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## Special Libraries, December 1955

Special Libraries Association

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# SPECIAL LIBRARIES

*Official Journal of the Special Libraries Association*

VOLUME 46

DECEMBER 1955

NUMBER 10

## Prepare Your Own Catalog Cards

*Robert W. Gibson, Jr., Ralph L. Darby,  
and Melvin C. Koch*

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## Use of Library Bulletins

*K. Genevieve Ford*

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## Services Helpful to Librarians

*Dorothea M. Rice*

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## Training of Nonprofessional Staff

*Jean P. Wesner*

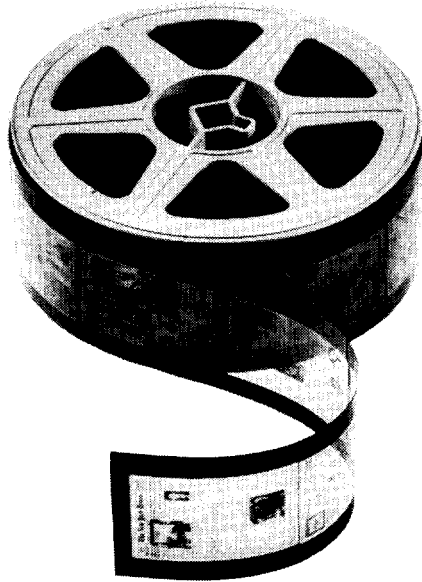
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## Some Problems of Psychological Abstracts

*C. M. Louttit*

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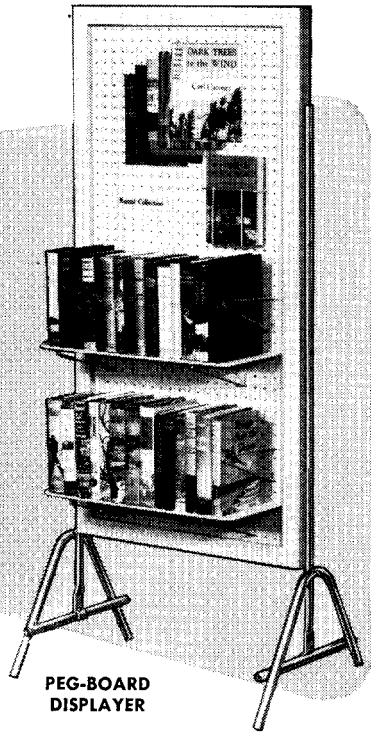
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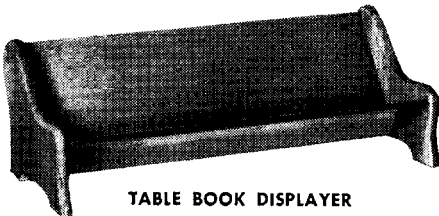
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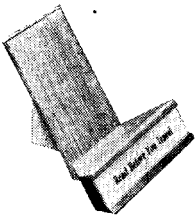


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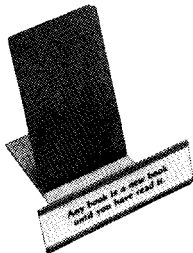
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VOLUME 46

DECEMBER 1955

NUMBER 10

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

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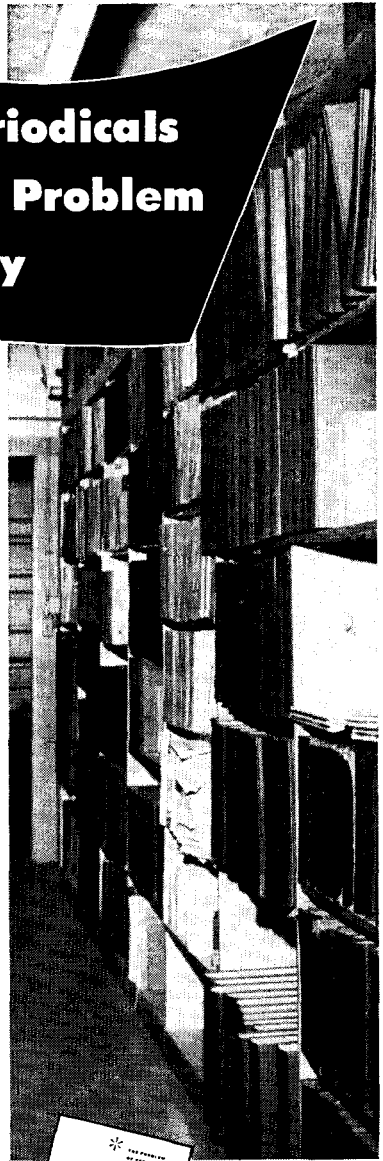
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# President's Message

## YOUR 1956 BUDGET

For the second successive year the Finance Committee presented a deficit budget to the Executive Board for its consideration at the fall meeting. A deficit budget of some \$17,060 was presented to the Board, which in turn pared it down to \$11,620. This reduction in the proposed deficit was obtained only after critical examination of each item in the budget by the Executive Board. It analyzed the reason for expenditures in each case. In some instances it concurred with the recommendations of the Finance Committee, and in other cases it felt that severe reductions must be made in view of the critical financial situation.

Even more alarming than the size of the present deficit is the fact that it has increased for the second year in a row. This will not come as any shock to those members who read the President's message last year, which indicated a deficit at that time of \$4,175, nor to those members who either heard or read the Treasurer's report of last June, in which he went to the heart of the matter. In his report he pointed out that progressive increases in Association operating expenses during the past three years were not accompanied by comparable increases in income, and further, that only two categories of membership are paying dues that cover costs of all direct and indirect services: namely, *Institutional* and *Sustaining* membership. He pointed out that we must decide either to relinquish some services the Association is now providing or look forward to an early increase in dues.

Accordingly, the Board voted to increase the dues of two classes of membership, effective January 1, 1957, subject of course to ratification by the membership at our annual meeting in June. It voted to increase the dues of *Active* members from \$10 to \$15, and those of *Associate* members from \$5 to \$10. This action will only partly resolve the situation. It must be accompanied by other plans to increase income and plans to curtail non-essential services which in turn would reduce the demands made upon our Headquarters. It must also be accompanied by an over-all study analyzing these and other means of bringing our budget into balance, yet providing for the continued growth of our organization, keeping in mind our professional responsibilities as an association. In this latter respect, we should be ever mindful of the future and set some course that will permit us to carry on these endeavors.

No budget has been analyzed more critically, item by item, than the present one. It represents untold work by the Finance Committee before arriving at its recommendations, which in turn were carefully scrutinized by the Board as a whole. The Board has to use its judgment in deciding how the Association's money should be spent, unless it has the opinions of the members as to the services and projects they think most important. A campaign has been instituted to acquaint further each member of the Association with the budgetary problems. This will consist of a series of reports presented in various ways to the entire membership for scrutiny. It is hoped that when the complete information is available, members will write individually or collectively to the Board to indicate their wishes and any remedial suggestions that occur to them.

CHESTER M. LEWIS, *President*

# PREPARE YOUR OWN CATALOG CARDS

ROBERT W. GIBSON, JR., RALPH L. DARBY, AND MELVIN C. KOCH\*

*Battelle Memorial Institute, Columbus, Ohio*

THE LIBRARY of Battelle Memorial Institute no longer has a cataloging backlog. The shelves have been cleaned and removed from the cataloging area and are now being put to much better use in the circulation stacks. Our engineers no longer wait for material which has been stalled in cataloging, for virtually all items are processed in less than five working days. In part this result is due to the more efficient cataloging procedures now in use and which are described later in this paper. But especially important is the fact that cataloged material is made available quickly because (1) we prepare our own cataloging and (2) we produce our own catalog cards.

It is essential to our staff members that new data and information be made available to them as quickly as possible after publication. Delays in obtaining information can be costly. Efficient research cannot be conducted without a thorough knowledge of what has been done previously by other research workers. It is imperative that our library operations be performed in a manner as streamlined and thorough as possible, without forgetting the economics involved.

---

\* Robert W. Gibson, Jr., Assistant Chief, Technical Information Division; Ralph L. Darby, Head of Reference and Circulation, Technical Information Division; Melvin C. Koch, Assistant Supervisor, Report Department.

The cataloging function has long been criticized because of expense and the time lag involved. In attempting to reduce the time lag we have found that we have also reduced expense. While we have in no way revolutionized cataloging, we have succeeded in developing sensible, streamlined procedures. As a result, we now use only two trained catalogers, as compared with three formerly. They have been able to add to their already heavy work load the reviewing of previously cataloged report series and have more completely analyzed each report in these series as required. Now, even with an active acquisition program, very few items ever remain in our Catalog Department longer than one week.

The stimulus to prepare our own catalog cards came largely from the realization that considerable time was lost in searching Library of Congress galley proofs, ordering card sets, and then waiting for these to arrive. On occasion, cards would not be available from the Library of Congress and it would be necessary for us to catalog the material, which further delayed the use of the material. It was only natural, then, for us to expand our cataloging operations to the point where, today, we are preparing all our own cataloging and producing our catalog card sets. Our catalogers, in turn, find reward in this operation since it makes full use of their training and experience.

The early work on this activity has been discussed in the paper "How to Reduce Cataloging Costs".<sup>1</sup> Obviously, the establishment of new procedures resulted in a host of problems. Duplication of effort, retyping of material, revision of cataloging, and catalog card reproduction were vital problems which had to be resolved.

### Cataloging Procedures

In reviewing our cataloging procedures, we found that there were numerous cases of unnecessary duplication of effort. The cataloger began the operation by typing a sample catalog card. This card was retyped by a clerk, revised by the cataloger, and retyped again in many cases. In order to reduce such duplication, we developed a catalog check sheet, or as we have named it, a process form.

Figure 1 shows one of these process sheets which has been prepared by the cataloger for the clerk-typist. The process sheets are 4 x 11 inches in size, so that they will extend beyond the covers of most regular size books. We are now using this form exclusively in cataloging all new material. We have developed other procedures for processing duplicate copies or replacement material. Several distinct advantages result from our continued use of this procedure. First, note the use of an "X" to indicate any information which may be interpreted readily and correctly by the typist from the publication being cataloged. Our clerical staff is responsible for the title, author, year of publication, publisher, number of pages, and so forth. The cataloger needs to indicate only special information which must be included in the cataloging. The book, together with the form, then proceeds through cataloging to the typist. Tracings, accession number, and other derived information are indicated in their proper place on the form, usually following a standardized format.

1. Pam.....	Acco.....	Trans.....
2. Trim		
3. Oversize.....	Dummy.....	
4. Ref.		
	CATALOGING	
	OD 466	
5. Call no.	Am35s	
6. Auth.	x	
7. Title	<i>x; presented at meeting of Committee E-2 on Emission Spectroscopy, Atlantic City, N. J., June 20, 1951.</i>	
8. Ed.		
9. Place	x	
10. Pub.		
11. Year	x	
12. Paging	35p.	<i>x Illus.</i>
13. Series		
	<i>(American Society for Testing Materials. Special technical publication no. 149)</i>	
14. Notes		
	<i>Includes bibliographies.</i>	
15. Tracings		
	<i>1. Isotopes. 2. Spectrometer.</i>	
	<i>I. Title</i>	
	<i>II. Chemical analysis of inorganic solids.</i>	
	<i>III. Series.</i>	
16. A.F.		
Auth.	III.x	
Subj.		
Tr.		
17. Shelf list		
	27238	
18. Cards for branches		

FIGURE 1. Italicized items indicate information added to the process sheet by the cataloger or clerk-typist.

Concurrent with this revision of catalog procedures, we investigated the possibility of producing our own catalog cards. We have had the full cooperation of the Institute's reproduction department in our investigation, both in facilities and constructive ideas. The flexibility of the resulting system of preparing catalog cards makes it readily adaptable to whatever facilities you might have available within your individual organizations. As we indicated before, we have aimed primarily at a

plan to reduce the time lag in getting new material to our users.

### Card Reproduction

The most adaptable form of card reproduction and, incidentally, the cheapest known to us, is the Xero-Lith process of the Haloid Company of Rochester, New York. Xerography or "dry photography" has been described by Schaffert and Oughton<sup>2</sup> as well as by numerous others. We shall not here discuss the xerography process as such, but will instead, describe each operation as it fits into our present catalog card reproduction process. As indicated earlier, we had originally typed our catalog cards. Later we tried to use a small hand-operated card-size mimeograph machine. We were able to conclude from these early experiments and from close observation of many mass-produced cards, that it was not necessary to use large type for catalog cards.

Therefore, the first step was to determine the reduction ratio which could be used on the copy camera. We wished to use the largest possible reduction and yet produce readable catalog cards. By using a large reduction ratio we hoped (1) to reduce the number of multiple card (tied) entries in the catalog; and (2) to place all of the tracings on the front of the card instead of entering them on the rear. The latter is very important. If we had to type tracings on the rear of the cards or make a second master to print the tracings on the rear, we would have greatly increased the cost.

We began by making copy using our standard typewriters. The copy was placed in the camera and various reductions tried. We found, that by reducing the type fifteen per cent, good clear copy could be obtained. Reductions greater than fifteen per cent caused some eyestrain. However, here again may be pointed out the flexibility of the program. Further experiments were

conducted using the 10-point type found on the IBM Executive proportional-spacing electromatic typewriters. We determined that in this case reductions of up to thirty-five per cent would still produce good readable type.

The next step was to design the layout. We wished to print our cards eight at a time. However, the effective width of the xerographic plate to be used in reproducing the cards was only nine inches, whereas we wanted to print two rows of cards side by side having a total reduced width of ten inches. This meant that we had to reduce the usable width of our cards to 4½ inches each. We decided that this lost width should be located on the right-hand margin of the cards because: (1) by reducing the size of the type, we would be able to include so much more information on a single card that the lost space would be a minor consideration; and (2) typing call numbers consumes much time and may introduce errors. The typing of call numbers on each individual card and the revising time would be large when compared to the time involved for the whole operation.

Since we wanted to obtain 3 x 5 inch cards, after fifteen per cent reduction, the original size of the format was 5⅞ inches by 3½ inches. However, as discussed above, we had lost one-half inch on the right side of each 3 x 5 card. The equivalent loss on the format would be ⅛ inch. This means, then, that the format would have an actual size of 5¾ inches by 3½ inches.

Figure 2 shows the final format arranged eight-up. The guide lines are printed lightly in magenta color and are lost completely in processing. They do, however, guide the typist and assure uniformity of production. The hole areas in the left-hand column are in inverted order. This is due to the fact that the area which was lost is on the right-hand side of the cards. The edges

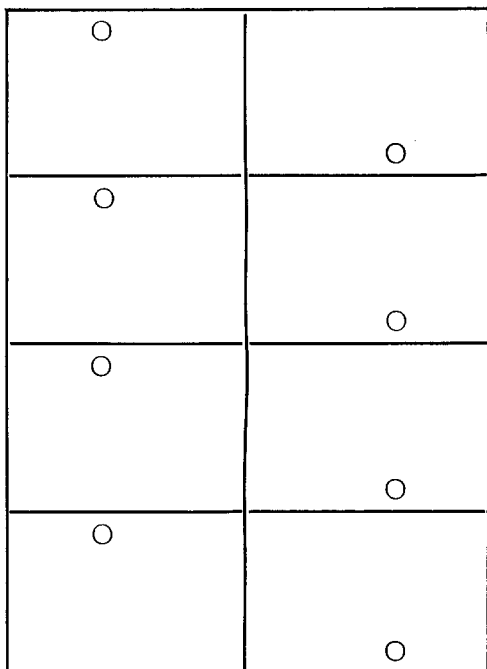


FIGURE 2. Final eight-card format on which material is typed.

of the form are trimmed so that the total width of the form does not exceed  $10\frac{3}{8}$  inches. This is done in order that the typist may more correctly visualize the layout of the card and so prevent her from typing beyond the area which will be reproduced.

Here again we have been able to use a recent Battelle development, now being sold commercially by Fototype, Inc. of Chicago, under the trade name of SNOPAKE. This development is a correcting fluid very similar to mimeograph correction fluid, except that this fluid dries in twenty seconds to form a white, opaque surface on which the typist may make the correction. No suggestion of the original mistake and subsequent correction is carried through by the copy process. We have found that the use of SNOPAKE saves considerable time when compared to that used in making erasures, even if mechanical devices are utilized.

After the clerk has completed typing eight cards, only one revision is required by the cataloger and the forms are ready to be forwarded to the reproduction department. The first step is to prepare an offset-duplicating master by the Xero-Lith Process.

For the sake of clarity we will give a brief description of the process:

(1) A metal plate, bearing a photoconductive coating, is sensitized by spraying an electrostatic charge across its surface automatically in a XeroX Lith-Master Processor.

(2) The plate is exposed in a XeroX Lith-Master Camera. The exposure is automatically timed and in this case was standardized at twenty-five seconds. Alignment of the form in the copy board and careful alignment of the plate in the rear of the camera will eliminate many registration problems in later stages of the processing. Wherever light from the copy board reaches the sensitized plate during the exposure, the static electricity is dissipated, leaving an electrostatically charged latent image of the completed catalog form.

(3) The plate is returned to the Processor, and a fine black powder is tumbled across the plate four times. Wherever the charge remains on the plate, the powder will adhere, forming a mirror-reverse image of the cards.

(4) A master is then aligned on the plate and the image is transferred to the master. A fuser is used to fix the image permanently on to the master. The entire process takes about three minutes.

The Multilith 1250 Press is used to print the catalog cards. These machines permit rapid changing of the master; they are ideal for producing small numbers of prints such as required for this process, but also quite capable of longer production runs.

The cards are run off on index stock that has been trimmed to ten inches in width. The stacks are then cut and drilled by template. The cutters have become very proficient in this operation and maintain excellent registration of the decks as well as cutting tolerances of less than  $\frac{1}{16}$  inch. The individual decks are stacked and returned to the Cataloging Department.

In order to judge the reduction that has taken place, we have included Figure 3, which compares the original format with the final card. This is a picture of the catalog card, cut, drilled, and ready for further processing by our Catalog Department.

While the forms are being reproduced, the cataloging group does not remain idle. The original books or other material for which these forms have been typed have been processed immediately; that is, equipped, styled, and released for circulation. The preparing

FIGURE 3. The reduction in type size during the reproduction process is shown by comparing the upper master copy with the lower final catalog card.

Society for Testing Materials.  
Symposium on effect of temperature on the brittle  
behavior of metals with particular reference to low  
temperatures. Philadelphia, 1954.  
474p. illus. (American Society for Testing Mate-  
rial technical publication no. 158)

References and discussion at end of most papers.  
Presented at the 56th annual meeting, Atlantic City,  
June 1953.

1. Metals at low temperatures 2. Fracture of metals  
I. Title. II. Series

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I. Title. II. Series



of material for circulation must be completed as soon as possible so that the staff members can use the material. The process slips alone are retained in the Cataloging Department until the completed card sets are returned from reproduction. It is then a simple matter for the typist to complete their added entries and for the cataloger to make a final revision of the cards before they are filed in our card catalogs.

### Cost of Reproduction

The economics of this operation, as we have mentioned before, is an important item. Our reproduction department has been able to pare the cost of reproducing sets of cards to 1¼ cents per card. This cost represents a significant reduction over other methods we have tried. During the period when we were ordering our cards from the Library of Congress, we always ordered by number, which, of course, is the lowest cost rate. Our average order was seven cards per item, at 2½ cents per card, or an average of eighteen cents per stack. Both of these cost figures exclude the typing time involved for added entries. The typing of an eight-card blank form is more than offset by the selection and ordering cost necessary when the equivalent eight-card stacks were secured from the Library of Congress. The cost for added entries would be equal in both cases, but call numbers must be typed on the Library of Congress cards.

Naturally, anyone for whom the equipment, described in this paper, is not available must consider the capital expenditure and amortization. The amount of use which such equipment will receive in other applications is an important factor. The xerographic equipment has many reproduction uses other than for library cards. The process described is quite flexible and easily adapted to any of several variations.

The process of card preparation just described is a variation of the so-called "Chicago System" which has been developed by John M. Dawson of the University of Chicago Library.<sup>3</sup> His system and others, as well as other uses of Xerography, are excellently described in a paper by James G. Hodgson entitled "Xerography in Reproductive Process for Libraries".<sup>4</sup>

### Conclusion

We feel that we have accomplished two major advances in our revision of cataloging procedure:

(1) We have speeded up the cataloging processes so that newly received material seldom remains in the library longer than five days before it is available for staff member use.

(2) We have greatly reduced the cost of cataloging by reducing our cost of card reproduction and/or procurement, by the reduction of the over-all time required in cataloging an item, and by reducing or eliminating several of the operations normally followed in cataloging.

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### References

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- <sup>2</sup> SCHAFFERT, R. M. and OUGHTON, C. D. Xerography: A New Principle of Photography and Graphic Reproduction. *Journal of the Optical Society of America*, 38:991-998, December 1948.
- <sup>3</sup> DAWSON, JOHN MINTO. Xerography in Card Reproduction. *College and Research Libraries*, 15:57-60, January 1954.
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# Training of Nonprofessional Staff

JEAN P. WESNER

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**T**RAINING OF NONPROFESSIONAL staff is a title that requires further clarification. For want of a better word we use the term "nonprofessional" to denote those members of the library staff without any formal education in library science and with no experience in the field. The term "training" will include, for my purposes, opportunities for instruction offered this group both within the library and also by educational institutions. This article will attempt to assist those librarians whose common problem it is to train a stenographer into a reliable assistant in the library.

## Process of Hiring

Before we concern ourselves with training, we might well review the techniques for acquiring this person whom we must educate into work foreign to her. Some libraries will use the blind newspaper or magazine advertisement. If this is your intention, be prepared for the deluge that may ensue. It makes interesting, frustrating hunting, but it can be completely rewarding. Severe screening and careful interviewing are imperative in this type of hiring and the librarian must determine the qualifications required and the ability of the candidate to meet these qualifications. Another source is unsolicited applications that may come in; these can be most fruitful, forming as they do a waiting list of applicants. Often recruits are selected from specific schools and a good rule-of-thumb in this case is the paraphrased adage "If you don't know your student, know your school." Most of us hire through our company em-

ployment is given a description of the ployment office. The manager of emjob to be filled, the training required and general qualifications desired in library personnel. Knowing the library situation he then chooses from his list of applicants those best suited to the specific job. These are scheduled for interview with the librarian. As administrator, it is the librarian's duty to conduct a satisfactory interview with each candidate, asking and answering questions in order to find the right candidate. The interview is of vital importance and must not be underestimated. Very little on the subject of interviewing has been written. Two recent books on the subject are Roger M. Bellows' *Psychology of Personnel in Business and Industry*, and H. W. Hepner's *Psychology Applied to Life and Work*, both published by Prentice-Hall, New York. When the field is narrowed to the final interview, the librarian must present the job requirements in clear and unmistakable terms so that the candidate is completely aware of them and accepts the job on our terms or rejects it.

Whatever the method of finding your successful candidate, we shall assume that we have hired a young woman with at least a high school education and some additional courses in stenographic practice. Previous experience can be a help or a hindrance depending on the work-habits formed. Prime requisites in her qualifications will be native intelligence, industry, intellectual curiosity, and a pleasant disposition, in addition to the skills we require. Ability

remains paramount but personality should also be considered important. We owe it to our libraries and to our profession to seek vibrant, healthy, well-balanced individuals on our staffs. Granted, we don't expect them to know the batting average of each player in the major leagues, nor do we expect them to be the life of every party, but we should expect some evidence of well-rounded personality. It behooves us to do our part to dispel the myth—if such it be—of the frantic intellectual or the mousy introvert so frequently portrayed as the "librarian-type." We might as well face it, to the stranger and uninformed, everyone who works in the library is looked upon as a librarian. The profession is being judged, perhaps unfairly, but, nevertheless it is being judged.

Staff training is not a problem unique to libraries. Russell Cansler of Northwestern University states in the January 1954 issue of *Systems Magazine*, "It has been said that the greatest source of waste in business and industry is the employees' failure to live up to their possibilities. Most of us use only about one-third of our potential capacities. It is further said," Mr. Cansler adds, "that our offices operate at only 25 or 50 per cent of capacity. If these things are true, then one goal of business training should be to develop still more capacities in people." We could quarrel with that final statement and say, perhaps, that we should not necessarily develop more capacities but utilize those not now being realized. Nevertheless, the need for training is apparent.

### Training Problems

There are two possible solutions to our training problems. Either we can ask an outside group to do it, completely or as supplementary training, or we must do it ourselves. With this in mind, I made a survey of the nations' accredited library schools to determine what

courses they might offer. It seemed to me that this would be the group most aware of this problem in library administration and also the group most adequate to assist in solving it. Prompt replies to my letters of inquiry arrived. Apparently some schools have recognized the problem and a few scattered schools are trying to meet it. However, I can only conclude that we cannot yet look to accredited library schools for our answer.

Eleven of the schools explained that they did not offer any training to this group. One large school admits non-professional staff members from local public libraries in its extension courses and adds that most of these students work toward a degree in library science. Another admits special students to individual courses. Several offer survey courses in library work to students who have attained junior standing in college; these courses include introduction to reference, cataloging and classification, library materials, librarianship, and the place of the library in society. One school reported that most of its student body consists of nonprofessional, in-service librarians who are fitting themselves for their jobs. Another offers workshops on the professional level. There is one school that recognizes the need for such training but has not as yet gone beyond the discussion stage. Kansas State Teacher's College conducts workshops to assist the nonprofessional worker. Louisiana State University includes the nonprofessional worker in institutes and workshops that are held on the campus. The graduate school of the Department of Agriculture expanded from a two to a four semester program and reports that "The courses (have been) very successful, and in fact the students are asking for more. We are offering a special class this fall in 'Practice in Cataloging and Classification' at the request of students who completed the Introduction to Cat-

aloging in the spring." The other four courses are Elementary Principles of Library Organization, Introduction to Cataloging and Classification, Introduction to Bibliographic Practice, and Introduction to Reference Materials. The University of Chicago Graduate Library School has also recognized the problem and is attempting to assist in solving it. Here are a few excerpts from the reply from the Dean of the School:

"The Graduate Library School tries to make available through the downtown center of the University of Chicago at least one course a quarter which may prove of interest to librarians in the surrounding area. These courses are often non-credit and are offered for their content but not as a partial fulfillment of the requirements for a degree.

"Students who can qualify for admission to the University of Chicago but who are not interested in doing work towards a professional library degree may take courses in the Graduate Library School in the status of 'student-at-large'. Such students are not held for the general education examination which is a requirement for degree students, nor need they fulfill the usual requirements of languages and residence. The status of 'student-at-large' may not be utilized indefinitely however; students who wish to take a full program in the School are expected to qualify for the degree program.

"The Home Study Department of the University of Chicago offers a few courses in the field of library science. The Graduate Library School does not now have supervision over the content of these courses and does not accept them as credit towards a degree in library science. It is hoped that in the future a course or two may be added to the Home Study program which will have special approval of the Graduate Library School. Such courses, both present and projected, are available to anyone who is interested."

Many of you are familiar with the Ballard School of the YWCA of the City of New York. Although not an accredited library school, it offers several library courses, taught by graduate librarians. Details of the organization of this series of classes can be found in *Wilson Library Bulletin* of September 1949, in the article by Elizabeth Ferguson entitled "Subprofessional training". The

courses include elementary cataloging, subject filing and indexing, elementary reference work, and filing principles.

Perhaps there are a few more similarly planned courses available in metropolitan areas, but at present it appears that the general as well as the specific training given to our workers must be provided within the library group.

I think the new staff member should first be told one consoling fact: she is not alone in this learning process. We are all at it. Certainly I consider myself still "in training" and expect to be as long as I work in a dynamic field. We are participants in a learning process in the library and each of us, whether veteran or novice, is, therefore, involved in broadening his scope of knowledge.

The staff manual will undoubtedly be of great value in training the new worker. We shall go into details about the use and preparation of a manual later. For the present we shall concern ourselves with what, rather than how we teach.

### **Indoctrination of New Employee**

The indoctrination of our new employee consists of introducing her to her associates, her surroundings and her specific job. The employee who knows her place in the scheme of things and how her particular task fits into the purpose of the organization is going to be a better and happier worker. To acquaint her with these details she should first learn something of the background of the company for which she is now working. Many firms prepare handbooks for all new personnel. Others have at least a brief history available. In our particular library we are able to cover this phase of training since we can stroll through our own and adjacent areas and learn the background and origin of our firm as well as statistics on its past and present operations, its officers, examples of the products manufactured, and its

place in the nation and the world. Displays can be explained in detail and questions that come up can be answered completely and immediately. The trainee should be permitted—even encouraged—to take notes. Company publications that will supplement this information can be pointed out and assigned as required reading for a later period. Next the worker should be told of the development, scope, and purpose of the library. At this time the librarian can begin to interpret the “library attitude” to the newcomer both by word and action. Rules of library manners can be brought out. Direct, positive statements at this time can prevent misunderstanding and embarrassment later. Rules, in printed form, should be available for checking when needed. Starting time, lunch period, quitting time, hours per week should be explained. The details of salary should be clarified. The new employee should be shown the general arrangement of the building, particularly the areas she will be obliged to visit—cafeteria, rest rooms, and others. Information on general company policy and library policy should be presented and, finally, the standards expected on the specific job. Reasons should be presented for the rules wherever possible.

From the general to the specific we have in this way brought the new employee to her exact place and work. This should next be presented clearly without giving the erroneous opinion that the employee will never vary from these set chores to “double in brass,” which is so often required with the small staff. After this background indoctrination the new worker can spend the remainder of the day browsing through the area and reading the company publications already provided. If possible, she should be scheduled to arrive at noontime this first day, spending only a half-day at it because of the emotional stress and confusion resulting from the first day at any new job.

Many training programs include an immediate trip through the plant. I consider such a trip more valuable after the employee is somewhat settled in the job and has gained a general im-



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pression of the processes involved. I am firmly convinced that every employee deserves to see how the product with which he is helping, directly or remotely, is made.

The second day the employee and librarian should review the information of the first day. At this time an elementary book on the product should be provided. Many companies have these, prepared by their own organization. If this is not the case, a library book to fill the need must be provided. Time should be allowed for studying on the job in these early days. This usually fits in nicely because the librarian and staff cannot be available continuously to assist and supervise the new worker. However, additional reading may be required as an after-hour's chore. It is a poor worker who, knowing that she is entering a field new to her, is not willing to spend a little of her leisure time in self-improvement.

With this general indoctrination finished, the librarian can usually delegate some of the instruction to other staff assistants. Our library is frequented

by many complete strangers, and we have found it helpful to present our newcomer with one stock phrase for use in answering questions during these first days—"I have just started working here. Will you excuse me while I ask \_\_\_\_\_?" (person on desk duty at the time). In this way we find that the trainee has greater assurance and, at the same time, we do not confuse or irritate a patron who expects a prompt reply to a query.

### **Training Procedure for Clipping Service**

Because our entire staff must learn how to assist in the clipping service, I shall explain in detail this training procedure. First thing each morning we read and clip pertinent items from a number of newspapers. These clippings are mounted and sorted and then circulated to various executives. The new assistant is shown on her first day of work how to paste and date the clippings. She is instructed to read them as she does this to become familiar with the type of material clipped. After the clippings are routed, the new girl is told the purpose of the clipping service and the details of its operation. She is shown by the supervisor how to check in the papers that arrive during the day through the mail so that by the second morning she is ready to check in the papers with closest supervision in addition to reading and mounting the clippings. That day she "reads" several papers with the supervisor who interprets what is or is not clipped. She is given a list of the papers received and the information usually clipped from them. The policy of clipping anything that appears important is stressed. The third day she reads papers with the librarian who instructs her in scanning techniques and in various details of clipping. That afternoon the supervisor selects several of the easiest papers for her to read, and observes while the trainee reads and clips them.

The fourth morning after checking in the papers, she is given one or two papers to read and these are checked immediately afterwards. This close supervision continues for two weeks when her work is evaluated after the librarian confers with the supervisor of the clipping service. Suggestions for improvement are made. At the end of two months her work is evaluated and again at four months during which time it has been frequently spot-checked. From time to time the librarian notes the speed and accuracy with which the entire staff is reading. We find that four months of training are required to familiarize a new assistant in the subject matter to be clipped. In that time she has begun to learn to pick up speed in scanning and to practice self-discipline in disregarding such things as advertisements and the sections of the paper that are of personal interest but of little business importance. This is one of the hardest parts of the job to master; it is difficult for the deeply conscientious worker to do and for the less responsible it can be almost impossible. While this training in one phase of our operation is going on, the worker is also learning the techniques of the additional duties she has to perform, general as well as specific. Because of the general policy of the clipping function it seemed wise to include those details. The same methods apply to each task. The basic principles hold: we must do more than present information—we must also assist in the application of the information. High-flown theories are fine but the assistant must see them in practical operation as well. Careful checking and reviewing are required to determine that the educating process is successful. Certainly the staff member will advance from simple to more difficult problems in her work.

A series of tests can be devised by the librarian, ranging from those requiring elementary knowledge of library usage to those requiring more com-

plete grasp of the situation, and as training and experience progress, tests can be given. With the small staff most of us have, the conference and much of the training need not be strict and formal. However, to be effective the testing should be a completely objective, accurate appraisal of the worker's strong and weak points.

### Area of Responsibilities

When the staff member receives her assignment of duties she must also be told the area of her responsibilities, and when the duties of two staff members involve close cooperation, each must know her responsibility. This can usually be worked out to everyone's satisfaction in a friendly atmosphere. However, the librarian, as administrator, has had an obligatory authority conferred upon her and maintenance of that authority is part of her duty. Her staff is an auxiliary service. As the name implies a staff is to assist and support but is without authority of itself. Certainly we do not advocate a tyrannical atmosphere, but the librarian not willing to assume the authority required of her is less than adequate in her job.

A new employee should have daily conferences with the librarian during the breaking-in period. It is then that the librarian can question and review to determine that her own instruction and that of her staff is effective. After close supervision and daily conferences for perhaps two weeks the conferences can be scheduled at weekly intervals for two months with the understanding that the librarian is available at any time between conferences if a difficulty arises.

I should like to call special attention to a paper by Louise C. Lage of Lilly Research Laboratories entitled "A Program for Library Staff Development" (*Bulletin of Medical Library Association*, January 1952). In it, Miss Lage

discusses staff meetings, morale builders, library visits, and in-service training and she presents some very useful suggestions.

### Staff Manuals

A staff manual will, in the long run, be the most efficient way of training the new staff member. It will take time to prepare and this seems to be the insurmountable handicap of many of our special libraries.

I made inquiries of a number of libraries, originally, to determine whether a manual was part of their training program and whether it could be borrowed. The results of the survey reminded me of one of my favorite maxims from la Rochefoucauld in which he states: "True love is like a ghost: everyone talks of it, but few have met it face to face." This covers my findings on staff manuals. Of the twenty-five libraries contacted, fifteen have no manuals, two have such successful manuals that they could not be released because they are vitally needed each day, and several are in a state of revision at this time. Two libraries—both public rather than special—provided copies as a result of the original inquiry. Leads from cooperative librarians directed us to other manuals.

The Library of Congress sent one of its twenty-two fascicles which includes on the inside back cover a list of all the manuals. Enoch Pratt Free Library sent several items used in training nonprofessional employees, including some which are part of the orientation kit for each new employee. Included in the Enoch Pratt material was a pamphlet we should all find helpful, *Library Language*, a dictionary of the terms of the trade and of the special terms used in that library. For example: **BLURB**: A description and recommendation of a book prepared by the publisher and generally appearing on the book jacket.

MARYLAND DEPARTMENT: A second floor subject department organized to collect, preserve and service material about Baltimore and the State of Maryland. This library's *Desk Manual for Branch Libraries* and *Personnel Procedures and Regulations* will also be of interest and assistance to anyone whose manual is now in the anticipation stage. Librarians will differ in their opinions of what should be included in the staff manual. Some will include all procedures, others will include only those common to the entire group. In our library, each staff member has her own notebook of procedures. For example, the secretary and librarian collaborate on the log of secretarial duties and responsibilities, the routines that occur periodically, and the company rules that apply to the work—what purchase forms to fill, what charges to use for various activities, departmental rules on correspondence, etc. This information applies to no other staff member and therefore it remains at the secretary's desk. Each girl "wills" it to her successor when she leaves. Frequent checking of these desk manuals for adequacy is recommended.

The contents of a staff manual should include at least the following information:

- I. Company Background
  - History
  - Organization
  - Employee publications, including company personnel policy information.
- II. Product Information
- III. Library Background
  - History
  - Important events
  - Present condition
- IV. Library Objectives
- V. Library Policies
  - Internal
  - Library rules for staff members
  - External
  - Library rules and regulations applying to users
- VI. Sources of Information
  - Catalog
  - Indexes
  - Reference tools

Rose Boots, librarian of McGraw-Hill Publishing Company, whose staff manual is famous in the field, has in hers additional sections, including:

- Forms and supplies
- Acquisitions and discards
- Binding
- Microfilm
- Indexing of McGraw-Hill magazines
- Catalog and classification

One interesting feature of Miss Boots' manual is two separate notebooks which she labels "library publicity" and "library appreciation" and in which she files the public mention given her library and the "fan letters" received from both McGraw-Hillites and outsiders.

With the basic outline in hand, I began a staff manual. Wherever possible I gathered material to supplement or substitute for text. Forms, bibliographies, procedures that would be of common interest to the entire staff were included. Information that involves only one staff member is not included. That remains at the desk of that worker to whom it applies. I most certainly agree that the preparation of such a manual consumes hours of time—and hasten to add that it will be worth every minute of it.

In conclusion, I should like to mention an article by Frances Rose in the *Wilson Library Bulletin* of June 1951 entitled "An Employee Looks At Supervision." We have been concerned with training and evaluating our employees. Now let's turn the tables on ourselves. According to Miss Rose, the assistant wants the following traits in her librarian supervisor:

*A person who commands respect in and out of the library field, who knows her job thoroughly with a modest self-confidence, who keeps the staff informed on library affairs so that it feels a part of the program: one who is consistent but flexible, easily approachable, and encouraging, with a well-developed sense of humor and emotionally mature.*

# Services Helpful to Librarians\*

DOROTHEA M. RICE

*Librarian, The American Metal Co. Ltd., New York, N. Y.*

**N**EW LITERATURE in all fields is being produced at such a rate that it seems impossible for a librarian to scan even that portion of interest to the company which he serves. Every proven, reliable service should be used in an effort to save the librarian's time for those publications which are of known value to the company.

A library with a large staff of trained and scientifically educated abstractors, translators, and reference librarians can do a better job of literature and patent searching than any subscription service, simply because such a staff knows the company's changing interests as well as its permanent and continuing needs. However, many technical libraries have only one librarian and one assistant—a clerk, usually a nonprofessional, who does the work of typist and secretary. Others have a small staff but do all the purchasing of published material for the entire company, including overseas branches and U. S. subsidiaries, check in and route all incoming mail (except correspondence) and maintain a library of broad interests. Financial and economic information for the U. S. and foreign countries; material on labor relations here and abroad; insurance, retirement and pension plans; investment policies in the U. S. and foreign countries; management development and education, personnel policies and company histories as well as metallurgy, metal research, production and consumption statistics, patents and

photostats are found in the library of the American Metal Company, Ltd. In addition to the usual reference services, the library also publishes a daily news bulletin, a weekly abstract of current periodicals, and a monthly list of accessions. Under these circumstances, a librarian must make intelligent use of as many services as his company can afford.

## Services

GOVERNMENT PUBLICATIONS SERVICE, Bernan Associates, P. O. Box 5664, Washington 16, D. C. offers U. S. Government subscriptions and publications in particular series as designated by the librarian, on a continuation basis. In starting the service, the librarian indicates the date, volume or number with which the title is to be supplied. Bernan Associates will enter the order, send publications as soon as published, and renew automatically. This avoids the gaps which so often occur when an agency is slow in sending out expiration notices, or when a publication is discontinued to be replaced by something else. There is a long list of publications available on standing order service, including such items as *Census of Mineral Industries*, *Statistical Abstract of the U. S.*, *Decisions of Commissioner of Patents*, *Patent Classification Bulletins*, *U. S. Code and Supplements*, *Armed Services Procurement Regulations*, *Mines Bureau Bulletins*, *Minerals Yearbook*, the *U.S.G.S. Professional Papers*, to name only a few. Annual reports of all Federal agencies are included. Among the periodicals and legal continuations are the *Index of Federal Specifications*

\* Paper presented before a meeting of the Metals Division at the SLA 46th Annual Convention, Detroit, Michigan, June 14, 1955.



and Standards, Nuclear Science Abstracts, Air Force Procurement Instructions, Distribution Data Guide, Technical Reports Newsletters, World Trade Information Series, and many others.

Keeping up with new Federal specifications, revisions, amendments and cancellations is very time-consuming. GOVERNMENT PUBLICATIONS SERVICE issues a *Group List of Federal Specifications* on which the librarian may check the groups of interest to his company. For a charge of \$2.00 monthly for each group (this is the total charge and includes the cost of specifications issued during the subscription period) one receives specifications and amendments automatically.

There is no fee for the Standing Order Service for Government subscriptions, and no "extras" for postage, with prices for publications the same as the GPO list. Itemized invoices are sent periodically, with payment due after shipments are received. It eliminates hours spent checking the *U. S. Government Monthly Catalog* and writing letters for missing issues of Government periodicals.

*Business Atomics Report*, issued on the first and fifteenth of each month, is a private service on the business applications of atomic energy. It is published at 1700 York Avenue, New York 28. In the form of a newsletter, *Business Atomics Report* is a digest of AEC reports, news releases, meetings and forums held on atomic energy. International news of atomic energy developments, contracts awarded, news of forthcoming meetings, projected studies, new plants or research by business are all reported. It seems a very complete coverage of all published news, and, in addition, has some evaluation of the many rumors which one hears. Cost is \$50.00 a year.

*Uranium Concentrates* calls itself the only complete uranium news digest available. The subscription rate is \$12.00 a year. It is published weekly by the

URANIUM CONCENTRATES CO. (Getscher Publications, Inc.) The service is in the form of a weekly news letter which reports interesting articles and publications on uranium, new stocks issued, new companies formed, recent discoveries, production schedules, and other news as well as a list of uranium stock prices—bid and asked—including many hard to find elsewhere.

The same company publishes the *Original Uranium Report*. This is a twenty-five page report containing all uranium news, forecasts, and new SEC filings as well as regular claim filings, to name only a few of the topics it covers. Cost is \$25.00 per month and mining men tell me it is worth every dollar.

J. I. BERLINER & STAFF, 684 Broadway, New York City, issues *Engineering Surveys* on metal finishing, minerals, plastics, nonferrous metals, powder metallurgy, wire products, etc. For instance, a report on "Lead and Battery Scrap" includes: smelting, reclaiming lead, refining by high vacuum process, dezincification, reverberatory and blast furnaces, electrolytic recovery. The cost is \$14.50. The format is poor—mimeographed on cheap paper—but our metallurgists say the information given is accurate. I have never found these reports to contain anything we did not know. I've used them in chemical companies too, but understand they are very useful to companies entering new fields and to those whose research or laboratory facilities are limited. One may get on their mailing list free and receive the list of *Surveys* which gives brief abstracts of the reports and the prices—usually \$3.50 to \$60.00.

RESEARCH INFORMATION SERVICE issues publications on plastics, synthetic fibers, chemicals, optics, photography, petroleum, etc. Free bulletins list the publications in each field and abstracts of the reports. They issue translations of German Patent applications and re-

search reports. A sample *Research Information Service Bulletin* on inorganic chemicals includes: phosphates, silicon, hydrides, tantalum, chlorine, fertilizers, ammonia, etc. Reports are priced from \$4.75 to about \$35.00. Translations are made from any language, but the service specializes in technical, scientific, commercial and legal translations. Free cost estimates are given. German patent applications are supplied, too, and they seem to have a better file of these than does the New York Public Library. A complete digest, in English, of German patent office applications in some classes was started in January 1955.

INVENTIONS, INC. is a patent reporting service with offices in the Munsey Building, Washington 4, D. C. (It is an affiliate of Babson's Reports, Inc.) Every week a trained technical staff studies all patents as they are issued by the Patent Office. When the service began, patents of interest to clients were selected and abstracted, at a cost of \$3.50 per abstract. These were then airmailed to clients. We made six photostats of these abstracts circulating them to our refinery at Carteret and to metallurgy men in our own offices. The abstracts were more complete than those in the *Gazette* and often brought out an item of interest to us which was not apparent in the *Gazette* either through classification, or the *Gazette's* brief abstract. However, some clients felt that patent copy reporting was of more value to them than the abstracts, so INVENTION, INC. now makes a \$10.00 monthly searching fee for abstracts, plus the usual metered fee of \$10.00 per month. Special projects and searches are also made on a fee basis, as well as weekly reports on new patents issued by the U. S., Canadian, and British governments.

COMMERCE CLEARING HOUSE, INC. located in Chicago, New York, and Washington, offers too many valuable services for me to discuss in a paper of

this length. I shall therefore speak only of those services which our company uses.

*The Congressional Index* is a weekly, loose-leaf service which I find invaluable for quick reference. At the head of each week's issue is a resume called "The Week in Congress" which summarizes outstanding developments of that week, such as a speech by the President, appearances of heads of departments before Congressional Committees, and announcements of new hearings, postponements, or other last-minute developments. A "List of Bills Acted Upon During the Week" is always given. The *Index* has, as its contents, an index to Bills and Reports by subject and author, a *Senate Status Table*, a *House Status Table*, and brief abstracts of new Senate and House Bills, as well as Resolutions, Joint Resolutions, and Concurrent Resolutions for both bodies. It also lists *Headline Legislation*, *Name Bills*, *Companion Bills* so that one can readily collect all bills in House or Senate offered on the same topic. The subject index to bills and resolutions is particularly helpful, for librarians are always being asked to find a bill introduced by a Senator in New Jersey which was, in reality, introduced by a Representative from Utah. Available hearings are indexed in the status table, amendments are noted, as is their absence, and final disposition of the bill, with its Public Law number if approved, is given. We subscribe to only those bills which interest us. However, CCH will, for an extra fee, supply all bills, slip laws, etc.

THE AMERICAN MINING CONGRESS BULLETIN SERVICE (Ring Building, Washington 6, D. C.) (yellow) is received weekly. In brief form, it summarizes weekly Congressional developments and gives resumés of Congressional bills and reports of interest to the mining industry. Hearings, such as those on unemployment, minimum

wages, etc. are reported, especially if testimony is given by mining companies or associations such as the National Coal Association. Stockpiling testimony, resolutions such as that on the Texas City Tin Smelter, defense allotments for the quarter, etc. are also given. Announcements of meetings and conventions to be held are featured. A membership fee of \$1,000 includes seventy-five subscriptions to the *Mining Congress Journal* and about twenty-five *Bulletin* mailings.

The blue bulletin is the *Legislative Bulletin* and is issued on the same day. Bills of interest to the mining industry introduced in the House and Senate during the preceding week are summarized, their number, author, etc. given. Hearings are also listed, with names of those testifying and a sentence or two of testimony. Status of Bills is given.

*Technical Survey* is a weekly report on advances in technology edited by Walter Gaylor, 338 Rahway Avenue, Elizabeth, N. J. The first page has a brief index. Subjects covered are: aviation, building, heating, ventilation and refrigeration, ceramics, chemicals, electrical developments, engineering, foods, fuels and lubricants, health and medicine, metals, nucleonics, paper, printing and photography, plastics, pesticides, coatings, resins, leathers, textiles, transportation.

Each paragraph is numbered, and the source for the item is given beside the paragraph number on the last page. In addition, a monthly index is issued which lists by subject matter, author, trade names, and companies involved. Listings are made in both general and specific terms, and cross-indexing is usually good.

Patents are indicated by the letter "P" and are listed under assignees or under inventors. Articles referred to can be supplied on a nonprofit basis. Press releases are indicated; "nfi" is used if the original brief article has no

more information than in the *Technical Survey* article. An average *Technical Survey* report is 15-20 pages. The May 21, 1955 issue was derived from such publications as *Business Week*, *Philadelphia Inquirer*, *Wall Street Journal*, *Newark Evening News*, *Modern Plastics*, *Copper & Brass Bulletin*, *Heating, Piping and Air Conditioning*, *Engineering News Record*, *Ceramic Age*, *Oil and Gas Journal*, *Coal Utilization*, *Paper Trade*—to select a few. Items are brief, and we find the index most helpful before *Industrial Arts Index* for the period is complete. When *Industrial Arts Index*, *Chemical Abstract Indexes* and *New York Times Index* for the year covered by *Technical Survey* are issued, we discard the *Surveys* and their indexes—in other words, our file is kept only for eighteen months. We find the *Survey* most useful in tracking down fairly current items which people remember reading but which don't appear in the obvious source. I usually read the items picked up by the *Survey* in their original format as I scan for our weekly Abstract, but do find occasional bits noted from publications I never see, such as the *New Jersey Union Leader* or the *Brick & Clay Record*, or *The Frontier*. A subscription is \$35.00 a year for 50 issues. The index is published by the SOUTH RESEARCH LABORATORY, INC., Box 114, South Weymouth 90, Mass., for \$20.00 a year.

POTTER'S SUPREME COURT NEWS SERVICES began March 1954 with Labor Relations cases reviewed by the U. S. Supreme Court pending as of that date. The charge is \$100.00 a year. All briefs in cases in which review is allowed are reproduced. Where review is denied, petitions and briefs are not reported. From each petition awaiting action by the court, "questions presented" and "reasons for granting" are reproduced. Then if granted, the petition and all briefs are reproduced in full. Nelson A. Potter is the editor. The address is 4514

Ridge Street, Chevy Chase 15, Maryland. Antitrust or patent services are the same fee.

Technical and commercial translations, abstracts and patents are offered by HANS GEORGE WOELKER, 2135 Spruce Street, Philadelphia 3, Pa. English translations of Russian articles or summaries of 100-200 English words at \$5.00 and \$10.00 are offered. The cost of complete translations vary by length — \$22.80, \$25.00, \$45.00.

THE ENGINEERING SOCIETIES LIBRARY is well known because of its *Engineering Index* which annually indexes 25,000 articles in its daily card service and annual volumes. Literature searches are made for all purposes, including that of disclosures related to patents, and inquiries are kept confidential. Translations of articles in Chinese, Japanese, Finnish, Russian, Dutch, Portuguese, Danish, Swedish, German, French, Italian, and Spanish are supplied at reasonable rates. Photoprint copies of material in the library may be ordered and a microfilm copy of any one article from a single volume of a periodical is only \$1.50 regardless of the length of the article. Bibliographies on subjects of general interest are also published by the Engineering Societies Library.

THE JOHN CRERAR LIBRARY, Chicago, has a research information service available to companies. It offers special project research for companies or other organizations whose library needs are partially met within their own establishments. It makes (1) bibliographies (annotated, with abstracts, or author title), (2) technical reports, (3) data searches, (4) translations, (5) periodic reports on current literature on any subject — these may take the form of a periodical, and (6) prior art searches (related to patents, involving searches to locate, in published literature, anticipatory art relating to problems of invention, anticipation and infringement).

This may clarify the standing of an issued patent or determine application for one.

CRERAR METALS ABSTRACTS (\$50.00) is a monthly abstracting service designed to present comprehensively and in effective detail significant current publications relating to titanium, zirconium and the rare earths and certain other metals, such as molybdenum and vanadium. All work is confidential, and reimbursement is on a nonprofit basis for direct labor costs, etc. It also has a photoduplicating service which provides at cost photostatic, microfilm, or enlargement copies of material in Crerar's collection.

BATTELLE MEMORIAL INSTITUTE, Columbus, Ohio, is one of the pioneers in contract research. Battelle is an endowed institution, operating on a not-for-profit basis, and its research projects are well known. Battelle will furnish bibliographies or literature surveys, of any length and coverage, on any technical subject except applied medicine. Such surveys may be: (1) a list of references to the published literature; (2) a list of references with reproductions (within copyright limitations) of the most pertinent references; (3) a list of references with brief descriptive abstracts. Any of these are prepared either as separate jobs or on a continuing basis monthly. Battelle also offers: (A) Abstracting service on economic, scientific, and technical literature. Published examples of this service are the *Metals Review* of the American Society for Metals and the *Battelle Technical Review* published by Battelle; (B) Correlated abstracts, surveys, and digests of the literature in a particular field or on a particular subject. Such digests might range from papers reporting what has been published on a particular subject to critical evaluations of the literature; (C) English-language abstracts of foreign-language technical articles. Fifteen foreign languages can be handled;

(D) Regular library service for companies without libraries or to supplement the resources of companies which have libraries.

#### Foreign News Services

Many companies are interested in foreign countries because of investments in underdeveloped areas where rising standards of living promise more workers increased purchasing power and greater markets for goods. To be informed of local conditions, one needs the foreign newspapers and periodicals. Any service which will cut down the reading of these is helpful.

Many librarians or their companies subscribe to clipping services. Others receive clippings from their foreign offices, as we do from Rhodesia and Mexico. However, some foreign countries have news services which report items not fully covered by local papers. For example, the Federal Information Department of the Federation of Rhodesia and Nyasaland issues a *Newsletter* which is a weekly digest of press news, prepared for issue from London by the office of the Information Attaché. In addition to commodity statistics, production statistics, strike news and such matters, it also gives news of new hydroelectric and other power developments, brief announcements of university appointments, biographies of judges, appointed officers, committees, immigration policy developments, and the many subjects of interest to a company operating in an underdeveloped area. In some cases, one has to make arrangements with a foreign bank to receive its financial or statistical bulletin when the government doesn't issue one or when the government is too often changed to undertake any continuing study. Since these publications are not publicized, the librarian is made aware of them only by seeking the source of every release he sees, keeping in constant touch with various statistical and

information offices of the United Nations, and attending forums, lectures and discussion groups on the problems of countries in which he is interested. Exchange students at universities are often a good course of information as are men from other countries sent here on missions or as observers.

The local consul generals' trade offices—or information offices—can be helpful if the librarian calls in person. Telephone inquiries frequently fail, because of language difficulties or lack of time to examine the problem and establish good will. The librarian can often reciprocate by making his reference books and annual reports of corporations available to nationals of those countries who ask their consul general for information which he does not have at hand.

The *Patents Abstracts Journal* of British Patents is compiled from the complete specifications and published by the TECHNICAL INFORMATION COMPANY, Patents Department, Newton House, Mount Street, Liverpool 1, England. The *Journal* divides patents into three groups—general and mechanical, chemical, and electrical. A name index, class index, application numbers and accepted numbers are given. Copies of patents cost 60 cents each and a check may be sent with the order or one receives bills from time to time for patents supplied. Each abstract contains patent number, short title, applicants, country of applicant, date of filing, and date of filing Convention application. We used to watch for British patents in several sources and find the *Journal* a great time saver and worth the \$95.00 a year which it costs.

The many services used in soliciting services for portfolios, forecasting the country's economic development, or evaluating financial trends here have not been included in this paper. These are so numerous that they deserve separate consideration.

# Communicating with the New Employee†

HERMAN SKOLNIK\* and RUTH E. CURTISS\*

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

**A**S A MEMBER of a special library or technical information staff, each of us is concerned with the problem of communicating with new employees. How well we tell the story of collections, functions, and services to the newcomer determines our future relationship with him. It determines whether he uses or abuses our collection, boosts or deflates our function, cooperates with or criticizes our service. Let's pretend that you are the new chemist, physicist, or engineer at the Hercules Experiment Station.

From your preliminary interviews with representatives of Hercules you know that the Experiment Station is a unit of the Research Department and has the central research and development laboratories of the company. You also know that the Station is organized into a series of divisions which are divided into three categories—Departmental Research, Associated Research, and Services (Figure 1). If you are assigned to a Departmental Research Division you will be working in one of the divisions which parallel the operating departments of the company or in the Central Research Division whose

research problems are primarily of a scouting nature. If you are assigned to an Associated Research Division you will be dealing with physical or chemical analyses, high pressure reactions, pilot plant studies, or technical information activities. The Services are concerned with personnel, mechanical services, office, medical, safety, and photographic matters.

This synoptic view of the Hercules Experiment Station, and how you and the division to which you are assigned are related to the rest of the structure, are parts of the information the Personnel Division makes available to you through discussions and booklets. This preliminary introduction is supplemented and augmented by your research supervisor or manager. The Personnel Division has also planned an orientation course during your first year in which you attend lecture sessions conducted by the research director, the director and manager of the station, and the managers of the various divisions.

Your arrival and that of others is made known to the manager of the Technical Information Division by communication from the Personnel Division. This information is relayed to the library, the correspondence file room, the report file room, and the report index group. You make your first contact with the Technical Information Division when your research supervisor or manager leads you to the report file room to sign for a re-

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† Paper presented before a meeting of the Chemistry Section, Science-Technology Division, at the SLA 46th Annual Convention, Detroit, Michigan, June 14, 1955.

\* Herman Skolnik is manager of the Technical Information Division; Ruth E. Curtiss is supervisor of the Library and Storage Functions in the Division.

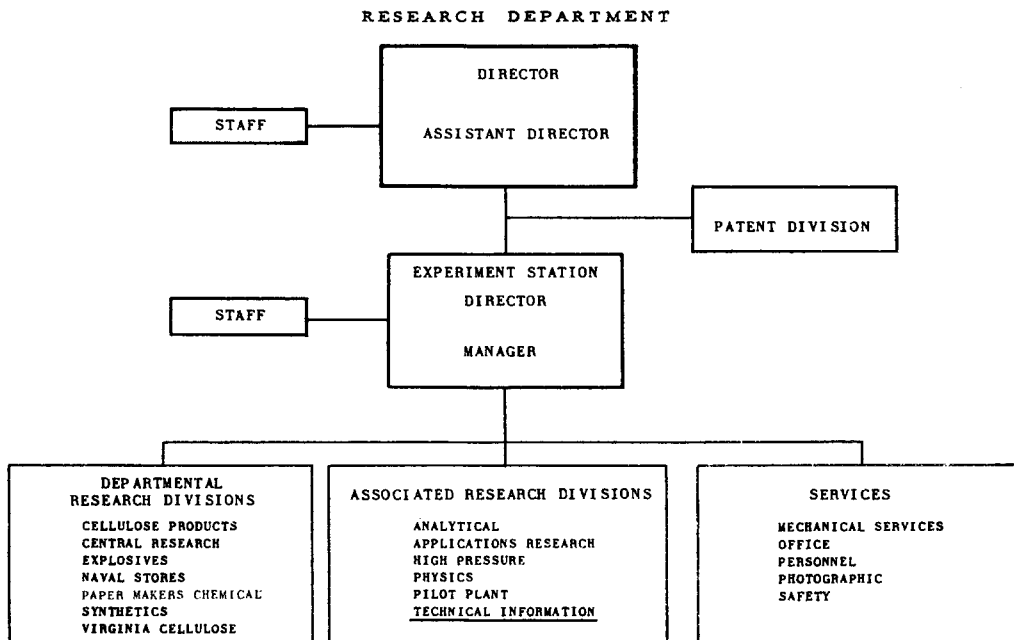


Figure 1

search notebook. On receiving your first research notebook, you are also handed a booklet on *The Preparation of Notebook Records*.<sup>\*</sup> You have already received a copy of *Hercules Technical Reports—A Guide to Their Preparation*. These booklets bring to your attention the important differences between academic and industrial research, and impress on you that the research you are to do will not be complete until it is properly recorded and written according to certain standards. The report file clerk further emphasizes the importance of good research records and explains the several regulations on the borrowing of Hercules technical reports.

#### Library Tour

Your next meeting with the Technical Information Division occurs within a day or so when the library supervisor telephones and asks when it will be convenient for you to tour the library.

<sup>\*</sup> *The Preparation of Notebook Records* is for company internal use only and is not available for outside distribution.

On this tour the library supervisor or one of the three librarians describes to you the holdings of books, journals, trade publications, government publications, and the special files, such as PB reports, reprints and preprints, translations of journal articles, papers presented or published by Hercules authors, American Petroleum Institute project reports, and other special collections. You are informed of the location and classification of each collection and how the many items are entered in the central catalog by the catalog librarian. You are made aware of the great wealth of published information open to you and that the library and the librarian are there to help you do a better job in your research problems. The tour is ended when the guide introduces you to the chemist in the Technical Information Division who will be indexing your research reports. You make an appointment for a week or two hence with the report indexer, who will give you a complete tour of the Technical Information Division.

TECHNICAL INFORMATION DIVISION

HERCULES EXPERIMENT STATION

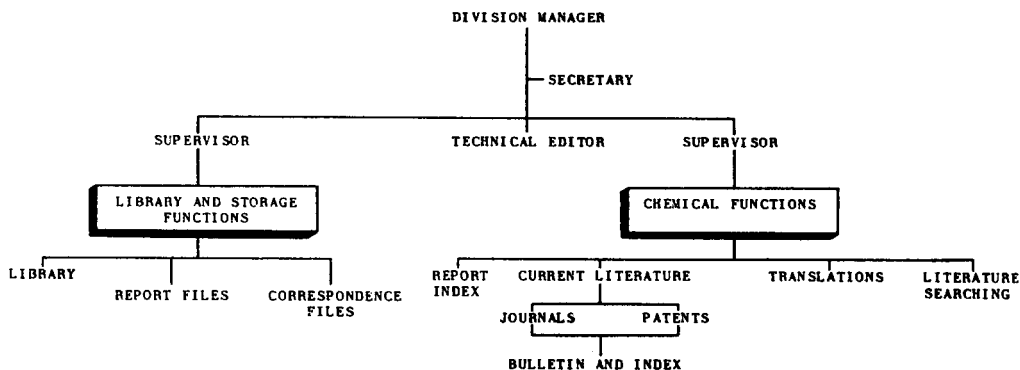


Figure 2

**The Technical Information Division**

By this time, you are at least aware of the existence of the Technical Information Division. However, you may be puzzled about some of its functions and services. These are described in the booklet on the *Technical Information Division Files and Services* which had been given to you on your arrival (Figure 2). You learn from the booklet that there are twenty-seven people in the division, fourteen of whom are chemists with degrees ranging from B.S. to Ph.D., three are librarians with B.A. or B.S. degrees in science and M.S. degrees in library science, and ten are assistants, clerks, and typists. The functions in the division are divided into two major categories, library and storage functions and chemical functions. The library is concerned with acquisition, cataloging and classifying, storing, and loaning of published information; the report file is the central repository of company and unpublished manuscripts, reports, and research notebooks; the correspondence file is the Experiment Station repository of incoming and outgoing letters.

The groups under the chemical functions category are concerned with ser-

vices and research towards making the archival information participate actively in laboratory research and decisions. Towards this end, the Technical Information Division maintains a report index for research reports, a patent index, and a journal literature index for patents and journal articles of interest to Hercules. A *Patent Index Bulletin* and a *Journal Reference Bulletin* are issued weekly to inform you of the current literature and to provide you with a means for obtaining the patents and articles for reading at your desk or at home. Within a week of your arrival, you receive from the Technical Information Division sample copies of its various publications. A form is attached for you to request any of the publications on an individual basis, if you plan to clip and file the abstracted items, or on a circulation basis, if you merely want to be posted on current literature. Regardless of which category you choose, means are provided for you to request the literature on an overnight or weekly charge.

The booklet, *Technical Information Division Files and Services*, further informs you of the technical editor, the translation group, and the literature



research group. The technical editor is available for discussion of any writing problems you might encounter, particularly those arising from the reporting of your research results. The technical editor is also a nomenclature specialist for the entire company and is the first leg on the clearance and release of technical papers for presentation and publication. Three chemists in the division are available full time to translate technical articles from any of thirteen languages. Because of the great demand on the translators' time, requests for formal translations must be approved by your research supervisor and the manager of the Technical Information Division. However, you may obtain an oral translation without approval. The literature research group prepares bibliographies and surveys on scientific topics and fields of interest to Hercules. As a research chemist, however, you are encouraged to make use of the library and report files in literature work connected with your own research problems. The literature chemists are ready and willing to teach you and to help you.

### **The Report Indexer**

Your calendar tells you that two weeks have rolled by and it is time for your conference and tour with the report indexer in the Technical Information Division. Much of what the report indexer tells you has become part of your Hercules know-how from your previous meetings and readings. Consequently, what is now impressed upon you are the methods and procedures employed to index, abstract, file, and retrieve information. Particular attention is given to instructing you on how to secure the most from the report index which contains over 150,000 cards under some 6,000 headings. You learn that the report index was started in 1928 and is an invaluable key to all internal reports written since Hercules

was organized in 1913. It is the *Chemical Abstracts* of Hercules research work. The report indexer explains carefully and thoroughly how information is put in and retrieved from the index. You are also shown the subject heading list and the subject memo books kept on top of the cabinets holding the index cards. Although these are the indexers' bibles, they are also useful to the user of the index.

The report indexer, in going over the other functions, makes it a point to introduce you to the members of the division responsible for the various functions. In meeting these people, you are encouraged to talk about yourself, your reading habits, and your scientific interests.

### **Conclusion**

Communicating to the new employee is not an end in itself. It is the beginning through which a continuing and effective channel of communication is established between the special librarian, literature chemist, chemical librarian, information officer, and those they serve. No library or information group is rooted in an unchanging environment. Changes will and must occur. When they do, they must be communicated to our patrons, new and old, promptly and effectively. To serve them properly, we must be aware of their needs and interests. Thus, it is necessary to establish a channel through which we are informed of these needs and interests. The most effective channel is self-propagating through performance and practice—not conformance or good intentions. The most tragic mistake in communications is to sit tight until we hear from those we serve. Our position in the flow of information demands active participation stemming from a knowledge of what is going on in our company and an acquaintance with everyone in the organization. Communication is a problem to which we all owe time, effort, and attention.

# USE OF LIBRARY BULLETINS\*

K. GENEVIEVE FORD

*Librarian, Titanium Division, National Lead Co., South Amboy, N. J.*

IS A BULLETIN issued by the majority of libraries? A survey among a representative group of members of the Metals Division and other SLA members indicated an answer in the affirmative. It may be a lengthy or a brief abstract bulletin, or a title bulletin only, depending upon the needs of the organization and the size of the library staff; it may be a daily, a weekly, a semimonthly, a monthly or a bimonthly; it may be for executives only; it may be for engineers, for chemists, or for some other group; it may have an elaborate cover or it may have none; it may cost thousands of dollars or it may be a two- or three-page report. Whatever the form or the length there seems to be need for the dissemination of information on new and pertinent literature, brought about by the prolific amount of published material. Despite the fact that extensive routing of periodicals is maintained, bulletins are issued in most libraries.

So important do some organizations consider a bulletin that the publications department takes over from the library the greater share of the work. In other concerns all the mechanical work is performed outside the library.

Writers such as Furnas<sup>1</sup> and Hertz<sup>2</sup> emphasize the importance of keeping the research department thoroughly abreast of current developments in the fields where its interests lie. Both consider an abstract bulletin to be of definite aid.

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\* Paper presented before a meeting of the Metals Division at the SLA 46th Annual Convention, Detroit, Michigan, June 14, 1955.

## Type of Bulletin

As stated, the type of bulletin depends upon the need. It should, therefore, be made clear at this point that a bulletin which contains any type of abstract, either indicative or informative, has been considered in this paper as an abstract bulletin, in order to differentiate it from one listing titles only. Many libraries consider the latter sufficient. For example, the Atlantic Research Corporation, Alexandria, Va., reports that the results of a survey among its technical staff showed the most important reference services to be accession and selected reading lists, for in this way, "the scientist is consciously introduced to tools that he might otherwise not use."<sup>3</sup>

Hugh W. Field,<sup>4</sup> vice president and general manager of the Research & Development department of the Atlantic Refining Company, has said: "By trial and error tactics it has been found that an abstract bulletin of selected articles of interest must be issued to really keep the personnel informed. Further, the abstracts must be informative, accurate and timely, as every day of delay can be of the utmost importance."

Jackson<sup>5</sup> in *Technical Libraries* reports that the 1946 poll of 300 science-technology libraries disclosed that 56 per cent of them issued a library bulletin. Of this number the majority were industrial or company libraries. Some of the stated advantages versus published services are: (a) promptness in sending information to those who must keep abreast of the literature; (b) slanting of emphasis in abstracts on

those topics pertinent to interest being served; (c) selection of material solely from viewpoint of its usefulness to clientele. Thus advantage can be taken of items in transient literature or other ephemeral medium ignored by published abstracts. The same source reports: "The issuance of index rather than abstract bulletins has the advantage of getting information out quickly, and it obviously requires little time and effort to prepare. The disadvantages are that readers are unable to evaluate articles and must spend more time referring to the original publications. Subject matter is sometimes not disclosed in a title so that it may be lost to those who might benefit from it."

The availability of abstracts from published services seems to be increasing and a few libraries use them extensively. For instance, the General Motors Corporation has for many years used the cards of the *Engineering Index Service* for reproduction in a weekly compilation; GM believes that professional indexers do a better job than its library could without hiring a number of additional people on its staff. Another user of the *Engineering Index* is Bell Telephone Laboratories' library which reproduces many cards in its bulletin. The rest of the items are titles of articles only.

On this point Jackson, cited above, has this to say: "The use of abstract services saves time but the disadvantages in general outweigh that saving. The literature is no longer current, and it is not abstracted from the point of view of those for whose benefit it is intended."

Let us turn to other results of the survey. Out of forty-five replies received eighteen issue abstract bulletins only; thirteen issue title or accession bulletins; four—Bethlehem Steel, Pittsburgh Consolidation Coal, Reynolds Metals, and Bell Telephone Laboratories—issue both abstract and title bulletins; three issue special publica-

tions; seven issue none. In the latter category three librarians, to their regret, have had to discontinue that portion of their service.

Lack of adequate staff or a small research department seemed to be the principal reason for no bulletin. The Crane Company, which may have a sufficient staff, issues no bulletin but does publish two bibliographies yearly. Like the majority of libraries, it has a large reading list for its periodicals, with a representative in each department whose duty it is to distribute the periodicals and be responsible for their return to the library.

It may be of interest to note that a recent issue of *Nature*,<sup>6</sup> which reports the annual meeting of the Scottish Branch of Aslib (Association of Special Libraries and Information Bureaux) held February 11, 1955, cites the practice of three librarians on the treatment and circulation of periodicals. This apparently takes the place of bulletins, although it is not specifically so stated. One librarian asked if there is not danger of a librarian coming too much between the user and the holdings. She felt that librarianship may become an esoteric clerical job if too much is attempted in the way of carding every reference.

#### **Frequency of Issue**

Frequency of issue varies according to the need. A few libraries distribute a daily bulletin which is out by or before noon; there are about ten weeklies; one library issues three per month; two issue every two weeks; the majority sends out a monthly; some are irregular, probably dependent upon the accumulation of material.

#### **Distribution**

Distribution ranges from about twenty-five copies to over a thousand per issue. Among the large distributors are Bell Telephone Laboratories with 1,300 copies, Reynolds Metals with 800, Aluminum Laboratories with 750, United States Steel 500, Caterpillar Tractor

350, United Aircraft 580 copies of its index and 1,200 copies of its Information Bulletin. Corning Glass currently distributes 425.

#### **Compilation**

In most instances the library staff compiles the information, either on cards or slips which are typed in the library, ready for reproduction elsewhere. Sometimes the library performs all the work but in such cases the bulletin is usually a title list; one exception is worth special mention: the International Nickel library issues a large semimonthly abstract compilation consisting of thirty-five to forty pages, and the entire work is performed by the library. It also maintains an extensive routing list of 500 periodicals. Distribution of the bulletin is restricted as is the case in Alcoa, National Carbon, and in some other company libraries.

#### **Cooperative Abstracting**

Ingenuity has been used in many instances in an effort to reduce the abstracting work in the library with a small staff. A few libraries use a cooperative abstracting service in which members of the technical staff assist by indicating pertinent articles which should be included in the bulletin, by selecting portions of a summary if there is one, or by furnishing a brief abstract. This method accomplishes two purposes: it is of aid to the library staff and also is a mean of familiarizing the abstracter with developments in his field which might be overlooked by the library.

This type of service is maintained by the Titanium Alloy Manufacturing Division of National Lead Company. Like the Crane Company it has a representative in each department; the abstracts are collected and held by the representatives until time for compilation of the bulletin, which is bimonthly, then returned to the library where they are checked and classified preparatory to reproduction elsewhere. Credit is given the abstracters.

The Thomas A. Edison Company's library in West Orange, New Jersey, is another which receives aid in the compilation of its title list.

In the author's titanium library such a service has functioned successfully for a number of years. Periodicals according to field of interest are routed to various members of the technical staff for abstracting. Sometimes the abstracter brackets portions of a summary or the text; if no summary is given he furnishes an abstract on a special blank made up for the purpose. Abstracts and journal are returned together to the library within three days where the abstracts are checked, edited and classified and a rough draft typed under subject headings. A number of journals are abstracted by the library staff which also makes a careful check of current issues of *Chemical Abstracts*. At the end of the month a master is typed in the library and the remainder of the work performed elsewhere, with the exception of distribution.

Each item is numbered and separate sheets are inserted in the completed bulletin to facilitate the listing of requests. Perhaps one reason for the marked success in receiving aid is that credit is given in two ways: one, the initials of the abstracter appear after each abstract furnished, and second, an alphabetical list of abstracters for that month appears on one page of the bulletin.

Although only 100 copies are run off, many of them are shared by the occupants of a laboratory, so that the reading list is much larger than the number distributed. Five or six request blanks often are inserted in one copy of a bulletin; many are returned to the library within an hour after distribution of the bulletin.

The Titanium Metals Corporation library also makes use of cooperative abstracting service, using special abstract blanks. That company, too, gives credit to its abstracters.

It was noted that many other libraries use request sheets, among them Caterpillar Tractor, Chrysler, Lukens Steel, and United States Steel. Some list the numbers of the abstracts on a separate sheet, enabling the requester to encircle the numbers wanted. Practically all bulletins contain numbered abstracts. Owens-Illinois' request sheet is perforated to facilitate its removal; it also contains space for suggestions for improvement of the bulletin.

### Short Cuts

Mechanically, many short cuts are devised. Nopco Chemical Company's library issues two large abstract bulletins on different subjects, one monthly, one semimonthly. Its novel method is to type the abstracts on masters, regardless of subject; later the masters are cut apart and taped on sheets according to subject, ready for duplication. Transfer of an abstract also is made to index cards, thus but one checking is necessary.

No doubt many have read the article which appeared in *SPECIAL LIBRARIES* last year<sup>7</sup> on the Bell Telephone Laboratories' xerographic short cut for its abstract bulletin. That company reports a saving of fifty per cent of clerical time by use of that method vs. typing of stencils for the bulletin from typed cards.

In National Carbon the library abstracts important items on 5 inch x 8 inch punch cards which are photographed directly at seventy-three per cent reduction to multilith mats for reproduction on sheets. They are xerox-processed, eliminating retyping and proofreading. For Johns Manville's weekly bulletin, multilith masters are made from slips; most items are reproduced on cards for subject catalog. At Dravo Corporation cards are typed in the library of a size to fit a column width of its bulletin; they are classified as received, ready for multilithing.

An interesting method is followed by

the Peoples Gas, Light & Coke Company's library whose bulletin was discontinued during the last world war when library service was curtailed. The library staff reads all Chicago daily and Sunday papers and two New York papers. Articles of interest are clipped and mounted on lettersize sheets which are xerox-duplicated elsewhere and the material is distributed before noon of each day.

Caterpillar tractor uses what is believed to be a unique way of processing requests emanating from its bulletin, as well as for its regular routing of periodicals. This company uses IBM to coordinate and list each requester for each item in the bulletin, arranging the requesters' names on the list in a predetermined order, so that those who are staff engineers or supervisors have an opportunity to see the article requested before their employees. By this machine method of recording a saving of \$26.50 per issue is reported as against manual labor. Dravo Corporation uses routing slips containing all names of requesters for an article, thus eliminating a one-by-one routing.

*Contents in Advance*,<sup>8</sup> a service to librarians was started last January. It consists of reproductions of tables of contents of some 100 periodicals, placed at various angles on the pages. It would be of interest to learn if this aid is serving its purpose.

### Returns

Compensation for all the work involved should and apparently does bring returns. Some replies gave definite figures: Caterpillar Tractor receives approximately 1,500 requests from 400 personnel and its bulletin is issued twice per month; Babcock & Wilcox's title bulletin pulls 245 requests per month; Chrysler's library receives 400 to 500 per month. The Dravo Corporation has 200-250 requests from each issue; Westinghouse in East Pittsburgh reports that practically 100 per

cent of bulletin readers request material. The author's library with a comparatively small circulation receives an average of 135 requests per issue and they are increasing. In citing these figures it should be emphasized that these are known returns and that undoubtedly the bulletin is the source of many more requests which come through other channels. In a number of instances readers bring a copy of the bulletin with them to the library and obtain the material themselves, using it as a browsing tool.

### Cost of Bulletins

Not many librarians were in position to furnish costs. This may be a definite indication that cost is not one of the most important items in the issuance of a bulletin. To quote Mr. Field<sup>4</sup> again, "The cost of such a service has been a considerable item, ranging from \$10,000 to \$30,000 or more, for each major oil company." The Reynolds Metals *Digest* is estimated to cost about \$800 per issue *exclusive* of salaries. The Bell Telephone Laboratories' bulletin is reported to cost \$800 per issue *including* salaries. Caterpillar Tractor's costs run a little over \$60 per issue, *excluding* the time of the cataloger and librarian. The Titanium bulletin is around \$130 per issue, an overall figure.

The Squibb Institute for Medical Research estimated that in 1951 its large abstract bulletin cost about \$28,000, which covered labor and material but did not take into account any indexing or other process which could be carried on independently of the bulletin. As many are aware, Squibb discontinued its bulletin in 1952, the reasons for which are covered in an article which appeared in *SPECIAL LIBRARIES* in 1954.<sup>9</sup> National Carbon's abstract bulletin costs a little over \$100 per issue for mats, paper and labor but, as was the case with Squibb, does not represent abstracting and selection costs, which would be carried on whether or not a bulletin were issued.

From this wide range of prices, it can be seen that figures mean little in this survey since so many variables must be taken into consideration.

### Conclusion

Judging by the returns from this limited canvass it is apparent that bulletins in some form are considered desirable and that many librarians are fulfilling an important function by issuing them. It has been said that technical service is a filter, not a funnel; this certainly seems an appropriate description of a library bulletin, for it eliminates what is unnecessary, coordinates the material and disseminates it.

The views of those who do not consider a bulletin worth while have necessarily been omitted for lack of information on other services instituted to take its place. Duplicate or quadruplicate subscriptions to periodicals appear to be the only available answer.

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# SOME PROBLEMS OF *Psychological Abstracts*†

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*Editor, Psychological Abstracts, Wayne University, Detroit, Michigan*

PSYCHOLOGY IS PROPERLY classed as biological science, but, with equal propriety, it is also classed as a social science, and its abstract journal, *Psychological Abstracts*, must cover more than biological science. Among those who consider themselves psychologists, interests range from cochlear microphonics or the nesting behavior of chaffinches to the power relations of modern society or the cultural determinants of personality. This borderline position of psychology, overlapping both the biological and social sciences, as well as its tangential or material relations with medicine, mathematics, physics, philosophy, religion, social welfare, industry, and a number of other fields, has a very significant influence on the problems of *Psychological Abstracts*.

The very fact that bibliographic service in psychology began in 1894 with the *Psychological Index* and has continued without break for the past sixty years appears to indicate a need for a specialized service which would bring together in one place a guide to the literature which psychologists believe is important to them. I have been asked why we do not omit physiological or neurological material as it is available in *Biological Abstracts*—and I suppose a similar question will be raised for so-

ciological material now that there is *Sociological Abstracts*. It is evident that to do so would be to decimate the functions now served to the profession which is almost unique in the proliferation of its interests.

A second important influence of the overlapping interests is the volume of material, and its increase, to be covered. In 1949 the number of entries was 6,530, about the same as the pre-war years of 1937 and 1938. By 1954 the number of entries had increased to 9,120; i.e. a 55 per cent increase over the 1949 figure. This growth rate resulted in the American Psychological Association setting page limits for the annual volume, and to the appointment of a committee to study methods of defining the field to be covered and formulating criteria for elimination. This committee made tentative suggestions for defining zones of importance, the outermost of which could be dropped under pressure for space. However, the committee found itself reluctant to say that actual items which fell in its extreme zone were not of interest to psychologists. Thus, the fundamental problem for *Psychological Abstracts*—as it is for all other abstracting services—is how to cover pertinent literature most satisfactorily for its readers within the cost limitations set by Association economics. Beyond making it explicit, this problem cannot be analyzed in greater detail at this time. Of greater significance is a description of problems which are of more

† Paper presented before a joint meeting of the Biological Sciences and Hospital Divisions at the SLA 46th Annual Convention, Detroit, Michigan, June 14, 1955.

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direct interest to users of the journal. These may be conveniently divided into those concerned (1) with the extent to coverage, and (2) with questions of operating procedures.

### Extent of Coverage

In our coverage we have no exclusive criteria in terms of type of document. While articles in journals have constituted 75 to 90 per cent of all entries in the 28 volumes, books, articles in books, pamphlets, government documents, films, and other types of publications have always been included. In fact, for several years we have listed unpublished dissertations available on interlibrary loan, and on one occasion included abstracts for a series of Army reports available only on microfilm from the American Documentation Institute. For this type of publication, other than books, we have no method of systematic check, but depend upon material received from authors or publishers, the alertness of abstracters, or discoveries from advertising, news, and bibliographic literature.

Books appearing in the usual publication channels are checked more systematically. While we have given up regular checking of national bibliographies, even the CBI, we do review the *Publishers' Weekly*, and, with fair consistency, check reviews in both American and foreign journals. Also, cooperation from American and foreign (especially European) publishers in sending new books to us has been excellent. The one bit of definite evidence we have on the completeness of our coverage of books is furnished in a study by Girden and Dennis<sup>1</sup>, who examined the book reviewing practices of psychological journals. They compiled a list of 334 books published in 1950 which were listed under "psychology" in CBI and/or were reviewed in one or more of the psychological journals searched. From unpublished data which they kindly furnished to me we determined that we had ab-

stracted, or considered and rejected, all of these except twenty-two. For reasons I cannot explain we missed 6.5 per cent of these books.

As the journal literature contributes the great majority of our entries, more attention should be directed toward it in this description. Since Volume 21 in 1947 we have published an annual list of journals searched. Previous to that volume, there had been only four lists published and in each case these included titles of journals for which there was an entry in the volume. In the list for the third volume in 1929, there were 446 entries. In the past seven volumes the list of journals searched has ranged from 433 to 549. In 1954 the 505 titles included 310 journals received in the editorial office by exchange or gift, and 195 searched on abstracter's responsibility.

The journals regularly searched include titles from a wide range of subject fields. Only 35 per cent of the entries for journal literature are from series that could clearly be classed as psychology. Incidentally, this percentage has been of the same order since the beginning of the *Abstracts*. The next most frequently represented fields are psychiatry, with 23 per cent; medicine, 10 per cent; education, 8 per cent; and biological science with 5 per cent. In smaller proportions are journals in industrial management, social work, general science, physical sciences, statistics, sociology, anthropology, child welfare, philosophy, rehabilitation, parapsychology, and general reviews. In psychology our coverage includes all journals that we have been able to discover published any place in the world. We are constantly searching for journals we may have missed because we strongly believe that we must cover at least the publications of psychologists regardless of the country in which they work or the language in which they write. In the borderline fields our degree of coverage is not so great, and



this varies with both subject and country.

### Operating Procedures

Searching of journal literature is carried out in two ways. For journals received in the editorial office, the managing editor, Allen J. Sprow, or myself, check the contents for articles of psychological interest. Author cards for these are made and the copy of the journal is sent to the abstracter. In the second method, an abstracter has agreed in writing to search a particular journal or journals and to abstract all articles which, in his opinion, have a psychological or behavioral significance.

While the distribution of abstracts published among the subject classifications used in *Psychological Abstracts* is of interest in exhibiting the range of psychological inquiry, of greater concern here is the distribution by language or country of publication. From its inception in 1927 (and for the *Psychological Index* from 1894) it has been the policy of the journal that it should be international in its coverage. Data are not available to determine how well this policy is being carried out, but the situation for the most recently completed volume is suggestive. For 1954 there were 505 journal titles listed as being regularly searched. Of these, 60 per cent were American, with an additional 11 per cent in English and published in the United Kingdom, India, Australia, Canada, and South Africa. Barely 6 per cent were in German and 5 per cent in French. Slightly less than 3 per cent were Spanish, mostly from Latin America, and 2 per cent were Russian. Italy, Holland, Scandinavia, Yugoslavia, Israel (Hebrew), Japan, Portugal, Brazil, and Egypt were represented with less than 2 per cent each of the titles. For the actually published entries which included material other than journal articles, 86 per cent were in English, 5 per cent in German, 4.5 per cent in French and 4.5 per cent

in other languages. The very great proportion of material in English is due in part to the fact that such material, especially in borderline fields, is more readily available. In equal or greater measure, however, it reflects the effect of World War II. In 1944 the English material stood at 95 per cent and it has declined since, as publication in other countries is resumed. Unfortunately there is no list of current journals of psychological interest published throughout the world which we can check to determine what we are missing. One suggestive indication is in the field of social psychology. The UNESCO *World List of Social Science Periodicals*<sup>2</sup> has 56 entries which, from title or description, include social psychology. All of these are included in our list of journals covered—in fact, 49 of them are received in the editorial office.

In the last analysis, the only measure of how well *Psychological Abstracts* is covering the pertinent literature is the extent to which it has included items found in other bibliographies. In this connection, reference should be made to the study of *Biological Abstracts* by Bentley Glass<sup>3</sup>. He reports that of the entries classed in "animal behavior" in *Biological Abstracts* (articles published in 1950), approximately two-thirds were not found in *Psychological Abstracts*. I am glad to learn this, and I shall indicate other data which shows we are not doing a satisfactory job in covering the literature in this special field.

As a pragmatic test of our coverage, we checked the 2,174 references included in the 18 articles in the 1955 *Annual Review of Psychology*. This volume presents critical, integrative, and systematic reviews of selected literature for the preceding year for specified topics. After eliminating 105 references to unpublished material or to publications with dates earlier than 1950, we found that 1,535 or 74 per cent of the entries had been included

in *Psychological Abstracts* through the 1954 volume. Some, estimated at another 5 per cent, have appeared or will appear in the 1955 volume. This overall coverage is far from perfect, but it does not warrant too serious criticism. When separate topics are considered, there are serious lacks. Remember that these articles are reviews by psychologists for psychologists; yet for somesthesia and chemical senses we included only 29 per cent of the references; for genetic problems in abnormal behavior, only 35 per cent; for hearing, 37 per cent; and for comparative psychology just over half at 53 per cent. These are not good showings. For the sake of our editorial egos, we must point to learning, where we included 100 per cent, and to child psychology and assessment methods, for which we had 96 and 92 per cent respectively. This analysis has not only shown our quantitative lacks, but in many cases it has suggested what we have missed. Several journals will be added to our list as quickly as possible.

### Operational Problems

In addition to questions concerning coverage there are certain operational problems which have a significance to the user of the journal. There are three of these about which I would like to say a few words. The first is lag. Glass<sup>3</sup> has reported an average lag in *Biological Abstracts* for non-author-abstracted journal articles of 0.9 year for U. S. journals, 0.99 for British, and 1.43 years for European. Analogous, if not exactly comparable, data for *Psychological Abstracts* are approximately nine months for material received in the editorial office. This was determined by a follow-up study of 250 consecutive items received, with each fifth piece being studied. For material not received by the office we have no estimate, but the lag is longer by an appreciable amount. Our present bimonthly publication schedule requires at least ten

weeks for manufacture and four more for editorial preparation or a minimum lag of 3.5 months. Our page limitation controls the amount of copy per issue so there is a question how much our present lag can be reduced. During the editorial processing for an issue, we try to include first material of earliest publication date, then books, and lastly material of later or current publication year. For the 1954 volume a random sample of 200 entries showed only 4.5 per cent with a 1954 publication date, 2 per cent in 1949-51, 12.5 per cent in 1952, and the balance, 81 per cent, published in 1953.

A second operational problem is that of abstracters. All of our abstracters are volunteers who cover journals rather than individual articles in their interest field. The same abstracters do books and other materials assigned by the editors. They are recompensed by the material furnished to them. In the case of abstracters who search journals on their own responsibility we pay an absurdly inadequate fee of 2 cents per line! Abstracters abroad are paid a similar amount and in addition are given a subscription to the journal during their activity as an abstracter. These volunteer abstracters range from graduate students (who incidentally do a very competent job) to retired psychologists who find this professional activity interesting. We are always glad to have authors submit abstracts—especially for material published in places which we do not cover regularly—but we have not tried to establish a regular policy in this matter. In 1954 only 13.5 per cent of the samples of entries were from the 20 journals published in America, which Daniel<sup>4</sup> has found from an analysis of citations to be a core group. It is this group only for which we might expect to make arrangements for author abstracts and we have not considered the advantages great enough to warrant the inevitable increase of editorial work.

Finally, a word about the nature of the abstracts themselves. It has always been a basic policy that our abstracts are noncritical. Description, summary of methods and findings, and the central thesis of theoretical or essay papers, are the desired content. In general, we try to maintain an average length of 15 lines, which represents about 100 words of text. The text is not intended to present a sufficient amount of information to make reading the original unnecessary. In the case of less available materials we do provide for somewhat longer abstracts. The bibliographical heading we try to make as accurate as possible. It is our feeling that

our bibliographic function is of basic importance, and error here is of greater consequence than in the text. After all, if the original is described so that it can be found, the text can be checked. If the bibliographic details are wrong, the item is in some degree lost.

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## Program of the International Relations and History Section

SOCIAL SCIENCE DIVISION, SPECIAL LIBRARIES ASSOCIATION

AT SPECIAL LIBRARIES ASSOCIATION'S 45th Annual Convention in Cincinnati, May 17-20, 1954, the International Relations and History Section of the Social Science Division undertook a program of assisting foreign librarians in the United States to meet and discuss common interests with American colleagues. It was agreed that it is of first importance that foreign librarians coming to the United States and Canada as visitors, lecturers, research workers or students, establish professional and friendly personal contacts with librarians here so that they could consider mutual problems on a friendly, personal basis with their colleagues in America. Members of the Section would act as centers of information within their own chapters and would initiate chapter assistance to foreign librarians visiting the United States and Canada.

This program has been in effect now for more than a year and it is time to assess its value and methodology. A committee of the Section collects information on all foreign librarians com-

ing to this country. Government sources include the Department of State, the United States Information Agency, ICA, and the Library of Congress; private sources are the Washington Information Center, American Council on Education, the American Library Association, and American librarians abroad who know of the proposed visits of librarians in their area. We have never been able to obtain names of all visiting librarians and there seems to be no way of remedying this situation. As soon as we obtain information on the arrival of a foreign librarian, we write him, welcoming him to the United States on behalf of the Association, asking if we can be of assistance while he is here in Washington and telling him we hope to notify SLA members in the communities which he plans to visit. During the first year, we wrote to each International Relations and History Section member in each community. This, however, proved an enormous task but at that time we had no way of knowing which Section member was in

the most strategic position to act as host and liaison between the foreign visitor and the SLA community.

The Washington Chapter's Committee on Community Service during this last year has had a very successful program of hospitality for foreign librarians. It is hoped that other chapters will be able to initiate similar projects. The Washington Chapter's committee sent a mimeographed note to each member of the chapter stressing the importance, pleasure, and professional advantages of meeting visiting foreign librarians. Chapter members who were interested in inviting visitors to their homes, accompanying them to a concert or ball game, or sightseeing, were asked to mail an enclosed card to the chairman. The committee organized the 120 cards returned into an alphabetical roster with colored tabs to indicate a member's special interest in entertaining a librarian from a specific area. Information on the visitors was supplied by the International Relations and History Section. The committee member in charge for the month (the roster was rotated monthly) then made arrangements for most appropriate invitations and meetings of American and foreign librarians. Chapter members, who entertained their foreign colleagues and the visitors, have enjoyed these added contacts. The International Relations and History Section has been particularly grateful for the existence of this Washington Committee as it has handled the situation in the Washington area so successfully and has solved the problem of making individual contacts. This is particularly important in the cities such as Washington, New York, Chicago, and San Francisco which have been visited by almost all foreign librarians at some time or other.

It is hoped that other SLA chapters will undertake projects similar to that of Washington. It would not be necessary, in many places, to organize a formal committee but perhaps chapter

presidents would be willing to have local members of the International Relations Section act as a committee or, if there are no members in certain localities, the president would appoint a chapter member to receive information, welcome visitors, and make contacts for them.

Without exception the members of the International Relations and History Section throughout the United States and Canada have made the facilities of their libraries available and have gone out of their way to assist any who have special problems or are interested in special aspects of librarianship. Social activities for the visitors have ranged all the way from home entertainment and sightseeing to formal receptions. Visitors have uniformly been invited to professional meetings and have usually been asked to address them.

The results of the International Relations and History Sections' activities indicate beyond doubt that the program is worthwhile. In a small but friendly and intimate way we are helping to increase mutual understanding and respect among peoples of different nationalities. Comments from both visitors and hosts bear this out. Typical is this excerpt from a letter from one of our visitors: "In all the places I have been, I have found the librarians most helpful. Future progress of [our] libraries will bear the marks of this assistance." All letters from our members which I have received contain a sentence similar to this: "In closing I wish to assure you that . . .'s stay was mutually beneficial." We hope that this year's program will be equally successful. The International Relations and History Section would appreciate suggestions and help from the membership to make 1955-56 even more professionally and socially satisfying to our foreign colleagues and to SLA members.

MARY ANGLEMEYER, *Chairman*  
International Relations and History Section.

# Have you heard . . .

## Rose Vormelker Honored



Rose L. Vormelker, former national president of Special Libraries Association (1948-49) and president of SLA's Cleveland Chapter (1935-36 and 1945-46) was appointed Assistant Director of the Cleveland Public Library on November 1, 1955. Miss Vormelker will assist Director Raymond C. Lindquist with legislative matters concerning the library, budget preparation, and personnel and public relations.

A graduate of Western Reserve University School of Library Science in 1919, Miss Vormelker organized the Business Information Bureau of the Cleveland Public Library in 1929 and has administered it since that date except for war leave to Washington in 1942. She is the editor of Volumes I and II of *Special Library Resources* (1941, 1946) and the author of *The Company Library* (1951), as well as of numerous articles published in professional journals, business, and educational magazines.

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### Drexel Scholarships

The Drexel Institute Library School is offering three full tuition scholarships for the academic year 1956-57. Only American citizens who enter the full time curriculum leading to the Master's degree are eligible. Evidence of high academic achievement at an approved college or university, and the

need for financial aid must be submitted.

Applicants should apply to the Dean of the School of Library Science, Drexel Institute of Technology, 32 and Chestnut Streets, Philadelphia 4, Pennsylvania. Complete credentials must be filed before April 1, 1956. Inquiries concerning scholarship aid to foreign students should also be addressed to the Dean.

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### Florida Assistantships

The University of Florida Libraries is offering three graduate assistantships in the academic year 1956-57 for study leading to a master or doctoral degree in a subject field other than library science. Graduate assistants work approximately fifteen hours per week in the library, assisting in bibliographical research of library administration.

Stipend is \$1,200 for a nine-month period and holders of assistantships are exempt from out-of-state tuition fees. The deadline for filing formal application is March 31, 1956.

Inquiries are invited, especially from librarians or students in library schools who are interested in advanced work in subject fields. Applications should be made to: Director of Libraries, University of Florida, Gainesville, Florida.

\* \* \*

### Seminar for Library Administrators

The Graduate School of Library Service at Rutgers University will hold an advanced seminar for library administrators in New Brunswick, New Jersey, from April 9 to May 18, 1956, under the direction of Keyes D. Metcalf, professor of library service. The seminar is for librarians who have had at least several years of successful administrative experience, although a few younger librarians with limited administrative experience will be admitted. Application blanks and information are available from the Dean of the Graduate School of Library Service.

### Western Reserve Assistantships

Research assistantships, leading to M.S. or Ph.D. degrees in the School of Library Science, Western Reserve University, are available from the Center for Documentation and Communication Research at the university. Investigations are in mechanized documentation techniques in connection with research work being conducted on industrial and governmental projects. An undergraduate degree is required. Metallurgy training or experience is essential for one of the openings sponsored by the American Society for Metals. Applications will be treated in strictest confidence. Complete information regarding educational background and personal data should be sent to Dean Jesse H. Shera, School of Library Science, Western Reserve University, Cleveland 6, Ohio.

\* \* \*

### Russian Historical Sources

*Russian Historical Sources*, First Series, is now available to libraries seeking to acquire a basic collection of Russian source material. Published by the Readex Microprint Corporation, the publication includes eighteen important titles, totalling 800 volumes and a half million pages.

In addition to basic dictionaries and bibliographies by Sreznevskii, Ikonnikov, Mez'er and Mexhov, it includes such rare serials as *Russian Antiquity* 1870-1918, *Russian Archives* 1863-1917, the essential stenographic records of the Imperial Duma from 1906 to 1917, and the authoritative monthly record of the Planning Commission of the USSR from 1923 to 1953.

Professor Fred S. Rodkey of the University of Illinois has served as editor for the project, which was sponsored by the Committee on Documentary Reproduction of the American Historical Association.

*Russian Historical Sources*, First Series, comes in labelled cloth octavo boxes, ready for immediate shelving

and reference. The cost of the entire microprint edition is \$1,250.00; however, any title or titles may be purchased separately. For further information, contact Readex Microprint Corporation, 100 Fifth Ave., New York 11.

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### NOTES ON SLA MEMBERS

Mrs. Elleine H. Stones, chief of the Burton Historical Collection at the Detroit Public Library, was recently named recipient of the 1955 Library Staff Memorial and Fellowship Award.

The award, consisting of a check for \$700.00, is presented annually to the librarian who, in the opinion of her fellow staff members, has made an outstanding contribution to librarianship over the past ten years or more.

\* \* \*

Maud Payne, formerly reference assistant in the Technology Department of the Detroit Public Library, will become chief of the library's Automotive History Collection on December 26, 1955.

Miss Payne is a charter member of the Michigan Chapter of Special Libraries Association and is also active in the Michigan and American Library Associations. She was honored in 1954 as recipient of the Library Staff Memorial and Fellowship Award given annually in recognition of ten or more years of outstanding service.

\* \* \*

SLA member Ella Chalfant is the author of *A Goodly Heritage*, published by University of Pittsburgh Press (\$3).

This is the story of the first wills of the earliest settlers at the juncture of the Monongahela, the Allegheny, and the Ohio Rivers. *A Goodly Heritage* is the result of eighteen years of study and research into the earliest fiduciary records in Allegheny County, Pennsylvania. Miss Chalfant dates her interest in early wills from her association as librarian and statistician with the trust department of a large Pittsburgh bank.

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## NEW SERIAL PUBLICATIONS

### ISRAEL SCIENCE BIBLIOGRAPHY

Volume I, Number 1, January-June 1954, the first number in this semi-annual series, lists all works in the natural sciences and humanities published in Israel.

Listings are divided into Books, Periodicals, and Dissertations. Information given includes the English and Hebrew title, transliteration, editor or author, publisher, format, number of pages, price, and notes on content. Only those periodicals which have appeared during the first half of 1954 are included. Unless otherwise indicated, the publications cited are printed in Hebrew.

*Israel Science Bibliography* is available from Interscience Publishers, 250 Fifth Avenue, New York 1, N. Y., at \$1.00 a copy. No special subscription price is indicated.

\* \* \*

### ELECTRICAL TRANSLATORS BULLETIN

The Aslib Engineering Group is planning to produce a new bulletin intended to provide a forum for the exchange of information among translators working in the field of electrical and communications engineering. The bulletin's main function will be to list new foreign technical terms, together with their translations; it will also include an annotated list of technical dictionaries.

For further information write to Dr. M. Goyer, Ministry of Supply, R.A.E. Rocket Propulsion Department, Westcott, nr. Aylesbury, Bucks, England.

## CHAPTER HIGHLIGHTS

### New York

The Recruitment and Training Committee of the New York Chapter is continuing two projects begun last year: the development of a core curriculum for education for special librarianship, and a directory of training opportunities for special librarians in the New York area.

At the request of the School of Library Service, Columbia University, the Committee has also arranged for small groups of students to visit various special libraries in the coming year. Most library school students, although familiar with school, college, and public libraries, have little information about special libraries. The following libraries are cooperating in this project: National Industrial Conference Board, Museum of Modern Art, McGraw-Hill Publishing Company, McCann-Erickson, Inc., National Health Library, General Library of the American Broadcasting Company, New York Herald Tribune, and Reference Library of Federal Reserve Bank of New York.

### Wisconsin

The Wisconsin Chapter joined with the Wisconsin Library Association and the Wisconsin Library Trustees Association in their annual convention held at the Hotel Schroeder in Milwaukee, October 28-29, 1955.

As its part of the convention program, the Wisconsin Chapter, with the College and University Section of the Wisconsin Library Association, sponsored Paul Bixler, librarian of Antioch College, who spoke on "The Librarian's Responsibility for Good Citizenship." A special session presented two speakers: Richard Loreck of Milwaukee Public Library who spoke on the "Acquisition and Use of State and Federal Documents," and Mrs. Mabel Brown, research librarian of Modine Manufacturing Company of Racine, who discussed Modine's classified card catalog and its development.

## LETTERS TO THE EDITOR

I should be grateful if you would insert the following announcement in the next possible issue of *SPECIAL LIBRARIES* . . . concerning publication plans for *Current Articles Unlimited*, a notice of which appeared in *SPECIAL LIBRARIES* for April 1955, page 176:

"Publication plans for *Current Articles Unlimited*, a proposed prompt table of contents service in the medical-science-technology field, have been reported 'regrettably abandoned.'

"Although the project has been cancelled aborning, there is a strong indication from responses received by its editor that this type of publication is greatly desired and would be welcomed in libraries as a journal scanning and circulating aid.

"The editor, who discontinued work on the publication due to the enormity of the work involved, believes that any publisher or organization with facilities would do well to take up the work and put a table of contents service into operation.

"A personal word of thanks is given by the editor to all librarians who gave assistance and encouragement."

ROSLYN S. GLICKSMAN

2261 Ocean Avenue  
Brooklyn 29, N. Y.

\* \* \*

### OBITUARY

DELBERT FRANCIS BROWN, chief librarian for Esso Research and Engineering Company in Linden, N. J., died November 16, 1955.

Mr. Brown joined Esso in 1924 and planned the present Esso library, regarded as one of the outstanding technical collections in the United States. He was affiliated with a number of professional organizations, including the American Chemical Society, the Society of Chemical Industry, the British Chemical Society, and the American Institute of Mining and Metallurgical Engineers. A charter member of SLA's New Jersey Chapter, Mr. Brown served as chairman of its first Constitution Committee.



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**WOMAN, A.B.L.S.; A.M.L.S.**, 17 years experience, public and university, desires administrative position in social sciences library. Box No. A35.

**TECHNICAL LIBRARIAN**. Man. Undergraduate study in science. Experienced in cataloging, indexing, and reference. Translate French and German. A.M., M.A. in library science, doctoral candidate. Supervisory experience. Box No. A36.

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**HOSPITAL LIBRARIAN** for one-man Medical-Nursing Library of 2500 volumes. L.S. preferred. Salary open. Position open December 2, 1955. Apply, Superintendent, Deaconess Hospital, 3245 East Jefferson, Detroit 7, Michigan.

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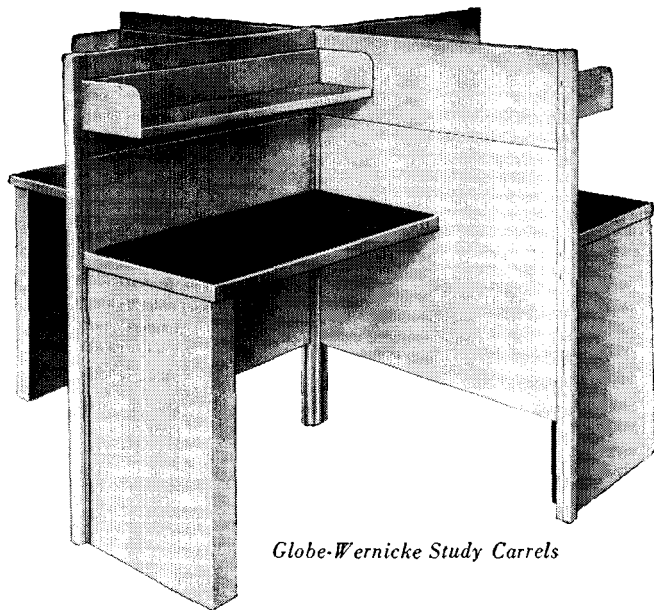
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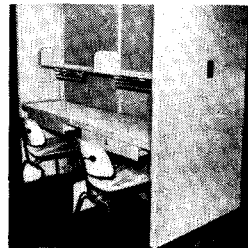
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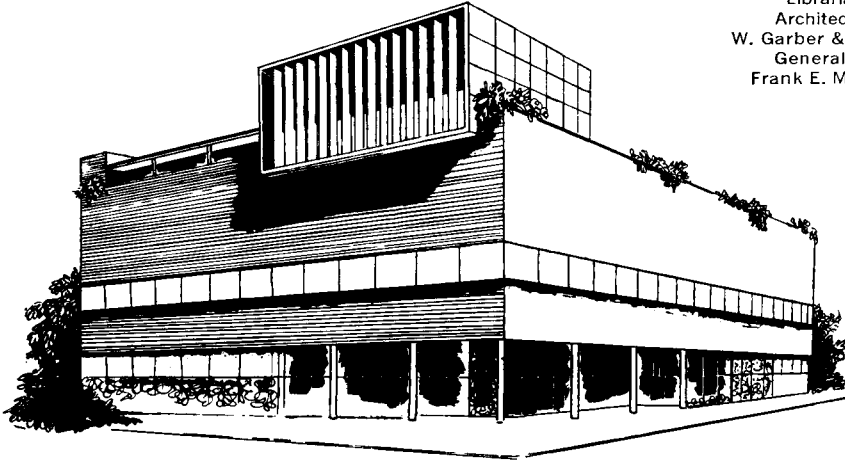
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