rates and Valuation Department

Cost of Living in Cities and Towns
Cost of Building Materials
Wages of Various Classes of Laborers

Gas Department

Recovery of Gasoline from Natural Gas
Electrolysis in Gas Mains—Signal Instruments in Power Plants

Investment Department

Material on Customer Ownership Campaigns as Used by Other Companies
Employee Stock Participation Plans
Cost of Selling Stock as Computed by Other Companies
Stimulating Information on Thrift
Interest Tables
Information on How Money Grows at Certain Per Cents.
Amount of Public Utility Securities Held by Bans in the United States
Investment and Capitalization of Public Utility Business in the United States
Merit Report of Public Utility Earnings
Financial Dependence of People at Age of 65, etc.

Engineering Department

66,000 Transmission Lines—Bibliography
Standards from Engineering Societies, etc.
Ventilating of Central Station Buildings
Material on Pulverized Coal
Underground Water Supply in Certain States
Mean Low and High Temperatures in Certain States
Trench Digging Machinery
Specifications for Preserving Wood
Information on Bridge Floor—Creosote Blocks
Steel Tower Constructions

Merchandising Department

Statistics and Information on Electric and Gas Appliances
Accumulated Material on Sales Methods
Articles on Home Lighting
Information on the Formation of Electrical Leagues.
Uses of Electricity and Gas in All Its Ramifications

Commercial Department

Gathered from Other Companies' Printed Forms and Information on Hotel and Restaurant Business, etc.
Looked up Technical Information on Such Things as Measurement of Heat Absorbed by Clay During Firing
Accumulated Information on Gas House Heating
Electric Commercial Cooking
House Wiring
Rural Electrification

This department circulated the periodicals to the various members of the staff and filed and checked them for future reference.

It filed all information on public relations by divisions and accumulated all information on this subject which is available.

The department acted as a central file of all engineering and special reports on the company's properties. It also filed all franchises and ordinances and contracts with the company entered into. Any supervision of files in any of the departments was done by the Reference Department.

This department also keeps a record of all memberships to associations, and the amounts of donations given by any of the properties.

All publications taken throughout the territory were cleared through this department, which made a 20 per cent. savings on all magazines purchased.

Concluding this article which was to cover fifteen minutes of the time there is one thing which I believe is the most important point in serving a public utility and that resolves itself into a personal equation.

The person in charge of a special library should be wide awake to the needs of the organization and have the ability to deliver the goods with a strong emphasis on the fact that it will hinder the progress of the company and usefulness of her department if a line of duties is too sharply drawn. Anything which is handed to a person engaged in this type of work should be done to the best of their ability in spite of the fact that it may not be continued by the department, and later turned over to some department for permanent routine. This only broadens the usefulness and understanding of the librarian and is a large factor in the success of the idea for which they stand, namely—applying printed knowledge to the work in hand in order to take advantage of other people's successes as well as to avoid other people's failures.

V.

The Policyholders' Service Bureau of the Metropolitan Life Insurance Co.

By Lenore A. Tafel

The chairman of the Advertising, Commercial and Industrial Group has asked me to tell you something about the research work of the Policyholders' Service Bureau of the Metropolitan Life Insurance Co. He had in mind particularly, I think, the reports which are issued by this bureau on business management and related subjects which would be helpful to special librarians in their own research problems

You are perhaps wondering why a representative of a life insurance company is appearing on your program to speak on business research. You are in the same position, perhaps, as the foundry manager from the middle west who recently visited the Home Office He explained that he had called to find out why a life insurance company was publishing pamphlets on foundry practice. "And the funny part of it is," he said, "They're good!"

The Policyholders' Service Bureau is a research organization for the use of the company's group policyholders—that is, for executives of those companies which have taken out life insurance or accident and health insurance for their employees with the Metropolitan Life Insurance Co Among these group policyholders—there are over two thousand of them—are employers in practically every line of business and industry. Their activities cover such varied fields as mining, lumbering, farming, packing, public utilities, machine shops, printing and publishing, banking, engineering, hotels, laundries, retail stores and railroads. The Policyholders' Service Bureau is a clearing house of information to which they may turn for an answer to practically any question which arises in the course of a day's work.

This bureau has grown up as the result of a definite need which made itself felt early in the history of group insurance. Executives wished to exchange information They invested in group insurance because they were interested in the well-being of their employees. Of the five worries in the mind of the worker today—What will happen if I lose my job? What will happen if I am injured while on the job? What will happen to my family when I die? What will happen to them when I am sick or meet with an accident off the job? What will happen when I am too old to work?—group insurance answers two. It ensures that the worker's family will receive an income while he is laid by because of illness or accident while not at work, and that they will receive some help on his death.

Through their group insurance contracts executives found themselves associated with other employers who had similar interests They were naturally interested in knowing what these other companies were doing to encourage good relations between workers and management. The Metropolitan Life Insurance Co. found itself in possession of a large fund of such information which it was anxious to place at the disposal of its group policyholders. It is the function of the Policyholders' Service Bureau to make this available to group policyholders and to those cooperating with it, through special reports, pamphlets, correspondence, personal interviews and through a monthly publication, *The Executives' Service Bulletin.*

The special reports of the bureau deal with various phases of industrial relations. They show what is actually being done by employers in such fields as training of foremen, publication of house-organs, outdoor recreation, vacations.

Closely connected with the question of better relations between management and workers is that of the safety and comfort of employees. Among the reports issued on this phase of the subject are the series on "Foundry Practice"; "An Accident Survey of a Public Utility Company;" "An Accident Survey of a Large Coal Company;" "Production Survey of a Furniture Factory."

The stabilization of employment is of vital concern to both management and workers The management is anxious to stabilize production and the workers to have employment twelve months a year. A series of pamphlets, "Steading Business" is a study of attempts of various industries to stabilize their production Other organizations have approached the problem through the development of better methods in business management, especially by the adoption of a well-considered budget. The bureau, in close co-operation with executives in the various fields covered, has developed a series of budgets for various industries and businesses. Typical of these are: "A Budget Plan for the Garment Industry," "A Budget Plan for the Ice Cream Trade," "A Budget Plan for Railroads and Public Utilities," "Budgeting for Metal Working Establishments," and "A Budget for the Department Store."

I have tried to show you how the reports of the Policyholders' Service Bureau are the result of practical research by specialists in the various fields covered They are made available to group policyholders and others interested as the contribution of the Metropolitan Life Insurance Co to American business in line with that company's motto "A company is great only as it serves."

Financial Group

Chairman, Margaret Reynolds, Librarian, First Wisconsin National Bank, Milwaukee, Wis.

Annual Report 1925

About a year ago a telegram from Saratoga Springs came to me. It was signed by a group of Chicago special librarians saying they would support me. In just what they were to support me I had no idea, but a little later a telegram came asking me to act as chairman of the Financial Group for 1924-25 My report as chairman needs to be but a simple one because the outstanding piece of work done by the Financial Group since the Saratoga meeting was the exhibit held in connection with the golden jubilee meeting of the American Bankers' Association in Chicago, September 29-October 2, 1924.

At the annual business meeting of the Financial Group held at Saratoga Springs, July 1, 1924, the following resolution was adopted:

Whereas: The convention of the American Bankers' Association is to be held in Chicago during September, at which it is planned that the Financial Group of the Special Libraries Association should hold an exhibit, and

Whereas: This is the first time that special librarians have made an organized attempt to present officially their aims and accomplishments before an important national organization, therefore

Resolved: That the formulation of the plans and control of the exhibit be entrusted to a committee of Chicago financial librarians, appointed by the chair, with power to add to their committee other members of the National Financial Group, as representatives of the National Financial Group; that the endorsement of the chairman of the National Financial Group and also the president of the Executive Board of the Special Libraries Association shall be obtained for the final plans drawn up by the Chicago librarians.

The chair appointed the following members of the Chicago group to serve on the committee: Miss Nichols, Miss Wuchter, Miss Savage, Miss Krause and Miss Elliott.

The American Bankers' Association assigned us a space in the lobby of the Auditorium Theater. This was a splendid space as all visitors entering the boxes could not help but pass this model library which was entirely arranged and planned by the Chicago committee. In the absence of Miss Ruth

Nichols, chairman of the committee, a formal report will be read by Miss Alta Claflin, who showed her interest in the project by coming from Cleveland to attend the exhibit. I am only sorry that Miss Ruth Nichols, librarian of the Federal Reserve Bank, Chicago, is not here to receive the thanks of the Association in person for her tremendous services.

Our heartiest thanks are due the Central Trust Company of Illinois, Halsey, Stuart & Company, Harris Trust and Savings Bank and H. M Byllesby & Company, Chicago, who financed the exhibit for us. Thanks are also due officers of the Federal Reserve Bank, the Continental & Commercial Banks, H. M Byllesby & Company, Halsey, Stuart & Company, The Indexers, of Chicago, and the First Wisconsin National Bank of Milwaukee for allowing their librarians to spend practically all of their time for four days at this exhibit. The financial journals gave us reading notices both before and after the exhibit. The Associated Press, the United Press and business periodicals also gave us space. After the exhibit, stories, some as long as three thousand words, also appeared in magazines.

Follow-up work from this exhibit is still being done, the latest instance being a letter from India asking for suggestions about financial reading matter. During the week following the convention members of the committee answered queries from various visitors which involved research work which could not be done at the exhibit. I myself answered over one hundred queries from bankers througout the country. Instances, amusing and otherwise, could be cited of the questions that were asked Over fifteen hundred letters were sent out in advance to banks throughout the country suggesting that their representatives visit our exhibit.

We asked the various financial librarians to send us photographs of their libraries. All these posters but one were mounted and lettered in the Library of the First Wisconsin National Bank. These posters are on exhibition here, but, of course, the model library could not be repeated. The equipment in the library was exactly as it would be in a library. The books on the shelves were taken from the various Chicago financial libraries, while the pamphlets and clippings were also furnished by members of our group. Perhaps some of you remember the photograph of the exhibit which was used in SPECIAL LIBRARIES for November, 1924.

Nearly every member of the American Bankers Association Council, the mighty council that wields the destinies of the bankers of the country, came to our exhibit. This was an outstanding fact because these men had many committee meetings as well as general sessions to attend. The visitors' register shows that almost every state was represented.

During the year a committee consisting of Miss Marion G. Eaton, chairman, Mr. C. C. Eaton and Miss Marion Bowman have drafted a constitution which will be presented to the members of the group at one of our business sessions.

There are now forty-three members in the group.

MARGARET REYNOLDS.

Program

First Session, June 24, 1925

Financial Backgrounds and Sources, by Elbert A. Harvey, Lee Higginson Company, Boston.
(We regret that we are unable to publish Mr. Harvey's address.)

Some Sources of Information on Stocks and Bonds, by Eleanor Cavanaugh, librarian, Standard Statistics Company, New York.
(Miss Cavanaugh's valuable paper will appear as a supplement to SPECIAL LIBRARIES at a later date.)

Second Session, June 25, 1925

Credit Unions, by Roy T. Bergengren, Credit Union, National Extension Bureau, Boston.
(Mr. Bergenren's address will appear in a later issue of SPECIAL LIBRARIES.)

Four Minute Speeches on "What We Do Every Day That Pleases Our Officers Most."

I.

Federal Reserve Bank of Chicago

By Ruth G. Nichols

The library service which I am going to outline has nothing new or novel to be described. It includes the indexing and circulation of periodicals and newspapers, which to a greater or less degree form a part of the

routine work of any business library. Whether or not our officers are aware that they are pleased by it is largely left to conjecture. Officers have a way of accepting most things in a non-committal manner. Certain it is that they rely on us to get their magazines to them, they use our periodical digest and this branch of our work helps us as much as any one thing to serve them quickly and satisfactorily.

As is now the common practice, all subscriptions to periodicals or business services are centralized in the library and practically all the material of this nature received regularly at the bank, whether by subscription or gift, comes direct to the library and is circulated from there to the various persons using it.

The usual check and routing cards and circulation slips are used in this work. The Library Bureau check card is used for checking and routing. There is a routing card for each person to whom a periodical is sent. These are typed in red and filed back of the check card. A periodical is sent to one person at a time and returned to the library to be started out again. The circulation slip carries a form which insures its return to the library.

As soon as periodicals are checked and ready for circulation, they are placed on the librarian's desk, where they are examined at once for material of interest. All periodicals, business services and some newspapers like the *Wall Street Journal* thus pass under the librarian's scrutiny. All articles to be indexed are marked and passed on to the desk of the cataloger, who makes the index slips, assigning the subject headings. As a rule only subject heading slips are made and each slip shows all subject headings used for an article. Periodicals are rarely held up over an hour or two for this work.

Each week a periodical digest is made up from a selection of the articles thus indexed. This usually consists of two or three sheets, multigraphed and circulated throughout the bank. The officers and others using the digests indicate on them the articles they would like to see and return them to the library, where their wants are satisfied as promptly as possible. Sometimes three or four people are wanting the same article at the same time. In some cases we have two or three copies of a magazine. When we do not, diplomacy and planning, bearing in mind the needs of the readers, usually keeps everyone satisfied, and in the course of a few days, all requests have been filled. We make every effort to keep our periodicals circulating and have had very good co-operation from the officers in this matter.

As soon as the digest is made up the slips are filed in the permanent alphabetical index file. Under the subject headings the slips are filed by date, thus bringing the most recent ones foremost. The periodical index file is separate from the catalog and into it go entries about all kinds of information which we wish to record more or less temporarily. We sometimes place in it references to articles which we do not have but which could be secured. This file now, after several years, constitutes a very valuable index to material on subjects of interest to us, which would otherwise be lost to us. Of course, we make an effort to weed out the entries as we file others, and, of course, our index is supplemented by those of Wilson and others. But we find our index abundantly justified by two facts; first, that articles of interest are in our index considerably in advance of the time the Wilson indexes are available to us and, second, that we index many items important to us, which would appear in no other index. We also have available important articles which appeared in the four newspapers that we bind. Samples of cards and slips used and of the digest accompany this paper.

II.

Continental and Commercial Bank

By Sue Wuchter

The library of the Continental and Commercial Banks functions not only in providing books, periodicals, clippings and financial services for the officers and employees, but it also creates a distinct service in research work. In addition to the regular research work, common to all financial libraries, special functions are performed daily. These special functions consist of collecting and organizing current business and financial indices, compiling data, and making charts.

About five or six times a year the banks publish a bulletin called the *Trend of Business*. The double page spread of barometric figures of this bulletin is furnished by the library and from the figures the economist

writes the text or explanation. This publication is mailed to banks, bankers, corporations, and individuals in every state of the union. It is issued gratis and its purpose is to set forth clearly and concisely the condition and trend of business generally. The barometric part is divided into three sections. The first division is devoted to prices from 1922 to 1925, and interpretations are based on the general price levels, money rates, and stock exchange quotations. The items used to interpret credit conditions are reported by the Federal Reserve Board and include the reserve ratio, bills bought, bills discounted, Federal reserve notes in circulation, loans and discounts, total deposits of member banks and the number of liabilities of business failures as reported by Dun. The production and trade section covers agricultural production, production in twenty-two basic industries, building, employment, commodity shipments, bank debits and foreign trade.

Many other uses are made of the information and statistics that the library compiles for use in this *Trend of Business* and for the purpose of keeping this information complete and chronological, a statistical record known as the *Black Book,* is kept in duplicate. One is kept in the library and one by the economist. The *Black Book* also contains figures on various industries in which our officers are interested. These figures are used by loaning officers when considering a loan in one of these industries. The information contained in the *Black Book* is adapted to serve many purposes and it is, therefore, a constant process to keep the figures up-to-date.

Other figures are compiled from which charts are made for the economist. The purpose of the charts is to give a clear picture of economic conditions and banking relations Some of these charts are on a daily, others on a monthly basis. They vary from "Ayres Test" of pig iron production in relation to stock and bond prices, to the daily record of commercial paper rates and their effect on the same stock and bond prices.

The daily chart is computed by means of taking the average high and low of the fifty average stocks given in the *New York Times* and plotting this figure together with the price of forty average bonds and the commercial paper rates. At the end of the month a simple statistical average is taken of the daily figures, because the average stocks for the month are not published soon enough to obtain the result desired. The simple arithmetic average also compares very well with the monthly average figures in the *Statistical Bulletin* published by the Standard Daily Trade Service. The figures used are not corrected for seasonal variation or secular trend, however. Commodity prices are also plotted on a monthly chart in relation to stock and bond prices. Another interesting phase of the work is the compilation and plotting of figures comparing the position of our bank with other banks in the Federal Reserve System

So varied is the work in the library that no two days are exactly alike. Of course, there are the ordinary routine duties of the library, but in general there is a great diversification of work. It is not only interesting to the library staff, but very helpful to the bank as a whole.

III.

Bank of Italy, San Francisco

By K. Dorothy Ferguson

It is hard to pick out just one service that proves of unusual popularity, because so many of the services we render apply only to special officers.

To obtain a few pointers, I asked three or four officers at random, what service they specially valued, and each gave me a different answer. I might sum up these answers as follows:

A. The new business man appreciated the faithful and twice-daily supply of leads which he receives as soon as possible after the papers have reached us.

B. The Credit Department seems to value especially the digest which we have recently compiled of the services and magazines giving weekly or monthly reports on business conditions and on certain commodities in which the department has a special interest. This digest is based on information contained in the very wonderful piece of work done by the New York University entitled *Search Book of Research Data.* To this, is added certain data concerning California.

This digest will remind the credit man that every month, or every week the cotton industry is reviewed in such and such a publication, that figures on exports or imports are to be found weekly and

monthly in such and such a bulletin, and so he need not pay attention to the mass of business services that flood every bank officer's desk. It was evidently after an unusually heavy mail of just such material that I was called upon to compile this digest.

C. Apart from this special service, I think that the prompt daily newspaper clipping service bringing to all officers the latest news, not only of banking subjects, but of economic and allied subjects, helps them to keep in touch with numerous interests.

Add to this, the feeling that is now prevalent throughout the bank, that the library is really a clearing house of information to which one may turn when in doubt, no matter what the subject may be, no matter how small or important the need of knowledge, and that the answer received there will always be based on some good authority.

I really think that this feeling that the library is the port of call to which executives come when they do not know where else to turn for information, has made the library and is making it a really valuable working tool for all our officers.

IV.

First National Bank of Los Angeles

By Alice Scheck

From its beginning, in 1920, the Research Department of The First National Bank of Los Angeles and the Pacific-Southwest Trust & Savings Bank subscribed to and circulated among the officers and department heads of the system over fifty magazines. At the beginning of each year a list of the periodicals being received by the Research Department was mimeographed and sent out, each person checked those he wished sent to him regularly. Some of the men asked for ten or twelve titles, others for only three or four. In any case it meant that each of these busy men was receiving at least one or two magazines a day, and though they really wanted them, they found that they simply could not read them thoroughly or even casually. It also meant that the librarian or her assistant spent at least three hours a day handling this "magazine trade."

So about two years ago the Research Department began, very simply, to issue a weekly digest of important articles in leading magazines. This was, at first, prepared by the two assistants to the Director of Research, who always looked over the magazines each day before they were circulated, for material necessary to their work. Finally, however, it was taken over by the librarian, who now spends the better part of at least two days a week preparing it. In the beginning the digest was mimeographed, but as the demand for it grew it was printed on inexpensive paper, in galley sheet form.

At the beginning of this year it was decided to reduce the number of magazines received by the department to those dealing simply with banking, financial, commercial and agricultural subjects, eliminating those dealing with current events and similar topics, as the *World's Work*, to circulate only those which do not lend themselves to digesting, and to increase the size of the digest, the number of magazines digested, and the variety of subjects covered. The digest is now printed in folder form, instead of the former galley sheet.

The magazines digested cover banking, financial and foreign conditions, agriculture and livestock within the State of California and the Southwest, with particular emphasis on southern California, and industrial and financial conditions in Los Angeles city and county. A very good economic service is issued weekly by a firm of local statisticians and economists and this service covers building, population, real estate, general business and financial conditions in the city and southern California. A resume of each week's letter is given in the digest. The digest is also used to announce new books and publications added to the library, a short review of the book being given

A questionnaire recently sent out to those receiving the digest elicited most favorable replies, only five indicating a desire to do without it, and these were men who preferred to attempt to read the magazines themselves About three hundred and seventy copies of the digest are sent out each week to officers, department heads and branch officers throughout the First National Bank-Pacific-Southwest system. The digest takes the place of the individual magazines; the magazines are kept in the library, and if anyone wishes to read the whole article after reading the digest he then asks for it and it is sent to him.

Some of the comments received in the questionnaire were as follows:

"The Weekly Magazine Digest is a time-saver and affords one an opportunity to cover more articles than one would ordinarily have time to."

"Digest very helpful, as it saves a lot of reading. You usually give the meat of the articles, which is all that is wanted."

"I think the Digest a very happy idea and look forward to it each week. In these busy days I do not have time to do one-half of the reading that I would like to do. This helps materially."

"Your Digest brings items to my attention that I would not have time to read otherwise."

"Consider very helpful in lining up reading material in a systematic manner."

"The Weekly Digest enables me to cover just that much more territory in my reading, and presents useful articles that I would not see otherwise."

"The Digest summary is instructive and of much value to an experienced banker. It fills, for me, a space long needed."

"I consider the Weekly Magazine Digest valuable, as it places before us only worth-while articles."

NOTE—Miss Reynolds, *chairman* of the Financial Group, while enroute to the Seattle Conference, sent a circular letter to all members of the group. In this communication she extended greetings to those who had not been at Swampscott, and she noted the presence of many new members. In conclusion, she asked for any suggestions for the coming year and urged the members to plan at once for the 1926 meeting.

The chairmen of other groups might well emulate this method of contact

Insurance Group

Chairman, Miss Florence Bradley, Librarian, Metropolitan Life Insurance Company, New York

Annual Report, 1925

The report was informal and not available for print.

Meetings

A small number of people constitute the Insurance Group.

The first afternoon's program was given over to discussion of the possibilities of indexing insurance periodicals. Not that this was the plan of program—quite the reverse in that Mr. Alexander Mack of the *Weekly Underwriter* had come all the way from New York to talk on "Problems of an Editor in Getting Articles of an Educational Value." The subject of indexing, however, was inevitable, and so impressed did Mr. Mack become with the seriousness of our discussion that he promised to lend what practical editorial assistance is possible during the coming year to any project our group may work out as the necessary beginning of more and better indexing.

Our second program was given over to Mrs. Bevan's discussion of "Methods of Publicity Used Within Insurance Libraries," and to Miss Keller's comments on "Insurance Classifications." Results achieved by individual libraries must needs be reported another year so it is hoped these two discussions will bear fruit before another meeting.

As Mr. Henry Niles of the Life Insurance Sales Research Bureau of Hartford, came for our third program to talk on the "Problems of Insurance Research," it was decided to ask him to speak at one of the general sessions instead of to the group. What Mr. Niles had to say confirmed or rather put into more conscious form the feeling that the chairman of the Insurance Group has had for her two years of serving—that much important work is being done within insurance companies that is of interest to special librarians. How important a part special librarians may play in this work is a matter for the future. To this end a better application of library methods is needed and closer understanding of the work of all so-called research people. Mr. Niles especially stressed the importance of librarians becoming more actively interested in trade groups also in affiliated groups such as the American Statistical Association.

A larger membership for our group and a fuller attendance at next year's meeting will be the result of the Swampscott program if the enthusiasm of our limited but optimistic attendants can be sustained. What we want

to work for is a sufficiently interesting and useful program to justify an audience and to guarantee in turn a sufficiently interesting and important audience that interesting and strategic speakers may be invited to come. There is much work for the Insurance Group to do.

Insurance Education in the United States

By D. N. Handy, Librarian, The Insurance Library Association of Boston.

When one speaks of "insurance education" he may properly mean one or all of several things.

There are, for example, rather well organized efforts to educate.

First: Insurance men themselves—the object being to ensure a better and more efficient personnel in the business.

Second: College students who may or may not expect to enter the insurance business, and,

Third: The public—meaning thereby everybody outside the insurance business itself but who presumably in one or another of life's relationships, finds himself concerned with or affected by insurance.

In this paper we will consider briefly representative efforts to "educate" in all these ways.

Few people realize the magnitude of the insurance business. If we consider its two grand divisions (a) life insurance and (b) property insurance we shall soon realize that scarcely anybody is without some immediate and personal concern with it.

Like other kinds of business, insurance has undergone great changes in recent years. New adaptations of the insurance principle have kept it abreast of the changing demands of society, commerce and industry. In general it has advanced steadily in complexity. Specialization has been forced upon those who practice it. Scholars too, are coming to find in it a subject worthy of study and research Altogether many influences have joined to stimulate the growing demand for instruction in insurance.

Educational activities along insurance lines have roughly three objectives:

(a) To give to men who expect to enter other kinds of business, greater familarity with insurance and its functions.

(b) To give to insurance men themselves and to men expecting to engage in the insurance business a better mastery of its theory and practice.

(c) To familiarize the public generally with insurance—often with a view to securing from the public more intelligent legislative control over insurance matters.

With the first of these objectives the colleges have been chiefly concerned. The University of Wisconsin was a pioneer in this field. Later Yale University did some excellent work along similar lines. New York University and Columbia University have had for some years well attended insurance courses. So also has the Armour Institute in Chicago, specializing in fire insurance. But it is to the Wharton School of the University of Pennsylvania that we are indebted, not only for much of the pioneering work but for the only sustained and unbroken work over a long series of years in insurance education. Under the capable leadership of Dr. S. S. Huebner the Wharton School has become a synonym for sound training in insurance: and a producer of educated insurance men. Also it has contributed text books which today are standards wherever insurance books are read.

Not long ago Professor Ralph Blanchard of Columbia University found as a result of wide inquiry that over seventy colleges and universities in the United States and Canada had or were contemplating starting insurance courses. Of college and university courses actually in operation about one-half had for their object stimulating in the student "an appreciation of the place of insurance in economic life." The others aimed to impart a more immediately practical knowledge of the subject.

Efforts to give to insurance men themselves, and to men expecting to enter the business, a better mastery of its theory and practice, have come largely from the business itself; although quite recently, schools of higher business training have interested themselves in practical insurance courses.

Two types of training for insurance men may be noted. The first is by associations or groups.

The second is by insurance companies.

Insurance, broadly, falls into two classes, viz: (a) property insurance, and (b) life insurance.

In the United States statutory requirements and custom have combined to separate absolutely the two classes of business. The personnel of those engaged in property insurance —the chief kinds of which are fire, marine, and automobile. Fire and theft insurance—is seldom the same as that engaged in life insurance, including, workmen's compensation, accident and health, etc. But both groups are alike in being highly organized with many and powerful associations, functioning for numerous objectives. Among these objectives education has not been neglected.

The Insurance Institute of America, organized in Philadelphia in 1909, but only last year incorporated in New York State for educational purposes, has fostered what promises to be an insurance training plan of far reaching benefit.

By this plan the Institute is to admit each year to fellowship, and associate fellowship, young men and women who have passed its examinations, and have submitted (in the case of fellowships) theses on insurance subjects acceptable to the governing board. Courses of study have been carefully drafted and in the larger cities of the country lecture courses are being given to aid ambitious men and women from the insurance offices to pass examinations and to qualify for insurance membership.

Support of the Institute will come from membership and examinations. Insurance companies may become "corporation" or supporting members. Several thousand students already have sat for their examinations. Courses of study have been prepared for fire, casualty, marine and surety insurance. The secretary of the Institute is Mr. E. R. Hardy, assistant manager of the New York Fire Insurance Exchange. The secretary's office is at 123 William Street, New York.

Another far reaching associational activity aims to create a higher type of life insurance salesman. In 1915 the National Association of Life Underwriters appointed a Committee on Life Insurance Salesmanship. Four years later as a result of its work, the Carnegie Institute of Technology, in Pittsburgh, offered a course in life insurance salesmanship. The course aimed to teach the theory of salesmanship, at the same time that it provided an opportunity for applying it in actual selling. Also it emphasized the need of a thorough understanding of life insurance principles on the part of those who were to sell life insurance. The success of this course led to the establishment of similar courses in Denver and in New York City and of summer schools in San Francisco, Seattle and Los Angeles.

Subsequently, in co-operation with the Y.M.C.A., the National Association of Life Underwriters developed short popular courses in life insurance for those who could attend only night schools. Today such Y.M.C.A. night courses are being offered in many cities and hundreds of men are attending them. Finally, the National Association procured the preparation and publication of a series of life insurance text books which is now available to anybody who wishes to do systematic reading in this field.

Some years ago graduates of the Carnegie School of Life Insurance Salesmanship organized themselves into the Alpha Chapter of Delta Philadelphia fraternity, the membership of which is now several hundred.

The University of Pittsburgh which has taken over the courses in life insurance salesmanship started at the Carnegie Institute, now offers in addition a highly specialized course for managers and supervisors of salesmen. The purpose of these courses, is frankly practical, having for its immediate aim the increase of life insurance sales.

The Casualty Actuarial Society was organized in 1914. Its object is the "promotion of actuarial and statistical science as applied to the problems of casualty and social insurance." It is a strictly professional society. It admits to grades of membership on examination. To facilitate the admission of desirable and technically equipped members it offers periodical examinations in the casualty branches only. It has drafted a course of study and recommends prescribed courses of reading to those wishing to fit themselves for membership.

The American Institute of Actuaries, organized in 1909 also holds, annually in April, examinations in actuarial science, especially as applied to life insurance. As many as one hundred and fifty students sometimes sit at it's examinations, which are strictly professional in character.

One might discover other associational activities looking to the better training of insurance men and women; but these undoubtedly are representative.

Coming to the insurance companies one thinks first of The Travelers' of Hartford whose training of employees began many years ago. Now it's school is regularly training practically all of its field men and managers.

No salesman can represent this company until he has completed its courses of study. Life companies have taken up the task of educating their employees in schools under their own control. Fire insurance companies have been slow to imitate this method: but more than sixty life insurance companies are now attempting some kind of educational work for the better training of their staffs.

Education of the public is done usually by large associations Through its Actuarial Bureau the National Board of Fire Underwriters is distributing to the public quantities of trustworthy facts on fires, their extent and causes. Through committees it is educating builders, architects, engineers, municipal fire fighting departments and others in the facts of fire prevention. In similar fashion The National Fire Protection Association, founded by fire insurance companies, but no longer chiefly an association of fire underwriters, has for years taught fire prevention to the whole community.

The Underwriters' Laboratories, through its standards, fire tests, and labelling service, has been an educative force of the highest value, the entire community being wiser for its work.

Many of the great safety campaigns have had powerful co-operation from casualty companies. Some of the most productive efforts at health education have been fostered by life insurance companies.

I have not tried to make this paper exhaustive, but am satisfied if it has indicated to you, and especially to our associates outside of the insurance field, somewhat of the scope and purpose of these insurance educational activities in the United States.

NOTE—It is to be regretted that Mr Niles excellent address cannot be printed in these proceedings. We hope that some future issue of SPECIAL LIBRARIES will contain an article by the well informed manager of the Life Insurance Sales Research Bureau.—EDITOR.

Newspaper Group

Chairman, Joseph F. Kwapil, Librarian, Public Ledger, Philadelphia

Annual Report, 1925

The Newspaper Group elected the following officers: William Alcott, *Boston Globe,* chairman; John H. Miller, King Features Syndicate, vice-chairman; Miss Agnes J. Petersen, *Milwaukee Journal,* secretary; Maurice Symonds, *New York Daily News,* treasurer; Joseph F. Kwapil, *Philadelphia Public Ledger,* chairman executive committee.

Committee chairman were appointed as follows: Ethical Standards, Paul P. Foster, *Boston Herald;* Program, Wilbur F. Coyle, *Baltimore Sun,* Membership, John H. Miller; Methods, Joseph F. Kwapil

Since the meeting in Saratoga, 1924, the Newspaper Group has busied itself along two lines, first to make the group known to the newspaper librarians of the country, and secondly to secure, if possible, a more convenient issue of the *New York Times Index.* The group co-operated with the Membership Committee of Special Libraries Association and the story of organizing the Newspaper Group was mailed to five hundred and fifty newspaper librarians and managing editors.

The group received sixteen new members bringing the total of membership up to twenty-four comparing with eight the year before.

The group also applied for recognition as such in Special Libraries Association. Within a few days the Commercial Department of the *New York Times* has sent out a questionnaire to newspaper librarians and others asking for an opinion for the monthly issue of the index.

A. J. PETERSEN.

Meetings

Symposium: "Filing Systems for Newspaper Clippings

I.

The Dewey System

By Alice Nichols Lundberg, Evening Express, Portland, Me.

In opening the discussion of indexing clippings with the good points of the Dewey system, which like politics and religion was a legacy to me, I will explain that in the library of the *Portland Express-Advertiser* and *Sunday Telegram,* the clippings are indexed separately from all other material in the room.

The paper is indexed every day with a card system, the cuts are filed in a separate place with an index, and the pictures are placed in drawers especially fitted for them and are indexed with a separate index.

The clippings are placed in manilla envelopes, legal size, ungummed, and deposited numerically by subject number, lengthwise, in Shaw Walker drawers.

Newspaper libraries are not unlike public libraries, especially if the paper features this department as an additional service to the public.

The orderly arrangement of the ten classifications used in indexing by the Dewey system, namely: general works, philosophy, religion, sociology, philology, natural science, useful arts, fine arts, literature, and history, each being given a subject number beginning with 0 and ending with 900, starts at the beginning and carries one through the various stages of research to history which is the final subject

General works are numbered 0, philosophy 100, religion 200 and so on through the list of each major number having ten subdivisions or more if the library requires such an extensive system. This elasticity of expansion is a telling point in favor of the system.

Uniformity

Uniformity is another important factor in indexing and a great time saver With the Dewey system if one wishes to obtain information on any particular matter, all the material on the subject in question will be found under one subject number. This saves much time to the person familiar with the library in using a card index.

Accuracy is a point in favor of the Dewey system. The subject number is always the same and it is impossible, if any sort of care is used, to file clippings incorrectly for the subject and filing numbers are given in detail in the index.

Completeness

Completeness is an important factor in filing clippings because of the fact that newspapers cover such a wide range of subjects in the news of the day. One must be able to file clippings in such detail that no subject of no matter how great or small importance will be submerged, but shall be indexed so that it may be available at a moment's notice.

All these features I have found embodied in the abridged decimal classification by Melvil Dewey, director of the New York State Library and Library School, and have demonstrated to my own satisfaction that the system is practical, a time saver, accurate, easily understood and perfectly suited to indexing newspaper clippings as well as other material in any library.

II.

Dictionary System

By Agnes P. Petersen, librarian, Milwaukee Journal.

When the *Journal* moved into its new building in October, 1924, the librarian found that an enterprising builder, knowing a little of newspaper tradition, had put that hoary old legend, "The Morgue," in gold letters on the quarters set apart for her. She lost no time in getting the business manager on the telephone and before the day was over those gold letters read, "The Library." The *Journal's* department of information had long since passed out of "the morgue" stage and away from the newspaper history that made morgue a fitting title.

Behind that transition in the *Journal* plant is a story. The *Journal's* efforts at collecting information, records and materials in one department began years ago when the city editor found that the old table set against the wall of the news room on which he kept cuts and photographs was getting too small. So a cubbyhole was sought and a worker put in charge. She had some files and made some attempt at classification. But she had no library training. Then the editorial writers, seeing her with spare moments on her hands, began to call on her for information. So she got a few reference books. And the news writers began to call on her for previous accounts of persons who bobbed up in the news. So she began to file a few clippings.

In 1914 the war came and the *Journal* found itself involved in a battle against certain kinds of propaganda that has had few parallels in journalism and which won for it in 1918 the Pulitzer medal for meritorious service. That battle stretched over years, and it involved a vast amount of research and reference. The one worker was swamped, so a trained librarian was hired. She brought a measure of order out of chaos and did much filing. In four

years the *Journal's* library had assumed considerable proportions but it has a library of war propaganda probably the best of its kind in the United States but certainly not a library to serve the widest needs of a newspaper.

The present librarian took charge shortly after the armistice, to find herself with a war library on her hands and days of peace ahead. But she had one valuable asset. The work of those years had shown that the most priceless part of a newspaper plant is its accumulation of information and materials. If the presses were wrecked new ones could be bought. If the editorial force quit in a body, a new force could be hired tomorrow. But if the library, the work of years, were destroyed, it could not be replaced except through more years of work.

Thus today the news department, editorial staff, feature and exchange department are grouped about the library on the fourth floor of the *Journal's* building, as though in recognition of the fact that the library is very near the heart of a newspaper institution Editorially it is the heart. For news it is no longer a hit and miss thing. It consists of a "tip" or an idea and then the building up of a story through accurate information and checking until a well-rounded article is created, containing full information for the readers. That kind of product cannot be turned out without the aid of a modern newspaper library.

The *Journal* library contains books, magazines, pamphlets, photographs, cuts, mats, and clippings. Books and pamphlets are classified according to the Dewey Decimal system. Clippings, cuts and photographs are filed alphabetically in wood cabinets.

Cuts, mats and photographs are filed alphabetically in 5½ x 8 manilla envelopes, photos in a separate envelope preceding the envelope of cuts and mats of the same name or subject. Personal photos, cuts and mats too large for the 5½ x 8 drawers are filed in manilla envelopes in the 9½ x 12 drawers, with cross reference cards to the 5½ x 8 drawers indicating where the material may be found. Here again the rule holds for filing the envelope containing photos in front of the cut and mat envelope of the same name. All subject matter, whether cut, mat or photo, is filed in the 9½ x 12 drawers. The filing follows the alphabetical rule of the library method of filing as to person, place, subject, and form. Thus where names are the same, as for example, Washington, George (person) would precede Washington, D C. (place), followed in turn by Washington elm (subject).

Since the aim of the library is to serve all departments, cuts, mats and photos of particular value in the promotion and advertising departments are filed also.

Clippings are filed in light weight manilla envelopes, sixe 4 x 6, alphabetically, according to the person, place, subject and form method. Much of the subject material is filed in the 9½ x 12 manilla envelopes Cross reference cards are used whenever necessary.

Confronted with demands from all departments of the *Journal* and calls both by person and by phone from the public—the *Journal* library has always regarded service to the public as part of its work—for peace time material, the librarian had to build up her files very carefully yet swiftly. Here the splendid co-operation of the news department, the exchange department and the editorial staff was greatly appreciated. These departments must bear in mind the value of filing important material they collect just as the librarian must ever bear in mind the news value and the editorial and feature value of clipping.

How great a difference there may be between a newsman's point of view and that of a public librarian may best be illustrated by a little story. A librarian, when ready to make new labels for the files of newspapers, asked an editorial writer whether the terms "Current Month" and "Previous Month" would be best, whereupon he exploded with, "Hell no!! Mark 'em 'This Month' and 'Last Month.'" Big words didn't mean anything to him, or words commonly accepted in library classification. He wanted just the words he would use when he came in and called for those files. This is important—to get and keep the newspaper man's point of view in so far as can be done consistently with wise library classification.

Such has been the growth of the library since the signing of the armistice, when only 43 per cent. of the calls could be answered for the peace time requests, that today, in its new quarters with adequate facilities for taking care of the material, the percentage is 96.

Interesting records have been kept showing the growth of the library, and the number of demands upon it. November, 1924, showed fifteen hundred and forty calls, four hundred and sixty-two from the public for information.

III.

The Classified Index System

By Joseph F. Kwapil, librarian, Public Ledger, Philadelphia.

I am going to try and tell you about the *Public Ledger* library system, its methods, its aims, and its accomplishments. The *Public Ledger* system is broader in scope of activities than that of any other paper brought to my attention.

Its department consisting of clippings, photographs, cuts, negatives, news index, library, bound files, advertising drawings, exchanges, and the public service information bureau.

The department is made to serve the *Public Ledger, Evening Ledger, Sun, New York Evening Post,* and the three Curtis magazine publications. In regard to the *Evening Post* library department, the two departments are run as one, and are kept in constant communication by the means of direct telephone connection

This department gives continuous service every hour of the day, every day in the year, its task never ceases. In the classified system, the material is divided into three grand divisions, biographical, geographical and general. This applies to the clippings, photographs, cuts and negatives. The clippings and photographs are filed directly, rather than by card index, but the cuts and negatives are card cataloged. The system compares to that of a city directory. It first segregates the personal, and the balance of the material is classified according to subjects, into geographical and general.

The geographical division material is divided according to countries, arranged strictly in alphabetical order. Thus: Canada is filed under Canada, not under Great Britain, Ireland under Ireland, Porto Rico under Porto Rico, etc., regardless of the possession. Guides perform a very important function in the classified system, using color for the different divisions, average one every two inches, thus, it is almost always possible instantly to locate the subject wanted, either when filing, or looking up material. Plenty of guides also insure a higher degree of accuracy. The latest angular guides give great visibility to the lower drawers, and in my opinion are the biggest advance that has been made in guide cards in the last twenty years.

To give some idea of classifications in the geographical unit in the clippings file, the guides under the subject of the United States, we will take for example the army—the subjects run thus: ambulance corps, artillery, aviation, cantonments, cavalry, chemical warfare, commissary, conscription, court martials, cruelty, deserters, engineers, infantry, insignia, Jews, medical corps, national guards, negroes, ordnance departments, pay, quartermaster, recruiting, regiments, signal corps, transport, uniforms.

These subdivisions are designated by guides, and each of these is subdivided according to material, and in some cases into as many as twenty smaller divisions.

The divisions of second importance, such as cabinet, courts, diplomatic service, finances, and so on, are arranged alphabetically until the whole range of the alphabet is covered.

In the case of the United States, the states are next arranged according to alphabet, the subjects for a state, such as state departments, legislature, highways, finances, and so forth on down the alphabet. The cities are then arranged according to alphabetical order, and these are again subdivided according to material. The sub-guides under cities run something like this: apartments, buildings, churches, clubs, fires, fire departments, gas, history, etc., until the alphabet is completed.

In regard to such subjects as churches, clubs, schools, individual envelopes are given to each, and these are arranged alphabetically. When there are many under such a division, A B C guides are inserted to break them up. This same arrangement applies to any country or city in the world. Sub-divisions being made according to the amount of material. The advantages of this arrangement are many. First of all, one can go to his file exactly the same as he would go to a globe or atlas and place his pencil on any point of the map. The material on that particular place, whether it be city, country, or island, is all together, and he knows exactly the kind and the amount of material on that particular point. When there is a similarity of names, in institution, cities and so forth, confusion is avoided. The filing of this material geographically, rather that according to dictionary system, insures more accuracy in filing also, eliminating the possibilities of giving out the wrong material, with a similar name.

The subject file relates to material that can't be filed according to geographical location. I have selected a few classifications in the "A" section to give you a general idea of

the type of material filed in this division. Thus: abdications, absinthe, accidents, acetylines, accedosis, acrobats, actors, equity, association, adding machines, adenoids, advertising, etc. These, too, are divided according to material on each subject. This standard of classification is used throughout, whether it be clippings, photographs or negatives. Of course, the material in different divisions varies but the method of approach is exactly the same in every case.

For the clipping files a 6 x 4 double drawer unit is used. A thin but tough envelope has been found serviceable. A saving of space of twelve inches on every thousand envelopes compared to the heavier manilla envelope in use by some of the other newspaper libraries, is a good point in its favor.

A five thousand division guide is used in the biographical division and three thousand guides are used in each of the subject and geographical divisions.

The photograph file has the standard 10 x 12 four drawer vertical unit. The photographs are segregated into three divisions exactly as the clippings. They are stripped from the mountings and all surplus material, to keep down the bulk. This file also has the same number of guides as the clipping files.

The cuts, are cataloged according to size, one, two, and three columns. A 3 x 5 double drawer vertical cabinet is used for the one column. The capacity is about four thousand cuts to a unit. The two column cuts are filed in 5 x 8 double drawer units, with a capacity of about twenty-four hundred cuts to a section. The three column cuts are filed in 10 x 12 units. The object in using the different units for the cuts is to save floor space. The proportion of the one column cuts to the two is about ten to one. This would reduce the floor area occupied about half. When one considers there are about one hundred thousand units, it is a factor worth considering.

The negatives are handled almost in the same fashion as the cuts. A 5 x 8 double drawer unit is used, by having three partitions instead of one it is possible to have four rows of 4 x 5 negatives to a drawer and thus the capacity of a unit is about two thousand negatives. At present we have on file about eighty thousand negatives, carefully card cataloged, and cross indexed.

The news index is kept of both the morning and evening *Public Ledgers*. This index keeps an accurate record of the contents of the paper daily, designating the month, day, edition, page and column, where every story appeared. This solves the difficulty of clipping and filing a lot of doubtful material of only temporary value, and which in a few months clutters up the clipping files, depreciating the value of the material that is worth-while.

These records are typewritten on a special ruled sheet about 10 x 14 inches in dimension. At the end of the year they are removed from the file and bound in loose leaf binder which serves as a permanent record to the bound files. All five editions of the *Evening Public Ledger* are indexed daily, and I believe we are the only newspaper in the United States doing this.

In the *Public Ledger* library ten people are now employed in three shifts. Three are employed on the clippings, three on the cuts and photographs, one on negatives, advertising, drawings, and two on the indexing of the morning and evening *Public Ledgers*. One on public service information and the library and the boy who sorts the mail, gets bound files for the visitors, keeps the papers on the file, etc.

When filling vacancies in the departments, it is the custom to work from the bottom. Beginners, generally high school graduates, are engaged on an apprenticeship basis. As a rule the pay starts at $10 a week, and at the end of six months he is advanced to $12 provided his work has been satisfactory. His work is laid out in such a way, so that at the end of five years he has had every opportunity to learn every phase of newspaper library work. In case someone leaves the staff, all those beneath are advanced a step forward and a new apprentice is engaged at the bottom rung of the ladder. This system has worked out most satisfactorily, the labor turnover has been very low. We have several workers, that have been with the department almost from its beginning.

IV.

The New York World System

By James W Wells of the New York World.[1]

The *New York World* has always had two classes of clippings—biographical and miscellaneous. The biographical (which occupies about two-thirds of the shelf space) is kept

[1] See article by same author, Special Libraries, April, 1925. p. 120.

in strict alphabetical order; the miscellaneous is kept according to groups, divisions and sections.

This system of keeping miscellaneous subjects is a growth from a nucleus of seven groups: Play, Crime, Knowledge, Place, Government, Conveyance, Raising-selling, and an added miscellaneous or general place for keeping (in alphabetical order) subjects not readily classified under the other seven groups.

Except for being larger, the system is just about the same as it was thirty-six years ago; only two changes have been made. The first change was to put in the biographical class the dead persons that had been kept in a separate alphabetical file; the second was to take out of the miscellaneous class what properly belonged in the biographical. In the very early years divorce cases were filed under Divorce which made it necessary to know the specific happening to a person, whether forgery, murder, accident, etc

This was changed to make the person, not the subject or happening, the important classification. To get down to bed-rock. keeping a record of a person, man or woman, is the main reason for having a newspaper reference department. At least that is the idea we have; we refer to it as the working department, not a department of record.

Likewise, we follow the same idea with the miscellaneous subjects: to build up a record of any separate identity or thing—the Chesapeake and Ohio Railroad, the dirigible Shenandoah, the National City Bank, birth control, daylight saving, and so forth.

The World biographical department is unique in having been running continuously, day and night, for thirty-six years; in having stood up under much criticism; in having kept going after investigations and surveys were made with the intention of changing the system.

Most of the criticism was made because we had too much material, not because we did not have enough.

Perhaps the reason why it has continued, and will continue, is because we have the stuff that is called for. We had 13,694 real, honest-to-goodness calls in 1924, and answered twelve out of every thirteen of them; about 90 per cent of the calls were for biographical.

We save every story in the paper, no matter how small, or who or what it is about. We cut more than three hundred and twenty-six thousand separate clippings last year. We keep up-to-date: yesterday's clippings are available tonight, the miscellaneous being filed each night and the biographical filed from A to Z in from one to three weeks.

Why "Morgue"?

There are at least a dozen names for the place where newspaper clippings are kept. I divide them as—

The six that are bad: obituary, morgue, boneyard, cemetery, scraparium, graveyard.

The six that are good: biographical department, reference department, clipping bureau, information bureau, library; I. D. (intelligence department), *London Times.*

After thirty years of experience in this work I am against using the term "morgue," because of its effect on—

1. The management: place for has-beens, anyone can run it; equipment.
2. People outside the department: look down on the job, making the contact other than that of co-operation.
3. The force in department: see and feel the attitude of 1 and 2.
4. Your own work: making a living; job as good as another; why look down on it?; why not look up?

V.

The Numeric System and the Photo Library

By John H. Miller, librarian, King Features Syndicate.

I am glad to avail myself of this opportunity to talk about the numeric system of filing. In doing so, however, I am not defending the numeric system against those about which you have already heard I will merely give you an outline of my experience of nearly twenty years with the numeric system which has given better results for my particular kind of work than any other system I know of.

As librarian of the King Features Syndicate, which includes the facilities for International Feature Service and Newspaper Feature Service, my work has to do chiefly with the illustration of the Sunday Magazine pages produced by these syndicates.

It is a matter of thoroughness rather than of speed in obtaining photographs for use in these pages so that when pictures are placed in the hands of the editor he is assured that he has the best available photographic material on the subject as regards good illustration and good reproduction copy.

And being thorough, it necessarily follows that the indexing of photographs must be done completely, and one must not be content with merely filing a person's photograph under the

name of that person because commonly the person's name is of the least importance. It is what the photograph illustrates that counts That is why you will often see displayed on a page a photograph which actually has nothing to do with the story but is published because it is a striking photograph and illustrates a certain point in the story.

A photograph should be read just as carefully as you would read your morning paper, beginning at the left hand side of the print and finishing at the right hand side. After carefully noting points of interest in the photograph it should be indexed under those respective headings so that when an editor makes a request for photographs, no matter how odd that request may be, the records will show exactly what is available and there is no resorting to the memory to try to find out what you may or may not have. And there lies the answer to the question, "Why the numeric system?" that has often been asked of me.

Cross-indexing is the secret of the success of any well-organized library and I think that the numeric system takes care of cross-indexing problems more efficiently than any other system. Unfortunately, many of us, in fact all of us, think too lightly of it and if I can convince you that you should do more cross-indexing then I have accomplished one purpose of this little talk.

I have heard it said that one would never get through should cross-indexing be adopted, but you will find that the extra effort will more than repay you in the long run just as modern equipment, expensive at the start, more than pays for itself the longer you have it. If you will think seriously of cross-indexing and act with judgment you will find that it will be instrumental in lifting newspaper library work out of the file clerk class which is one of the things we are trying to accomplish and for which we are assembled here today.

Cross-indexing requires good judgment and experience, and like everything else, can be overdone causing a waste of time and effort. A daily newspaper library, perhaps, does not require the extensive cross-indexing necessary to feature work, but, as already stated, most librarians could do more of it than they do now.

Must Provide Serivce

It is a common occurrence to have a librarian say, "If you will give me the name in the case, I will be able to locate the clipping or photograph for you." He forgets that it is his job to provide service, not to seek service.

A portrait of a beautiful woman means much more to me than her name. She may have a beautiful back, pretty eyes, blond hair, perfect teeth, shapely limbs, a fascinating smile, etc. All these things interest me and I would be neglecting my duty if I failed to make out a card for each of these respective headings. I do not mean to say that every woman's photograph should be cross-indexed in this manner. Every woman is not beautiful and every photograph is not perfect.

You can readily understand why I have chosen the numeric system which, among other advantages, allows me to manipulate 3 x 5 typewritten cards rather than legal-sized envelopes which would have to be handwritten Where five entries are necessary five cards are made out; but under an alphabetical system five envelopes would have to be made out, four of which would be empty Then, too, the numeric system allows one to file a person's photograph under his or her name and at the same time place the photograph in an envelope containing a subject to which it properly belongs. For instance, John Jones is a parachute jumper.

A studio photograph of Jones, under my system, would be filed in the envelope on parachute jumping with a card made out under his name, since we are only interested in this particular John Jones because he is a parachute jumper even though the photograph filed is a portrait.

Fifty photographs of women doctors are filed in an envelope on "Women Doctors," a card being made out for each person's name and referring to the envelope on "Women Doctors." Under an alphabetical system I would be obliged to file each of these photographs under the name of the person and cross-index under "Women Doctors," which would be impractical for our purpose. The latter operation would also require the use of fifty envelopes and six inches of filing space. The numeric system would use one envelope, two inches of filing space and fifty 3 x 5 typewritten cards, showing a saving of forty-nine envelopes, four inches of filing space, at the same time keeping the photographs together so that they could be given out at a moment's notice.

To get back to the numeric system, a person of prominence is given one envelope. Where there is only one photograph of a person or a good halftone, it is placed in an envelope

with ten or twelve photographs of persons of whom there is also but one photograph in the files. In this way there is a saving of from nine to eleven envelopes and at least one inch of filing space. As the photographs in such an envelope accumulate, the envelope is again revised, certain of the photographs such as duplicates, prints of the deceased, damaged prints, etc., are thrown away. Should a person whose photographs were formerly filed in such an envelope suddenly spring into prominence, causing several photographs to be received, that person's photographs are given an entirely new and separate envelope.

In this way an opportunity is furnished for gradual killing-off and continual revision, and this constitutes one of the best methods of keeping the department within bounds.

Each photograph bears a number corresponding to the envelope in which it is to be filed. Numbers corresponding to the various subjects are soon committed to memory, making it unnecessary, many times, to refer to the index cards, which are numbered practically the same as the Dewey system without the decimal point.

Four groups of cards are filed, namely: Personalities, Geographic, Miscellaneous and Art. The art section has two divisions, one containing the artists' cards which list under each artist's name any of his paintings that may be on file. The second division contains the titles and subjects of paintings on file.

An envelope is preferred to a folder because the person filing is obliged to pull out the envelope far enough to make absolutely sure it is the proper envelope, thus eliminating any risk of misfiling. A legal-sized envelope is used, owing to the number of large photographs published.

Symposium
The Newspaper Index

I.

The New York Times

By Jennie Welland, editor of the New York Times Index.

The word newspaper stands for what is probably the most vital, most interesting publication of the day, both to those who read it and to those who make it. But the word "index"—do you not picture to yourself just about the most unattractive thing that issues from our presses? To make it, except to a few enlightened persons, no doubt seems the least desirable job on earth. And to read it, for reading's sake—that would indeed be the pastime of an eccentric.

In the fifteenth century, so we are told by A. W. Pollard in an article in the *Living Age*, an index was supposed to be read and studied, not merely consulted in a hurry for a single entry, and its alphabetical form was devised to facilitate subsequent reference by those who had first duly perused it from beginning to end. The entries, in fact, were just the old entries of the table of contents shuffled into alphabetical sequence without any great effort to begin with the correct word. Articles "the" and "a," prepositions "against," "upon," etc., were legitimate key-words.

The index was really an epitome of the whole book arranged in alphabetical order. But indexes came to be skimmed as reviews are skimmed now, either to gain an idea as to whether a book is worth reading or to pick up enough information about its contents to be able to talk about it without the pain of perusal. "Index learning" of this kind got much scoffing.

These early indexes were usually called "registers" or "tables," for although the word "index" was used for a table of contents as early as 1398 and in 1578 was used in the sense in which we now think of it, it did not come into general use until the seventeenth century. They were made largely for religious and historical works. Many peculiar entries seem to have been inspired by the more remarkable paragraphs of the text, and set forth the attractions of these with a broad journalistic touch which comes with an amusing surprise in their sober surroundings.

Newspaper Indexes

Let us come now specifically to the subject of newspaper indexes. Roughly, we may divide these into two great classes—indexes that are made for use within the office of a specific newspaper, and published newspaper indexes which are distributed throughout one or more countries.

The first class may again be divided into two kinds—clipping files and typed or written indexes. To trace the origin of these two forms would be an interesting study in itself, for there seem to be merry attempts on the part of several sections of the country to claim the distinction of being the pioneer in the field.

For instance, in an article in the *San Francisco Chronicle* on John P. Young's book, *Journalism in California*, we read, as part of an account of the opening of the *Chronicle's* new building in 1879, when the paper was fifteen years old:

"Nor did any observer on that opening day see in the three hundred tin boxes in pigeon holes along the blank wall of a narrow room what was doubtless the germ of the index card system, and of the vertical file now in such general use. A few papers of the east had inaugurated the practice of preserving information concerning individuals, the outcome of which is known in newspaper offices as the morgue, and some had thought it worth their while to index the contents of their papers.

"Both of these conveniences had been adopted by the *Chronicle* while quartered in the Clay Street editorial rooms, and a respectable array of scrap books had accumulated. Much of the scrapped matter being ephemeral in character, the number of useless books increased. The resort to tin boxes was for the purpose of thinning out matter which appeared to be of no further use. Naturally, it occurred to the librarian, and such a functionary was promptly appointed when the new building was occupied, to put the clippings where he could easily find them.

"This he accomplished by arranging his boxes in the same fashion as the index of a ledger, and from this beginning the *Chronicle's* filing boxes came to be numbered by the thousand.

"The late Whitelaw Reid, who was much interested in the details of newspaper methods, on the occasion of his frequent visits to San Francisco, was in the habit of dropping into the *Chronicle* office, and invariably took a look through the library, which he complimented as the best arranged in the country, and it is on his authority that the statement is made that the *Chronicle* was the first to apply the principle of index card system to a newspaper office."

New York Times Records

The history of the records in the office of the *New York Times* may be of interest in this connection. The *New York Times* began publication in 1851 and there is now among its treasured possessions a hand-written index covering the period from 1851 to 1858, thus antedating the published index, which began in 1860. There was a morgue in the office of the *Times* during the administration of Henry J. Raymond, who died in 1869.

However indistinct may be the outlines of the history of the newspaper index, however, there is no haziness concerning the situation as it exists today. It is unlikely that any newspaper in the country is without its morgue, however crude, and the leading papers have long since recognized the inestimable value of a properly organized index system. Many papers, as I hardly need to tell this group, combine both clipping files and typed index systems, entries being typed in some offices on cards and in others on large-sized paper to form a large volume, sometimes loose-leaf.

In addition to office indexes, many newspapers carry daily an index to the news or table of contents for the convenience of the reader. This affords the small newspaper office, which cannot afford to make an elaborate index, an opportunity to clip these indexes, assign subject headings, and file them, thus forming an inexpensive guide to the contents of the paper.

With this skimming of the surface of the question of newspaper indexes compiled for use within the office of the paper itself, let me pass on to the subject of the newspaper index in published form.

England has her *London Times Index* and Germany and Austria have their fortnightly index of the principal articles in about fifty German and Austrian newspapers, with an annual subject and author index to the volume.

Longest Service

In the United States the *New York Times* has given the longest service, with an index running continuously from 1860 to date, save for a break of about two years during the Civil War, and another break during the years of 1905 to 1912 inclusive.

The *New York Tribune Index*, 1875 to 1906, is next deserving of mention Guides published by the *Brooklyn Daily Eagle* and the *New York Evening Post's Index* were commendable though short-lived. We welcome now to the field the co-operative index to the leading newspapers of Michigan.

When the *New York Times Index* resumed in 1913, the beginning of the movement in adult education, the increasing interest in current events, fostered not only by the colleges

but by secondary and even elementary schools as well, by women's clubs, and in lecture halls, all these had swept the modern newspaper into a field broader than ever before.

The cry for a guide to the daily press had become more and more insistent. *The New York Times,* by virtue of the completeness and accuracy of its news, both of which are assured not only by its connection with the usual sources of information but also by the unusually large number of its own correspondents in all fields, by virtue, too, of its prestige and its nation-wide and foreign circulation, is pre-eminently the paper best fitted to issue an index.

Briefly, the *New York Times Index* is so compiled that its general uses are four-fold—

1 The obvious use—to trace the account of a specific event as recorded in the *New York Times.*

2. To serve as a guide to articles in all papers, local, national, and foreign, since important events are recorded in practically all papers and news periodicals simultaneously.

3. To give the information desired without recourse to newspaper files. In most cases items are indexed with summaries which are in themselves the answers to questions raised.

4. To serve as an index to dates.

Since the work of compiling a published index is so different from that of organizing and maintaining a clipping file, it may be of interest to know how the editorial department of the *New York Times Index* is organized and how it functions.

The editorial staff is composed of eight persons—the editor, a first assistant to the editor, five indexers, and a junior assistant.

As in the news department, certain writers are held responsible for following up assigned stories, so on the Index staff each indexer is responsible for all articles on assigned subjects. For instance, one person takes care of all articles on the League of Nations, another taxation, another education, and so on.

Subjects headings are assigned by the editor when the worker is inexperienced or when a new subject whose heading is not obvious presents itself. The editor does not mark every subject heading for every article in each day's paper. When an indexer has handled a subject for a short period of time she becomes familiar with the headings that cover it, and it would be a waste of time for the editor to mark each article. When difficulties arise, the editor is consulted, but indexers are expected to be guided to a certain extent by former indexes and to develop a certain amount of initiative. In the case of the clipping file the department head or one of his assistants is usually at hand to aid in consulting the records; in the case of the published index there is no personal contact, no opportunity to explain. The indexer must be able to visualize the points of view of all types of workers who consult the index in his selection of a heading.

Confronted with what becomes an unmistakable demand for a change in heading, the indexer must do so, always taking the precaution, however, to insert a cross-reference from the old heading to the new, and an explanatory note under the new heading to indicate where the material may be found in previous indexes.

The problem of summaries is another one which is peculiar to the published index as distinct from the clipping files. Having read the article, the indexer, in addition to deciding on her subject heading, must select the outstanding points and express them clearly and concisely. Here, too, she must bear in mind that her work goes out to the world at large in cold type. Accuracy is of primary importance. Good judgment and an adequate command of the English language are indispensable. Headlines are helpful, and so are the summaries which usually form the first few sentences of a newspaper story, but care is taken not to depend on these alone. A published newspaper index with no digest would obviously be of little value. Articles on the same case appear day after day, sometimes year after year. A certain amount of summarizing is necessary to identify the specific phase of the situation that is treated each day.

Each worker, as she finishes her assigned topics, checks off the articles she has covered on the "official" copy of the paper, using her initial as a check mark.

When every indexer has finished her subjects, there always remain some miscellaneous articles not in any specifically assigned field. The editor, therefore, goes over the official copy of the paper and distributes these articles among the staff, bearing in mind the varying abilities and experience of the indexers and the quantity and complexity of their regularly assigned subjects, trying to arrive at a relatively even distribution of the work. The articles so assigned are marked in red pencil with the initial of the indexer,

subject headings are designated if necessary, and the "official" copy, thus marked, goes back to the indexers until each in turn has cleared up the miscellaneous articles that are marked for her. It is then returned to the editor for a final checking up and discarded.

Index entries are typed on thin white slips two inches by five inches. These slips are collected from the indexers every day by the junior assistant, who throws them into a preliminary alphabet preparatory to editing by the editor in charge.

Upon the editor, who edits as she files, rests the responsibility of welding the component parts into an harmonious whole. Uniformity of subject headings, accuracy, explicit summaries of articles, and a proper allotment of space in the Index on the basis of relative importance of subject matter are particularly dependent on her supervision. Cards are arranged in dictionary style, with careful indications of types and indentions to be used to distinguish between main headings and subdivisions.

On the night of the last day of the quarter, the first of the copy is sent to the composing room. This consists of the first few letters of the alphabet, followed by later letters until the last of approximately sixty thousand cards have been sent. Next comes the reading of the proof.

II.

The Springfield Union

By Miss Evalyna E. Pine, librarian, Springfield Union.

The index of the *Springfield* (Mass.) *Union* was started in 1912. It covers the morning and Sunday editions and the editorials of the evening edition. In general, the index follows the same plan that was originally adopted although improvements have been made.

The index is kept alphabetically on 5 x 8 cards. All items under each subject heading are in chronological order.

At the end of the year the complete file of cards is copied on sheets of typewriting paper and bound into book form. A carbon copy is made which is also bound and given to the public library for use there and as a precautionary measure. Doing it in spare time, which is very limited, the typing takes at least six months. Printing or the new system of photographing the cards are to be preferred.

In spite of the fact that the *Union* is becoming a metropolitan newspaper, news of local interest is emphasized in the index.

The newspaper library must serve the reporters, the editorial writers and the public. It must also serve the school boy and girl who just naturally migrate to the local newspaper office to prepare their current events assignment Yet it must be condensed, it must be simplified It must be done in the short space of time which other work allows the librarian to devote to it.

In accordance with this policy of brevity all international news is arranged under such general headings as European Affairs, China, Japan, League of Nations, Arms Conference, Foreign Trade and Foreign Relations. In addition to all the countries included in the continent of Europe I put England under the general heading, European Affairs. If a personage of any country dies, assumes or resigns office or does anything of importance it is also listed under the name

I do not find cross-indexing to any great extent very practical as on the *Union*, the staff of the morning edition must depend on the index alone, there being no librarian available at that time Reporters and editorial writers are generally pressed for time and I have found it much more convenient to index the same article under two or three different headings.

Each year and each month brings some new interest, some new subject before the public and consequently a new problem for the newspaper librarian. The year 1920 brought prohibition. It has occupied the public's thought and attention constantly since then and has taken a prominent place in the news of the day and in the index of the newspaper. I use the general heading "Prohibition," making two subdivisions—"Arrests" and "Raids." The divisions practically cover the local end of the subject and is of great value to the reporters covering courts as they must often refer to the original account of the raids in writing of the cases as they follow their prosecution through the courts.

Another subject which is ever of vital interest to the general public is politics, and connected with politics are the numberless political clubs, to whose number woman suffrage has contributed greatly. I find it best to list the political clubs under the name of each club, such as Democratic City Committee, Republican Club, Women's Civic Club, etc. Political news is listed under the general

heading, "Political Notes," with three subdivisions, namely, "Local," "National" and "State," the items under each being in chronological order. In the case of the campaign for important offices, such as president, governor, senator, I also index under the name of the person running for each office.

Sports are distinguished by a guide card of a particular color printed with the word "Sports." Under this general division each sport is given a separate card arranged in alphabetical order.

In indexing news from other cities and towns I attempt to bring together under the name of each town or city all items of a general nature. In many instances, I find it better to consider the town as secondary and to list the time under a more general heading. This is true in the case of accidents, robberies, wrecks, raids, etc., where I list the items under the cities or town in which they occur in chronological order.

The newspaper index is very often a means of making friends for the paper. I soon found after coming to the *Union* that many organizations in the city, among them the Girl Scouts, Boy Scouts, Hampden County Improvement League, Community Welfare Association and Chamber of Commerce are constantly asking information on some of the most obscure articles dealing with their activities. I keep note of these and try to be especially observant of their needs.

The index of the smaller newspaper has a personality, or rather is made up of personalities. In it one can see the hobbies and peculiarities of individuals. This is because the librarian of the smaller paper is in close contact with the members of the staff and with the public.

She has an opportunity to observe that a certain Sunday writer would feel slighted if his most unimportant article were omitted. She follows the general trend of the editorial page and knows almost definitely what material each editorial writer would be most likely to want. I do not mean that such individuality should be emphasized to the exclusion of general usefulness but that these personal desires should be blended so as to satisfy the greatest number of people.

The work in a one-man library takes on an educational aspect. Each member of the staff must have access to the index and they must be taught the rudiments of classification, and how to use the newspaper index intelligently.

It is surprising to note how few people realize that there is a method of indexing. As it is hardly feasible or possible to conduct a regular course for staff members on the fundamentals of newspaper indexing, I have found it very helpful to place over the index a list of general subject headings which are used in the index.

I often wonder why people take such an interest in unusual or trivial items of news. And why do they never clip these articles or keep the date in mind and only realize how necessary it is that they have the article two or three months after it is printed. Of such a nature is the news item to the effect that Gim Gong, the Chinese Luther Burbank, left a bequest to the North Adams church. More requests come in for an article of this nature than for the account of the earthquake which recently shook the east or the eclipse of the sun.

A source of trouble and annoyance caused by free access to the files is the disappearance of cards or the misfiling of cards. I would advise anyone buying new equipment or starting a newspaper index to insist upon drawers fitted with locked rods.

It is debatable whether it is advisable in the case of a newspaper which publishes both a morning and evening edition to index both editions or only the morning paper as is done on the *Union*. As I believe I mentioned before I index only the editorials of the evening edition. The morning paper is, of course, the business man's paper. It contains the more complete account of the news. The evening paper is the family newspaper and is more for enjoyment.

III.

The Baltimore Sun

By Wilbur F. Coyle, librarian, Baltimore Sun.

Some papers, I believe, separate their library and the morgue (so called), but the *Sun* has merged such kindred branches. It has brought under one directing head its library, which is really an excellent reference branch; its public bureau of information, with two phones and consequently two attendants; its clipping bureau or morgue, with probably three hundred thousand subjects and countless clippings on file, and its pictures, over one hundred thousand. In fact, this department's activities extend in so many directions that it is most difficult to specify or to enumerate.

The whole establishment is conducted from the standpoint of the public as well as the *Sun;* that is, the public has the run of the place very largely. When school children want information they troop to the *Sun* library, whole classes at a time, which is almost a daily occurrence.

If there be a debate at any of the colleges or universities the students come to us for data on all sides of a given question and they stay until they get it. Some ancient, though highly respected female, whose husband was bitten in the fifth rib by a wild horse fifty years ago, must consult the files to refresh her memory on the details of the terrible accident—and so it goes.

We actually encourage this intercourse, or touch, because there exists between the *Sun* paper and the public a peculiar and fraternal relationship which the *Sun* prizes very highly. The bars are down.

I can imagine no more difficult task of indexing than that incident to a big newspaper. I do not mean that the job is overpowering merely because of its complications and intricacies, but because of the tremendous volume of detail work that must be disposed of daily. Decisions must be instantly reached upon a multipilicity of subjects as the work develops and there is the ever-present problem as to just where to draw the line to make the index usable, comprehensive, complete and yet not submerged in so much detail as to retard the progress of the work.

Of course, back of every index (and I might add in every index) is the human mind. An index does not just happen. The human element is the basis of all newspaper indexes. The job is far from being mechanical and the time will never come when one may stand in the middle of the room, whistle and have information pop out of the files and arrange itself before one's eyes after the fashion of the trick moving picture. Be quite convinced that the first prerequisite of an index is a trained force, for that index will function or not function in proportion to the training, natural ability and adaptability of the workers.

Now as to our job. The first step we take in indexing is to go over the paper and by quickly marking the various items indicate the subject, or cross-subjects under which each item is to be indexed

This may take an hour, but generally an hour and a half and in the case of the Sunday edition three to three and one-half hours, when possbily from five hundred and fifty to over seven hundred separate markings are necessary. For the new items cards are immediately typed, while for stories or subjects that are already in the cases cards must be "plucked" from the index, the additional matter entered and the card returned to its proper place with other cards in the cabinet.

If one stopped to read religiously one would be swamped, hence a quick glance at a story to get its gist and an instant decision is about all the time we can afford We must pass rapidly down the column, going quickly from story to story and from page to page.

The system employed by the *Baltimore Sun* is, after all, very simple, that is we *aim* to make it simple by sticking in the main to the alphabetical theory. Where occasion demands we "break up" certain subjects into sub-divisions and cross-index as far as the volume of work will permit. Under "France," for instance, we have sixty-four subdivisions so far this year. Going down the line from Amnesty and Apaches we wander through the whole alphabet. "Germany" we have to date made forty-eight subdivisions and there are hundreds of other subjects with the same proportion of sub-heads under a general guide. Our index except where sub-divisions are introduced, is not only alphabetical but chronological.

As explained we do not utilize a new card for each entry of a given subject but we "pluck" the card from the files and make the additional notation on that card.

Editorials are carried as a separate unit and on the cards we aim to give a brief digest, resume or summary of each editorial.

Sports are likewise in one unit, but classified and given liberal sub-division treatment.

I think the *Sun* does what no other paper has attempted as a finishing touch to its index. At the end of the year it sets typists to work who copy the whole index on long sheets, in duplicate. These sheets are later bound most substantially. They comprise four great books. The paper used is the best and the bound indexes are supposed to last forever and a day. Duplicate volumes are placed in a vault. The *Sun* has been doing this since 1919. That year the index was embraced in one volume—now it comprises four.

The *Evening Sun* index is not typed as described because, among other things, there is a limit to the expense to which one should go to accomplish even a good thing and because, in a sense, a reference found in the morning *Sun* will oftimes guide to a story of

the same period in the evening edition. They one index book under certain circumstances serves a double purpose. The *Evening Sun* is, of course, indexed as carefully as the morning edition, the difference being that the accumulated cards of the former are kept at hand for instant use from year to year, while those of the morning edition are wrapped and stored after the bound volumes referred to come from the binders.

The size of the card we use is 5 x 2⅞ with approximately four or five entries on each and there are one hundred thousand cards utilized annually. To retype this mass accurately and with reasonable speed is indeed a vast task. The whole must be proofread, mistakes corrected, sheets kept immaculate and the work speeded The whole job is done in the office—that is, it is not farmed out—although two extra typists are employed.

To consider and discuss the *Sun* index—with particular reference to the card system without taking into account the clipping filing bureau would simply leave half the subject untouched. While the two are separate and distinct in their preparation they are utilized as one in the sense that both contribute to the final result.

It is very difficult to decide which is the more important—the card index or the clipping equipment. The card index gives reference to stories, large and small, in the back and current files of the *Sun* papers that are kept in the library. The card entry gives the date, page and column of a given article. This index (in connection with the bound files) is a permanent record and is, therefore, more enduring than the clippings.

The latter are filed alphabetically under names or subjects and are numerously cross-filed by means of duplicate clippings. These cuttings, from various editions of both papers are filed together in envelopes under proper subjects and each clipping is stamped not only with the date, but the paper (morning or evening) from which it is taken. The edition is also indicated. It is a great advantage to go to the cabinets and pull forth this accumulated information culled from several papers and various editions. These clippings may be (and almost invariably are) taken temporarily from the library by members of staff and utilized in the editorial rooms and the public under supervision also has access to some of the material. But clippings accumulate like snow flakes and eventually they "bulk up" to such an extent that from time to time the card index must be consulted and the bound files utilized. No matter how carefully the clippings are filed and how scientifically the sub-divisions are made, more or less confusion and mixing is bound to result from many persons of many departments handling the cuttings, which in some instances are lost or entirely worn out. It is comforting, therefore, to know that in the last analysis we have the card index and files to fall back upon. Right here I may add that clippings filed are not all taken from the *Sun* papers but from various sources, magazines and other newspapers, etc. We do not, of course, card index all *Sun* editions, but only those termed the regular city or the standard edition—morning and evening. We do, however, clip the several editions and endeavor to keep a rather complete record. Aside from this the library has charge of binding the *Sun* papers which is done each month and all editions are included. Hence, if we should fail to clip a story we still have the files of the several editions.

Pictures are filed numerically In this connection we utilize an alphabetical card index—the number say, one hundred on the card of "John Smith" directs to envelope one hundred which contains the pictures and cuts of said "John Smith." Views of countries, states, cities and hundreds of other subjects are included in our pictoral collection.

VI.

The Justice Collection of Material Relating to the Periodical Press

By Professor Lucy M. Salmon, Vassar College, Poughkeepsie, N.Y.

The Justice Collection of material relating to the periodical press owes its existence to two bequests—one a direct gift and one a fund, both unrestricted as to use except that preference was to be given to material within the general field of history. In the choice of a special subject for which the gifts were to be used, several considerations led to the decision in favor of the periodical, especially the newspaper press. The personal interests and public activities of the donors had been wide in extent, but definite in application, and material concerning the newspaper press seemed an appropriate expression of these interests. Several large collections of newspapers in great libraries elsewhere made it unwise to attempt to duplicate these and the restricted library space in Vassar College also

precluded such a choice. Few collections of material relating to newspapers were known, and these apparently concerned journalism rather than the press. The one important exception known was the William L Sayer "Collection of Books and Pamphlets Relating to Printing, Newspapers, and Freedom of the Press." This numbers five hundred and sixty-three titles, and was a direct bequest to the Free Public Library of New Bedford, Massachusetts, but the terms of the will made no provision for its further extension. Thus there seemed to be a real place for such a collection as has been assembled in the Vassar College Library.

In the Justice Collection a somewhat sharp distinction has been made between material connected with journalism and that concerning the press. Without consulting journalists, journalism has been interpreted as having to to do with the very definite technical process involved in the preparation of material for the newspaper press, while the "press" has been understood as including periodical material that results from this technical press. The distinctions made by librarians, journalists, and students of history usually vary somewhat. The one here used between journalism and the press seems convenient for historians and is offered as such rather than as a definite boundary line between two intimately related fields.

The collection covers six main fields The first includes books, pamphlets, excerpts, offprints, and reprints that very definitely deal with the press as it has been here defined. These have been classified under sixty-two headings that are mainly an expansion of the Dewey system of classification under the 070's The works thus classified include reference material, as bibliographies, directories, and annuals; histories of the press; special fields, as editorials, press correspondence, illustrations, humor, poetry; accounts of special forms of the press, as the religious, political, literary press, amateur and trade journals, the foreign language and the country press; collections about individual journals, as *Punch*, complete works of individuals who have studied different aspects of the press, as M. Hatin; collections of pamphlets issued to right obvious wrongs, as those of Wilmer Atkinson in favor of freedom of the press and reasonable postal rates, as far as they affected the newspaper; material concerning Junius, including different editions of the letters, books on the Junius controversy, and others specially identifying the author with one of the sixty-two persons to whom the authorship has been attributed;[1] and a considerable number of volumes centering around John Wilkes and his efforts to secure freedom of the press

Much material has been collected in regard to the legal aspects of the press both in America and in Europe. In America, questions of the foreign language press and second class postal rates have been conspicuously in the eye of the law. In England, regulation of the press through taxation was uppermost for a hundred and fifty years. In France, all forms of censorship have been repeatedly practiced, while in Germany direct control of the press has been most frequently in the saddle. A special effort has been made to collect material on all these legal aspects of the newspaper. Much has been secured in the way of parliamentary reports of the committees that have dealt with the subject in England. Various collections of statutes give, it is believed, a complete series of the laws that have affected the press in France, from the French Revolution to the present. Not only in France but elsewhere there is a somewhat extensive literature dealing with every phase of censorship—religious, political, military, and business. Even more extensive is the literature concerning the converse of censorship—freedom of the press—and the resultant of the two, as it is, appears in the laws concerning libel and the reports of libel suits The collection contains more than a hundred volumes on the law of libel and of reports of libel trials, and these are of special value in showing the changing ideas as to what constitutes libel.

An entirely different class of literature is found in the biographies, autobiographies, recollections, diaries, journals, letters and correspondence of persons who have been eminent in the press. Editors, special correspondents, war correspondents, interviewers, caricaturists, cartoonists and general illustrators of America, England, France, and Germany, with sporadic volumes from other countries, are all represented in this personal literature.

Pure literature, if there can be an agreement in regard to what is meant by the term.

[1] It has been possible to check these up by an elaborate manuscript bibliography of the whole subject prepared by Robert F. Pick. This lists one hundred and fifty-nine different editions, one hundred and forty-three works about Junius, and sixty-two volumes identifying Junius with as many different public men

is represented by a few volumes of collected poems, an occasional drama, and a small number of novels. Many novels are called novels of the press because one or more of the characters are persons connected in some capacity with the press, but these have been for the most part excluded since the novels do not concern any vital problem connected with the press, such as is illustrated by S. H. Adams' *The Clarion.*

News collecting agencies are represented by a few volumes but the collection still lacks a complete file of the reports of the Associated Press.

The newspaper as a business enterprise is represented by volumes concerning the production and the distribution of papers—questions that range from pulp mills to newsboys.

A very few illustrative volumes on technical journalism have been added, but no effort has been made to increase the number.

In the selection of books and pamphlets, wide latitude has been used and a considerable number have been included that treat of the press only incidentally. *The Panmure Papers,* for example, are primarily concerned with subjects quite remote from the press, but Lord Panmure's papers show page after page the constant hostility of the war office to *The Times* and to its war correspondent, William Howard Russell. As such the volumes have a distinct place in the collection, and one all the more important because this hostility is so unconsciously disclosed. The *Autobiography and Letters* of Sir A. H. Layard are far remote from the sanctum of the editor, but they inadvertently leave ajar the door of the diplomat's sanctum and show how the ambassador of Great Britain boasts of his skill in securing the support of newspaper correspondents, and "their incessant and exaggerated approval of all he says and does."

This description of books and pamphlets indicates but does not exhaust the types of works found in the Justice Collection. In bringing them together much initial help was gained from H. W. Peet's *Bibliography of Journalism,* prepared for the 1915 edition of *Sell's World's Press* and reprinted by Talcott Williams for the Pulitzer School of Journalism. The catalog of the William L. Sayer Collection in New Bedford, Massachusetts, was specially helpful in securing reports of libel trials.

There are wide gaps on the library shelves that could not be avoided. The collection was begun during the war when it was impossible to secure works on the German press and only very slowly have the more well-known books been added. It was practically five years before it was possible to get a copy of *Der Kampf um die Ala*[1]—an important pamphlet dealing with the charges brought against a great industrial organization that it had attempted to corrupt the German press in the interests of Pan-Germanism. Even then all that was accomplished was to have a typewritten copy made from the original in Berlin.

An examination of the collection of books as a whole leads to a few interesting observations in regard to differences in national interests. In France alone, with a few conspicuous exceptions in our own country and in Germany, has the academic world seemed to consider the press a suitable subject of research that leads to advanced degrees. But the cosmopolitan character of academic France has led to the publication of a number of important monographs treating, for example, of the history of the press in different countries, as in Bulgaria, while from the provincial universities have come important treatises on the legal aspects of the press. France alone has had a Hatin whose monumental bibliography of French newspapers, history of the press in France, special brochures as those on Renaudot, and special studies, as those made of the clandestine press and freedom of the press, give him the pre-eminence among all writers about the press in any country. This exceptional interest in the press on the part of France may possibly be due to the long controversies that have prevailed there between authority and the press over the question of censorship. Political, legal, and ecclesiastical interest in the country has more than once been focused on the press and it has maintained an important part in French life.

In England, the literature of the press is largely personal—lives, recollections, letters, and correspondence of persons associated with the press make up the greater part of it. The two great problems of the press in England have concerned freedom of parliamentary reporting and the regulation of the press through taxation. Of special studies of the collective, abstract press there seems to be scarcely one. This in turn may perhaps be explained by the extremely individualistic attitude of the English.

America, with its approximately hundred

[1] The familiar name of the Allgemiene Anzeigen Gesellschaft.

schools of journalism and institutions offering courses in journalism, leads all other countries in the production of works on technical journalism. It also apparently leads all in the multiplicity of works on the business side of the newspaper.

The literature available in regard to the press in other countries is as yet too meager to justify further conclusions in regard to its general character.

The collection of books is but one of the half dozen main classes of material included in the Justice Collection. Another important one is that of newspaper clippings. These do not in any sense constitute "a morgue" since they concern only the newspaper press itself. Prior to 1914, the collection as such did not exist and its possibilities were undreamed of. But the war at once opened up conditions that it had been believed never again could arise. Only a few years before a writer in an American magazine had declared, "Censorship in this country is dead." But censorship in Europe was an immediate outcome of the war and there were ominous portents of its recurrence here. The war correspondent, it was somewhat generally believed, had run his course, but he seemed at once to be endowed with new life, however much he might fret against the chains that prevented flight. The advertisement had recorded a life of peace and good-will, but now it carried appeals to relieve the world-wide suffering entailed by the war; it beckoned young men and held out inducements for them to join the army or the navy; it enticed into government loans the hoarded savings of men, women and children as well as the surplus millions of the rich; it opened up previously untapped sources of wealth and helped make fortunes in a day, as it also floated bubbles that quickly burst leaving ruin in their train—the war gave the advertisement a place of influence and power it had never had before. The editor prior to the war had occupied a place of influence and had been respected in the community, but the war placed him under suspicion. Perhaps he was not zealous enough in urging its prosecution, perhaps he was overzealous in criticizing its prosecution by the government, perhaps he was rebuked for divulging confidential information before authority had released it for the public, perhaps he had sufficient reasons for disclosing the presence of corruption in high official circles—how much he had at least temporarily fallen into disfavor from his position of omniscience the war time press makes evident. The illustrator, caricaturist, and cartoonist had all found in politics their most fruitful ventures—the war changed the scene of work, taught them a new language of symbolism, dipped their pencils in venom, and showed the possibilities of substitution if the objects desired could not be depicted. The propagandist had been an eminently respectable missionary striving to convert to Christianity the heathen world—the war turned his face homeward and it became his to call black, white; to make the worse appear the better reason; to convert Christians to practices previously held to characterize the heathen; the press agent had a chair in every office, publicity became the universal goal, and propaganda the means of attaining it. Before the war, the foreign language press had been a successful means of informing immigrants about the new country that was to be their home and of circulating news in regard to the old home they had left. To all others its very existence was scarcely known and when its clientele had learned enough English to read American papers it quickly died a natural death. Scarcely a representative of the foreign language press in America had ever led more than an ephemeral existence. But the war changed that situation too. Authority for the first time in this country discovered it. It compelled the publication of translations with the originals; it interned, prosecuted, and persecuted editors; it raided printing plants; it denied the freedom of the mails to the foreign language press. Many of these papers as a direct result of the war were compelled to close their doors permanently. More than one courageous American newspaper was charged with pro-Germanism, certain issues were refused the privilege of mail service, and long, expensive journeys to Washington were entailed to assure authority that telling the truth was not necessarily synonomous with pro-Germanism. All of these conditions, prior to the war believed to be impossible, were recorded in and through the press. A collection of scarcely a hundred miscellaneous clippings on the press quickly rose to one of practically fifteen thousand. These records in large part conditions due to the war and its aftermath. The clippings are mounted, dated, elaborately classified, and they give, often unconsciously, an infallible record of normal and abnormal life during the period covered by them

A third great class of material consists

of transcripts from representative German newspapers during the greater part of the years 1917 to 1918. Since the allied governments did not permit the general receipt of the newspapers of Germany and Austria in the countries at war with them, the supply of these papers was cut off from America after its entrance into the war. But by special arrangement twenty selected newspapers were received by the Library of Congress where they were naturally inaccessible to all persons unable to go to Washington. A satisfactory arrangement was, however, made by the National Board for Historical Service whereby selections were made and translated under the general supervision of Dr. Victor S. Clark. This service was originally organized for the benefit of the government offices, but later complete sets were made available for the use of libraries. It is a significant record of the perverted idea of patriotism prevailing during the war that no general advantage was taken of this exceptional opportunity and that ultimately only six sets were placed in libraries by the commercial house that issued them. They may be found in the Library of Congress, and the libraries of Princeton University, the universities of Chicago, Michigan, and Wisconsin—the sixth is in the library of Vassar College [1]

These photostats number about twenty thousand, and they cover the period during which America was in the war. They are of 6 x 4 size, every slip has the name and the date of the paper from which the extract is taken, they are arranged alphabetically by countries, and chronologically, by subjects within each country, and they are numbered consecutively under each subject. These slips thus give and make easily available a conspectus of internal conditions in Germany and Austria during a year and a half, and also of their international relations during the period. A mass of information is thus at hand, much of it nowhere else easily accessible in this country, that is of immeasurable value to the student of history and of the press. It covers primarily all phases of the war and of politics, as also agriculture, commerce and industry. Of special interest are the transcripts concerning the relation of the government to the newspaper press. To anyone who has used these transcripts, the German Revolution of 1918 needs no further explanation as to its cause and its subsequent history.

A fourth great class of material is that found in periodicals. Somewhat more than a thousand articles dealing directly with problems of the press have been listed from the quarterly reviews, and monthly magazines, but only to a limited extent from weekly journals. These articles have been entered under the review or magazine in which they appear rather than by the subjects of which they treat, since this arrangement gives an interesting and important record of the personality of the reviews themselves. *The Edinburgh Review* and *Blackwood's Magazine* of the early nineteenth century were interested in far different questions from those that interest their successors of the same name today The early caustic criticism found in both periodicals give evidence of the impatience and self-confidence of extreme youth, while the maturity of outlook and mellowed judgment found in the same periodicals today record growing tolerance, sanity, and wider outlook. The inherent dogmatism of one magazine, the flippant survey of the world by another, the crusading spirit of a third, the wise judgments of a fourth, the genuine sympathy with all that is best in literature shown by still a fifth, and the extremely provincial tendencies of another are all among the characteristics of different magazines that they unconsciously record of themselves. They are indicated by the names of contributors, by the subjects treated, and by the wording of the titles. If periodicals are listed by the country of publication, an additional double record is given of the interests common to different nations and also of those that are peculiar to each. The absence of articles in some periodicals at a time when certain subjects, like freedom or censorship of the press, are freely and vigorously discussed elsewhere becomes an interesting record of restraint on the press and of the fear on the part of authority that lies behind all censorship. It must also be noted that the very length of periodical articles sometimes affords a key to certain characteristics of the periodicals themselves. It used to be said at one time in the University of Michigan that English history was divided into periods of thirteen pages each. This fairly well characterizes in principle the somewhat rigid adherence of some American magazines to a maximum length of ten pages for serious, or unillustrated articles. Much greater flexibility seems to prevail in the English and the French re-

[1] Editorial paragraphs, *American Historical Review*, 24. 747. July, 1919; 25: 147. October, 1919.

views in regard to the length allowed articles similar in scope and character. In almost countless ways, the personality of a periodical makes itself felt and is another reason that has seemed to justify the listing of articles by periodicals.

This list of articles on the press does not at all duplicate the very elaborate and all-inclusive one compiled by Mr Cannon,[1] since it includes but a small fraction of his titles, it includes titles from a few representative periodicals published in French or German, it enters all titles under the name of the periodical rather than by the subject discussed, it covers probably a longer period of time, and it includes only reviews and magazines. Both varieties of lists—by topic and by periodical—have their place and each has its own special advantages.[2]

Two other classes of material, although not less important, will demand brief attention. One of these is the collections of newspapers and reprints that have some special significance, either personal or public. One such was sent to the Vassar College Library by a distinguished historian. When he made his first trip to Europe as a young man, he bought a newspaper at every place where his railway train stopped, as well as where he personally tarried, and the series thus contains several interesting records. A collection somewhat similar in spirit was sent by a Vassar alumna who has been paying her way around the world by stopping in different places long enough to earn money enough to carry her to her next objective point. The library has, therefore, been enriched by newspapers issued in remote places, as the Fiji Islands; their very existence had been almost unknown to some of us, and to locate them it has been necessary to resort to the atlas. Another collection of Greek newspapers issued during the Greco-Turkish war was sent by a Vassar alumna living in Greece and it has been interesting to see how far it has been possible from them to reconstruct conditions in Greece even by those unfamiliar with the language of modern Greece. Another interesting collection has very recently come from Cambridge, Massachusetts, comprising newspapers and affiliated material covering the period of the war. The papers are all arranged chronologically and they promise to give invaluable aid to the study of the war period.

Among interesting reprints are those of eighteen numbers of the first English newspaper. Its origin has been traced to letters written home during the Thirty Year's War, they were printed in Holland, the first number is dated December 2, 1620, and it notes that copies are "to be soulde by Petrus Keerius, dwelling in the Calverstreete, in the uncertaine time." The recent reprint of the *Fugger News Letters* makes generally available one of the most interesting collections of news letters in existence.

A final class of material includes special volumes or pamphlets that may be classed as "association copies." The library has one series, thirteen volume, of Sir Lawrence Gomme's own copy of his edition of the *Gentleman's Magazine* Every volume contains many annotations in his own hand, together with much loose material in the form of letters and clippings Many presentation copies are included in the collection, more than one having personal touches that throw a pleasant light on friendships among members of the press. All of this association material may be considered biographical in character, and, as such, as lending interest to the personal side of the newspaper press.

In making a general survey of the Justice Collection, one opinion is very definitely reached. It shows very clearly the tendency toward co-operation and the mutual aid so strongly pressed by Prince Kropotkin, as conversely, it shows the tendency away from individualistic policies, competition, "the scoop," "the beat," and the general "devil-take-the hindermost" attitude toward all fellow newspaper workers. This spirit of mutual aid is illustrated by the formation of news collecting organizations, associations to discredit fraudulent advertising, and codes of newspaper ethics. Personal goodfellowship is seen in numerous press clubs, press associations, and press conventions that bring together the national and the international workers in the same field, especially editors, publishers, and advertisers. If as yet all is not well with the press in the opinion of its sharpest critics, the Justice Collection is submitted as evidence that the press is on the upward path with a wide outlook at every turn of the road.

[1] Carl L Cannon. *Journalism a Bibliography.* New York Public Library. 1924.

[2] This list is not yet available for general use, but it is hoped to make it so in time.

V.

Schools of Journalism and the Newspaper Library

By Harry B. Center, Professor of Journalism, Boston University.

The School of Journalism, or rather college instruction in journalism, is at least twenty years old. For twelve years or more it has been building up its own literature, until the row of its text-books fills a long library shelf. But diligent search through this long shelf of books on newspaper work fails to disclose in any one of them more than a brief paragraph or two devoted to that important department of the newspaper familiarly known as the "graveyard" or "morgue," and officially known as the "reference library."

And yet there is no department of the newspaper which is more essential to the efficient performance of its dual function of telling and interpreting the news than is a properly organized and efficiently administered reference library. That, I think, we may accept as axiomatic. And so, starting from that as an accepted truth, I am going to treat my theme from two points of view: first, the relation of the newspaper library to the newspaper itself, and especially the extent of its responsibility for some newspaper faults which are matters of current and caustic criticism; and second, how college instruction in journalism can help in the systematic organization and efficient administration of the newspaper library.

The principal cause of the inaccuracies in newspapers is haste—the haste which competition in newspaper work enforces and which the public in its eagerness for the news demands. It is especially marked in the evening papers, whose reporters do little actual news writing, but are primarily "leg men" who gather the news and telephone it to a rewrite battery working under high pressure in a busy and noisy office. With five minutes only to the dead-line, what time is there for checking up facts? More and more the news writer relies upon his memory. It's a wonderful memory, too, but it isn't infallible.

Check up in Files

Shall we check up by a visit to the "morgue"? By all means, if there's time, and if—the big if—if the morgue can help. Too often it can't. Every newspaper worker has worn out shoe leather between city room and the library, only to find that apparently the highly intelligent denizens of that dark and sulphurous corner have clipped and filed away information upon every subject under the sun except upon those subjects which might conceivably recur in the day's news.

I once searched myself nearly blind for a picture of the five-masted schooner William L. Douglas, which had come to grief trying to cut across lots down on Nantucket Shoals, until in a flash of inspiration. I looked under "Shoe Manufacturers," and there she was, all sails set. And once I failed to find any envelope whatever on Sir Thomas Lipton until the genial ex-office boy in charge of the morgue told me that I would find it filed under his "last name." "Isn't Lipton his last name?" I asked. "No," was the reply. "His last name's Bart."

Now the newspaper librarian can help mightily in this matter of accuracy by intelligent selection of reference material and by filing under a system which will unearth that material surely and quickly when it is needed. But he must not only do that. He must prove to the reporter and editor that he has the material, that he can find it quickly, and that he can and will co-operate with the news writer. If he can only get editors, reporters and rewrite men into the habit of visiting his corner of the editorial plant, because they know that there they can get the information they want, he will inevitably help to reduce the number of inaccuracies in the news columns.

But to get them into that habit he must prove first that he has the goods, and that he can deliver the goods surely and speedily. Otherwise, the news writer will continue to depend on his memory.

Filing systems are very important, but let the system adopted be the most efficient possible.

What could a newspaper library be? A real reference library, directed by a newspaper man or woman of broad education and of sound news training; his associates only a little less expert than himself. A library designed, gathered and arranged to meet the specific needs of the newspaper which maintains it; its clips, its pictures, its reference books arranged in the simplest adequate system that library science can devise, so that reference may be instant, accurate and thorough.

Job for Trained Mind

This library job is a job for a trained man or woman—trained not only in library science

but in the staple of the news And right there is the rub. There are plenty of good news men, but of the art of filing information for reference purposes they are wholly ignorant. And it is also true that the better the newspaper man the surer he is to rebel against being stuck into the dull job of librarian, which has for years been the refuge of the superannuated and leg-weary where it has not been the field of the graduated office boy who has failed to show any special aptitude as a news reporter.

Every school or department of journalism should, I believe, maintain a typical newspaper reference library—not a morgue to serve the college paper merely, nor one designed primarily to meet the reference needs of the classes in feature writing and editorial writing, but one complete and varied enough to meet the needs of a metropolitan newspaper. Every school could offer, even if it does not require for a degree, a course either of a semester or a full year, in newspaper library practice, and should in addition require that every candidate for a degree in journalism should do a fair amount of laboratory work in the library during at least two years of his course.

Such instruction would benefit the student, and in the long run it would benefit newspapers everywhere.

It would benefit the student in four highly desirable ways. First of all, it would greatly benefit his sense of news and his judgment of news values. In connection with this library work he would have to read—read, not skim—newspapers of all types, from all over the country, magazines and reviews, books. His judgment in clipping and filing would meet an acid test, and he would have an opportunity to observe the test—does the material he selects recur in the news, so that it is called for and used? He would learn what in the news is of temporary and ephemeral importance, and what of permanent value. His news sense would be sharpened, and his discrimination made more keen.

It would inevitably develop his sense of accuracy. Here again concentrated reading with a view to filing for future reference would give the student a positive check of story against story, of today's story against yesterday's and last weeks. Inaccuracies in the news reporting would thus be brought more vividly to his attention, and could not help making him more guarded in jumping at conclusions, more painstaking in his gathering of facts on his own account.

Reading for the newspaper library would develop thoroughness in his reading. It is constant complaint of college instructors that students read sketchily and inadequately. To read with a definite purpose in view, the purpose of reference filing, would in itself require greater thoroughness, and the discipline would inevitably reflect itself in the student's reading for other purposes.

Newspapers would benefit in two ways if well planned and thorough instruction in newspaper library technique were offered in our schools and departments of journalism. Obviously it would be to the advantage of their own libraries if they could command the services of men and women trained not only in library technique but also broadly in news sense and discrimination. The inadequacy of many newspaper libraries is due to lack of trained workers.

The second benefit to the newspaper would consist in making a reality of a vision I have of what the school of journalism newspaper library might become. Given enough material with which to work, enough both in amount and variety, and with a larger corps of library workers available than any one newspaper could afford to maintain, the school newspaper library might in a very few years after it was started become the best in its particular region. It would be free from the inhibitions imposed by the policy of any one newspaper, and so could serve them all as a supplement to their own resources.

VI.

Preservation of Old Newspapers

By Maurice Symonds, librarian, New York Daily News.

Newspapers which chronicle events throughout the world are of such practical importance that newspaper librarians should look forward for their preservation, so that historians and future generations may be able to read what has transpired in the preceding years The ordinary life of a newspaper file, such as used in the New York Public Library, is from ten to twenty years, and after that period, the results from handling, wear and tear, leave the volume in a crumbling mass

In newspaper offices where the files do not go through such tremendous handling the life of the newspaper file is about twenty to forty years, but what is to be done after that period is a problem which must be looked into. This deterioration is attributed to rapid rotting of the paper, made of wood pulp, and to chlorine in the product.

With the public interested in contemporary events, stimulated by the war, some process of preserving the newspaper file had to be found. The New York Public Library felt this need immediately because of the constant use of their files, especially since August, 1914, the Great War period, as many of their bound files have been mutilated beyond repair.

After exhaustive research and experimenting with many solutions, such as shellacing the pages, varnishing with liquid, liquid celluloid, shellac and glycerine, turpentine and paraffin, carbon tetrachloride and paraffin, several special paper preservatives, a flexible varnish with linseed oil and many other methods, all these experiments proved futile. They then learned that Japan produced a hand-beaten fibre product, a transparent tissue, which was also tried out, and found to stand all tests for durability.

About 1914 they began their experiments on this fine tissue. As a starter they exposed to the sun and air for one hundred and fifty hours a piece of ordinary newsprint, a second sheet covered with silk and a third covered with tissue paper. They then applied the tests of the United States Bureau of Standards for pliability and bending and other tests for strength. The sheet covered with tissue paper stood the tests better than the others. It was discovered that the newsprint was protected from the air by this fine Japanese tissue on both sides of the page, and was preserved longer and in better condition, and they also learned that the silk and chiffon had minute air spaces and permitted the air to reach the newspaper page. The Japanese tissue practically hermetically sealed the newsprint. This is what they are using now.

An Expensive Process

To treat an ordinary volume with this process, the cost would reach about $40 a volume, or an average of 4 cents a page. These treated volumes are five times more durable than the ordinary file given the same usage. In other words, if the ordinary file is good for twenty years, then the treated volume can last one hundred years.

Mr. Harry Miller Lydenberg, the chief reference librarian of the New York Public Library, who has been interested in preserving newspaper files for posterity, clearly stated that though as many as over one hundred experiments have been tried until the Japanese tissue was found to be successful, the library is still experimenting with other domestic and foreign tissues, but so far they have found the Japanese tissue to be the best.

Mr. Lydenberg has been instrumental in securing this process and with the aid of several prominent members of the library, has at least found a solution, which is somewhat of a relief to them, considering the hundreds of files bound prior to this new process have all reached the stage of deterioration, and are just being held as a matter of record.

Process as Perfected

The process as perfected by the library is exceedingly simple. With the pasting down on a glass top or steel topped table, the operator wets the glass or steel with water and then lays down a sheet of the tissue with the pasting machine. Rice paste goes on the top of this tissue sheet; then a dampened newspaper page, and on top of this another tissue sheet, with paste on top of that.

This reinforced sheet is then hung up in a rack to dry. When dry the sheet is placed between cardboard mats and subjected to pressure for several hours. To reduce its thickness still further it is run through a gas heated mangle, so that not more than one-thousandth of an inch is added to its thickness in the preservation process. After the tissue edges are trimmed down to the size of a newspaper the sheets are ready for the binder.

The volume is made only one-half to three-quarters of an inch thicker by this process. Of course, it must be understood that with this fine tissue added to the page the legibility is slightly reduced, but the print is clear enough to be read.

This preservative method is free to all. There is no secret to the process or method used in preserving newspapers for the future. Officials of the Public Library will at all times be glad to explain their method to any newspaper librarian or others who are interested in preserving their files, public documents, private papers or anything which has reached a deteriorated state that renovation would give renewed life.

Technology Group

Chairman, Francis N. Cady, Nela Research Laboratory, Cleveland, Ohio

Annual Report, 1925

At the Saratoga Springs Meeting last year the Technology Group decided to try out the committee method of organization and the following committees were formed: Automotive, Mr. Powlison, *chairman;* Chemistry, Miss Ashman, *chairman;* Construction, Mr. Lee, *chairman;* Electrical Engineering, Mr. Jacob, *chairman;* Illuminating Engineering Miss Taylor, *chairman;* Metallurgy, Mr. Bartholomew, *chairman;* Patents, Mr. Price, *chairman;* Rubber, Miss Shearer, *chairman;* Technical English, Mr. Lee, *chairman;* Utilities, Miss Mitchill, *chairman;* General, Miss Garvin, *chairman.*

Early in the fall the chairman of the group submitted to the chairmen of the various committees a tentative list of possible lines of work to be supplemented by activities suggested by the chairmen, themselves. With the exception of one or two, all committes have functioned and expect to report at this meeting.

Among the results accomplished may be mentioned a plan for Technology Group exhibits at national conventions of the large technical and commercial associations such as the American Institute of Electrical Engineers, the American Society of Metallurgical Engineers, the American Institute of Architects, the National Electric Light Association, the American Gas Association, etc. Work on this has progressed to a point where arrangements are being made for an exhibit at the American Gas Association Convention at Atlantic City this fall. The Illuminating Engineering Committee has completed a bibliography on its subject, covering papers and articles appearing during the past year. Work has been done on making the library better known to the company's executives and employees and it was decided to make "publicity" the keynote of this year's meeting of the group.

The question of whether the group shall continue to function through the agency of committees and whether the present committees will be retained or new ones formed will come up for discussion and decision at Swampscott.

One of the factors which seems to be most active in inhibiting the association activities of group members is a feeling that these activities should be or must be carried on outside of office hours As a consequence, work is postponed and when finally performed is apt to be influenced by the mental attitude that it is an additional demand on time already overtaxed. It would seem to the chairman that this is a subject well worthy of consideration by the association as a whole and the question of provision for association work as a part of regular library duties to be carried on during library hours should, wherever necessary, be taken up by the librarian with the executive charged with the responsibility of the library operation and maintenance. This is common practice in such organizations as the large engineering societies and is due in part to a recognition on the part of member companies of the value of association work and affiliations. Every member of Special Libraries Association should be able to convince anyone and everyone of the value of the organization and of the benefits to be derived from it, and if not already equipped, should be provided with ammunition for the purpose.

FRANCIS E. CADY

Meetings

First Session, June 24, 1925

The chairman's report, read by the secretary, mentioned among results accomplished—a plan for Technology Group exhibits at the conventions of technical and commercial associations such as A.I.E.E., A.S.M.E., etc.

Another matter discussed in Mr. Cady's report was the feeling that association activities of group members should or must be carried on outside of office hours. He emphasized that work so done is often postponed and when finally performed shows that it was an additional demand on time already overtaxed. He felt that members of the Association should be able to convince anyone of the value of the organization and that its members should do their work for it as engineers do for their professional associations—during office hours.

The reports of the various committees were next called for.

Miss Mitchill, *chairman* of the Public Utilities Group reported an enlarged membership of that committee brought about through cir-

cularizing all Public Utility Libraries listed in the *Special Libraries Directory*. Bibliographies have been completed by this committee as follows:

Illumination; by Miss E. M. Taylor, Philadelphia Electric Company.
Customer ownership of public utility stock; by Miss Bernice Loveland, Southern Sierras Power Company.
Engineering education; by Mrs. Ruth McG. Lane, Massachusetts Institute of Technology.
Classification of public utility libraries; by Mr. George W. Lee, Stone & Webster.
Union list of periodicals; compiled by Miss Alma Mitchill, Public Service Corporation of New Jersey.

Other work accomplished was communicating with various technical associations relative to arranging for Technology Group exhibits at their conventions.

Discussion followed regarding the matter of handling such exhibits and it was decided to have Mr. Cady appoint a committee to take this in charge. Two publications were mentioned that might be of help in planning exhibits:

Routzahn—*A B C of Exhibit Planning.*

Pidgin—Department of Agriculture—*List on Exhibits.*

Mr. William Jacob, librarian of General Electric Company offered the loan of his film on "Libraries in Industrial Concerns" to the exhibit committee.

Miss Edith Shearer in her report of the Rubber Committee said, in part, "Some of the committee have exchanged lists of periodicals in their libraries. A list has been compiled of bibliographies on rubber. This is available to anyone who may wish a copy. The main achievement is the bibliography on Sources of Rubber Statistics compiled by Miss Wray, librarian of the United States Rubber Company."

The next committee report was that of Miss Taylor, *chairman* of the Committee on Illumination. The work of this committee resulted in the compilation of a very complete bibliography on various phases of illumination —covering the period from June, 1924 to May, 1925.

Discussion followed concerning the publication of this piece of work. It was suggested that the N.E.L.A. be consulted regarding the possibility of publishing it as a pamphlet. It would be a piece of good publicity to use at their convention.

Another suggestion was to publish it as a "Separate" in SPECIAL LIBRARIES.

Miss Taylor next read her report on Library Visiting.

The report of the Electrical Engineering Committee was then given by Mr. Jacob, *chairman*. The oustanding contribution was the film Mr. Jacobs had on display in the lobby showing Libraries in Industrial Concerns.

Extracts from letters of committee members suggested: (1) co-operating with Miss Mitchill to secure greater understanding between the S.L.A. and the national engineering associations; (2) informing the members of the committee of special phases of electrical engineering on which each one is currently working. Copies of these lists are available from the secretary of the Technology Group.

Mr. Brown of Standard Oil Company of New Jersey said he had a list of duplicate journals he was willing to offer to members of the group. Miss Calfee of the Du Pont Experimental Station Library said she would compile a list of her duplicate material and submit it to the group.

Mr. Lee, *chairman* of the Construction Committee gave an informal report, mentioning particularly the "List of Bulletins Issued by the Structural Materials Research Laboratory" and annotated by Mrs. Cafferata, and the report of Miss Vormelker on "Literature Called for by the Public."

Mr. Powlison in his report of the Automotive Committee stated that the Automotive Committee was at work on union lists of periodicals and textbooks. At present the list consists of the contents of the N.A.C.C. library, that being the foundation on which the union list of automotive literature is to be built. Indexes of interest in this list are:

Title and author index of textbooks.
Index of automobile races, trials, and endurance contests.
Index of history of automobile companies, their formation, models produced, amalgamations, failures, etc.
Index of automobile shows given, date and place and description of material shown at the various shows.
Indexes of specifications of the various groups of automobiles.

Miss Garvin, *chairman* of the General Committee, said she would like to get a statement

from the members regarding the subject matter they wish to cover. Some work had been done but not enough to make a report.

Unusual requests that were handled during the year were next discussed.

Classification was the next subject of the program. Miss Keller, speaking for the Committee on Methods emphasized particularly the clearing house on classification being organized by that committee. She urged members to send copies of their classifications to this committee and to co-operate with them in eliminating duplication of effort.

In the discussion of union lists of periodicals Mr. Brown suggested that a single list be made covering all committees and available to all members of the Technology Group.

Mr. Lee resigned as chairman of the Construction Committee and Mrs. Cafferata was appointed in his place.

Mr. Powlison suggested that the Patent Committee be assimilated by the other committees.

Mr. Cady brought up the possibility of merging the Committee on Metallurgy with the Committee on Chemistry.

Finances. Various plans for raising funds were discussed, the chair finally appointing a Finance Committee as follows: Miss Craig, *chairman;* Mr. Brown; and Miss Wray.

Second Session, June 25, 1925

Keynote—Publicity

I.

Nela Research Library and Your Department

By Francis E. Cady, Nela Research Library, Cleveland.

The value of a library to an industrial organization lies in what the library can do to help the members of the organization to produce more or better work. This assistance may present itself in various forms: (1) in providing quick and convenient access to written data and information on all branches of work of interest to the industry; (2) in providing library attendants adequately trained to help in looking up information or in telling where it can be found; (3) in providing for searches for information when requested to an extent limited only by the time of the library personnel; (4) in notifying a department interested of the appearance of articles of special importance in its selective field; (5) in knowing where to ask for and obtain from other libraries books or magazines not found on its own shelves; (6) in maintaining a reference catalog useful not only in looking up articles but also in preparing bibliographies; (7) in providing and arranging for translation of articles in foreign languages.

While created primarily for the use of the research laboratories, the Nela Research Library has been built up with the idea of service to all departments of the company and, in consequence, contains books and periodicals on general business administration and operation, all the prominent works on illuminating engineering as well as complete files of present and past periodicals devoted to this subject, books and journals on general and popular science, electrical engineering, chemistry, physical chemistry, metallurgy, glass manufacture, in addition to a large collection on physics.

Among the resources of the library which you might not know are available are such business journals as *Industrial Management, System, Printers' Ink, Printers' Ink Monthly, Advertising and Selling Fortnightly,* and *Signs of the Times;* such house organs as *The Sperryscope, Digest, Edison Round Table, Beardsley Talks;* library journals such as *Library Service,* SPECIAL LIBRARIES, *The Open Shelf;* popular scientific magazines such as *The Scientific American, Popular Mechanics, Popular Science Monthly,* and *Science News-Letter;* wireless magazines such as *Experimental Wireless* and the *Radio Service Bulletin;* a varied collection of reference books such as encyclopedias and dictionaries—English and foreign, regular and technical—tables of contents, fact books, engineering handbooks; publications of the United States Bureau of Standards and of various university and other laboratories; quite a few historical and biographical books dealing with science and scientific men.

Since the inception of the library a card catalog has been maintained giving references to articles on incandescent lamps, light sources of all kinds, lighting of all kinds, lighting equipment and, in general, everything directly connected with illuminating engineering.

Think of the Library

the next time you are confronted with a new problem;

the next time you wish you knew where you could find a certain bit of information or data;

the next time you run into a snag in your work;

the next time you are at your wits' end to know how to proceed;

the next time you plan a new piece of work;

the next time you are asked a question not answerable off-hand;

the next time you are asked to write an article describing your work;

the next time you think you have discovered something new;

the next time you wish a little relaxation in your technical reading; whenever you feel you have time to see what others are doing in your line and wish to keep abreast of progress.

Remember Your Research Library

DO YOU KNOW

that the library is located in Nela Research Laboratory at Nela Park, the building with the dome;

that Mr. Cady or Miss Hill will be glad to help you look up a subject, a book, or a periodical,

that you can often save time by calling Mr. Cady or Miss Hill on the telephone;

that you can borrow from the library any books and periodicals with the exception of the ordinary reference works and the last number of a journal, for periods in general limited only by the requests of others;

that the library is open during office hours and that by making special arrangements, it can be used in the evening, on Sunday, or on holidays;

that the main library room is quiet, conducive to inspiration and generally free from interruption;

that in the back of each issue of the *Transactions of the Illuminating Engineering Society* there is an Illumination Index supplied by this library containing a record of current literature on the subject of illuminating engineering?

Library Aphorisms

Avoid wasteful duplication of effort by knowing what has been done before.

Keep your originality, but do not hesitate to take advantage of the other man's successes as well as his mistakes.

You are where you are because you think. Keep your thinking up-to-date.

You are what you are because of what you know. Be greater by knowing more.

Time is money. Time spent in the library means more money earned.

The harder the problem, the more important are information and data. The library has lots of both.

Progress comes from the right kind of pushing. Push the library; it will push you.

Nela Research Library Is Maintained for Service.

We Invite You to Make More Use of This Service.

F. E. CADY, in charge
KATHRYN L. HILL, librarian

II.

Selling library service to executives and employees of industrial firms. (Informal talk illustrated with lantern slides.) William F. Jacob, librarian, General Electric Library. Not available for publication

III.

Classification Problems of Industrial Research Libraries[1]

By Julian F Smith, technical librarian, The B. F. Goodrich Co., Arkron, O.

According to the new *Special Libraries Directory,* there are nearly a thousand libraries in this country which are devoted to special fields Many of them are connected with research organizations in science or technology. All of them are or have been confronted by classification difficulties.

Some of these libraries use the Dewey decimal classification, others that of the Library of Congress; a few use both. Some use modifications of one or both. Industrial research libraries, as a rule, contain large and rapidly growing collections on topics which come within a narrowly constricted range of the published lists of classes. Anyone who has ever attempted to apply either of these systems to such a collection will agree that the lists as printed are entirely inadequate.

[1] *See also* Cataloging an Industrial Research Library in SPECIAL LIBRARIES for November, 1924.

The need is well illustrated by some of the attempts to meet it by industrial and other organizations. In the industries, witness the efforts of Eastman for photography, Du Pont for chemical technology and Goodrich for rubber. Witness also, among institutions, the modified Dewey classifications worked out by the University of Illinois Engineering Experiment Station for engineering, by the Concilium Bibliographicum for electrochemistry and by the International Institute of Bibliography for various classes.

It may fairly be asked whether some of these attempts have not solved the problem, at least for some special subjects. The answer is no Progress has been made, but the final solution is yet distant. Perfection, here as elsewhere, is unattainable; but we can still travel far in that direction

The essential characteristics of a satisfactory classification, as set forth by Dewey in the preface to his *Decimal Classification and Relative Index,* are simplicity, clarity, expansibility, adaptability, economy and practical utility.

Wherein lies the difficulty for the special librarian? Not in simplicity nor in clarity; these have probably reached their maximum in the Dewey system, although some may enter the same claim for the Library of Congress. Economy in use depends on the user. Allowing for this personal factor, economy is well provided for in both systems.

The difficulty is in the expansibility and adaptability—not because either classification lacks these features, but because both possess them in super-abundance. Practical utility, which is a summation of all the desired characteristics, is limited because these two qualities have no apparent limit.

Suppose we have a rapidly growing library in the research laboratory of a petroleum refinery The chemical technology of petroleum receives honorable mention in Dewey's latest edition, but not much more. It is slightly better treated in the Library of Congress classification, and better still in the expanded Dewey classification for chemical technology prepared by the International Institute of Bibliography. But none of these will carry the classifier of the petroleum library very far.

What shall the librarian do? He has at hand a system (Dewey or Library of Congress) capable of almost infinite expansion, but how shall he expand it? Will his choice of sub-classes be the best possible? Will he sub-divide too minutely or not enough so?

If he undertakes to make the expansion himself, these and other questions will arise to perplex him; and moreover, all or part of the same ground may already have been covered by someone else.

Some of his perplexities could be solved for him by Dewey's publishers or by the Classification Division of the Library of Congress; but these authorities could not make the entire expansion without help from petroleum technologists. Briefly, the classification authorities can help the special library, but the special library must be prepared to bring in experts in its field to aid the classification authorities.

Such a situation clearly indicates a need for co-operative effort; but co-operation is a much-abused word, more easily spoken than performed. With due recognition of the difficulties to be met, a plan of co-operation is herewith offered for consideration.

Stripped of details, the mechanism for bringing the best talent to bear on classification problems would be: first, an arrangement whereby the library associations may act as intermediaries between special librarians and the classification authorities; second, a way of testing proposed changes and reaching a final decision for or against them; and finally, a means of meeting the necessary expenses.

For elaboration on this outline, consider again the imaginary library in a petroleum refinery The librarian, through much pains and labor, has arrived at definite ideas as to how certain classes should be expanded (665.4 and 665.5 in the Dewey system or TP685 to TP695 in the Library of Congress system). He submits these ideas to the classification committee of his library association. The committee submits them, with recommendations for action, to Dewey's publishers or the Classification Division of the Library of Congress.

These may find that the classes have already been expanded since the latest printing of their classifications. In any case, the proposals as submitted should receive due consideration, and from all available material an expansion should be drawn up. On all questions where the advice of petroleum experts is needed, the librarian who asked for help should be prepared to make the necessary consultations and contribute the results to the work as it progresses.

When an expansion has been made in the classes concerned, it should be tested in the library from which the request originated, and in as many other libraries of the same kind

as possible. If practical experience indicates that changes are needed, those which are proposed should go through the same channels of consideration. When an expansion is accepted as final, it should be a part of the next printed edition of the classification. It might even be feasible to issue a loose leaf edition, as is done by the United States Patent Office.

For greatest effectiveness, both the American Library Association and the Special Libraries Association should participate. The duties of their classification committees under this plan would include: inviting librarians to submit their problems and suggestions; transmitting such problems and suggestions with the committee's own recommendations, to the classification authorities; and guidance of tentative expansions through the stages of testing, revision and final adoption.

As for Dewey's publishers and the Library of Congress Classification Division, consideration of properly sanctioned proposals would seem to be quite within their province. If they should deem it necessary to charge a reasonable fee for particular services, the library which requests help should be both able and willing to pay for what it receives.

This plan, if properly carried out, would bring up for attention the classes most in need of expansion. It would give every problem of expansion the benefit of advice from experts both in classification and in the particular specialty involved, and it would avoid wasteful duplication of effort. It would require work; but every worth-while advance is open to that objection. It would require some publicity, in order to get librarians sufficiently interested to submit their problems and ideas. This requirement could be easily met by announcements in the *Library Journal* and in SPECIAL LIBRARIES, and in the *A L A Bulletin*.

Improvements in classification, as well as other advances in the work of special libraries, would be greatly facilitated if such organizations as the Technology Group of the Special Libraries Association, with its committees on special subjects, could be so extended that librarians in special subjects (dyes, metallurgy, rubber, organic chemicals, etc.) could get together once or twice a year for little meetings of their own. Various starts have been made in this direction; they should be encouraged as much as possible.

Whether by the plan here proposed or by some other, something should be done to speed up the progress of classification. In the nature of the case, there must always be a lag between the advance of human knowledge and the advance of classification systems; that which will not be known until tomorrow cannot be classified today. But knowledge is increasing so rapidly that the lag has become too great. If we who use classifications will work together with those who make them, we may yet be able to catch up and take our proper place in the procession.

Acknowledgements are due to Miss Grace Manning, general librarian, and to Dr. H. L. Trumbull, Research Laboratory (both of the B. F. Goodrich Co.) for suggestions and criticisms in the preparation of this paper.

IV.

The Operation of a Technical Specialized Library

By Mrs. Pyrrha S. Cafferata, librarian Portland Cement Association, Chicago, Ill.

In spite of the fact that the first portland cement was manufactured in England a century ago, it was not until 1872 that the industry was started in this country In that year a plant was established in Pennsylvania, and in a short time various other plants opened in different sections of the country. These mills operated with the most primitive type of machinery, and it was a number of years before any marked development was noticed.

By 1902 mills in the eastern part of the states were producing portland cement on rather a large scale, and in that year "In pursuance to the following call:

> "The undersigned, manufacturers of portland cement, recognizing the fact that the present methods of handling the subject of "Sacks" are almost universally unsatisfactory, and believing that the question can be profitably discussed and a satisfactory plan evolved at a meeting of the representatives of the Eastern Mills, hereby pledge themselves to attend such a meeting to be held at such a time and place as may be most convenient to a majority of those signing."

the organization which has developed into the Portland Cement Association of today came into being. There were many problems of mutual interest to the manufacturers. Many questions could be solved through cooperation. Here was a product that could be adapted to endless uses in the construction field. The manufacture of this product was a pioneering proposition. Machinery had to be developed to permit production on a large

scale in order to operate economically and markets had to be opened up to take care of the increased production. People had to be educated as to the things portland cement would do, and how best to use it.

American business men long ago recognized the value of co-operation in the development of an industry, because through co-operation it is possible to carry on research and promotion that individual companies would be unable to undertake Through the trade association it is possible to distribute information brought out from intensive research activities so that the buying public secures valuable assistance in the way of basic knowledge and service. In fact, research, promotion and education are the three important factors in market expansion contributed by the modern trade association

With the development of new markets for portland cement and increased production, the Portland Cement Association naturally expanded. Today there is a General Office in Chicago and district offices in twenty-nine cities in the United States and one in Canada Member companies represent about 90 per cent. of the cement production of the United States, while there are member companies operating plants in Canada, Cuba, Mexico and South America. A research laboratory is maintained by the association jointly with Lewis Institute, Chicago, where some forty people devote their efforts to bringing out facts about the use of concrete. Information developed in the laboratory is distributed free of cost to concrete users everywhere through lectures, bulletins, magazine articles and through personal contact of association engineers working from various offices.

Promotion work is handled by various bureaus of the General Office which specialize in different phases of concrete construction. Intensive field promotion is directed by our various district offices and their forces. Our avowed purpose is to improve and extend the uses of concrete.

I have made this explanation of our association in order to show the extent of the field covered by the Portland Cement Association Library. Everyone engaged in technical work of any kind has at various times urgent need for complete and authoritative information on subjects relating to his work. Usually such information is wanted at once and those in need of it have neither the time nor the facilities for gathering and classifying the data they may require. That is the function of the technical library. Year in and year out it collects, classifies and indexes all the material available on the subject in which it specializes. The results of those years of painstaking work are instantly available to anyone by simply making his wants known to the technical librarian. Such a storehouse of information is the Portland Cement Association Library at Chicago which has been established since 1916 to serve the manufacturers and users of cement. Our resources today consist of approximately thirty-five thousand books and pamphlets on the subjects of cement and concrete construction and represent the only public library in existence on this material. Our card catalog contains over one hundred and three thousand analytical entries. We handle annually between fifteen thousand and twenty thousand inquiries, which range all the way from a telephone call answered immediately to researches requiring several days to complete.

Any technical library, in order to do valuable and beneficial work, should be in charge of a trained librarian who is primarily a cataloger. The staff whether large or small should be well educated in a general way and library trained if possible. It has been my experience that a small staff, either trained or untrained, handles the work more effectively than does a large staff. If a librarian is unable to secure trained help, he or she should look for certain definite traits in assistants, the two important ones being alertness and accuracy. A technical library should furthermore be organized as an active branch of the business, have its own budget and report directly to the general manager or the chief executive.

Specialization in any line calls for the use of all kinds of material such as books, pamphlets, current and bound periodicals, trade catalogs, clippings, photographs, lantern slides, financial services, patents and maps. The preparation of this vast amount of material for circulation and reference use varies largely according to the type of library. All of our material, regardless of what shape it is in, circulates. Temporary charging slips are used for the trade catalogs, lantern slides, photographs, financial services, patents and maps. All other material is circulated by the book card method.

All regular library records are kept but they are adapted to the use of this particular library. The accession record is kept on 3 x 5 cards filed numerically under the accession number. This record shows author, title,

publisher, place, date, department charge, price, order number, date the publication is received and date the bill is received. Books including bound periodicals, but excluding all gifts, are the only publications which we accession. The shelf list record is kept for all bound material which has a definite place on the shelf. This record does not vary in any way from an ordinary shelf list card.

All of our pamphlet material is placed in Gaylord binders, classified, cataloged and shelved the same as bound books. Our clippings from the technical press are neither classified nor cataloged. A subject is assigned to each clipping and it is placed in a manila folder which carries the same heading. These folders are filed alphabetically under subject. We permit these clippings to be removed from the file permanently if need be, and for this reason we do not make any charge record for this file. A sheet has been prepared for the transmitting of newspaper clippings between district offices and between district offices and General Office. These newspaper clippings are marked directly to the engineer interested in the substance of the clipping. They are not returned to the library for filing

The trade catalog file consists of approximately eight thousand different catalogs which are of interest to the cement trade, either from the standpoint of manufacture of the material, or from the standpoint of products which can be made out of concrete. These catalogs are indexed under subjects and under trade names. The subjects and the trade names are placed on the catalog card in red ink. The rest of the card is written in black. The index for the trade catalogs is kept separate from the catalog for the general collection. Notations are made on these cards very freely of consolidations of firms and of firms which have gone out of business It is highly important that your index of trade catalog material should be a live, dependable one. We, of course, supplement the use of our trade catalog index by such directories as Thomas' Register of American Manufacturers and Hendrick's Commercial Register.

Dewey's decimal classification is used for all of our material which is classified, this including for the most part pamphlets, books and bound periodicals. The classification is done from the standpoint of use of the material in our library, *viz.*, if a pamphlet is on a subject in which we are not especially interested, but contains a chapter or even less on a subject of interest to us, it is classified under the subject pertaining to the cement industry. A most striking example of needed expansion in the application of Dewey's classification to the cement industry is shown in classifying material on the wear tests of concrete, the effect of calcium chloride on concrete and the use of gypsum in cement to regulate the setting time of concrete. I think you will agree with me that from the headings listed above, it is highly important for the librarian of any specialized collection to work out a classification system which accurately meets the needs of his or her work.

Our card catalog of over one hundred and three thousand analytical entries is, for the most part, a subject catalog arranged alphabetically. Practically no title cards are made, but author cards are made for all books and pamphlets and for such writers of magazine articles as are known to be authorities on their subjects. Subject cards are made for all magazine articles of interest to the cement industry. We aim on these cards to give the subject, the location of the structure which is described, a brief abstract of the article, and the name of the magazine, the month, year and the page number. The volume number is omitted. All of our cards are typed in black ink excepting the book numbers and the subject headings which are done in red. If the main card in the catalog is the subject card, and this is frequently the case when cataloging magazine articles, an asterisk is placed at the left hand corner of it to indicate this fact and to indicate to the file clerk that the tracings are on the back of this card. Cross references are very plentiful both for subjects and for names and we use the *"See"* form Publications of the city, state and Federal government are entered under the names of the persons who have written them. The bureaus issuing such publications are treated as a series, that is, the entry under the bureau is a secondary entry rather than a main entry.

The classed catalog idea is carried out in some of our subjects, and has proven to be most useful and successful. Instead, for instance, of having garages, hotels, poultry houses, office buildings under each heading as given above, we make our subject headings: Buildings—Garages; Buildings—Hotels; Buildings—Poultry Houses; etc., and in this way we keep all of our material on different types of building construction under the one subject of Buildings, subdivided by the word which indicates the type. The classed catalog

idea also takes care of our building codes, road and bridge specifications. Two cards are made out for each building code and each road and bridge specification. These cards give the author, title, and date, together with the book number which consists of the classification number and Cutter number based on the city or state which issued the publication. One card is filed as a shelf list card and the other is filed in the catalog under subject instead of under author, the subjects in these three cases being building codes; road specifications; bridge specifications. The arrangement of cards under these respective subjects is by author, the author of the building code being either a city or a state and the author of the road and bridge specifications being almost always a state highway department. This arrangement relieves us of responsibility of filing each one of our building codes, and our road and bridge specifications in its alphabetical place in the catalog. These few citations will show you how we use both author, title, subject and classed catalog entries.

Before I leave the question of cataloging, I wish to say a little about one of the most important duties of this library in the preparation of catalog cards for our district engineers and their field forces. All magazine articles dealing directly or indirectly with our industry are cataloged under subjects, multigraphed and sent weekly to our various district offices, thirty in number. Just as many sets of cards are sent out as are required for the fieldmen in the various sections of the country.

The subject headings made for these cards are based on subjects used in our correspondence file. For this reason, the subjects do not correspond with the ones which are used in the catalog of the library. The correspondence file consists of fifteen numbered subject classifications with many subdivisions under each main heading. This arrangement gives each district office practically a classed catalog, because the correspondence file headings are such as the following:

Railway Uses— Buildings
Floors
Poles
Track Structures

Structural Uses—Dams
Stucco
Swimming Pools
Tanks

A catalog worked out on this basis gives our district engineers just one place in which to look for material whether it is magazine articles or correspondence. The technical work on these cards consists of a subject heading, the location of the structure, a brief abstract of the article, the name of the magazine, the date of the issue and the page. A duplicate file of cards is kept in the library.

A list of magazines to which we subscribe is kept alphabetically by title, and periodicals are checked as soon as received, dated and stamped and prepared for inter-office circulation. A charging slip is placed upon the upper right hand corner of the cover of each circulating magazine and gives the initials of the persons to whom the magazine is to go with the pages indicated which they should read. We have made up on 3 x 5 cards a record of the office circulation which is arranged alphabetically under the title of the magazine. This record shows the complete circulation of all of our periodicals. In the event that members of our organization are out of town, the inter-office circulation is restricted to persons who are present. A "Whereabouts Record" is sent daily to the library by the switchboard operator, and this record shows at a glance who is out of town, where he is and when he returns. In the meantime, magazines are not sent to persons whose names appear on the "Whereabouts Record."

When the magazine has completed its office circulation route, it is returned to the library, cataloged and filed. We keep a card record under the name of the magazine for each periodical which we catalog, and this record shows the issue which has been cataloged and the date upon which the cataloging was done. In this way, we are posted at all times as to the progress of our technical work. Magazines are bound either every six months or every twelve months, depending upon the size of the publication. Duplicate copies of all periodical material are secured for persons desiring to clip articles in current issues. This arrangement leaves our file copies for the most part complete for binding.

Bibliographies are made up on many different phases of the cement industry, including both cement manufacture and concrete construction. The form of the bibliography is practically standard, consisting of the title of the article, the name of the magazine, the month, the year and the page. If books are listed, the author, title, place, publisher and date are given. These bibliographies are sent

to anyone who requests them. Copies which are filed in the library for reference use are arranged alphabetically under subject and are revised approximately every three months. Foreign publications are included in our bibliographies, but we verify the article before listing it if we do not subscribe to the magazine

Lantern slides are arranged first by bureau and under the bureau division they are filed alphabetically by subject. The negatives are arranged by bureau also and under that arrangement they are filed by number. A numerical index is kept for all additions to the file. This shows at any time the total number of negatives because we make up from time to time as many slides from a given negative as are necessary for our circulating sets. This material is loaned free to schools, colleges, county agents, research workers and lecturers. Practically speaking, no restriction is placed upon the return of this material as long as the slides are in active use. Follow-up letters are sent every three or four months to find out if the slides are still giving satisfactory service New sets are sent out as rapidly as the old ones are returned to us.

Photographs are arranged in much the same way as the lantern slides, first under bureau and then alphabetically by subject. They are used largely to illustrate publications of the association and articles which are sent from the General Office to technical periodicals. It happens not infrequently that they are used to illustrate correspondence.

There are kept on file in the library two copies of all publications which are issued by the Portland Cement Association. These publications vary in subject matter very materially because they cover all angles of concrete construction. It sometimes happens that three or four different editions of the same publication are printed throughout the year. It is the duty of the library to have on file two copies of each edition of any publications which have been published. You can readily see that the cataloging of so many editions places upon the cataloger a great deal of responsibility in keeping the individual editions separate and also in keeping track of changes in titles.

In order to keep the General Office staff advised of new books and pamphlets which are received, the library issues every week, two weeks or once a month, as the case may be, a mimeographed sheet entitled "New Library Material." This list is annotated and a copy is placed on the desk of each man in our office. No distribution of this list is made to the field forces or to the member companies.

Future expansion in the activities of the library which I represent will follow not only cement manufacture, concrete construction and their allied topics, but also architecture and general engineering. It is our plan to build up our collection on these two subjects to such an extent that architects and consulting engineers will look to our reference collection for assistance in technical matters rather than to the reference departments of the several public libraries of this city.

It is taken for granted that a technical library is provided with excellent working tools, such as directories, atlases, encyclopedias, handbooks, etc. In addition to regular reference tools with which you are all more or less familiar, the library of a given industry such as cement uses most frequently reports of the various technical societies such as the American Society for Testing Materials, the American Concrete Institute, the American Society for Municipal Improvements, the American Society of Civil Engineers, the American Society of Mechanical Engineers, and several others. Some of these society proceedings are not found in public libraries, but the special reference and research worker cannot do complete work in an engineering line without them. Reports of testing laboratories are also most vital in our field of work. Mention has earlier been made in this paper of our connection with the Structural Materials Research Laboratory.

An annual report showing the activities of this library is prepared each year and printed in the *Report of the General Manager* which is distributed to all the field forces and to the member companies. This report shows circulation, reference and attendance statistics, the number of bibliographies compiled and the number of inquiries which have been successfully answered. Statistics for this report are compiled monthly in the library, and are available for instant use if they are called for. We do not issue a regular monthly report.

In closing, I wish to say that the Portland Cement Association Library has become recognized as a dependable source of information, though its principal work is in serving the cement industry and the large force of field representatives of the association. Having all of this material available in one centrally located, easily accessible library, the need for

the costly duplication of all that work is done away with. It is unnecessary for the individual manufacturer to go to the expense of gathering and classifying even such a relatively limited amount of material as will come to his attention. That work is accomplished far better through a centralized library such as the one whose activities I have endeavored to describe to you. The Portland Cement Association Library is an important asset to the entire construction industry.

V.

The Vail Library: Its Operation and Publicity, Mrs. Ruth Lane, Vail Librarian, Massachusetts Institute of Technology.

An informal talk not available for print.

VI.

Informal Talk on Rubber

By Miss Elizabeth Wray, librarian of United States Rubber Co.

Crude rubber is ranked as the most important and valuable vegetable product outside of the foodstuffs But unlike other great commodities, such as wheat and cotton, which have been important for centuries, the development of the rubber industry has all taken place within the past eighty years. And of this short time, the last twenty years measure the greatest growth. The advent of the automobile was a signal for a race for rubber because it is estimated that 80 per cent. of all rubber consumed in America goes into automobile tires.

Originally the entire supply of rubber came from wild trees in the forests of South and Central America and Africa. There are many hundreds of vines, shrubs and trees with a milky sap or latex from which a sort of rubber can be obtained. But the real producer of our commercial raw rubber is the jungle tree called Hevea Brasiliensis which flourished in Brazil.

The upper Amazon River valley formerly produced much of the finest wild rubber and Up River Para and Fine Hard Para became hall-marks of quality as applied to this commodity. Para was the original port of shipment and though later superceded, the name survives to this day to describe the finest grades.

That Brazil lost what was virtually a monopoly of the crude rubber business was due to certain farsighted English traders who recognized the possibilities of producing rubber in their own far eastern colonies. To this end in 1876, they sent Henry Wickham (who had made a special study of varieties of wild rubber trees) to smuggle out of Brazil a ship load of selected hevea seeds. His effort was successful and the seeds were rushed to Kew Gardens, England, and planted there. A number of the seeds germinated and plants were sent out by the government to Ceylon, India, Borneo and Malaya. For many years this rubber tree, transplanted twelve thousand miles from its home in South America to the same latitude in Asia was regarded only as a scientific curiosity to be cultivated in government gardens.

Not until huge coffee and tea estates had been destroyed by disease did local planters turn to rubber as a crop. By the year 1900, however, planting on a large scale was in force. In addition great areas in the Dutch East Indies and French Indo China were given over to rubber. England rewarded Henry Wickham for his part in developing the plantation industry by making him a knight and Sir Henry is still alive in London and still very much interested in rubber matters. As it takes from four to six years to bring a plantation into profitable bearing, this new source of supply was ready when the automobile began its meteoric career.

In the face of far eastern competition the wild rubber trade rapidly declined until it furnished only 5 per cent. of all the rubber used

An important economic point to note in this transfer of the world's source of supply is that the best rubber tree was taken from its home in a very thinly populated land and set down in the midst of an almost inexhaustible supply of labor. The availability of abundant cheap labor from India, Java and China has helped to account for the rapid rise of the plantation industry and has assured the predominant position of cultivated rubber.

The whole history of crude rubber prices whether wild or cultivated, has indicated a tendency to a very wide swing from feast to famine and back again. Much discussion has been caused by the sharp advance of the past year from 17 cents a pound to the present price of over 70 cents a pound. During the speculative boom of 1910, rubber sold by the pound for $3.12, while in 1922 the same grade brought only 9 cents a pound.

Obviously such swings are unprofiable both to producer and consumer. When the price was lowest in 1922, many new estates were brought into bearing for the first time and

this increase in supply coupled with a post-war curtailment of demand helped to depress the market. As a result, no new planting was undertaken to provide for the future and many old estates were forced to operate at a loss and finally were abandoned altogether.

Great Britain through her colonies controls about 70 per cent. of all the plantation rubber produced and the continued price depression in her best market had a serious and far reaching effect. In November, 1922, the much talked of Stevenson plan of enforced restriction of export was adopted by her colonial governments. This act might be called one of regulation rather than restriction, inasmuch as its object was to stabilize prices to save the existing plantation industry from ruin and to attract new capital to provide for future increased demands.

Briefly, the Stevenson act provides for a standard production for each rubber estate based on actual output of that estate during the year ended October 31, 1920, with due allowance for production in new areas. The year is divided into quarters and the price of crude rubber in the preceeding quarter regulates the amount which may be exported during the next three months. If the average price per pound does not fall below 1*s.* or rise above 1*s.* 3*d.*, 60 per cent. of the standard production may be exported at a minimum duty of approximately 2 cents a pound. If the average London selling price ranges between 1*s.* 3*d.* and 1*s.* 6*d* a pound in any quarter, 5 per cent. extra or a total of 65 per cent. of rated production may be released for market. If the price goes above 1*s.* 6*d.*, 70 per cent. of standard production is allowed and so on up to 100 per cent. production. All exports in excess of these permissable amounts are taxed so heavily as to be really prohibitive. Conversely, if the price declines exports are further restricted to 55 per cent., 50 per cent., 45 per cent. and so on down the scale.

The British restriction plan has caused great concern to American manufacturers. The balloon tire is responsible for an increased demand for raw material and stocks of rubber have been greatly depleted. One effect of the plan has been to stimulate interest in making America independent of British controlled rubber. Congress has provided funds for an investigation of the crude rubber situation with the object of determining the practicability of growing rubber economically in the Philippines, South and Central America and Mexico, and even in the United States. Great emphasis has been laid upon the necessity of attracting capital to new plantation rubber enterprizes and to the continued support of existing companies and so it seemed pertinent, as my company has entered the plantation field so extensively, to show you some pictures of the operation of a rubber estate. This company owns one hundred and fifteen thousand acres of land in Sumatra, D.E.I. and in British Malaya. The estate shown has seventy-five thousand acres under cultivation. This particular development covers seventy square miles or what equals a strip of land one mile wide extending from New York City to New Haven.

Business Sessions

Space will not permit a detailed report of the business sessions. The first general session was devoted to reports from the various officers and committees. These reports are presented in this issue.

At the fourth general session on Friday, June 26, the reports of the various committees, local associations and groups were received and the officers elected for the forthcoming year. Reference to this meeting has already been made in the July issue of SPECIAL LIBRARIES.

An adjourned business meeting was held on Friday evening and the following resolutions of thanks were prepared by the Committee on Resolutions.

The Special Libraries Association meeting under happy auspices at Swampscott at the New Ocean House, for its sixteenth annual conference, desires to express its grateful appreciation to the New England Library Clubs, and especially to the Massachusetts Library Club, for the gracious invitation to meet here with them and for the hospitality and hearty co-operation extended by them during every moment of our stay.

To the men and women who have brought to us the conference messages of information and inspiration we give our gratitude and request that the secretary convey to each of them our formal thanks for their assistance and friendliness.

To the members of the committees of Special Libraries Association of Boston who have

rendered such efficient service in the management of the convention details we owe more than we can express for the pleasure and profit of the sixteenth annual conference. Through their efforts the banner of special library service and efficiency will be further carried forward.

To the members of the press, to the management of the New Ocean House, to individuals known and unknown, too numerous to name here, who have showered us with courtesies and kindness, we extend sincere thanks and await opportunity to reciprocate.

As individual members we extend sincere thanks to the officers of the Association for the wise, constructive and progressive administration of affairs in the critical situation which confronted us and we pledge to our new officers loyal support in their future efforts for us and our organized library interests.

We send fraternal greetings to the parent library association of the world, the American Library Association, soon to meet on the Pacific coast, and we pledge our full co-operation in all possible affairs We congratulate them upon the selection they have made for their next president, our own staunch friend, Charles F. D. Belden of Boston.

To Mr. H O. Brigham, of Providence, editor of SPECIAL LIBRARIES, we express our appreciation of his successful efforts in vastly improving the value of the publication.

We acknowledge with gratitude the loyalty and enthusiasm manifested during the year just closed by the several local associations and groups in their support of the Association, and we welcome to our fellowship the new group of newspaper librarians and the new local association of Chicago.

To the General Electric Company we express our thanks for the preparation and exhibition of the film "Seeing Special Libraries" which gives us an opportunity to visualize the quarters of so many special libraries in such an effective way.

P S. CAFFERATA,
ELEANOR CAVANAUGH,
WM. ALCOTT,
Committee on Resolutions

Mr. Handy expressed a strong desire to have the presidents of the local associations represented at the Executive Board meetings and requested local officers to express this opinion to their respective boards.

A motion was passed that a registration fee of $1.00 be hereafter charged at the conventions for each person registering as a special librarian.

An informal discussion followed in relation to the printing of the proceedings and a motion was passed that the leading papers be printed in SPECIAL LIBRARIES from time to time and that the business proceedings and group papers be printed in a supplement as soon as possible.

Reports

Secretary

Report 1924-25

The secretary is under great obligations to the treasurer, Miss Peterkin, who did practically all of the work for the Association during this year. There were several reasons, the chief being the great difficulties and handicaps of sending material back and forth by mail and the delays caused thereby. Another reason being that it is almost impossible to separate the two offices as both require the records for reference.

The secretary attended four Executive Board meetings and sent the minutes to all members of the Board.

The local associations reporting to the secretary have been four affiliated ones and one in process of formation. The one unaffiliated one remaining, namely Philadelphia, is a loyal and interested body but on account of a constitutional difficulty which seems impossible to overcome at present, has not officially become an affiliated body. All the groups have officially affiliated.

A summary of the activities of the local groups may be of interest. All have monthly meetings from October through May and the dinner or luncheon meetings seem the most popular. The most popular subjects are: Union List of Periodicals, Directories, Sources of information.

The Los Angeles or Special Libraries Association of Southern California reports that $250 had been donated to print its list of periodicals.

The president of the Boston Special Libraries Association reports that she has con-

ducted a training class for special librarians and the New York Public Library School gives a course of lectures for special librarians by special librarians. Philadelphia has encouraged classes at a local high school. San Francisco and Pittsburgh, the newest local associations met at various libraries and San Francisco is collecting an information file of research material as well as preparing a union list of periodicals. New York reports the largest membership, three hundred and thirty-three, and has just celebrated its tenth anniversary at which it received many expressions of encouragement and appreciation from executives from business houses who have established libraries. The evolution of a local association seems to be (1) meetings at different libraries to become acquainted (2) discussions of subjects purely technical (3) division into groups of committees (4) expansion of interests and outside speakers at meetings.

ESTELLE L. LIEBMANN

Treasurer

Report 1924-25[1]

Receipts

Membership dues	$1,727.27	
Sales of handbook	614.28	
Sales of index	132.55	
Sales of directory	521 00	
Advertising	469.60	
Miscellaneous	27.66	
	$3,492 36	
Bank Balance, August, 1924.	615 68	
	$4,108.04	$4,108.04

Expenditures

Express on supplies	15.00	
Printing handbook	449.99	
Envelopes for handbook	1.45	
Printing letterheads	11 00	
Refund of duplicate payments	11.00	
Publicity for handbook	50.00	
Per capita A.L.A. assessment	24.90	
Reporting 1924 convention	34.80	
Stamps, envelopes, etc.	103.76	
Audit of books	28.50	
Editor's sundry expenses	47.44	
Postage, membership and program committee.	16.63	
Secretary's expenses	16.48	
Clerical work—Ina Keith, Boston	6.50	
Publicity—Membership committee	6.90	
L.C. Cards Method Committee	12.00	
Mr. Alcott, binding pamphlets	5.60	
Mr. Armistead, postage and folders	20.00	
Printing advertising contracts	8.00	
Telegraph and telephone charges—editor	49.96	
Flowers	4.91	
Printing Special Libraries	1,649 27	
Printing receipt pads	12.00	$2,586.09
		$1,611 95

[1] To May 31, 1925.

GERTRUDE D. PETERKIN.

Editor of SPECIAL LIBRARIES

Report 1924-25

When President Handy suggested that I accept the office of editor I assumed the task with great reluctance and had I known the amount of labor and physical energy required to perform this duty, I feel sure that I would have declined the editorship Yet, on the other hand, there has been a positive pleasure in rebuilding the magazine and the writer is grateful for the many pleasing comments that have been made from time to time by various members.

A formal report is not the place for a discussion of the various problems that have been faced by the editorial staff during the past year, but throughout the period there has been one underlying purpose followed—the presentation of information of interest to special librarians and to research workers, and for this purpose we have broadened the scope of the magazine beyond the mere routine of library work. We have asked men of distinction in the business world to write for us articles which in themselves command attention and we have also asked executives holding positions of responsibility to tell us about the functions of a special library and its value. This method, we hope, has won friends for the Association and given the magazine prestige, but above all we have tried to stress in every number loyalty to the Special Libraries Association and all that it stands for.

The magazine is growing and it is difficult to keep within the allotted number of pages which our financial limitations demand. Every month we lay aside several galleys of valuable material for which there is no space. In order to improve the appearance of the magazine and make it more readable we have printed the leading articles in 10-point type;

we have changed the captions; used filler material to complete pages and have in every way striven to improve the typographical appearance of the publication. We have printed some attractive covers having a close relation to the particular issue. We have presented during the year special numbers on "Transportation," "Libraries of Government," "Statistical Interpretation and Insurance." Again limitations of space have prevented us from giving the subject-matter proper scope. For that reason the Transportation issue did not give adequate consideration to highway problems and the Insurance number had to be confined to fire and casualty insurance.

The editorial pages have been a source of much pleasure to the editor and he regrets that the demand for space has forced him to abandon temporarily "The Editor's Desk."

We often include in the editorial columns a message from our president. Four times during the year President Handy has given us signed communications and frequently the magazine contains unsigned editorials written by him. We especially commend the seven principles which he has set forth in the June issue.

The departments are a vital part of the magazine and give it the personal touch which every periodical should have in some form. At the outset the editor and associate editor were in sole charge of the magazine, but as the need for supervision of the departments became evident, various persons were requested to serve upon the editorial staff. Miss Rebecca B. Rankin assumed the department called "Events and Publications," and also took charge of the reports from the associations and Miss Margaret Wells became responsible for the "Personal Notes." The literature of business and of science caused the creation of two departments alternating with each other every month, the one edited by Miss Ethel Cleland entitled "The World of Business Print" and the other entitled "Science and Technology" edited by A. A. Slobod. Other departments, "Foreign Field," "Library in Research" and the "Mail Bag" were largely the result of grouping material coming into the office. Book reviews, in a department called "The Book Shelf," were inserted three times during the year, but want of space has prevented reviews of books recently received by the editor.

Advertisements are a vital part of the magazine and upon their insertion depends the financial success of the publication. The editor has worked hard to achieve results in this field and in the eight numbers which have been issued under his supervision there have been placed advertisements to the amount of $657.50. The total advertising for the ten issues since the last conference amounts to $777 50 The total amount for the previous ten issues was $136.00. There is no doubt in the editor's mind that energetic solicitation of advertising will produce extraordinary results, but the least inattention to advertising will result in a shrinkage in income from that source. For example, the heavy personal duties of the winter months and the conclusion of certain contracts produced the small income of $59.00 for the month of April, but intensive work in the months of May and June created an income of nearly $200.00 for the two issues.

The future advertising appears very satisfactory. Outstanding signed contracts amount in volume to $379.00 and we have at least twenty prospective clients who expect to consider advertising contracts in the early fall. In this connection our subscribers can help us in no small degree: First, by notifying the advertiser that they have purchased an article after reading the advertisement in our magazine; and second, by urging reputable concerns to advertise in SPECIAL LIBRARIES or notifying the editor that a certain advertising account might be made available if it were properly sought.

The future of the magazine rests in your hands. We know its deficiencies far better than any of you, but with your help and suggestions we can make it a better magazine. We want your criticisms and we also appreciate your commendation. As for the plans for the future, we propose to issue special numbers from time to time, but for obvious reasons we shall not announce these numbers at this time. We shall broaden our scope as occasion warrants, featuring the gathering of fact information and the field of research.

We have had strong co-operation from The H. W. Wilson Co. and this statement should include Mr. Halsey W. Wilson, Mr. Leon Henry and the host of good people who are known only to us by their initials on the proof.

The editor extends to the associate editor, Professor Henry H. Norris, and the members of the editorial staff, Miss Ethel Cleland, Mr. R. H. Johnston, Miss Rebecca B. Rankin, Miss

Margaret Reynolds, Mr. A. A. Slobod and Miss Margaret Wells, deepest thanks for their assistance and for the many helpful suggestions received from them.

I have also received much valuable aid from my secretary, Miss Mabel G. Johnson, and from one other person who, during the entire year has taken part in the preparation of the magazine. I refer to a former active member of the Association—my wife.

I cannot conclude this report without a reference to the unfailing courtesy and kindness of our president, Daniel N. Handy. Through the magazine acquaintanceship has ripened into friendship and by written communications, by conference and by counsel, he has helped to make the magazine what it is. In spite of his manifold professional, personal and official duties, at a critical time he assumed the entire charge of the magazine and produced the noteworthy Insurance number.

HERBERT O. BRIGHAM,
Editor.

Membership Committee

Report 1924-25

It was decided to circularize the Statistical Society of America and the American Trade Association of Executives in so far as the fund appropriated to the committee would allow and accordingly the following pamphlet with a return postal was sent to five hundred persons of these societies.

"Has your attention ever been called to the

SPECIAL LIBRARIES ASSOCIATION

?

"A group of men and women who are assistants to executives of corporations, companies and firms, giving constructive information, statistics and literature most essential to the successful carrying on of the business employing them.

"This Association is in its fifteenth year and has successfully issued a magazine pertaining to business libraries and the many ramifications of their duties.

"You are most cardially invited by the Executive Committee of the Association to join in the constructive work now being carried on by the Association as a whole and by the numerous committees appointed by the president.

"For further information as to the Association please return the enclosed postal."

So far eighty replies asking for further information as regards the activities of the Special Libraries Association have been received by the president of your Association.

The new members procured by this method have paid for the issuing of the circular and we have the names of eighty persons whose interest we can arouse and thereby opportunity presents itself to bring into the Association persons possessing business interests that will greatly aid the work your Association aims to do.

Beginning with the first of the year the committee issued in monthly succession four leaflets of a size to slip into a business envelope. The first used was Miss Rankin's article on "The Beginnings and Achievements of S.L.A" reprinting it from the September issue of SPECIAL LIBRARIES. It also carried the names of the officers of the Association and of the local associations and groups. Twelve hundred were printed and distributed through the local associations, the officers of which worked in hearty co-operation. The second leaflet dealt with the organization of the Newspaper Group, and nearly the whole edition of seven hundred and fifty copies was distributed by that group, which bore the expense of the postage The third leaflet of twelve hundred copies gave two answers to the question, "Why a Conference of Special Librarians?" the answers having been given by President Daniel N. Handy and Mr. Edward D. Greenman, assistant director of the New York State Bureau of Municipal Government. These also were distributed through the local associations. The fourth leaflet used the same matter with a different title, which was "Why Hold a Conference of Newspaper Librarians?" It was addressed to the managing editors of newspapers, and this also was distributed by and at the expense of the Newspaper Group.

Through the co-operation of the local associations and the Newspaper Group in paying postage, the work was done within the appropriation of $50.

If the proper material could be secured for all other groups in the Association, it would seem to be good practice to continue the issuance of the leaflets.

Your committee suggests that $75 be appropriated to this committee in order to permit it to continue circularizing the societies mentioned and in order to follow up the results gained by issuing the circular

MAUD A. CARABIN
WILLIAM ALCOTT
LEWIS A. ARMISTEAD, *Chairman.*

June 24, 1925.

Methods Committee

Report 1924-25

The Committee on Methods is very glad of a renewed opportunity to present its work before the assembled membership of the Special Libraries Association.

Last year we announced the organization of local subcommittees in five centers; Boston, Philadelphia, Chicago, New York and Los Angeles. Each group was asked to collect information, in addition to that already obtained in our questionnaires, on specific topics assigned them; to prepare studies and to be ready to give authoritative information to inquirers on these topics.

It is a regret to have to report that in some of these centers, our work has rather fallen down this year, owing almost entirely to illness or over work among the personnel of the committees. It must be remembered that we are attempting to do, on a smaller scale of course, through volunteer service, what our sister organization is paying a large staff to accomplish.

However, progress has been made. In the first place, the general committee is working on a tentative outline of topics which could be included in a *Manual of Special Library Practice,* and a list of persons who will become responsible for such topics.

We have in hand a study of "Periodical Checking and Routing Practices," prepared by Mrs. Bruer of A. W Shaw and Miss Lottie Ingram, Abbott Laboratories, both of Chicago. This report is available for inspection on application to Miss Keller. It embodies the ideas of the committee for the make-up of a tentative report on each topic. It presents a text commenting on and discussing present practices and it includes mounted forms grouped to illustrate the points of the text and a selective bibliography. The whole forms a helpful study which can be loaned to members of the Association who wish to investigate the topic, and in this form it can be discussed, critized, revised and made ready for final presentation in that far-off *Manual of Library Practice.*

We also have a study of "Reference and Research Work" prepared along similar lines by Miss Eleanor Cavanaugh. The committee is under deep obligations to Miss Cavanaugh for submitting this report in the midst of all her other duties this year. The study covers only New York City.

It will be enlarged to cover practice in other localities and a similar investigation is being carried on in Chicago now. The study in its final form should also have a bibliography and additional forms and should probably go quite thoroughly into the question of the extent to which references librarians do actual research work

Considerable preliminary work has been done both in Chicago and Boston on the subject of *caring for pamphlets, mimeographed material, etc, in files and on shelves.* It is expected that the work of these two committees can be combined and a report submitted during the coming year

In Philadelphia, the subcommittee (Miss Keller, chairman) having the subject of "Classification and Cataloging," has its work well organized and possesses a strong personnel. The committee is undertaking a comprehensive bibliography to include everything in the United States on library classifications in print. As a nucleus, they have acquired about three hundred and fifty Library of Congress cards, covering all the entries in the Library of Congress and in addition considerable searching has been done in library and trade publications. The committee also has begun a collection of classifications, both in print and in manuscript, used in various types of special libraries. These will be available for loan to investigating librarians. Such classifications as the committee has collected are on exhibit at this meeting. This is pioneer work and the committee deserves the assistance of all Special Libraries Association members in its labors.

Certain studies of sources now in hand made by members in Washington will be used in the study on research work.

Other topics assigned include

1. The technique and routine of making bibliographies.

2. Publicity. An excellent outline for this study has been prepared by Miss Mary Day.

3. Filing of maps and charts.

4. General care and storage of periodicals.

In formulating its tentative reports the committee aims to secure on most of the topics a body of information on actual methods in general use and as far as possible present this in such form that librarians can secure from it an idea of the comparative merits and demerits of various practices and their value in time and cost to different types and sizes of libraries.

This information will be secured: first, from the questionnaires returned; second, from later detailed reports on specific libraries and third from observation of experienced librarians.

Accompanying this report will be a bibliography selective but sufficiently complete to include everything worth-while. Sources of references will be library magazines for the last five years with occasional earlier items, if valuable; professional or business magazines; standard texts having good practical treatment of the topics and any published or manuscript studies available.

Where feasible, illustrative material will accompany the report. This will include only the best and most practical forms and blanks collected from libraries where they are giving actual service. These will be mounted in such a way that they can be easily circulated or displayed, with comparable material put together and labeled with comment sufficient to make their uses clear.

It is possible that the reports will prove a greater service in this form than printed in a manual, for they would thus yield themselves to more frequent revision and where necessary, photostat copies could be made.

The committee needs permanent members who will undertake such studies and who, in addition will have a live, continuing interest in their topics, people who will study problems with a view to formulating standards and developing simple, adaptable methods and forms, thus minimizing unnecessary experimentation and saving the time of busy librarians. It is a place, we assure you, for those who wish to do constructive helpful work.

Any criticism of the committee's plan for studies, any suggestions for topics or of people qualified to undertake them, will be gratefully received by the committee.

The committee mounted and forwarded for display at this meeting a large collection of sample forms in its possession. Many of these were received with the questionnaires and shown two years ago at Atlantic City but a large number have been added since. They are arranged under seventeen different topics. This is a lending collection and any part of it may be borrowed by members of the Special Libraries Association on payment of carrying charges. Please remember also that the committee is glad to have its collection augmented by *your* forms. Send them with full explanations and name to the chairman.

Respectfully submitted,
RUTH G. NICHOLS, *Chairman,*

Survey Committee

Special Report

At the annual convention of the Special Libraries Association in 1924 the question arose as to the continued independent existence of the Association, and it was " moved and seconded that a committee of five be appointed by the new president to bring in a report at the next annual meeting on the condition of the Special Libraries Association and as to its future program."

It is the opinion of the committee appointed by President Handy under this resolution that the questions raised at the last annual meeting were incidental rather than intrinsic to the permanent progress of the Association, this being amply demonstrated during the past year and more especially by the valuable numbers issued by its organ SPECIAL LIBRARIES.

It is inevitable that our Association in order to grow staunchly must grow slowly. The American Library Association at the beginning of its fifteenth year had enrolled a total of 939 although there are no records showing how many were actually members at that year, but in 1924 the total enrolled membership had reached 12,903 although the actual membership was 6,055 or less than one-half of the total enrolled membership. The Special Li-

braries Association keeps no enrolled membership record but its membership on the occasion of its fifteenth annual meeting is 623. These statistical comparisons are, of course, most unsatisfactory evidences of progress to an Association whose accomplishments have been so often referred to as have our own but make a ready appeal to those to whom the intangible is so often the unintelligible. It is well also to bear in mind that our mother organization progressed until about 1909 without an executive officer devoting his entire time to her interests and that we have managed hitherto with volunteer help is no less a compliment to our officers, from Guy E. Marion down to Estelle L. Liebmann than it was to Melvil Dewey and his successors in the American Library Association.

The committee, therefore, feels that we must proceed by degrees in the future as we have in the past and that the Association and its membership are fully equal to the task of carrying on the standards set and maintained in the past.

Accordingly your committee feel that the unrest of last year has entirely subsided and that the emergency, if such it may be termed, is now over and begs to be relieved of further duty.

Respectfully submitted,

ELEANOR KERR
ETHEL A. SHIELDS
ROBERT H. WHITTEN
CHARLES A. CHAMBERLAIN
RICHARD H. JOHNSTON, *Chairman*

Associations, 1924-25

Owing to the limitation of space, the reports of the local associations made at the Swampscott conference will appear in condensed form. Complete copies of the papers are on file with the secretary of the Special Libraries Association.

Boston

During the year 1924-25 the Special Libraries Association of Boston has held seven regular meetings and one joint meeting with the Massachusetts Library Club, at which there has been an average attendance of fifty. Each meeting has been preceded by a supper, at two of which a round table for the discussion of library problems has been satisfactorily tried out.

A training course of twelve lessons has been conducted by the president.

The third edition of the *Directory of Special Libraries in Boston and Vicinity* (February, 1925) and a membership list (January, 1925) have been issued.

The Registration Committee has filled two permanent and three temporary positions.

The experiment of an official publication, *The Shock Absorber,* started in November. Six numbers have now been issued.

The present membership is one hundred and eighty-six, of which twenty-three are members of the Special Libraries Association.

Chicago

A petition was received from librarians in the vicinity of Chicago for recognition as a local association representing Chicago and vicinity. During the conference this association was granted such recognition under the authority of section 10 of the constitution. This association was afterward organized as the Illinois Chapter.

New York

The following groups held regular meetings during the year. These meetings consisted for the most part of visits to other libraries in the same group. Financial, Miss Burnett, *chairman,* eight visits; Technical, Miss Mitchill, *chairman,* eight visits; Civic, Miss Clement, *chairman,* visit to the City Planning Exposition held in New York City.

During the year the secretary mailed a questionnaire to each member of the association asking what sort of programs they wished to have the association plan during the coming year and also for suggestions as to what they felt could be accomplished by the members in the way of worth-while work, and something that would be a credit to the association and a help to the members. In answer to this some very constructive and valuable suggestions were received. These suggestions will be carried out as far as possible during the year 1925-26.

The secretary and the president have brought together many times during the year firms looking for a librarian and the librarian looking for a position.

On two occasions the president has been requested by firms wishing to organize a library to help them with their plans for installing a library and in finding a librarian to run the department.

Some half dozen very gratifying and complimentary letters on Special Libraries and their efforts were sent to the president by officials of local banks and business houses maintaining special libraries, on the occasion of the tenth anniversary of the local association.

Pittsburgh

The Pittsburgh Association has completed a satisfactory and successful year The association held monthly meetings from October to April and in addition a special meeting for the purpose of hearing an address by Mr. E. H. McClelland on "Printing Processes."

The following committees assisted in carrying forward the year's work: Program, Membership, Publicity, Directory of Information, and Union Periodical List.

The *Directory of Information* is expected to prove a useful tool, listing all special collections of any importance in the Pittsburgh district The committee reports the work well under way, questionnaires having been sent out to companies, schools and institutions, and to individuals, asking for information about their library resources, whether large or small, to whom available, name of person in charge, etc. As much of this must depend on personal investigation before a useful mailing list is compiled, the work has necessarily been rather slow.

The union periodical list is well under way also, and the committee hopes to have it ready for printing or mimeographing shortly. This list will give complete information as to periodical resources of Pittsburgh special libraries.

San Francisco

In October, 1924, thirty-five librarians and research workers gathered at a luncheon at the States Restaurant to organize a Special Libraries Association and to affiliate with the national organization. Since then monthly luncheons have been held, visiting librarians entertained, and practical problems discussed.

The association has undertaken to compile a union list of periodicals to be found on file in the San Francisco special libraries and research bureaus. This list is well under way and will be finally placed, when completed, in the Chamber of Commerce Information Bureau.

The association also acts as a clearing house of information for all research workers in the city, and as an employment bureau. Our *aim* is to interview organizations who are considering establishing a library and persuade them, whenever possible, to place a trained librarian in charge.

At the last meeting, Mrs. C. L. Willems, of the San Francisco Chamber of Commerce Information Bureau, was appointed Hospitality Chairman to take care of any visiting librarians who might stop off at San Francisco on their way to or from the Seattle meeting.

Miss Ferguson, president of the local association, states that the chapter is in its infancy, and that there is much work ahead of it, but she feels confident, that with the sound foundation laid down by this year's work and the strong feeling of loyalty and cooperation that exists among all its members, it will grow in efficiency and usefulness.

Southern California

The Special Libraries Association of Southern California held nine meetings through the year 1924-25, the most noteworthy being the meeting at the Barlow Medical Library in November, the meeting at the Southwest Museum in January and the meeting at the Los Angeles Chamber of Commerce in April. The May session was held in the Club Rooms of the Southern California Edison Company. Business meetings were held during the year devoted to the union periodical list. The following committees were active during the year: Union List, Methods, Publicity, Directory, State Meetings. The main work of the year has been the completion of the union periodical list and has been quite worth-while. The list is now about ready for publication and it is hoped that this will be accomplished before the September meeting.

Editor's Desk

Attention is called to two library vacancies. For particulars see our advertising columns.

* * *

"Advertising Notes," which appeared in the July issue of SPECIAL LIBRARIES, has been reprinted in broadside form for distribution among advertisers Any member desiring copies of this leaflet for use is urged to communicate with the editor.

* * *

We regret the non-appearance of the extra number of SPECIAL LIBRARIES which was announced in the July issue, but circumstances beyond the control of the editor prevented its issuance. Delay in receiving copy and summer vacations may be cited as causes.

* * *

In preparing the list of officers for the July issue Miss Rose M. Vormelker, secretary of the Technology Group was credited to the Cleveland Public Library instead of the White Motor Company. We regret the error which has been corrected in this issue.

* * *

We received numerous offers of assistance in connection with advertising at the Swampscott Conference, but we cannot trace a single new account in the current issue to this source.

* * *

Through the courtesy of Miss Elle May Genung, a former associate editor of SPECIAL LIBRARIES, the editor has received over sixty earlier copies of the magazine. As we were obliged to draw upon the office file to complete the gift sent to our British confreres the copies were especially welcome. We hope that other members possessing odd copies of the out-of-print issues will follow Miss Genung's example.

* * *

For some time the editor has been planning a new department which will interest many members of the Association. In November this department will make its appearance under the title "We Do This" It will contain all sorts of odd items, valuable suggestions and original ideas from our members. The department will be in charge of Miss Margaret Reynolds, who for many years has been a valuable member of the editorial staff. She would appreciate any items for this department which may be sent to her at the First Wisconsin National Bank, Milwaukee, Wis.

The valuable address by Miss Eleanor Cavanaugh on "Some Sources of Information on Stocks and Bonds" will be printed as an Information Bulletin

* * *

The Bridge (official organ of the Credit Union National Extension Bureau) for July, 1925, contains a half column article entitled "Librarians Discuss Credit Unions." This article mentioned the S L.A, particularly the Financial Group.

* * *

The July issue of *Inspection News,* which is a monthly published in the interest of employees and inspectors of the Retail Credit Company, Atlanta, contains an article on "Convention of Special Libraries Association" by Elizabeth Hanner, the librarian of the Retail Credit Company, who attended the Swampscott meeting.

* * *

Office Management for July notes that nearly every office has a special vocabulary of frequently recurring names of persons and places, raw materials, trade and technical terms and other items which are not listed in ordinary dictionaries, so that a new employee is required to refer personally to a superior officer for information and spelling. A comprehensive manual is suggested, either in book form or on cards, containing definitions and enabling the employee to become better acquainted with his job

* * *

The September issue of the *Stone & Webster Journal* presents an article by George W. Lee, librarian, entitled "Everyman a Librarian." Mr. Lee wishes this phrase adopted as a slogan and in a most readable article describes the experiences of a librarian in searching for the elusive and for the unknown. Mr. Lee makes an interesting reference to the publication of the Dennison Mfg. Co. *The Library Review,* quoting from it. Mr. Lee also denotes the facilities of the Stone & Webster library for "short circuiting many a question," and brings out the value of "Sponsorships for Knowledge" He also discusses other subjects, "Everyday English," "Reading Lists," "Book Buying" and many others. The article should be read to be appreciated.

Our British Confreres

We recently received a provisional program of the Library Association Conference to be held at Birmingham, England from September 14 to 18. Among the speakers for Tuesday, September 15 is Arthur F. Ridley, librarian, British Non-Ferrous Metals Research Association and honorary secretary, Association of Special Libraries and Information Bureaux. Dr. Douglas F Twiss, chief chemist, Dunlop Rubber Co. and Mr. L Stanley Jast, chief librarian, Manchester Public Libraries, will discuss Mr Ridley's paper. On Thursday, September 17, Mr. C. R. Sanderson, librarian, Reform Club, London will read a paper on "The Value of Official and Parliamentary Publications."

* * *

On September 25 to 28 the Association of Special Libraries and Information Bureaux held its second conference at Balliol College, Oxford. An interesting program has been prepared and Miss Rebecca B. Rankin, associate editor of SPECIAL LIBRARIES has prepared a paper to be read at the conference entitled "The Special Library Movement in America."

During the conference Mr. Thomas Coulson, foreign manager of Library Bureau, presented on behalf of the Special Library Association a set of SPECIAL LIBRARIES which has been especially bound in attractive morroco and conveyed to England by special messenger. Since the formation of the British association friendly relations have existed between the two organizations and the presentation of these volumes will augment this amity.

Miss Rankin's paper will be printed in a later edition of the magazine.

* * *

As this heavy issue of SPECIAL LIBRARIES passes through the press the following letter comes to President Handy:

29th September, 1925.

Daniel N. Handy, Esq.,
Assurance Library Association,
Boston, Mass
U. S. A

Dear Mr. Handy:

"I discharged my pleasant duty of presenting the Edition of SPECIAL LIBRARIES to the Conference at Oxford on Saturday. The gift was received with considerable display of warmth and I am certain that the information contained in the books is going to be of great use, and will be much appreciated by the members of the Association.

You will, I know, receive official notification of the pleasure which the reading of your cablegram afforded the members of the Association, and the resolution of thanks which was passed It was a splendid meeting, and the mere fact of having the American Association represented there, added to the pleasure of the members . . ."

With kind regards,

Yours sincerely,
(Signed) T. COULSON
Manager, Library Department.

Exhibit Activities

Various groups of the Special Libraries Association are working actively in connection with certain commercial associations establishing exhibits and in other ways forming close contact of mutual benefit. The Financial Group are thus allied with the American Bankers Association, the Technology Group with the American Gas Association, the Boston Association with the Associated Industries of Massachusetts and the Illinois Chapter with the Illinois Chamber of Commerce. Everyone of these exhibit undertakings are of permanent value to the Association

Atlantic City

The Financial Group of the Special Libraries Association will again hold an exhibit in connection with the American Bankers Association at the annual convention to be held at Atlantic City the week beginning Monday,

September 28. The exhibit is being placed with the co-operation of the American Bankers Association and the courtesy of the Standard Statistics Company, Moody's Investors Service, J. P. Morgan and Company, Kuhn, Loeb and Company and the Bankers Trust Company. The readers of SPECIAL LIBRARIES will recall the success of the exhibit held at Chicago in the fall of 1924. A full report of the Atlantic City exhibit will be given in the November issue.

Chicago

The Illinois Chapter of the Special Libraries Association recently organized in the city of Chicago, will establish an Information Booth at the second annual Illinois Products Exposition to be sponsored by the Illinois Chamber of Commerce which will be held at the American Exposition Palace (American Furniture Mart) from October 8 to 17, 1925.

In this manner the group will make its debut before the public in a most practical way and will co-operate with Mr. Wayne Hummer, president of the Illinois Bankers Association, general chairman of the Exposition, and with Mr. Spearman Lewis, managing director.

The main idea of the chapter is to help the Illinois Chamber of Commerce to "sell Illinois." They plan to make the space allotted to them work overtime, with someone on the job all of the time to give out facts and information and show what the special library is and does. In short, to give ready reference if the material is at hand, or if the questions asked require more thorough research, the information will be sent later.

As plans are completed, reference material, books, business services, pamphlet and clipping files will be installed. In other words, the working tools of the special library will be shown "in action."

The Illinois Chapter hopes that special librarians not as yet affiliated with it will help through this information service to boost the Illinois Chamber of Commerce and the Illinois Products Exposition.

Local Associations

Illinois

The Illinois Chapter of the Special Libraries Association was established on September 1. The first meeting was held in Chicago on that date and constitution and by-laws adopted. The officers elected are as follows:

Pyrrha B. Sheffield, librarian of the Portland Cement Association, Chicago, president; Miss Charlotte G. Noyes, librarian, of the W. A. Gilchrist Library, Chicago, vice-president; and Miss Jennie Schram, Illinois Power and Light Corporation, Chicago, secretary and treasurer.

Boston

As SPECIAL LIBRARIES progresses to the press S.L.A.B. is holding its first meeting with a supper at the famous restaurant of Durgin, Park & Co and the evening meeting at the library of Stone & Webster. A report of the meeting will be found in the next issue.

Future meetings will occur as follows: October 26, as guests of the Boston Elevated Railway, in the afternoon at the Everett Shops and in the evening at the library, 39 St. James Avenue. November 23, reception to C F. D. Belden, president of the A.L.A. and director of the Boston Public Library. January 22, joint meeting with other Massachusetts library clubs, at the State House.

Virginia

The Virginia Library Association plans its fall meeting at Winchester, October 14, 15 and 16. The catalogers of Maryland, Virginia and and District of Columbia will meet with the Virginia Library Association. It is expected that Honorable Harry Byrd, Governor-elect of Virginia, will be present and welcome the librarians in the name of the state.

Personal Notes

Miss Margaret C. Wells, Department Editor

Miss Eleanor S. Cavanaugh of the Standard Statistics Company has recently returned from a delightful trip to Bermuda

Miss Ada Couillard has resigned from the Municipal Reference Library, New York City, and will in the future be associated with Columbia University Library.

Miss Isabel Davidson (1917-18 New York Public Library School) was married on August 29 to Mr. Frederick C. Knote.

Miss Helen Van Nostrand, formerly librarian of the Chase National Bank, New York, is now in the Financial Division of the American Telephone and Telegraph Company.

Miss Cecile Pajanovitch, formerly assistant in the Technical Division of the St. Louis Public Library succeeds Miss Charlotte G. Noyes at the Jackson Laboratory Library of the E. I. du Pont de Nemours & Co. Miss Pajanovitch is a Jugo-Slavian by birth, and having been educated in Switzerland, can truly claim to be a cosmopolitan.

Miss Frances Fairbanks, librarian of the Hercules Powder Company has announced her engagement to Mr. Edward L. Crook of Hartford, Conn Miss Katherine Sparks, assistant librarian of the Hercules Powder Company will succeed Miss Fairbanks as librarian.

Miss Mary Buckley of Wilmington has been appointed assistant librarian of the Hercules Powder Company.

Miss Kathryn Embery has resigned from her position as assistant librarian of the Municipal Reference Division of the Free Library of Philadelphia to marry Dr. George A. Richardson.

Miss Eleanor Wells has gone from the Drexel Institute Library to the Department of Public Documents, The Free Library of Philadelphia.

Miss Helen F. Gruner, librarian of the Bureau of Municipal Research of Philadelphia has taken the course on School Library Administration conducted by Miss Adelaide Zackert at the University of Pennsylvania.

Miss Eleanor Kerr has resigned from W. R. Compton & Co., New York City and is now affiliated with Potter & Co., 5 Nassau St., as head of Statistical Department.

Miss Susan M. Meara, who was for thirteen years secretary to the publisher of the *Boston American,* has succeeded Mr. John Goetz in charge of that paper's Reference Department.

Mr. Paul P. Foster, director of the Reference Department of the *Boston Herald and Traveler,* has accepted a similar position with the *Philadelphia Inquirer.* He entered upon his new duties in July. He has been succeeded in Boston by Willard E. Keyes, formerly of the *Youth's Companion.*

Miss Helen Luitwieler, cataloger in the library of the College of Liberal Arts, Boston University, has been appointed assistant librarian of the Lynn (Mass.) Public Library.

Mrs. Ruth Metcher Kroll, who for six years has been an assistant in the First Wisconsin National Bank Library, has resigned to establish a home for herself and her husband. Mrs. Kroll's place is being filled by Miss Alice Boheim, of Milwaukee.

Miss Irma Hochstein, who for a good many years has been connected with the Legislative Reference Library at Madison, Wisconsin, has been engaged to do some special work at Marquette University.

Miss Doris Megginson, of Riverside, California, who took the business library course in 1924 and graduated from the Riverside School of Library Service in 1924, and has been on the staff of the Riverside Public Library since graduation has recently been married to Vincent Woodberry Scrubbs, Jr., of Riverside.

Mr. Paul P. Foster, librarian and director of the Reference Department of the *Philadelphia Inquirer* is busily engaged in preparing a newspaper library. He hopes it will be open to the public by October 15.

Mr. Joseph F. Kwapil, librarian of the *Philadelphia Public Ledger* has had his library packed for several weeks, ready to move into his new quarters. He will sympathize heartily with any new householder as to builders' delays.

Events and Publications

Rebecca B. Rankin, Department Editor

The Port of New York Authority has recently prepared a study on the cost of marketing fruits and vegetables in the port of New York.

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The Economic Research Committee of Harvard University has recently published a valuable pamphlet on the economic cycle, its application to selling, production, investments.

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Robert Morris Associates, Lansdowne, Pa., have prepared a twelve-page pamphlet giving a suggested course of reading in banking and credits.

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Bulletin 46 of the United States Women's Bureau is entitled *Facts About Working Women,* a study based on data from thirteen states.

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The library of the Bureau of Railway Economics has prepared a list of references on American railway accounting. The study comprises one hundred and sixty pages of manuscript.

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A recent issue of the *Office Economist* contains an article entitled "Uncle Sam, Business Publisher," by Waldon Fawcett.

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The Bank of America, New York City, has recently issued a pamphlet entitled *A National Survey of State Debts and Securities.*

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A recent issue of *Public Roads* has an article on the publication of research hints on writing by E. W. Allen.

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University of Illinois Bulletin No. 25 has an article entitled "Reporting Educational Research" by Walter S. Monroe and Nell B. Johnston.

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G. W. A. Luckey of Washington, D.C. has issued a pamphlet entitled *The International Education Research Council and World Bureau of Education.*

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Professor Edwin R. A. Seligman has prepared a pamphlet on *Death Taxes—State or National;* possible methods of removing inheritance tax difficulties through Federal action.

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The Bank of the Manhattan Company, New York, has issued in *The Manhattan Library* a publication entitled "Up From the Soil," being the story of wheat and the manufacture of bread.

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The Chamber of Commerce of the United States has prepared a valuable pamphlet on South America's trade, with particular reference to the share of the United States in export and import trade of the ten republics.

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Harrington Emerson, the well-known efficiency counsellor, is writing a series of articles for *Office Management* on the principles underlying office management. Mr. Emerson's articles are well worth reading.

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A. E. Duncan has compiled a pamphlet entitled *Finance Companies from the Viewpoint of the Company; What Every Banker and Investor Should Know About Receivable Finance Companies.*

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The Curtis Publishing Company has issued a topical pamphlet on *The Merchandising of Radio,* prepared by Mr. Charles Coolidge Parlin, manager of the Division of Commercial Research.

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Credit Monthly for September has a readable article upon office lay-out and routine. The same magazine for August contains an article on duplication processes. Both articles are by Miss Eleanor Boykin.

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The International Labour Office, Geneva, Switzerland, presents in Series N, Studies and Reports, "Economic Barometers," a study of the methods for observing economic fluctuation with a view to foreseeing industrial unemployment.

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The Portland Cement Association has prepared a valuable book entitled *Editor's Reference Book on Cement and Concrete.*" The

publication contains facts and figures about streets, roads, public improvements and the cement industry

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The Bureau of Foreign and Domestic Commerce has prepared some unusual publicity to encourage the sale of its publications. The

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Commerce Year Book and the *Commerce Reports* are presented as live business publications. The material is sent over the signature of O. P. Hopkins, acting director, and is a fine specimen of publicity.

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Alec. B Eason has published through the firm of S. Rentell & Co., 36 Maiden Lane, London, a valuable pamphlet entitled *Where to Seek for Scientific Facts.* In compact form he has placed in forty-two pages a vast amount of valuable information and has appended an adequate index to his little publication.

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The Department of Manufacture of the Chamber of Commerce of the United States has issued two valuable documents in their bulletin series, Bulletin No. 36 entitled *Protecting Quality—Through Standards* and Bulletin No. 37, *The Opportunity of Trade Associations in the Statistical Field.*

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The *American Management Review* presents in each number The Management Index containing abstracts and descriptive notes of company activities grouped under the headings of Finance, Office Management, Production and Sales. The publication, under the title *Survey of Books for Executives,* also presents some readable book reviews.

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In an article called "Unraveling Some Knotty Tangles," in *Southern California Business,* the organ of the Los Angeles Chamber of Commerce, Mr. Guy E. Marion, manager of the Research Department of the Chamber, gives an interesting sample of the questions coming daily to the valuable department which is under his supervision. Mr. Marion was for many years secretary of the Special Libraries Association.

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The *American Economic Review* for September presents the twenty-second list of doctoral dissertations in which will be found many items of interest to special librarians. The department entitled "Documents, Reports and Legislation," is also extremely valuable and our magazine could with wisdom reprint the entire eight pages devoted to this department.

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The Domestic Commerce Division of the Department of Commerce has recently issued *A Commercial Survey of the Philadelphia Marketing Area.* This is the first of a series of surveys which the department is making throughout the country. Undoubtedly this will stimulate more efficient marketing in various regions of the United States. Copies of this publication may be obtained from the Superintendent of Documents at a cost of 20 cents.

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The Library Review, published by Dennison Mfg. Co for August 12, under the heading "The Library Will Help You," makes the following statement: "If you are making a special investigation, give the library a chance to help you. It will save time and money to consult first what has already been written on the subject you may be investigating. The library will supply those facts. The *Review,* edited by F. A. Mooney, librarian, is filled with interesting reviews of books and magazines.

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The *Journal and Proceedings of the Institute of Chemistry* for June, 1925, contains an address by William Rintoul delivered before the London and South-Eastern Counties section of the Institute concerning the special library of the Nobel's Explosives Company at Ardeen, England. The library mentioned was organized by Mr. J. Kaiser, author of *Systematic Indexing,* for the Nobel Company, and is quite complete in many respects, particularly in its handling of other than book material.

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A recent issue of the *International Telephone Review* describes the Bureau of Information Pro-España organized under the direction of Miss Carolina Marcial-Dorado of the faculty of Columbia University. Its offices in the building of the International Telephone and Telegraph Corporation, New York City have received many visitors who are seeking information about Spain. A valuable library has been assembled and the Bureau has issued two pamphlets bearing the titles *Why Not Go to Spain* and *The Lure of Spain.* Miss Marcial-Dorado has written a volume entitled *Traveling in Spain* and also has in process a new book upon the subject.

Pages 345-356 deleted, advertising.