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## Special Libraries, January 1949

Special Libraries Association

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# SPECIAL LIBRARIES

*Official Journal of the Special Libraries Association*

VOLUME 40

January 1949

NUMBER 1

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Life Insurance Company Libraries  
*Elizabeth Ferguson*

Facts Behind the Food You Buy  
*Isabella M. Frost*

Research Records in a Library  
*Lura Storb*

Publicizing a Company Library  
*Alma C. Mitchell*

Publicity in an Institutional Library  
*Ruth Beedle*

The President's Message  
*Rosa L. Vormelker*

Published by  
SPECIAL LIBRARIES ASSOCIATION

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# Special Libraries

VOLUME 40 . . . . . Established 1910 . . . . . NUMBER 1

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*Indexed in Industrial Arts Index, Public Affairs Information Service, and Library Literature*

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The articles which appear in SPECIAL LIBRARIES express the views of the authors, and do not necessarily represent the opinion or the policy of the editorial staff and publisher.

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# LIFE INSURANCE COMPANY LIBRARIES

## A Look at the Record

By ELIZABETH FERGUSON

Librarian, Institute of Life Insurance, New York, N. Y.

[*This report is limited to the libraries which serve the life insurance companies in the United States and Canada. It is based not only on personal visits to the libraries but also on the results of a questionnaire<sup>1</sup> which the writer sent out to 200 companies in 1947 under the joint sponsorship of the Institute of Life Insurance and the Life Office Management Association. The library situation, as indicated in the summaries received, was first reported to a national meeting of the Life Office Management Association.<sup>2</sup> The executives of life insurance company home offices who compose this association are those directly concerned with administration of the company libraries.*]

EUROPEAN insurance men, who visit our special life insurance libraries, are always amazed to see the emphasis we place on service. To most of them, a library is a scholarly storehouse of books, and its function ends there. They are surprised, too, to find that so many libraries here are attached to the individual life insurance companies, (a circumstance rare in Europe), and are democratically maintained for the benefit of all employees. Along this line American insurance libraries recently received a very pleasant compliment from Mr. O. W. Pendleton, Librarian of the Chartered Insurance Institute, a major insurance library of England, when he said, "In the U.S.A. libraries specializing in insurance are more advanced than over here."

But may I hasten to point out that, with all our emphasis on services, the

American libraries are not neglectful of their responsibility to accumulate and to make available the scholarly source materials of the business. Not only do many individual companies have fine book collections, but the business also supports cooperatively, through its associations and societies, many large libraries whose resources are available to all. These employ modern methods for interchange of information, such as inter-library loans and photographic copies of scarce material, that make it possible for their resources to be used to the fullest extent wherever they are needed.

To find out in some detail what constitutes service in life insurance libraries, questionnaires were mailed to the companies last year. The answers showed some well-defined patterns common to many companies. They also showed some striking variations of practice which certainly prove that there is still room for individuality in the field.

The life insurance business—with its many technical problems—has realized the value of providing educational programs for its people. Courses offered cover not only the technical phases of life insurance but extend into the fields of management, selling, economics, law and many other subjects. A great majority of the special libraries take an active part in these educational programs. In many cases the libraries go to great lengths to provide the essential library aid to the students. For those in the home offices they maintain an adequate supply of books required, handling them by loans, with reserve shelves, or purchasing for individuals as the case demands. To the out-of-town employes they supply the books by mail on long-term loan, and are responsible for all the detailed record keeping

<sup>1</sup> A sample questionnaire, together with results, appears at the conclusion of this article.

<sup>2</sup> *Proceedings* of the 1947 Annual and Special Conferences of the Life Office Management Association. p. 78-85. The Association, 110 East 42nd Street, New York 17, N. Y.

this sort of circulation necessitates. In addition, the libraries are in a most strategic position to give extra help and encouragement to the ambitious employe who wishes to push beyond the assigned reading in any course. Much special study and research might never be undertaken without this sort of library assistance. It would be difficult, indeed, to measure the value and extent of this service.

In a life insurance company anything from the minutest problem of household budgeting to the broadest implication of an economic theory may be the subject of close, careful study. In addition to doing the general reference work of any business library, the life insurance library must be ready to help researchers who are delving into fields that, at first sight, seem far removed from life insurance. For example, exhaustive questions involving the intricacies of taxation, government regulations and official statistics are frequent. The advertising departments, too, call for widely diverse background facts, and, since large office and sales organizations must be maintained by insurance companies, there is constant demand for studies and material on management and administrative techniques. Because the reference work which goes on constantly in every company is of such a varied nature, the life insurance library must be many things to many people.

In the greater number of insurance libraries, reading and routing of periodicals is a regular function. This is worthy of note because of the volume circulation problem it usually presents. Not only are there a great number of people to serve, but the trade literature is unusually voluminous.

Most companies are acutely conscious of the vital necessity of having the personnel kept up to date on current developments in the business; and although they usually try to cope with the problem whether or not they have a library, the elementary system of mak-

ing each executive (or his secretary), or even each department, responsible soon proves inadequate.

Where the libraries take this responsibility, there is usually a higher degree of efficiency in handling the necessary mechanics. In some libraries the reading and routing function is only a starting point for the introduction of special services such as calling the attention of interested individuals to certain articles, abstracting them and sending additional material in line with interests shown by magazine choices. Where there is time for these valuable extra services, the librarian finds them helpful to her in her work. Through them she becomes better acquainted with personnel, learns how different departments function, and finds out, at first hand, what the specific needs are. Especially in a large company, this knowledge adds immeasurably to her value.

More than half the libraries reporting stated that part of their service was circulating general and popular books to the company personnel. Indeed, this is the only library service mentioned in some cases. In the big companies, where office population is large and buildings are frequently located away from shopping and library facilities, this is a particularly welcome service. It adds materially to library routines, but it pays large dividends in good will. It is also one of the best known ways of fostering the library habit among employes.

In many cases insurance libraries have branched out and become centers of all kinds of employe activity. They provide information on vacations, travel, schools and hobbies. They have been known to put on hobby shows. They often do a splendid job of handling or helping with window and bulletin board displays. Here again, if time permits, such activities foster good will and increase the importance and usefulness of the library within the company.

#### SPECIAL SERVICES

The special services which come up

from various sources are endless. Many of the librarians contribute booklists, book reviews and other information to their company house organs. Some libraries even publish these regularly on their own. Several of these compilations have become quite well known and are used widely within the business.

The libraries which specialize in service to life insurance agents appear to have been especially active and imaginative. They mail out bulletins of sales ideas; they conduct cultural reading contests, frequently by mail, which inspire keen competition for prizes offered; and their correspondence is heavy with reference requests from the field.

The preservation of company archives is a job frequently shouldered by the libraries. Often the library is able to feature and display some of this material in such a way as to make it of interest to employees and a colorful asset to the company.

Many life insurance libraries are helping to establish their companies as public-spirited organizations by giving service to the public. This is especially true in towns whose public libraries have limited resources on business subjects. In such places, these special library facilities are a great asset to the entire community.

All in all, this record of accomplishment bears out a statement which one hears often from the life insurance men themselves: that the printed word has a special importance to every complicated operation of the business; that it is an essential tool of the trade. Since the business itself realizes this basic fact, it is undoubtedly only a matter of time until a well-organized library will be a "must" in practically every company.

#### RESPONSES TO QUESTIONNAIRES

There is ample indication of this trend of thinking in the explanatory letters company officials wrote when they felt their library facilities were too inadequate to justify their filling out the

questionnaire. Twenty-one of these stated they had no library service at all. Reasons for its lack included the feeling that the company was too small, it was understaffed, there was no proper room in which to house a library, or that a library would not be used enough to justify a librarian's salary. Yet, even in this group, there were several to whom a library was "one of our 'hope chests' for the future," as one man put it.

Twenty-six others who wrote letters and did not answer the questionnaire claimed some library facilities, but were modest in their assertions that they had anything that could be called an organized library. In most of these cases, there was some system worked out to make available books and informative materials which they recognized as being necessary to the everyday operation of the business.

One of these is interesting enough to justify a fuller report. In this company, a reference library is maintained in each major department and is composed chiefly of books pertaining to the work of that department. While no central library exists, all books from all departments are available to all employees upon application to the department in which they are located. Orders for new books are placed through the Purchasing Department. On receiving a new book the Purchasing Department numbers it, stamps it with the company's name, and sends it on to the department that ordered it. The Purchasing Department then adds a card to its file with a record of the book's number, title, author, place and date of purchase cost, and department where located. Cards are filed in alphabetical order, according to title. As each new book is purchased, a notice is posted on the bulletin boards throughout the office, giving a brief description of the book and stating in what department it is placed. When an employee wants reference material, he goes to the Purchasing Department for information, then



applies to a department for the loan of the book. Each department is responsible for returning borrowed books within a reasonable time. Back editions of reference books published annually are filed in the Purchasing Department, available to all. Publications that come to the company without charge, as well as letter services, magazines and other publications to which the company subscribes, are routed through the company by the department that first receives them. This same company is now considering the possibility of setting up a circulation library of popular books for its employees.

However, as compared with this careful system of distribution, a more typical situation was described by one officer: "In our Company we have no complete library as such. Our executive officers and certain department heads maintain their own libraries, our Agency Department maintains a library for its home office and field uses, and the Personnel Department maintains a library for Home Office Staff use. Our whole program is not at all well-coordinated, so far as a company library is concerned."

Another gentleman said frankly, "Many executives and departments have their own hidden collections." This comment not only states a common situation but points a sharp finger at the fault inherent in it. A library belonging exclusively to one person or department is psychologically, if not literally, hidden from all other potential users. This is true even when there is no question of competitive restrictions on information.

We have here a most interesting situation from a librarian's point of view—a business already well-supplied with information resources which are waiting to be coordinated and organized for use. The existing centralized libraries have proved that this can be accomplished in any one of a number of ways. The highly specialized departmental libraries—such as legal, actuarial, investment li-

braries—can maintain their identities, but exchange reference service through the central library. The central library can handle departmental needs by deposit collections. A central catalog or listing of all resources in the company can be maintained in one place so it is accessible to anyone. Of course, the key to the whole problem is the librarian, who makes an accumulation of books into a working tool.

Unfortunately, there are always some people in any business who think a library can be run by somebody's secretary as an odd job, or who say, "The books are available to anyone in the organization who desires to use them," as if that solved the matter. Opposed to these attitudes, however, was one significant comment from a company officer: "We do not have any systematic, aggressive method of using (our) materials."

In reviewing the pioneering work done by our life insurance libraries, it is obvious that business is coming to recognize, more and more, that good library service centers around the personality and skill of a trained librarian. In order to continue to promote the cause of well-staffed centralized libraries, we may have to use salesmanship, even a touch of "glamour", for the development of good libraries is inevitable where information needs are as urgent and as widely recognized as they are in the life insurance business.

BRIEF RESULTS OF THE QUESTIONNAIRE ON THE ORGANIZATION AND FUNCTIONS OF LIFE INSURANCE COMPANY LIBRARIES SENT OUT BY THE LIFE OFFICE MANAGEMENT ASSOCIATION AND INSTITUTE OF LIFE INSURANCE\*

To Supplement the report given at the L.O.M.A. meeting, September 25, 1947:

ORGANIZATION

- a) Under what department or officer—agency, personnel or other?  
 Departmental control—Personnel, 21; Agency, 10; Other, 34; Administrative officer—26

- b) Are there other company libraries and what is your working arrangement with them?  
None—59; Several—33

#### SERVICES

- a) Does your library give regular service to:
1. Home Office—53
  2. Individual departments—15
  3. Field offices and/or agency force—25
- All three—25; None—1
- b) Does your library serve the public and exchange service with the local public library?  
Yes—19; No—58; Limited—10

#### TYPES OF SERVICES

- a) Reading and routing magazines and other materials.  
Yes—65; No—12
- b) Reference work.  
Yes—70; No—11; Limited—7

- c) Support of company educational projects.  
Yes—72; No—11; Limited—4
- d) Any special services—bulletins, reading lists, historical exhibits, abstracting, research projects or other.  
None—42; Book and reading lists—15; Abstracting—3; Research—3; Historical records and displays—4; Other special jobs
- e) For personnel—circulation of popular books or other projects.  
Yes—49; No—37

#### STAFF

- a) Number on staff.  
Full time—93; Part time—72; None—4
- b) Qualifications—trained librarian, company experience or other personnel standards  
Library training—17; Company experience—41 (sometimes both)

\*88 Companies Reporting.

## FACTS BEHIND THE FOOD YOU BUY

By ISABELLA M. FROST

Librarian, Lansing Library Service, Division of Safeway Stores, Inc.,  
Oakland, California

**S**AFEWAY Stores, Incorporated, a national retail food chain, maintains at its Administrative Office a division known as Lansing Library Service. Basically, Lansing operates along the tried and proven lines, which special librarians have found are the most effective way to provide business and industry with needed facts at the right time. The principal difference between this and other such services is in the methods and instruments we have developed to gear business information to the interests and needs of Safeway employes throughout the United States and Canada. The initiative we take in sending timely and significant information direct to the executive who can best help the company profit from it is the keystone upon which our services are built.

A library must know two things about its public—who they are and what they need. The people who are served by the Lansing Library are Safeway's man-

agement staff and employes at all levels. In these days of fast-changing conditions, management must have facts to make correct decisions and to operate successfully. This is especially true of such a vital and fluctuating commodity as food. Current information on economic conditions, food research and technology, crop forecasts and transportation facilities must be available. Shifts in population affect regional food consumption and must be considered in planning retail stores. Plant managers must be kept advised of new safety devices, of ways to utilize wastes, and of quality and production control techniques. Supervisors need to keep abreast of means to improve productivity and morale. Office managers must know about work simplification and new accounting procedures. Employes need suggestions for improving their work and training for advancement.

At Lansing we have found that it is sometimes well to forget the generally

accepted idea of a library and to think of it in terms of procuring, producing and distributing the commodity called "information". On this functional basis, Lansing Library serves Safeway Stores, by: (1) procuring publications through centralized ordering, (2) producing facts and figures upon request and (3) distributing information to those who need it.

#### PROCURING PUBLICATIONS

Lansing is responsible for procuring and purchasing books, pamphlets, photo-stats, periodical services and government serials for all Safeway operations. Each publication is selected to help solve an anticipated problem or to aid a particular Company operation. Book lists and bibliographical tools are checked regularly to ensure our procuring all the pertinent current material from commercial, scientific, state and federal sources. Because of our remoteness from eastern publishing centers and because speed is fundamental to our service, the Order Department manager must be resourceful in the placing of orders. Some are sent direct to publishers, some to jobbers. Since it is important that we receive many government publications as soon as they are printed, the most expedient method of ordering from each of the various departments of the federal government is used. Centralized ordering enables us to secure quantity discounts and eliminates duplication of ordering and checking in individual Company offices. Handling orders, billing and compiling sales reports for *Family Circle*, the monthly homemakers' magazine sold in Safeway Stores, is also a part of Lansing's procurement service.

#### PRODUCING FACTS AND FIGURES

The process of channeling printed information and of procuring sources of facts and figures is the function of the Catalog Department. When the collection was small, an author arrangement for books and an alphabetical subject arrangement for pamphlets was ade-

quate. With expansion in both quantity of material and fields of interest, a classified arrangement seemed desirable for most effective use by staff and company personnel. Since standard and special classifications which were examined did not provide adequate detail, our own system was developed by the Catalog Department manager. Preceding actual work on the scheme, a thorough study of Safeway policy manuals and bulletins was made to determine functions and subject interests of the company and preferences in terminology. Because material on commodities is of primary importance and makes up a considerable part of the collection, such material is arranged before other subjects. Major perishable food commodities precede standard grocery items. Following specific commodities comes a general food subdivision. Distribution and other aspects of business management make up other large classes, which are followed by minor auxiliary classes, such as science and technology. Alphabetical arrangement is used whenever possible to facilitate information finding. This system was designed so that individual classes could be used to arrange company office library collections covering a specific field. Important pamphlets and government documents are fully cataloged and placed in Princeton Files on the shelves. Much vertical file material including government serials supplements the formally cataloged collection and is arranged by subject. An index provides the all-important subject approach to that file.

With the Library's information resources keyed to the subject fields of Company operations, the problem of producing facts and figures quickly and accurately is greatly facilitated for the Reference Department manager. A distinctive feature of the reference service is that much of it is carried on by extension methods. Requests from Company personnel outside the immediate

area are handled by correspondence. Typical problems relate to such subjects as technical processes, product-testing, market data, brand surveys, consumer acceptance, store research and background information for training courses. These may require extensive literature searches or the compilation of statistics on production, consumption and prices. Many telephone requests call for on-the-spot information such as latest population figures or cost-of-living data. To supplement our own resources we make considerable use of inter-library loans for expensive and less-used publications which have marginal value for our operations. In addition, it frequently is necessary to consult authorities for unpublished data.

#### DISTRIBUTING INFORMATION

Because facts filed away are useless, they must be directed to Company executives, to help them in recommending and formulating policy and in taking necessary action. As part of our function of distributing business information, we edit and issue two publications. To keep top management informed of the overall food picture and operating executives advised of recent research in their particular fields, we issue daily *Lansing Abstracts*. The items are taken from selected current magazine articles, which give the salient points concerning Safeway operations, rather than a summary of an entire article. Designed to reduce the reading load of Safeway executives, the abstracts give sufficient coverage so the reader need not refer to the original article. However, a photostatic copy is available upon request. *Lansing Abstracts* are not intended to eliminate direct subscriptions or the routing of professional and technical magazines. In many cases it is essential that executives regularly read key periodicals in their special fields. The *Abstracts* bring to their attention articles from periodicals they do not usually see. Occasionally an *Abstract* will list pamphlets and books

available from Lansing for further reading on the subject. The selection of articles and writing of the *Abstracts* are under the direction of the Editorial Department manager. New issues of magazines are scanned for articles giving cost-cutting ideas, latest developments in the handling and packaging of materials, information on new machines and equipment and other pertinent subjects.

After obtaining permission from publishers of copyrighted magazines, writers in Lansing's Editorial Department follow a definite style and pattern in abstracting the articles. A brief opening paragraph summarizes the article and side captions are added to aid quick scanning. The *Abstracts*, which rarely exceed a single page, are mimeographed on green letterhead stock for quick recognition. All this is done as quickly and simply as possible, so that an article that appeared in a morning financial daily will be abstracted and on an executive's desk the same afternoon.

A mimeographed order blank accompanies each *Lansing Abstract* sent to managerial personnel. By checking this blank an executive may request the library to send copies of the abstract to his staff members. In order that information in the abstracts will be immediately available when needed to help solve a particular problem or to aid in making a decision, the pages are punched so abstracts can be filed by number in standard binders. Also kept in the binders are subject indexes to the abstracts issued each month. These are designed to help an executive quickly find the facts he seeks.

The second medium used to bring business information to the attention of Company personnel is a monthly bulletin, appropriately called *What's New*, which is mailed to administrative and executive personnel of Safeway Stores, and its divisions throughout the country. This four-page printed bulletin, with a red masthead, lists relatively in-

expensive current pamphlets, government documents and reprints which are available from Lansing. The abstracts prepared during the previous month are also listed, to make them available to all, regardless of specific subject interest. Only occasionally are books included. Every effort is made to insure that the publications offer practical, useful information in easily read form. The publications are briefly annotated and listed by subjects that correspond to the operations of the Safeway organization and the commodities sold in Safeway Stores. The reader checks on an attached order blank the numbers of *What's New* items he would like to read and returns the blank to Lansing. An unusual feature of the order blank is that it allows the reader to request either loan copies of publications or copies to keep in his office files. Because publications are always procured in quantity by the Order Department in advance of their listing, the Editorial Department can forward requested publications as soon as the order blanks are received.

Safeway operating branches which do considerable research sometimes need a specific subject collection that will be available for use at all times. To answer this need we have set up some Company Office Libraries. The procedure for these libraries is simplified so that a secretary in the Company office can handle it, after on-the-job training.

Whenever possible, Lansing's staff takes the initiative to give Safeway executives a personalized information service. To do this the professional staff keeps advised of company plans and projects by reading management directives, bulletins, the house organ and other Safeway publications and by conferring with company executives to learn their information needs. Regularly-scheduled visits to the Administrative Office are arranged for Safeway operating executives. The inclusion of the Library on this itinerary enables

them to see us in operation and helps our staff to know its customers personally. It also gives us an opportunity to find out if our services are filling the needs for which they were planned. Another way the professional staff "keeps in touch" is through the daily routing of a carbon copy of the record of reference questions. This procedure also allows other Departments to supplement the Reference Librarian's efforts by supplying material "in process," just received or on order.

Important magazine articles of a technical or special-interest nature are routed to executives in the Administrative Office by adding their name and the page number to the routing slips. As new books are received they are reviewed by the Reference Librarian and sent on a loan to the executives specifically concerned. The Order Librarian checks our Union Catalog and notifies Company executives when directories, yearbooks, corporation reports and new editions of technical books in their respective fields come off the press. Government Press releases are sent under a *For Your Information* transmittal to the executives whose interests parallel the release. These personalized services are additional effective ways of distributing current information from the Library direct to the person who can use it.

#### STREAMLINING OPERATIONS

Like business today, the special library must aim for greater service to more people at lower cost. Increasing productivity is one solution. Work simplification may often be applied to library routines to increase productivity. In Lansing forms and duplicating methods such as mimeograph, addressograph and carbon copies for routine work cut out extra motions and duplication of effort. Several yardsticks may be used to measure a library's performance. One is a cost analysis of each library function in terms of man hours, wages, materials and operating expenses. By gra-

phic presentation, costs may be compared with value to the Company in terms of utilization of the Library services and resources. To minimize red tape, we review periodically all functions and procedures. Each department has a written manual of standard procedures. During preparation of the manuals and their revisions, needless routines are recognized and eliminated. The manuals are effective training tools for new employes and a handy reference for all workers.

Of prime importance in streamlining library operation is the development of well-designed, labor-saving forms. The slight increase in cost of multi-copy forms is offset, over a period of time, by a reduction in labor cost. Several copies can be filled in at a single typing. All order forms indicate exactly where to place the names and addresses, so that when properly folded, copies can be mailed in a window envelope which need not be separately addressed. Because each copy of the form is a different color, segregation for filing is fool-proof. Safeway offices use a multi-copy requisition for publications form to order books, pamphlets, subscriptions and services from Lansing. This form simplifies handling these orders in the Library and also encourages use of the Library services because of ease of filling in the form. One copy of the quadruplicate form is retained by the issuing office and the other three copies are sent to the Library. One serves as a file copy. Another is a report copy we return to the original office, if necessary, checking the reason for any delay in delivery. The third is a shipment confirmation copy that is always mailed to the originating office as notification that the publications have been shipped. When such a requisition is received, we use a multi-copy purchase order form to procure the publications. A copy of the purchase order filed by date in a "tickler" file makes follow-up on slow orders automatic.

To handle subscriptions for all Safeway offices, we use a subscription order multi-copy form especially designed for this purpose. The first copy of this 8" x 5" form is sent to the publisher or magazine agency in a window envelope. The second copy is filed by title of the magazine and sub-filed by subscriber. The third is filed by expiration date. Two months in advance of expiration, we send this copy to the subscriber, who indicates whether he wishes to renew or cancel and returns the form to us for the designated action. The fourth copy of the order form is filed by the name of the subscriber and sub-filed by title of the magazine. This facilitates checking holdings in each office and is useful in making changes of address. Remaining copies are used to pay for the subscription and to bill the subscriber's account.

Forms and visible equipment are used to simplify handling the several hundred periodicals and government serial publications received in the Library. Many of the magazines are routed to personnel in the Safeway Administrative Office. Each year a mimeographed subject list of available periodicals is sent to these executives, who indicate those they would like to see regularly. A Kardex file is used to check the magazines as received. Routing slips are typed in advance. These are stapled to the periodical, which is then dispatched to the personnel. When the magazine is returned, the Kardex card is so marked by green dotting the entry. A Graph-A-Matic signal on the visible edge of the Kardex pocket makes it easy to catch and follow-up on subscriptions not being received regularly, without checking the hundreds of cards in the file.

Lansing Library's layout and procedures are planned for smooth work flow with no back-tracking. As much as possible, the "assembly line" principle, which is largely responsible for American industry's great strides in productivity, is followed. One of the most prac-

tical pieces of small office equipment for insuring straight-line work flow is the small, maneuverable file caddies that may be rolled from desk to vertical files. In Lansing, government serial publications and daily market reports are alphabetized as they are received, recorded in the Kardex and then dropped into hanging folders of the rolling file. Because the serials are kept in alphabetical order, they are never lost in process, and time is spent only once a week to file them permanently.

The reading room of the Library is equipped with study tables and comfortable chairs. Arrangements of California garden flowers and growing plants against the light blue-green walls of the spacious rooms help create an atmosphere that is restful yet conducive to work and study. Two circular red leather seats adjacent to the stacks provide accent and a place hurriedly to scan material. Metal equipment, including vertical files and double-faced, free-standing stacks and a thirty-drawer wooden card catalog are all a soft gray. Display cases hold current periodicals and new pamphlets so employes can browse and help themselves. Bulletin boards at the Library entrance hold colorful displays of new book jackets,

pamphlets and related material.

Every effort is made to distinguish clearly between professional and clerical duties. Surveys have shown that half or less of a librarian's time is spent in professional work. Some time ago an analysis of Lansing's operations, supported by individual job descriptions, bore out this fact.

Because non-professional duties can be done so much better by trained and skilled clerks, typists and office machine operators, half of Lansing's staff today is professional, the balance clerical. The time formerly spent by the professional staff doing routine jobs is now spent in improving and expanding the library services for our regular customers and in doing a selling job for those who have little interest in or knowledge of their need for a library.

Ways to increase productivity, decrease waste and improve human relations—these are management's information needs. Lansing plays a part in fulfilling these needs and improving the American standard of living by helping to improve the quality, the nutritional value and the availability of products sold at Safeway Stores. This is how we provide the facts behind the foods you buy.

## RESEARCH RECORDS IN A LIBRARY<sup>1</sup>

By LURA SHORB

Librarian, Hercules Experiment Station, Hercules Powder Company,  
Wilmington, Delaware

**A** SURVEY made about a year and a half ago among the members of the Science-Technology Group of the Special Libraries Association showed that 35 per cent of the libraries were responsible, in whole or in part, for filing, indexing and circulating research

reports. Undoubtedly a smaller proportion is concerned with research notebooks, and a still smaller one with research projects.

Nevertheless, for the benefit of those who may handle all research records or who may some day inherit them, the Hercules Experiment Station will be used as an example of keeping research records from the initiation of a project

<sup>1</sup> Paper presented before the Science-Technology Group on June 9, 1948, at the SLA Convention, in Washington, D. C.

through the notebooks and reports to the indexes. These indexes are the key to the information contained in all of these records.

#### RESEARCH PROJECTS

At Hercules the research projects are called RIs, an abbreviation for Request for Investigation—the name of the special form used throughout the company. Space is provided on this form for title, accounting classification, objective, outline of work, general information, cost of project, budget forecast and authorization signatures.

These projects are written by the chemist or supervisor and sent to the Library Division for final editing and assignment of titles. Both technical and cost information are checked for accuracy, and company records are examined to make sure that the proposed new work does not duplicate earlier work. The projects are then typed by library personnel and circulated to the proper persons for authorization. Once the project has been authorized, it is assigned a number and the chemist or engineer then has an account to which to charge his time and supplies. This number also serves as the file number for reports which are later written on the project.

The routine for processing these research projects is the same regardless of whether the investigation is carried out at the Experiment Station or at one of ten plants now doing experimental and development work.

One copy of each new project is circulated to the chemists in the Library Division to keep them advised of active research trends within the company. The bibliographer may have made a literature search before the project was written and thus be familiar with the problem. However, all of the library chemists will need the information, since they are responsible for indexing research reports and for calling pertinent published articles and patents to the research workers' attention.

#### RESEARCH NOTEBOOKS

The technical man not only needs an outline of his problem, but he must write down the results of his work in permanent form. Hence, soon after his arrival, the Library Division assigns him a notebook and instructions for *The Preparation of Notebook Records*.

The notebooks have black cloth covers, are 7.5 by 9 inches, and contain 100 pages of 24-lb. bond paper, cross-hatched in light blue ink. At the top of each page, space is provided for the RI number (project number), date, notebook number and subject heading for work being carried out; at the bottom, there is space for the signature of the investigator and date, the signature of an observer and date, and the subsequent date on which the progress report is written. The cover is imprinted with *Hercules Powder Company, Experiment Station Research Book*, and the serial number. The serial number is likewise shown on the backbone to make it easy to find the completed notebook after it has been returned to the Library for permanent filing. At Hercules, these notebooks are filed on steel stacks in a fireproof vault.

The Library Division is responsible for stocking the blank notebooks and charging them to the research worker. To record these loans, a printed 4 by 6-inch charge card is used which is filed by the notebook number. A record is also kept under the research worker's name. Occasionally a notebook is transferred from one chemist to another; in such a case, it is credited to the first chemist and signed out to the second. Thus, if anyone wants to know who used Notebook X4251 or asks for John Doe's notebooks for the years 1935 and 1936, the request can be filled promptly.

The supervisors in the various divisions are responsible for checking the chemist's daily notebook entries to see that they are suitable for patent purposes. But when the notebook is completed and returned for filing, a Library

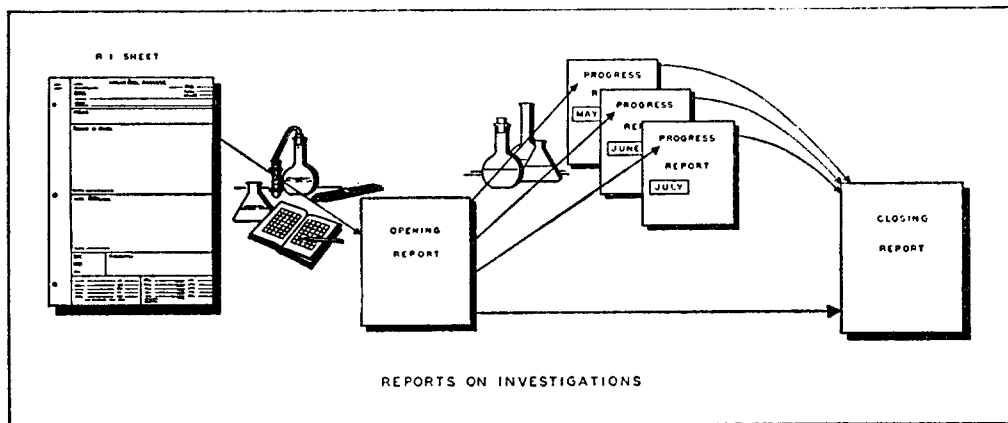


Division clerk makes a final check and calls to the attention of the supervisor any discrepancies, for example, lack of signatures or blank pages. Twice a year a check is made of all notebooks in circulation, and duress is used to have the completed ones returned to the files. Whether the investigator keeps a separate notebook for each project or puts a variety of problems in the same book depends on the nature of his work and the policy of his division.

by the patent department or by the research worker. A few companies have notebooks with headings at the top of each page for project number, notebook number, date and subject; however, the blocked page with captions at the bottom, similar to the Hercules form, is not used generally.

#### RESEARCH REPORTS

The notebook is the original record and serves as the basis for reports and patents, but it does not tell a complete



The notebooks are supplemented with printed and mimeographed forms for certain control work and routine jobs. These special forms must be approved by the Librarian at the Experiment Station or the Chief Chemists at the plants before they may be used. When such forms are used, the same care specified for signing and dating notebooks applies. Examples of these special forms are: Analytical Reports, Test Work Reports, and Paper Test Data Sheets. These special research records are also filed permanently in the Library Division. Vertical files are used and the reports are arranged by subject and date or by serial number depending on the classification.

Most companies use bound notebooks for research records. They may vary in size from 4 by 7 inches to 8.5 by 11 inches and contain from 100 to 300 pages. Sometimes the pages are in duplicate or triplicate for removal and use

story; hence, reports must be written to bring the factual data together, to compare different processes or several runs, and to summarize the results and evaluate them. Although the majority of companies require formal reports at the completion of a project, Hercules Powder Company reports are written monthly, or less frequently, on all long-term investigations, with summarizing reports to close them.

Each progress report is preceded by a digest, so-called because it is a condensed report. Typed digests are circulated separately to keep management and other persons informed of the progress of investigations without all the details of the full reports.

Progress reports are bound in Acco-press covers and filed by project number. The Library report clerks are responsible for filing and circulating all reports, digests and notebooks. The circulation of these research records is re-

stricted to those who have a legitimate right to see them; that is, a chemist may charge out reports on projects sponsored by his own department without formality, but proper permission must be obtained to borrow a report originating in a department other than his own. The chemists, however, are free to read any report if they do not take it from the report file room.

Formal reports, which may assemble work reported on a number of investigations or summarize work on uncompleted investigations to serve as a basis for discussion of future work, are written as needed. These are bound in heavy paper report covers and filed by classification and serial number depending on the source and type of report. Of course, when formal reports are written at the conclusion of a single project instead of the usual summary report, they are filed by project number.

Though the librarian no longer edits the research reports, the Library Division is the authority on report writing. It issues a publication called, *The Preparation of Reports*, now in its third edition, which is given to every new technical employe. It describes all types of reports which he may be required to write.

#### INDEXES

It is necessary to index reports regardless of the format or the system of filing. There are no *Chemical Abstracts* or *Physics Abstracts* to cover these private records, and it is just as important for a company to know what has been done in its own laboratories as it is to know what has been published. The greater the volume of reports, the more important an adequate index becomes.

Hercules Experiment Station has an information file called the Central Index comprising over a quarter million cards filed by subject, author and company. This index has grown to its present size over the past twenty years through the efforts of many chemists in the Library Division. It is separate from

the book catalog for several reasons, primarily to segregate the research records from published literature. Also, the reports are indexed in much greater detail than books and pamphlets. This often leads to very specific subject headings, especially when there is a large volume of material on a limited subject. Thus a book on plastics might require a single entry at "Plastics", whereas a report on the subject would be indexed at "Cellulose Acetate Plastics", "Ethyl Cellulose Plastics", and "Nitrocellulose Plastics". There might also be additional entries for specific plasticizers and pigments. Another example of detailed indexing is the "Rosin" file in the Central Index which is broken down by source (gum and wood rosin), by color grades (FF, N, M, WW), and by types of treatment (polymerized, hydrogenated, disproportionated). Even so, it is a large file because rosin is one of Hercules' main raw materials.

Since the Central Index is designed to be used by all technical personnel engaged in research, the subject headings are chosen carefully and ample cross references are inserted. Sources for subject headings used as guides are *Chemical Abstracts*, *A List of Subject Headings for Chemistry Libraries*, *Subject Headings in Physics*, *Subject Headings for Technical Libraries*, *Industrial Arts Index*, and The Library of Congress list. Librarians in other specialized fields have their own lists, and additional ones like the *Aeronautical Subject Heading List* are in preparation.

Even though good lists of subject headings to follow are available, it is recommended that definitions of some of the subjects be written out for use by the indexers. This is the best way to be sure that the same material is put in the same place year after year. One should not be discouraged if subject headings have to be revised from time to time, for a file must become more diversified as the organization expands.

Whereas Hercules uses subjects ex-

clusively as file terms, other libraries have adopted a number system to code a subject or class of compounds. These are often an expansion of the Dewey or International Decimal Classifications. One nearby chemical library uses a decimal system based on Beilstein. Other librarians are investigating the Dyson Classification and various proposed modifications of it.

Punched cards have been "news" for the past few years. The Hercules Library has been using them extensively for bibliographies and certain special files not for research records, and at present, there is no intention of abandoning the information file. However, the librarian who is starting a new file should investigate these cards carefully. Both the hand-sorted and machine-sorted types have many advantages and some disadvantages. Many articles on punched cards have been published recently, and a book is in preparation.

The Hercules Experiment Station Library Division is an intelligence department with many files and services. The research projects, notebooks and reports have been discussed in detail. In addition, it is responsible for two other files of research records: correspondence and Hercules patent applications. Additional files of the report index cards are also maintained at the Home Office and at ten plants.

#### PUBLICIZING LIBRARY SERVICES

When a new chemist reports for work at the Hercules Experiment Station, he is given several booklets<sup>2</sup> to help orient him to his new job and to serve as reference tools. Among them are a description of the library file system, the

<sup>2</sup>The Hercules instruction booklets mentioned in this article were prepared and issued in a limited edition for the exclusive use of employes of Hercules Powder Company. They are not, therefore, suitable for distribution outside the company.

report booklet and an *Employes' Guide*. Perusal of this information gives him an introduction to the Library; however, he is not left to read or to wander aimlessly. He is usually shown the Library and introduced to the assistant librarians. Next he will probably charge out a notebook and receive a copy of *The Preparation of Notebook Records* and perhaps spend some time in the Library becoming acquainted with literature on Hercules products. After a week or ten days, one of the library chemists will make an appointment for the "Blue Plate Special"—a tour of the library and an introduction to all its files and services including the Central Index. By that time he may need to use the index and borrow some reports to learn what has been done previously on the research project to which he has been assigned. He has an opportunity to be put on the mailing list for the semi-monthly *Literature Reference Bulletin* and the monthly *Accession List* of books, pamphlets, trade literature, translations and the like. Thus the library collection and the services are called to his attention frequently.

Each file and each service bring different people to the Library, and also the same persons at different times. The notebooks, the reports and the Central Index account for many of these visits and result in close contacts between the laboratory and the library chemists.

Keep these customers in mind if your library is among the 65 per cent which has no connection with research records. Avoid being like some librarians who dodge this responsibility when it is offered to them. If reports or other records properly belong in the library, take them. You will be well on your way toward organizing an information bureau and intelligence division which can grow into an indispensable department.

# PUBLICIZING A COMPANY LIBRARY<sup>1</sup>

By ALMA C. MITCHILL

Librarian, Public Service Electric and Gas Company, Newark, N. J.

IT seems as if I have always been on the lookout for new ideas as to how to bring the Library to our clientele or our clientele to the Library. Our executives and employes have been very receptive guinea pigs and have responded nobly to our treatment 99 per cent of the time.

To delve into a little past history, I brought back from either my first or second SLA Convention the *News Letter* idea. Up to then my predecessors had aimed primarily at acquainting the employe with the Library's facilities but had done little to arouse the interest of the top men. The more I thought it over, the more I was convinced that these were the ones who should become aware of our existence; it was they who held the purse strings, and the future destiny of the Library was in their hands. If these men could be shown and made to realize the vital importance of the Library, its future was assured. So, armed with a few notes and suggestions acquired at that Convention I launched my first *Do you know?* Bulletin. It contained rate changes, new incorporations, construction projects, commission rulings, court decisions, labor conditions and other items of interest pertaining to the public utility industry as they appeared in the financial and technical press. This Bulletin consisted of one to three pages and was issued daily. At first it was sent to only the top executives, but as its popularity grew, so did its mailing list and today it reaches 130 individuals. Due to increase in the Library activities this Bulletin, now called *News Briefs*, is issued only once a week. However, from

it has sprung other Bulletins, so that we now compile a weekly *Labor Bulletin*, which goes only to those who deal with our labor problems; a bulletin, also weekly, which has as its title *Across the Librarian's Desk* and makes note of state, municipal and federal reports, Engineering Experiment Station Bulletins, annual reports of corporations, miscellaneous pamphlets and association publications; a monthly economic bulletin dealing with the economic conditions in New Jersey as compared with the country as a whole; and a monthly compilation of new developments in the technical, scientific and business fields.

Since these Bulletins have a limited distribution, inasmuch as their circulation is mostly within the home office building and to the Division Superintendents in our outside offices, we prepare three times a year, for general distribution, a catalog listing new books and current magazine articles. These items are annotated. Last year we compiled a selected list of all the books, periodicals and serial publications in the Library so that each office, both in the main building and throughout the State, would have, for reference purposes, a copy of this catalog. Here, I should state for the benefit of those who are not familiar with the size of our Company that we serve two-thirds of the State of New Jersey with electricity, gas and transportation and that our outside offices include power plants, substations, gas plants, commercial offices and motor bus garages. Requests for material come to us as readily from Camden and Trenton as from the President's office. We do a mail order business and on our rush days our book and magazine circulation has been known to exceed the 500 mark. We do all our own duplicating of bulletins as well as addressing of

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<sup>1</sup> Paper presented before the Science-Technology Meeting on June 9, 1948, at the SLA Convention, in Washington, D. C.

outgoing mail, and since all material going to our outside offices is sent via Company transportation services, there is no postage cost.

The preparation of bulletins is only one of the methods in use to "win clients and influence our company" as Lucy Lewton so aptly put it in her paper on "Library Publicity" which appeared in *SPECIAL LIBRARIES* in April 1943. In order to reach our widely-scattered offices, we issue bi-monthly posters to be placed on bulletin boards. These posters call attention to various phases of the Library facilities and often relate to the season of the year. In the spring our poster may depict a vegetable garden and carry suggestions for books on gardening; during one summer the poster depicted a man in a hammock reading vacation literature while beneath him were automobiles, buses, trains and boats, all vacation-bound. The caption of this poster was "Let Your Library Help Plan Your Vacation". That was a popular poster and many a request was received for vacation guidance, all of which was gladly given by one of my assistants who is very travel-minded. In the fall we stress study courses and, generally, at Christmas, the idea of books as gifts, with the thought that the Library assist in selecting them. One poster was a photograph of the Library and its staff and was entitled "This Is Your Company Library—Make the Most of It", and another was just the figure in numbers of the year's total circulation and the words "Did You Take Advantage of this Service?". These posters, designed by our Publicity Department, have proven very successful mediums in keeping the Library ever before our people. In addition to the posters we have two bulletin boards outside of the Library which are illuminated by fluorescent light and on which we display new books, business statistics, notices of meetings and other pertinent items. At times we have used a tel-a-tale machine

in one of these enclosures to call attention to a special publication or to display special departmental literature, as, for instance, that of our Safety Department. Since most of our people have to pass the Library at noon to reach the cafeteria or dining rooms, this form of advertising is most advantageous.

#### LIBRARY REPRESENTATIVES

Throughout our commercial offices we have library representatives, who are appointed by their Commercial Managers. All books and magazines requested by employes within their offices are sent to these representatives for distribution. They also relay requests to us from their fellow-employes, who, either from lack of time or for some other reason, cannot call us directly. They also distribute our advertising literature which, in addition to the bulletins and posters, consists of library book marks, magazine circulation lists, and two booklets or leaflets *Your Company Library and You* and *The Scope and Purpose of the Public Service Library*.

When the Company takes on cadets throughout its various divisions the Personnel Manager of each division sends their names into the Library, and a letter is written each of them informing him of the Library facilities and inviting him to visit the Library at his earliest convenience. As part of the training course in company policy there is a visit to the Library planned for each class, at which time the Librarian gives a talk on the services performed by the Library and a summary of the type of material to be found on its shelves.

In the *Public Service News*, our company house organ, there appears each month a Column called "Your Librarian Selects Books of the Month". These books, five or six in number, are chosen from recently-acquired material and cover subjects of interest to employes in each of the four divisions of the Company. The *Public Service News* also calls attention to exhibits displayed in

the Library. These exhibits take several forms. They may be pictures taken by Public Service men and women, who belong to camera clubs either within the Company or to outside organizations, or they may be models of ships, a collection of dolls, china, Indian trophies, dishes made from wood collected from all over the world, sea shells, or a hundred and one other items made or collected by Public Service hobbyists. Such displays are placed in two lighted glass cases located in the center of the Library. The pictures are exhibited on top of book cases in frames especially designed for this purpose. We started this type of library advertising about two years ago just as an experiment and it has proved so popular that we now have a hobby-a-month program. We also, through arrangements made with the Extension Department of the Newark Public Library, borrow for indefinite periods the latest fiction and non-fiction books. These are lent according to Public Library rules and where a fine or cent-a-day book is involved, the money is collected and turned over to the Public Library at the end of the month—in fact, we make a monthly report to them as to fines collected and books circulated.

#### PERSONAL INTEREST FILE

Other means of publicizing our wares is our personal file of 3 x 5 cards on which are listed subjects in which certain of our men are interested. When material is received on any of these subjects a note is immediately sent the individual interested calling his attention to it and asking if he wishes to see it. On this note there is a space where he can list additional subjects regarding which he may also wish to be notified. In addition to these personal notices, telephone calls or a note written across an item of special interest to one of our executives and immediately sent him, enable us to keep our clientele informed of new material as it crosses the Librarian's desk.

Our questions follow the usual run of those asked most special libraries and are of both a general and technical nature. However, there are three which stand out in my mind as unusual—one because it seemed so simple, but which took considerable time to answer, and two which were especially unusual. The simple one, so we thought, was to locate the origin of the name of "Sewaren", the town where we are building our new power plant. Thirteen separate and distinct libraries and historical societies were consulted or visited. The result was eight different answers, all of which could be authentic. I finally made a report on our findings and let the Chief Engineer take his choice!

The other two called for specific items, a pistol and an elephant with an attendant! It seemed that an unusual type of pistol was needed in a play to be produced by our Promotional Department and it had to be acquired, p. d. q., by fair means or foul. Through one of our hobbyists who collected pistols we were able to borrow the lethal weapon, much to the joy of the man making the request. The elephant and his attendant were a different story, since we did not know anyone who collected such creatures, but through a theatrical agency in New York we were able to produce the goods and won the everlasting gratitude of our out-of-town man.

This, I believe, will give you some idea of how we in the Public Service Library endeavor to reach our executives and employes. That we are reaching them and that they are responding to our treatment is evidenced by the fact that four years ago we moved from fairly large quarters to larger ones. Just before I left for Washington word came to me that my request for additional space had been granted and that the room next door had been allotted to us for our use.

#### CONCLUSION

In closing, I should like to leave with

you what I consider a very good definition of library publicity, as given by Katherine Frankenstein, Librarian of Batten, Barton, Durstine and Osbourne, in a paper by her which appeared in the July-August 1946, issue of *SPECIAL LIBRARIES*. "Good publicity serves two purposes: first, to remind the members of our organizations in as interesting

and tactful a manner as possible of how good we are, and how much valuable information our book shelves, our files and our brains contain, and, secondly, to bring to the attention of our clientele any information which may be helpful or important for them to know". This I believe we have accomplished at Public Service.

## PUBLICITY IN AN INSTITUTIONAL LIBRARY<sup>1</sup>

By RUTH BEEDLE

Librarian, Institute of Textile Technology, Charlottesville, Virginia

**T**HE Institute of Textile Technology in Charlottesville, Virginia, was chartered as an educational institution at the graduate level in June 1944; six weeks later the Library opened, even before there was a bookshelf or a book to put on it. Our publicity started, along with the first load of brick, because we were like a foundling on a doorstep—without ancestors; and being without prestige, it was necessary for us not only to advertise, but to demonstrate our very existence.

Starting a new organization and a new library in wartime was quite a feat, but we did it, even though we were without a heritage in Virginia, where tradition is a tangible asset. Even well-established libraries endured many hardships during the war. A brand new one suffered the added difficulties of being entirely unknown to the book and supply dealers and to government officials, so that when an importation was made, our charter had to be sent to the port of entry before the customs agent would release the shipment. The paper shortage was responsible for a two- to ten-month delay in the acceptance of our periodical subscriptions, and more than a year elapsed before I was able to pur-

chase an unabridged dictionary. Publishers, themselves, didn't have scientific and technical books to sell because their stocks had been requisitioned by the government for use in training classes.

Our library services are available to the administrative staff, to the research staff, which also serves as the faculty, to the students and to the more than two hundred textile mills (mill units) who own and support the Institute.

The Library's publicity plan has resolved itself into a "Battle of the Bulges" in an attempt to bolster up the weak spots caused by lack of material or facilities. We have depended on the special information given out to do double duty by serving also as effective publicity: (1) Our accession lists are printed and distributed to the four groups just mentioned; (2) The more significant achievements during the year are included in the president's annual report; (3) At each of twelve textile conferences, attended by 240 men, the librarian was given a period for discussion; (4) A list of the dates and programs of scientific and technical meetings giving the literature references is periodically sent to the chief executives, while the master list is posted on the bulletin board; (5) Twice a year the members of the research staff are furnished with

<sup>1</sup> Paper presented before the Science-Technology Group on June 9, 1948, at the SLA Convention, in Washington, D. C.

a table showing the last number of a foreign patent that has been received in the U. S. Patent Office Library; (6) A two-page *Guide to the Use of the Library* is given to each new employee; (7) Six class periods in the course on "Scientific and technical literature" are devoted to acquainting the students with our Library facilities and, in cooperation with the staff at the University of Virginia, to being guided in the use of the departmental libraries there.

Our president's active salesmanship on the value of the Library to the organization has been rewarded with a sufficiently large library building fund from the Cotton Textile Merchants of New York so that plans for constructing the building are now under way.

In our Library an interesting textile exhibit is always on display. The series of illustrations in color that was issued by the A. E. Staley Manufacturing Company in the last two or three years made a pleasing exhibit that was well received. Another of much local interest was arranged by a library staff member, using a piece of embroidery made by an ancestor who had raised the cotton in our country, where it is no longer grown.

An exhibit that I arranged last year as a part of my wish to mark the 100th anniversary of the United States postage stamp was a collection of about 125

stamps showing textiles and the textile industry, each accompanied by a brief description. The universality of the textile arts is remarkably well depicted by stamps from various countries. The cotton fiber is represented on four continents, wool is shown on stamps of Australia and Argentina, and silk appears on stamps of Lebanon. Other vegetable and animal fibers are also illustrated. The processes of spinning and weaving are likewise widespread and are presented on stamps of many countries from Iceland to the Belgian Congo. Even the different stages in the development of these arts are shown from prehistoric times on. Everyone who saw my stamps was fascinated and word was passed along that the library was "the best place to find out everything about anything," thus gaining it much favorable publicity.

I have come to the conclusion that library advertising is not, by any manner of means, a three-ring circus, but is a triangle with three sides, Simplicity, Sincerity and Service, having Service for its base, because Service really boils down to just a good-natured grasp of the customer's viewpoint. If it can be kept a game, in which everybody can play a part, and your work can be made interesting to people, they will make it important to you.

## THE PRESIDENT'S MESSAGE

**B**ELIEVING that "A man's judgment is no better than his information" the Executive Board of your Association has requested that this issue of **SPECIAL LIBRARIES** contain factual data on the services your Association offers and their cost to you, as well as an analysis of our latest financial statement.

If you have not yet seen the new Headquarters offices themselves, you may have seen the pictures in the September 1948 issue of **SPECIAL LIBRARIES** so that you know they reflect the dig-

nity and significance of the special library profession. These same qualities are reflected in the Headquarter's staff who serve the Association. However, often members of an association go on from year to year with no very definite idea of what their Headquarter's office has or does. Since we weigh the value of what we receive against what it costs, it seems desirable at intervals to call these services to the attention of members. The benefits of membership may be summed up as follows:

1. You benefit through identification with a



professional association which is promoting all desirable aspects of the special library profession, including such activities as education for special librarianship, influencing career selection with qualified students, producing professional publications, promoting international good will among special librarians and cooperating in professional undertakings with other associations to the end that knowledge may be put to work.

2. You receive a monthly professional periodical (SPECIAL LIBRARIES) if you are an Institutional, Active, Life or Sustaining Member.

3. You have an opportunity to become acquainted with leaders in the profession and to present your own problems for official discussion at meetings as well as to contribute your ideas for professional development.

4. You are provided with a placement service if you are an Institutional, Active, Life or Sustaining member through which you may be notified, upon request, of potential openings for which you are qualified. Likewise it suggests potential applicants to you when you are looking for assistants.

5. You are automatically entitled to active membership in the local Chapter of your choice. If actively participated in, this provides important local contacts.

6. You are also automatically entitled to membership in one or more subject Groups through which you are kept informed of policies and practices of others doing similar work, thus widening your horizon and often giving you very practical help in effecting good service.

7. You have through committee activities opportunity for self expression and may share your experiences with others, and assist in carrying out the plans and policies of the Association.

8. You may borrow from the Headquarters library professional literature upon request and for no further charge than transportation costs. This includes such items as classification schemes, subject heading lists, staff manuals, annual reports, recruiting literature, job descriptions, organization charts, library layouts and books on special library work as issued.

While much of the work of the Association is carried on through its Chapters, Groups, Committees and Editor on a voluntary basis, it still requires a paid Headquarters staff of eight plus a mail boy part time to maintain all of the services outlined. This means that the Association is also cast in the role of employer, and through its Executive Board must determine a personnel policy for

its staff. In the past this has at times been done with a minimum of preparation on the part of the Board prior to time of the annual meeting, resulting in hurried decisions. Last May, the President then in office appointed a Committee of the Board to develop such a policy as far as salaries, vacations, sick leaves and holidays were concerned. As a basis upon which to work, this Committee had access to the Fountain Report recommendations and a recent study of the United States Bureau of Labor Statistics on office workers in New York City. As a result of its deliberations the following policy was presented and accepted at the June meeting:

#### STAFF AND SALARIES

*Executive Secretary*—\$6,000 per annum beginning July 1, 1948.

*Assistant Secretary*—(Authorized but not yet appointed).

*Clerical staff*—Secretary to the executive secretary, editorial and publications assistant, bookkeeper and assistant bookkeeper, addressograph operator and an assistant addressograph operator, a clerk, a mail boy part time. (Total clerical salaries \$14,975.52).

#### HOURS OF OPENING

The Headquarters office is open daily from Monday through Friday from 9 A. M. to 5 P. M.—35 hours a week.

#### HOLIDAYS

Eight full holidays with pay are allowed plus part time on Good Friday and Election Day and any other time the building in which Headquarters is located may be closed.

#### VACATION

Vacation leave on the basis of one day with pay for each month of service up to a maximum of 10 working days with three weeks vacation after 10 years employment.

#### SICK LEAVE

Sick leave on the basis of one day with pay for each month of employment up to a maximum of 10 working days a year with additional sick leave in exceptional circumstances to be granted upon review by the Personnel Committee of the Board.

#### TEMPORARY EMPLOYEES

Entitled to vacation and sick leave privileges as outlined above after two months of employment. If a "temporary employe" begins a second year of service he ceases to be considered temporary.

In addition, cost of rent, heat, light, capital equipment, general operating expenses, auditing and building maintenance services, and pensions must be paid.

Thus the expense of maintaining the Headquarter's office breaks down as follows:

Salaries and taxes related there- to .....	\$25,000*
Rent, heat, light.....	2,640
General expenses (Postage, sta- tionery, envelopes, supplies, etc.) .....	4,000
Porter .....	800
Accounting .....	600
Pension .....	800
Equipment** .....	1,750**
Miscellaneous .....	600

Total .....\$36,190\*\*\*

\*This does not include the Assistant to the Executive Secretary not yet appointed.

\*\*This is for equipment which is a capital expenditure. The figure cited here is that authorized for the coming half year. It will probably average not more than half this per year over a period of years. It is included here because it is definitely a part of the expense of maintaining Headquarters.

\*\*\*These figures were determined from the budget as prepared by the Finance Committee for January to June 1949. They are expanded from the six months period.

The latest financial statement with analysis by our Treasurer, Mr. David Kessler, appears elsewhere in this issue.

While the "mechanics of association management" must be organized, let us never lose sight of our main *raison d'être*—providing blue prints for action and "Putting Knowledge to Work." Mechanical devices and developments may occupy our thoughts because of their tremendous possibilities in extending our facilities but it is only when we truly extend those facilities that the time spent in wonder over new micro-film readers, electronic sorters or punched card equipment is justified. They must be the means to the end and never the end in themselves. Therefore, it is a pleasure to report that our first publication in a year, in addition to our *Membership List*, is now off the press and ready for distribution. It is *Aviation Subject Headings*, a concise list for civil aviation libraries or collections, compiled by Agnes A. Gautreaux and Mary Lally.

ROSE L. VORMELKER, *President*.

## Report of the Treasurer of Special Libraries Association for the Period January 1-September 30, 1948

This report covers the period January 1 through September 30, 1948, inclusive, of this year and is based on the figures appearing in the report of the auditor on the financial status of the Association for the period January 1 - June 30, 1948, and the financial interim statement of the Association for the period July 1 - September 30, 1948. In examining the figures for income and expenditures, members should allow for slight discrepancies caused by two recent changes, effective July 1, 1948, in the Association's finances: the shifting of the fiscal year from January 1-December 31 to July 1 - June 30 and the change of the Association's accounts from an accrual to a cash basis. The exact figures will be made available when the auditor makes the adjustment at the end of the current fiscal year, June 30, 1949.

The income of the Association from all sources from January 1 through September 30,

1948 amounted to \$56,400.06. This income was derived, from the following sources: Dues, \$29,788.90; Publications, \$22,717.26<sup>1</sup>; Convention, \$3,279.92<sup>2</sup>; Other income (including interest from the Reserve and Student Loan Funds and Miscellaneous income), \$613.98. Total expenditures for this same period came to \$47,641.37. The expenditures involved the following: Chapter, Group and Committee Allotments, \$6,948.78; General Operations (including Rent, Membership in other organizations, Salaries and taxes, Accounting, Headquarters staff pension plan, Moving and equipment, Management consultant fee, etc.), \$23,063.94; Travel, \$675.46; Publications, \$12,398.53<sup>3</sup>; Convention, \$725.85<sup>4</sup>; Difference between Inventory made on January 1, 1948 and Inventory made on June 30, 1948, \$2,568.83<sup>5</sup>; Capital expenditures (including the purchase of an Adding Machine and Multipost

Stamp Affixer for Headquarters Office), \$159.98; Foreign Fellowship, \$1,100. The excess of income over expenditures comes to \$8,758.69. The Association's Reserve Fund amounts to \$41,647.98. The Student Loan Fund comes to \$1,333.46. The total Cash and Investments of the Association (including Cash in the National City Bank of New York, Reserve Fund accounts in the Central Savings Bank and West Side Savings Bank, Reserve Fund investments in United States Government Securities, Student Loan Fund account in the Central Savings Bank, and Postage Stamps on hand at Headquarters Office) as of September 30, 1948, amounts to \$51,862.73.

There are three significant trends reflected in SLA's present financial picture which should be of interest to the Executive Board and the membership at large of the Association:

#### 1. INCOME AND EXPENSES

The Association took in \$8,758.69 more than it spent during the first nine months of 1948. This excess of income over expenditures of \$8,758.69 compares to a figure of \$15,305.68 in the corresponding period of 1947 and \$18,352.37 in the same period in 1946. In 1948 we took in \$5,081.05 more than in 1947 and \$10,686.65 more than in 1946. But, in 1948 the Association spent \$7,892.08 more than in 1947 and \$16,943.80 more than in 1946. Causes for increased expenditures involved such extraordinary expenses as the cost of moving the Headquarters Office to larger facilities; the purchasing of new furniture and equipment for the new office; the increased rent for the new office; cost of the pension plan for the Headquarters staff; cost of additional taxes and interest on back taxes for which the Association was found liable, since last year, under the New York State Unemployment Insurance Law; the cost of having an additional semi-annual audit made because of the change in the Association's fiscal year from January 1 - December 31 to July 1 - June 30, effective July 1, 1948; and cost of hiring a management consultant to make a survey of Headquarters activities; unbudgeted expenditures such as the one for Foreign Fellowship; and the normal increases in the costs of operation due to larger membership and increased prices.

#### 2. BUDGETARY OPERATIONS

Every year, at the Fall meeting of the Executive Board, the Committee on Finance presents, for approval, a budget for the coming year. After the budget is approved, the responsibility for its operation rests with the Executive Board. The budget provides a statement of the hoped for income and expenses, by items, of the Association for the following year. The Committee on Finance prepares the budget of the Association by esti-

imating a minimum income and maximum expenditures somewhat under that income. The budget is a very flexible one and has to be readjusted during the year. The Bookkeeper at National Headquarters and the Chairman of the Finance Committee prepare an interim financial statement, giving the Association's income and expense operations, every three months. Each of the interim financial statements issued gives cumulative figures for income and expense operations. The interim financial statement is divided into two sheets—one sheet provides a statement of income operation and the other sheet a statement of expense operation for the given period covered. On the income sheet there appears a statement of the actual amount taken in for each item of income and a statement of the amount which was expected to be taken in for the item for the given period according to the budget estimate. The difference between the actual amount taken in and the amount expected to be received shows us how well we did or did not live up to our income budget expectations for the particular item during the given period. The income sheet also gives the total amount actually taken in by the Association for the given period and the total estimated amount expected to be received for the given period by the budget. The difference between these two figures shows how well we lived up to our income budget expectations for the given period (i.e. how much we went under or over our total income budget expectations). The expense sheet gives us a similar picture as to how well we lived up to our expense budget expectations (i.e. how much we went under or over our expense budget expectations). A system of this sort provides us with a managerial control of the income and expense items of the Association. It shows us where we fall down on our income or expense expectations and gives us guidance accordingly. In other words, a *statement to the effect that we went over our budget by a certain amount does not mean that the Association has gone "in the red" financially* (i.e. that we spent that amount of money more than the Association actually possesses) but does serve as a guide as to where we must increase our income and cut down on our expenses. In the first nine months of 1948, the actual income taken in (exclusive of an income of \$1,313.75 from the sale of SPECIAL LIBRARY RESOURCES, which is not planned for in the Association's budget) was \$55,086.31. The total income expected by our budget for this same period was \$59,820.00. The difference between these two figures (i.e. \$59,820.00 - \$55,086.31) shows that we were *under our budgeted income* by \$4,733.69. In the first nine months of 1948, the total actual expenses of the Association

were \$47,641.37. The total expenses expected by our budget for this same period were \$44,145.00. The difference between these two figures (i.e. \$47,641.37 - \$44,145.00) shows us that we were *over our budgeted expenses* by \$3,496.37. By adding the amount we went under our budgeted income to the amount we went over our budgeted expenses (i.e. \$4,733.69 + \$3,496.37) we find that *the total variation from budget expectations* was \$8,230.06. The reason for the current year's budget being exceeded is due mainly to such facts as less income from the sale of publications, dues, convention<sup>6</sup> and miscellaneous income than anticipated; and spending more than the budget anticipated for general operations; and an un-budgeted expenditure for Foreign Fellowship. *It should be pointed out, however, that the \$1,100 spent for Foreign Fellowship was not included in the current year's budget because the Executive Board voted in 1947 that this*

*amount be set aside for this purpose from 1946 Convention surplus income and that, therefore, this money was available.*

3. RESERVE FUND

The theory behind the setting up of a Reserve Fund by the Association is to provide an adequate buffer to a possible depression period when great losses in income might be encountered. During 1948 we increased the Association's Reserve Fund from \$33,971.92 to \$41,647.98. *It should be pointed out here that, of this growth of \$7,676.06, the amount of \$5,085 was general income which had been advanced to the SPECIAL LIBRARY RESOURCES project and then transferred to the Reserve Fund.* Our present of \$41,647.98 in the Reserve Fund is still \$8,352.02 short of the \$50,000 goal recommended by the Committee on Finance and the Treasurer of the Special Libraries Association in October 1947.

A. OPERATING STATEMENT

(January 1 - September 30, 1948)

INCOME	
Dues .....	\$29,788.90
Publications .....	22,717.26
Convention .....	3,279.92
Other Income .....	613.98
Total Income .....	<u>\$56,400.06</u>

LESS EXPENDITURES

Chapter, Group and Committee Budgets	6,948.78
General Operations....	23,063.94
Travel .....	675.46
Publications .....	12,398.53
Convention .....	725.85
Difference between Inventory made on January 1, 1948 and Inventory made on June 30, 1948.....	2,568.83
Capital Expenditures..	159.98
Foreign Fellowship ....	1,100.00
Total Expenses .....	<u>47,641.37</u>

EXCESS OF INCOME OVER EXPENDITURES .....

8,758.69

B. CASH AND INVESTMENTS

(September 30, 1948)

CASH	
Operating Bank Balance (National City Bank of New York)	8,473.02
Petty Cash .....	75.00
	<u>8,548.02</u>
POSTAGE	
Stamps on hand.....	333.27

FUNDS

RESERVE

Central Saving Bank.....	5,294.77
West Side Savings Bank.....	5,288.18
U. S. Government Securities....	31,065.03

STUDENT LOAN

Central Savings Bank.....	1,333.46
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42,981.44

TOTAL CASH AND INVESTMENTS

\$51,862.73

SUMMARY OF BUDGETARY OPERATIONS

(January 1 - September 30, 1948)

	Actual Amount	Budgeted Amount
Total Income (Exclusive of S.L.R.) .....	\$55,086.31	\$59,820.00
Total Expenses .....	47,641.37	44,145.00
Excess of Income over Expenses (Not including income from S.L.R.)	7,444.94	15,675.00
Add income from sales of SPECIAL LIBRARY RESOURCES not planned for in Budget.....	1,313.75	1,313.75

Excess of Income over Expenses (Including income from S.L.R.)...\$ 8,758.69 \$16,988.75

We were, therefore, *under* our budgeted income by..... \$ 4,733.69  
 We were, therefore, *over* our budgeted expenses by..... 3,496.37  
 We, therefore, *varied* from our budget expectations by a total of... \$ 8,230.06

Notwithstanding the fact that our income fell below expectations and that our expenses exceeded those anticipated by the budget,

<sup>1</sup>Includes the following: SPECIAL LIBRARIES, \$9,187.57; TECHNICAL BOOK REVIEW INDEX, \$9,213.82; SPECIAL LIBRARY RESOURCES, \$1,313.75; General Publications, \$3,002.12.

<sup>2,4</sup>The Report of the Convention Treasurer for the Convention of the Special Libraries Association, held in Washington, D. C., on June 6-12, 1948, and the final check for Convention receipts were sent to National Headquarters in October. Final figures on the Con-

the excess of income over expenditures for this period still amounted to ..... \$ 8,758.69

DAVID KESSLER, Treasurer.

vention do not, therefore, appear in the Operating Statement for January 1 - September 30, 1948, and will be revealed in the next interim financial statement.

<sup>3</sup>Includes the following: SPECIAL LIBRARIES, \$8,246.57; TECHNICAL BOOK REVIEW INDEX, \$3,281.96; General Publications, \$870.00.

<sup>5</sup>Inventory of January 1, 1948 came to \$4,928.66; Inventory of June 30, 1948 came to \$2,359.83.

<sup>6</sup> See footnotes 2, 4.

## SLA CHAPTER HIGHLIGHTS

The Chapter Relations Committee makes its debut in this issue of SPECIAL LIBRARIES. From now on these pages will carry the news of Chapter activities formerly covered by the *Chapter Town Crier*. Many members have said that the news in the *Chapter Town Crier* was interesting to the entire membership. Therefore, we have decided to include this information in our journal so that every one may know of the outstanding activities of all Chapters. The final issue of the *Chapter Town Crier* has been mailed to Chapter Presidents. This contains Miss Ruth Leonard's report of the Chapter Relations Committee meeting at the Washington Convention, with comments included from the group on the topics discussed. Should you wish to read the report of this excellent meeting, ask your Chapter President for a copy of the *Town Chier*.

The Executive Board and Advisory Council meetings in Cleveland, November 4-6, were well attended. As an outgrowth of the meeting on Friday, it was decided to send copies of the minutes of the Executive Board as well as those of the Advisory Council meetings to each Chapter. In this way the entire membership will know what Executive decisions have been made.

One decision was the change in allotments to Chapters. The Board voted that Chapter appropriations will be on a basis of 16 per cent of paid-up dues for 1949. The table below shows the amount that each Chapter will be allowed on paid-up memberships for the year 1949, as compared with 1948:

	1948	1949
Institutional .....	\$3.00	\$3.20
Active .....	1.00	1.12
Associate .....	.40	.64

The authority for this decision is found in By-Law VII, Section 8 of our Constitution:

"CHAPTER EXPENSES: Expenses of Chapters shall be met by the appropriation of membership dues paid by Chapter members, the percentage and amount of the appropriation to be determined and authorized annually by the Executive Board."

We have enjoyed the Chapter Bulletins that have come to our desk. They are like a pleasant visit with you from far and near. It is a matter of regret that we do not have bulletins from every Chapter but we hope to hear from everyone before the next issue.

### MEETINGS—STATE, REGIONAL

In the Bulletins we note special librarians attending and participating in various state meetings. The Pennsylvania Library Association Conference was held October 21-23, in Pittsburgh. One of the guest speakers at the meeting was our President, Miss Rose Vormelker. CINCINNATI Chapter was represented at Dayton for the Ohio meeting and BALTIMORE at the Maryland meeting in Annapolis; MINNESOTA Chapter joined in the MLA meeting at Minneapolis; LOUISIANA participated in the Southwestern Library Association meeting at New Orleans; the INDIANA Chapter held two meetings with the Indiana Library Association; MICHIGAN Chapter met with the Michigan group at Detroit. MILWAUKEE had a joint luncheon with the Wisconsin Library Association at Madison in October. There were two, two-chapter meetings—ST. LOUIS and KANSAS CITY met for luncheon and a program with the MLA at Jefferson City while NEW YORK and NEW JERSEY united to see the "New Look" at SLA Headquarters when Mrs. Kathleen B. Stebbins spoke on "Your Association."

WESTERN NEW YORK Chapter was host to the TORONTO and MONTREAL Chapters for the second regional conference of the TO-

RONTO, MONTREAL and WESTERN NEW YORK Chapters in Rochester, N. Y., on October 8-9. Speakers from the three Chapters participated in a symposium on "The Training of Sub-Professional Assistants." Copies of the papers presented are given in the *Proceedings* of the Personal Meeting issue by the WESTERN NEW YORK CHAPTER.

#### NEW MEMBERS

NEW YORK gave a tea for new members and reported that 100 persons attended.

ST. LOUIS has green tags for new members which makes it easy to answer "Have I met her or haven't I?"

SAN FRANCISCO asked for a vote on: Shall there be dinner meetings? With present prices, this is a moot question. BALTIMORE suggests that its members who wish to have dinner together meet informally before the regular meeting.

#### LIBRARY COURSES, INSTITUTES AND LECTURES

WASHINGTON reports that the U. S. Department of Agriculture Graduate School is offering a course in Library Science, entitled "Introduction to Library Service."

NEW JERSEY plans for a lecture-discussion course that sounds wonderful.

The Library Institute held at Yale University, November 10-11, under the sponsorship of the Connecticut Library Association, CONNECTICUT Chapter of SLA, School Library Association and Yale University Library made us want to attend. Robert Sale, Librarian of United Aircraft Corporation, presided at the session "Techniques of Influencing the Public," and Elizabeth Ferguson, Librarian, Institute of Life Insurance, New York City, and National Chairman of the Insurance Group, was one of the speakers on the afternoon program.

#### BULLETINS

Bulletin Editors looking for material to liven up their papers might get some ideas from CLEVELAND's *Salmagundi*. We like the new face on the ILLINOIS *Informat*—very handsome, as is the new front page of the CLEVELAND *Bulletin*.

SAN FRANCISCO has made available a back file of all SLA Chapter Bulletins for permanent reference in the University of California School of Librarianship. This is an excellent contribution and one that should be followed by all Chapters with library schools in their vicinities.

LOUISIANA tells us that Virginia Parker, Librarian of the American Cancer Society, NEW ORLEANS CHAPTER, prepares a quarterly *Bibliographic Index of Neoplastic Diseases* as well as a monthly abstracts bulletin, *Neoplastic Disease Abstracts*. If interested in either of these, write Miss Parker, Tulane Medical Library, New Orleans, La.

The PUGET SOUND *Specialist* calls attention to this Chapter's proposed short cuts and gadgets manual. If you have any device or method which is peculiar to your library which may be of value for inclusion in the manual, describe it, sketch it or send a sample to Bernard Lane, Monsanto Chemical Co., Seattle 4, Washington.

CINCINNATI and CLEVELAND included a directory of members in the first issue of their Bulletins.

CLEVELAND lists employment opportunities and CONNECTICUT tells about its Chapter Employment Committee—what it does, positions presently available, etc.

PHILADELPHIA has published its annual report for the year 1947-1948, in a special supplement to its Bulletin. This is a handy and well-prepared record especially useful as a reference tool for incoming officers.

SOUTHERN CALIFORNIA has something on its mind—CONVENTION—that promises to be "one of which we can be proud." Miss Margaret Hatch of San Francisco outlined it at Cleveland and gave the tentative plans as worked out by Dr. Hazel Pulling, Convention Chairman, and her committees.

WASHINGTON, D. C. has a new president: Mildred Benton, First Vice-President became President when Victor A. Schaefer went to the University of Michigan as Assistant Director of Libraries.

MONTREAL's meetings have had widespread publicity. They not only had notices in the *Gazette* and *The Star* but announcements over radio station CJAD as well. The result—record attendance.

BOSTON Chapter has been saddened by the deaths in recent months of three of its prominent members—all past Presidents: Reverend Frederick T. Persons, Librarian of the Congregational Library; George Winthrop Lee, Librarian of the Engineering Library of Stone and Webster; and Daniel Nash Handy, for forty years Librarian of the Insurance Library Association of Boston and four-time President of SLA.

Miss Olive E. Kennedy, Research Librarian, National Electrical Manufacturers Association, 155 East 44th Street, New York 17, N. Y. and Mrs. Catherine D. Mack, Librarian, Corning Glass Works, P.O. Box 544, Corning, N. Y. are the other members of the Chapter Relations Committee. If you have Chapter problems or suggestions, please tell us about them.

ELIZABETH W. OWENS,  
Chapter Liaison Officer  
and

Chairman, Public Relations Committee.

## SLA GROUP HIGHLIGHTS

There has been a general need evidenced among the various Groups for knowing more about themselves, about the composition of their membership and the interests and activities of members. Last year Janet Saunders completed an analysis of the very cumbersome SOCIAL SCIENCE GROUP, thus making it possible to divide or otherwise program more effectively to meet the interests represented within this Group. The SCIENCE-TECHNOLOGY GROUP is currently beginning a structure study, under the chairmanship of Kenneth Fagerhaugh.

A related activity which has other distinct values, but also gives a Group information basic to program planning is a survey. The HOSPITAL AND NURSING LIBRARIANS GROUP is currently working toward a survey of hospital and nursing libraries in the United States.

Those groups and sections within Groups which are fairly clearly defined and are composed of a homogeneous membership are usually able to program effectively without the precedence of a structure study. Those Groups which have had difficulty in planning programs to attract a wide contingent of membership or who have had difficulty in bringing a reasonable proportion of membership into Group activity would do well to consider a structure study.

Many of the Groups use the questionnaire method in planning projects or deciding upon convention programs. This method, which usually "sets the ball rolling," is a democratic process in that it invites all members into planning participation, and it is a practical method for arriving at good programming. The TRANSPORTATION GROUP and the ADVERTISING GROUP are two Groups which usually so circularize members.

Alma Mitchell, chairman of the newly revived Public Utility Section of the SCIENCE-TECHNOLOGY GROUP, has prepared and mailed to public utility librarians a letter which includes eight excellently chosen topics for projects. At least five, and probably six, of the suggestions could, if carried out, lead to publications. By her questionnaire technique she requests the member to choose those for development into projects, designating first, second and third choices. Anyone of the Public Utilities suggestions could be transposed into a suggestion for any other of the SLA Groups or sections. One rather unusual one which deserves repeating is "a round-up of ideas on publicizing the utility library."

Agnes Gautreaux, Chairman of the TRANSPORTATION GROUP, has announced completion (and early publication) of the *Aviation Sub-*

*ject Heading List*. This Group plans subject headings in other areas of its membership interests, such as railroad, bus, etc.

Briefly, and with apologies to Miss Vormelker, I was exposed to SLA publications last summer. I am grateful for that hectic experience, for it gave me a new perspective. SLA needs publications. It needs good, professionally sound, and saleable publications. Let's start those Group projects leading to publication soon!

The Executive Board and Advisory Council meetings held in Cleveland last month were lively and well attended. One of the matters aired and of most vital interest to Groups was dissatisfaction regarding the non-circulation of minutes of Executive Board meetings. Hereafter the minutes of the Executive Board as well as those of the Executive Board and Advisory Council will be mimeographed and sent to Group chairmen, Chapter presidents and Officers of the Association. This has been an oversight in the past with your Group Liaison Officer being as much at fault as anyone else, for one of this Officer's duties has been to transmit to Groups Executive Board deliberations pertinent to Group affairs. The presidents for at least the past two years have struggled with the question of bringing members closer to Board deliberations and action, realizing that a news bulletin was probably the best medium. President Vormelker has clarified the new directive for the processing and distribution of the minutes.

Most of the time in Cleveland was devoted to the Fountain report. Not much discussion time was left for Group problems and recommendations included in the Savord report (SPECIAL LIBRARIES, September 1948, pp.218-225). Will Group officers and all Group members communicate their opinions, reactions and suggestions, to either the Group chairman or directly to the Group Liaison Officer, or to Miss Savord?

The first break in the 1948-1949 Group chairmanship ranks occurs in the SOCIAL SCIENCE GROUP. Janet F. Saunders, Librarian, International Labour Office, is being transferred from Montreal to Geneva. Margaret Kehl, now vice-chairman of the Group, will succeed to the chairmanship. This is the third year in succession for this Group's chairmanship to change in mid-year. Last year Miss Saunders took over the chairmanship due to the illness of Isabelle Farnum. The year before that Miss Farnum succeeded to the chairmanship following the death of Edith McMahon.

It has been proposed that members of other

than the SCIENCE-TECHNOLOGY GROUP might wish to participate in the translation pool, both for their own and the pool's profit. Please send along any ideas you may have on this project.

The NEWSPAPER GROUP recently published the first number of its new bulletin.

There is not space here to review the various Group Bulletins, or Group notes in Chapter Bulletins. Group Relations Committee member, Geraldine Anderson, will do this in a later issue. Meanwhile, I want to mention again how impressed I am with some of the excellent articles and items which appear in Group Bulletins, many of which would be

useful and valuable to persons outside the immediate Group membership. Yet those Group Bulletins issued on a subscription basis show a dismaying lack of interest even by the Group membership. Even the *Financial Group Bulletin* which is so very outstanding and whose very excellent articles would be useful to every member of the Association has a subscription list of only eighty-nine. Group member, have you remembered to subscribe to your own Group Bulletin?

HELEN ROGERS,  
Group Liaison Officer  
and  
Chairman, Group Relations Committee.

## EVENTS and PUBLICATIONS<sup>1</sup>

Two articles by Ruth S. Leonard, Associate Professor of Library Science, Simmons College, Boston, Massachusetts, have recently appeared in the *American Journal of Nursing*. "Simplifying Records in the Nursing School Library" was published in the July 1948 issue of the *Journal* and "Pamphlets and Other Ephemeral Materials" in the one for October 1948.

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An exceptionally fine book has recently been published by the American Potash Institute on DIAGNOSTIC TECHNIQUES FOR SOILS AND CROPS, which is a discussion of diagnostic approaches with appraisals of their value and use. The editors of the various chapters are all specialists in their fields. (Washington, D. C., The Institute, 1948. 332p.il. \$2)

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In *Metal Progress* for September 1948 there appears on page 324 an article entitled, "A Modified Punch Card Filing System for Metallurgical Literature," by J. H. Westbrook and L. H. DeWald, both of the Department of Metallurgy, Massachusetts Institute of Technology, Cambridge, Mass.

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TEXTBOOKS, THEIR EXAMINATION AND IMPROVEMENT is a report prepared by the Library of Congress, Reference Department, European Affairs Division, on international and national planning studies. (Washington, D. C., 1948. 155p.)

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U. S. Bureau of Labor Statistics Bulletin No. 937 is a DIRECTORY OF LABOR UNIONS IN THE UNITED STATES; NATIONAL AND INTERNATIONAL UNIONS; STATE LABOR ORGANIZATIONS.

<sup>1</sup> Where it is possible the Editor has given prices for publication noted in this section. The omission of a price does not necessarily indicate that the publication is free.

The *Library Journal* for November 15, 1948 contains two contributions by SLA members. One is by our national President, Rose L. Vormelker, who shows us that "List Compiling is Exciting;" the other, by a former national President, Herman H. Henkle, who discusses in his paper how "Libraries Can Give Aid to Industry."

\* \* \*

"The Sources of Documentation in the United States" is the title of an article appearing in the September 1948 issue of *Chemie et Industrie* and is based on observations made during a study-trip in this country from February 1946 to March 1947. It is addressed to those who plan to visit the United States or who wish to obtain information by correspondence. (A translation of this paper is on file at SLA Headquarters).

\* \* \*

INDUSTRIAL TRAINING; A GUIDE TO SELECTED READINGS, by John M. Brophy and I. Bradford Shaw, is Extension Bulletin No. 1 of the New York School of Industrial and Labor Relations, Cornell University, Ithaca, New York. It lists the periodical literature on industrial training published during the years 1944-1947. Single copies are distributed free in New York State, elsewhere 10 cents.

\* \* \*

Dun & Bradstreet, New York, has published a TRADE INDEX OF UNITED STATES MANUFACTURERS, 1947. This reference book brings together the exporters of the Western hemisphere, including the names of 3007 American companies. There are 22 sections representing the prime industries or trading groups in the United States.

\* \* \*

*Food Industries* for November 1948 contains an excellent article by the Librarian of the General Foods Corporation, Hoboken, New Jersey, Miss Sophia Polovina, entitled, "Plant Research Library Speeds Technical Efforts."



FARM GLOSSARY is a compilation of words and phrases found in college bulletins and other agricultural literature. It is compiled and published by L. S. Wolfe, 949 Russell Street, N.E., Orangeburg, South Carolina. (\$1.50)

\* \* \*

The December 1948 issue of *Mechanical Engineering*, page 987, contains an article entitled, "Use of a Technical Library," by R. H. Whitford, Physics-Chemistry Librarian, and J. B. O'Farrell, Technology Librarian, both of the College of the City of New York.

\* \* \*

In SOURCES OF ENGINEERING INFORMATION, by Blanche H. Dalton, will be found sections on Indexes to periodical and serial literature; Abstracts; Location of articles; Bibliography; Reference books; Trade catalog collection; and Standards and specifications. It is published by the University of California Press, Berkeley, California. (\$4)

\* \* \*

*Mill and Factory* for October 1948 contains an article on the library of the Burroughs Adding Machine Company, telling how it has grown from a corner in the training department to a well equipped company library that answers effectively the many problems presented to it, whether of production, distribution or management.

\* \* \*

"Functional Library Organization for Instrumentation Research," by Charles A. Mabey, is the title of an interesting article in *Instruments* for September 1948. Mr. Mabey was formerly Director of Research, Bristol Company, Waterbury, Connecticut, and is now with the Electronics Division, National Bureau of Standards.

\* \* \*

The January 1949 *Bulletin of the Medical Library Association* contains the following articles: "Microcards", by Fremont Rider; "Medical Library Extension Service", by Helen Crawford; "The Fine Art of Indexing", by Martha Ann Mann; "Dental Abstracts", by Allan Salant; "An Introduction to Medical Terminology II, Terms Drawn From Modern Languages", by George L. Banay; "Archives and Rare Books in the Small Medical College Library", by Betty J. Britt; and "The Picture Collection in the Army Medical Library", by Helen Homans Cambell.

\* \* \*

The 1948-1949 edition of INTERNATIONAL WORLD WHO'S WHO is now being printed and is scheduled for distribution in February 1949. A special price of \$16.65 on prepaid pre-publication orders has been arranged for SLA members. The new edition will be fifty percent larger than the 1946-1947 edition and

richer in detail. It will contain approximately 16,000 well-edited biographies, both new and revised, of prominent persons in all fields of endeavor. Fine paper and clear printing will make for ease in reading and quick reference. The volume will be bound in simulated maroon leather. (New York, International Who's Who Publications, 1949. 1800 p., \$22.50)

\* \* \*

The Association of Special Libraries and Information Bureaux, British association of special librarians, has published THE YEAR'S WORK OF ASLIB, 1947-1948, a report by the Director given at its twenty-third annual conference. The report includes information on membership, finances, conferences and meetings, education, lecture courses, publications, relations with other organizations and the work of various committees. It will be available on loan from Headquarters. (London, England, Aslib, 1948. 11 p.)

\* \* \*

Headquarters office is in receipt of REPRESENTATIVE POSITIONS in the LIBRARY OF CONGRESS, a publication outlining most of the types of positions currently existing in the Library of Congress. Each position is described according to its Civil Service Classification, title, grade, salary, duties and the minimum qualifications required for appointment. There are included organization charts and brief descriptions of the principal functions of each of the departments and their divisions. The publication is intended for Library of Congress personnel and for librarians and other interested persons throughout the nation who wish to know about the organization of the Library. It will be available on loan from Headquarters and may also be purchased from the Superintendent of Documents, U. S. Government Printing Office, Washington 25, D. C. (1948. 576 p. \$3)

\* \* \*

The Brooklyn Public Library has recently issued its CATALOG OF PHONOGRAPH RECORDS in the Art and Music Division, Grand Army Plaza. The catalog, which contains a complete listing of all chamber and choral works, concertos, dramatic readings, folk music, jazz, language records, light opera musical comedy, operas, organ, piano and violin music, symphonic works and varied instrumental music, sells for 25¢. (1948. 79 p.)

\* \* \*

AIRLINE RECORD, 1948 Edition, contains information on routes, traffic and financial data pertaining to airline operations. There are general and industry data and data by the various major airlines, with maps and charts illustrating the routes of each company. (Chicago, Ill., Roy R. Roadcap, 1948. 111 p.)

**TRAINING EMPLOYEES AND MANAGERS FOR PRODUCTION AND TEAMWORK**, by Earl G. Planty, William S. McCord and Carlos A. Efferson is a useful handbook for industrial executives and personnel workers prepared by an executive counselor, a director of industrial relations and a staff training director. The book contains sections on Training—What It Is and What It Does; Organizing, Installing and Administering a Training Program and Teaching and the Training Program. There are chapters on teaching aids, selecting and improving the training staff, technical and professional training, trade and semi-skill training and office and business training. (New York, Ronald Press, 1948. 278 p. \$5)

\* \* \*

A guide to beating the rising cost of living is **DO YOU KNOW WHAT YOU'RE BUYING?**, in which the author, Louis Ludwig, gives useful tips on how to get the most for your money in buying anything from an automobile to white goods. There are sections on the buying of canned foods, dairy products, dinnerware and glassware, drugs, electrical and other household appliances, fabrics, floor coverings, fresh fruits and vegetables, furniture, furs, housing, insurance, jewelry, kitchen utensils, luggage and leather goods, meats and fish, radios, toys and sporting goods and clothing. (New York, Ziff-Davis, 1948. 411 p. \$2.95)

\* \* \*

**YEAR 1948** is a pictorial record of events and people in the news during the year just ended with short introductory commentaries and captions in the manner of *Life* magazine. There are sections on international relations, on the political situation in foreign countries, on national politics, on domestic agriculture and labor, on the 80th Congress, and on business, building, automobiles, fashions, travel, sports, education, religion, art, music, literature, radio, television and science. An attempt has been made to present all of the news in pictures that was featured in the American press during the year 1948. (New York, Year, Inc., 1948. 192 p. \$5)

\* \* \*

The June 1948 issue of *Information*, magazine of the Association of Special Libraries and Information Services, the Australian equivalent of SLA, has been received at Headquarters and is available on loan.

\* \* \*

**Bibliographies:**

**ANNOTATED BIBLIOGRAPHY ON ATOMIC ENERGY.** Compiled by Israel Light. Contains 257 selected references for schools and discussions groups. (New York, Teachers' College, Bureau of Publications, 1947) 29p., 35¢

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ASTM BIBLIOGRAPHY ON ELECTRICAL CONTACTS. Gives replacements and new references, 1940-44, in the original bibliography and covers publications in 1945 and 1946. (Philadelphia 7, Penna.) ASTM Hdqs., 1916 Race St., 1946. 26p. 75¢

BEHIND THE NEWS: HELPS TO CLARIFICATION. Compiled by R. Savord. (In *Wilson Library Bulletin*, April 1948, p.632-33; 637)

BIBLIOGRAPHY AND INDEX OF THE GEOLOGY OF NEW JERSEY. Bulletin 59, Geologic series. Compiled by A. B. Grametbaur. (Trenton, N. J., State of New Jersey Department of Conservation, 1946) 142p.

BIBLIOGRAPHY OF AUTOMOTIVE LITERATURE. Compiled by W. L. Powlison. (320 New Center Bldg., Detroit 2, Automobile Manufacturers Association, 1948) 11p.

BIBLIOGRAPHY OF THE GEOLOGY AND NATURAL RESOURCES OF NORTH DAKOTA, 1814-1944, Bulletin No. 1. Compiled by Chrissie E. Budge. Much unprinted material such as reports and theses has been included. (Bismarck, N. Dakota, North Dakota Research Foundation, 1946) 214p.

BIBLIOGRAPHY ON TRANSDUCTORS, MAGNETIC AMPLIFIERS, ETC. Compiled by H. B. Rex. (In *Instruments*, April 1948, p.332) 7p.

BUSINESS HANDBOOKS. Compiled by Cleveland Public Library, Business Information Bureau, 325 Superior Avenue, Cleveland 14, Ohio. (In *Business Information Sources*, April 1948) 2p. 10¢

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## Announcements

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### Carnegie Tech Library Receives Grant of \$35,000

A \$35,000 grant by the Buhl Foundation of Pittsburgh has completed a Carnegie Institute of Technology library book fund drive for \$110,000, it was announced recently. According to Melvin J. Voigt, Carnegie Tech Librarian, the money, which is to be used exclusively for books, journals and periodicals, will enable the library to make available many publications which are not in other Pittsburgh libraries.

The book purchases will be part of a cooperative program in which the Carnegie Library of Pittsburgh, the University of Pittsburgh Library and the Institute are coordinating the use of their libraries and their buying in order to minimize duplication and to insure adequate library facilities for the growing educational and research needs of the Pittsburgh area. Approximately \$75,000 will be spent for engineering and science publications;

\$25,000 for published material in the fine arts; and the remaining \$10,000 will go towards book purchases for the women's college of the Institute.

#### Metallurgical Librarians

Are you interested in having a program at the 1949 SLA Convention? If so, what are your problems, your interests, etc.? Do you plan to attend? If not, could you attend a regional meeting in May? Please send your replies to Mr. J. T. Milek, Research & Development Division, Babcock-Wilcox Tube Co., Alliance, Ohio.

#### English Library Plans Special Collection

The Library of the Royal Society of Arts, 8 John Adams Street, London, W.C.2, England, is making a special collection of illustrated literature on great international expositions of the past and present. Gifts and suggestions as to sources of information will be welcomed.

#### Newspaper Library Seminar Is Held at Columbia University

A one-week seminar for newspaper librarians was held at Columbia University under the sponsorship of the American Press Institute starting December 6th. Topics under discussion were: Sources of material for a newspaper library, with emphasis on free or low-cost material; Filing systems and equipment; Use of microfilm, including simplified methods and prospective developments; Library needs of newspaper-owned television stations; library budgets; and the selection and training of library employees. Discussion leaders, most of whom are members of SLA, included: Jerome Wilcox, Librarian of the College of the City of New York; Miss Ruth Savord, Librarian of the Council on Foreign Relations; Mrs. V. A. Cabeen, Chief of the Acquisition Unit of the United Nations Library; Miss Ena Yonge, Curator of Maps of the American Geographic Society; William Downey, Librarian of *Look*; Joseph Molloy, Librarian of the Philadelphia *Inquirer*; Edward N. Jenks, Manager of *The New York Times Index*; Harmon H. Gilbert, of Diebold, Inc.; Dr. Fremont Rider, Librarian of Wesleyan University; Gerritt E. Fielstra, Assistant Chief of the Photographic Service of the New York Public Library; Maurice Symonds, Librarian of the New York *Daily News*; Robert Grayson, Librarian of the New York *Herald Tribune*; Miss Elizabeth Ferguson, Librarian of the Institute of Life Insurance; Miss Eleanor S. Cavanaugh, Librarian of Standard & Poor's Corporation; Miss Ida Campbell, Treasurer's Division, Metropolitan Life Insurance Company; Miss Ann McDonald, File Supervisor, Lennan & Mitchell; Mr. Walter Hausdorfer, Librarian of Temple University, Philadelphia; and Albert Daub, Stechert-Hafner, New York.

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### Additions to the S.T. Bibliography Pool

Mr. Ralph H. Hopp, Technical Librarian, Battelle Memorial Institute, Columbus 1, Ohio, announces the addition of the following bibliographies to the Science-Technology Bibliography Pool:

Fatigue Tests of Welded Joints, September 1941-October 1944.

Carburetors and Carburation, 1919-1944.

U. S. Patents on Metal Cladding, up to 1943. (Foreign patents included.)

U. S. and Foreign Patents on Sponge Iron, up to June 1, 1944.

Centrifugal Casting, 1910-May 1942.

Patents Disclosing Welding Rod Coatings, 1910-1942.

Traffic Safety Materials, July 1945.

High Explosive Shell Manufacture, 1940-44. Combustion, 1927-1944.

Combustion Studies in Internal Combustion Engines, 1929-1945.

High Frequency and Dielectric Induction Heating, 1892-1945.

U. S. Patents on Antifreeze, up to September 1937.

Uses of Anhydrous Magnesium Chloride in Organic Chemical Reactions, 1900-1943.

Determination of Endurance Limit of Manually Arc Welded Joints in Carbon Steel, 1930-1947.

Automobile Servicing: Mechanical, 1925-1948.

The Enzyme Lysozyme, 1924-October 1947. Coatings by Vacuum Evaporation, 1930-1948.

Industrial Radiology, 1942-1945.

Automotive Literature (a general selection), 1860-1947.

Synthesis of Vitamins by Microorganisms, 1926-1946.

Boron Fluoride and Reactions Employing It, 1889-1946.

Utilization of Peat, 1926-1946.

Pyrogens, 1891-1946.

Ipecac, Ipecacuanha and Constituents and Cephaeline, 1924-1947.

The Thio-barbiturates, 1929-1947.

Vitamin P, 1828-1947.

Production of Diamond Wire Drawing Dies, 1921-1944.

Hardness and Hardness Testing, 1820-1946.

Diamond Tool Patents II—Diamond Abrasive Wheels, 1878-1945.

Telemetering, 1924-1947.

These bibliographies are available for loan for two weeks (formerly one month, but due to the tremendous demand resulting from our widespread publicity, the loan period has been shortened). A charge of 15 cents is made for the loan of each bibliography. Requests and contributions of bibliographies to the Pool should be made to Mr. Hopp.

### Maria C. Brace Retires

Miss Maria C. Brace is known for her untiring interest and service in the library profession. Her talent for bringing out the abilities of those persons working with her and her friendliness have made her a valued supervisor. Not content to give "ordinary" library service, Miss Brace aspired to extra assistance to the reader—the special library service.

The Baltimore Chapter of SLA benefited by her presidency in 1934 and 1935. She was one of those who suggested and aided the installation of the Washington, D. C. Chapter. In 1936 and 1937 she was chairman of the National SLA Committee on Indexes to Sources of Statistical Information.

One person cannot adequately write about M.C.B. Some of her associates at Enoch Pratt have expressed their regard for her work and particularly for her in the following letters:

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So many things about "M. Brace" are delightful—her good talk about books, her keen interests roaming the world, her warm heart and ready sympathies! A great satisfaction to those who know her is the fact that retirement to one with her inquiring mind and wide interests will not mean boredom but opportunity."

AMY WINSLOW  
Assistant Director  
Enoch Pratt Free Library

\* \* \*

"As a green new assistant years ago, two qualities in Miss Brace affected me most deeply: her talent for training young people in reference tools, techniques and good work habits, and her ability to guide their reading and give intellectual stimulation when most needed. In addition, one could always count upon her unfailing friendship and enthusiasm."

ELSA VON HOHENHOFF  
Department Head  
Industry and Science  
Enoch Pratt Free Library

\* \* \*

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Small wonder then that the department and all who came in touch with it felt the quickening influence of her never-ending enthusiasm. Patrons sensed her eager cooperation, and made demands which were never denied. No request was too insignificant or overwhelming to enlist her whole-hearted effort, in order that the reader's need be satisfied and the community become more aware of the availability of such service. Her efforts to expand and broaden the scope of the department were tireless and unremitting. The library world as well as the Enoch Pratt Library are poorer now, without her active participation."

MRS. LILLIAN C. PRICE

*Administrative Assistant*

Business & Economics Department  
Enoch Pratt Free Library

\* \* \*

"It is difficult to think of the Pratt Library's Business and Economics Department without the leadership of the lady who was its organizer and first head. Miss Maria C. Brace did yeoman service in originally organizing this subject department which has meant so much to the business and economic interests of Baltimore. To have seen business men through a depression, a war and a boom about runs the economic gamut. Those who have known Miss Brace as a librarian, colleague and friend have long admired her clear and independent thinking, her eagerness for doing a job well and for the tremendous output of work and thought that she has been able to maintain for so many years. We are all delighted that retirement for Miss Brace means an enjoyment of life at a pace enabling her to take time to enjoy what comes along without the pressure of professional responsibility."

EMERSON GREENAWAY

*Director*

Enoch Pratt Free Library

#### Correction

The Editor regrets an error which was made in the spelling of Mrs. Ruth L. Mushabac's name in the December 1948 issue of SPECIAL LIBRARIES. It was also erroneously stated that Mrs. Mushabac was Librarian of the University of North Carolina. She was Librarian of

the Sociology, Anthropology and Planning Library there. Mr. Charles Rush is Director of Libraries at the University of North Carolina.

**Obituary**

**Julia H. Dwyer**

Information has been received from the Philadelphia Council of the death of Miss Julia Dwyer, librarian at the Securities and Exchange Commission. Miss Dwyer has been a member of SLA since 1932 and was previously associated with the Brooklyn Public Library.

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**CHAPTER**

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- 120 Preparation of oxygenated compounds, especially alcohols, using temperatures below those used in the hydrocarbon synthesis.
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- 122 Reduction of dust-like catalysts of the eighth group while in suspended condition.
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