

SPECIAL

LIBRARIES

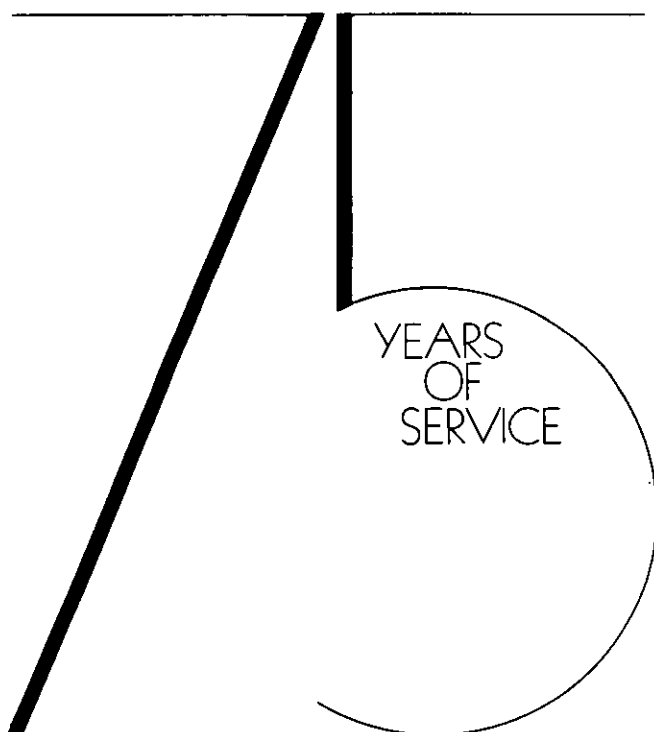
ASSOCIATION

YEARS  
OF  
SERVICE

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R E F L E C T I O N S

**SPECIAL LIBRARIES ASSOCIATION**



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R E F L E C T I O N S

Special Libraries Association  
New York

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The material presented in this booklet was selected to honor the achievements of past and present members, to reflect on the aims and goals of the Association, and to look forward to our work in the future.

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This conference marks a milestone in the history of the Association. Participants gather to celebrate seven and a half decades of innovation and progress in the handling of specialized information resources, and to look toward a future where even more rapid progress is within reach, thanks to the application of new technologies.

As we look back over the past seventy-five years and reconsider our accomplishments we can, in good conscience, yield to our feelings of pride. The steady growth in numbers, and the expansion in scope, of SLA form a strong underpinning for the future. Furthermore, it is significant that we are using this anniversary year to redefine our goals and lay out challenging objectives. Our profession now operates in a dynamic setting where assumptions have a short life, where change does not guarantee progress, and where yesterday's achievements count little in tomorrow's competition.

In redefining our goals in the light of our past, we will want to reaffirm our leadership role in the Information Society. This information, the stuff of our profession, is a strange and slippery commodity. How successfully we adapt to its increasingly pivotal role will determine our place, indeed our professional survival. We have the opportunity to create systems and develop tools essential to those who struggle with the frustrations of access, the stress of overload, and the fear of obsolescence. We must not only perfect our arsenal of information managing techniques but see to it that users perceive us as part of the solution and not the problem—not custodians of confusion but partners in the quest.

*Pat Molholt*  
SLA President  
1983/84

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THE WHITE HOUSE  
WASHINGTON

April 2, 1984

It is with pleasure that I send my warm greetings to the Special Libraries Association as your members mark the Seventy-fifth Anniversary of this fine organization.

Your service to business and industry, hospitals, museums, associations, and all levels of government through the efficient recall and dissemination of knowledge has expanded the capabilities of nearly 12,000 professional libraries and information centers. The widely diverse divisions of your Association have touched the lives of literally millions of Americans.

We have recently passed through a period of exponential growth in communications and technology. Today, vast new horizons are opening up in the information storage, retrieval, and communications areas that will have a tremendous impact on our nation. Your organization is to be congratulated for keeping pace with, indeed leading, this technological revolution.

You have my best wishes for a successful convention and many more years of invaluable service to the library community.

*Ronald Reagan*



CANADA

MESSAGE FROM THE PRIME MINISTER

MESSAGE DU PREMIER MINISTRE

It is with great pleasure that I salute Canadian members of the Special Libraries Association on this occasion of their seventy-fifth anniversary.

For the Association's invaluable work in serving the informational needs of those individuals and organizations having special areas of interest, all libraries and all Canadians concerned with the use of such information and knowledge are deeply in its debt.

At this particular time, I am sure it must be a source of pride to all members to know that the service which they have endeavoured to provide during the last seventy-five years has been of great importance to countless people wishing to secure not only quick and convenient access to material, but also the maximum benefit and use from our library resources.

On behalf of the Government of Canada, I wish to thank the Canadian membership for their kind cooperation over the years and offer my best wishes to them for the continuation of their fine work.

A handwritten signature in black ink, appearing to read "L. B. Pearson".

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## LOOKING BACK — SLA'S 75 YEARS OF SERVICE

Elizabeth Ferguson, President of SLA 1952/1953, wrote the introduction to SLA's 50th Anniversary publication, *Special Libraries Association—Its First Fifty Years*. In the statement that follows, she looks back on the Association's service to industry and to librarianship, and reflects on the changes wrought in the last 25 years.

Over the years, special libraries have retained their dedication to service to users, and new libraries continue to be set up on the same principles. The advent of the computer has spawned spectacular new tools which are indeed changing the style of library operations, but it has not changed the library's basic purpose—to furnish information services specialized to the interests and needs of an organization.

Special Libraries Association stated its purpose in the first issue of *Special Libraries*: "To unite in cooperation all small special libraries throughout the country. . . . Such libraries, because of their isolated and unique positions, have had little in common." The libraries were "isolated" because each had been set up, as they still are, independently by some company or organization for its own use, without regard to the general library or educational world.

The differences in the nature and purpose of the individual organizations the libraries served created the impression that they had little in common. These organizations were part of exciting developments in American industry, finance and social thinking—really a panorama of the early twentieth century. To satisfy the information needs of these organizations, libraries were involved in the transportation industry (automobiles and the early days of aircraft); the electrical companies and the beginnings of broadcasting; the chemical and pharmaceutical industries; the growing financial institutions; and the agencies concerned with social reform. The companies in all these fields still maintain important libraries. But, of course, there has been a multitude of changes over the years, and new fields have developed, especially since World War II—nuclear science, energy, environmental concerns, aerospace, computers, genetics, to mention only a few. Libraries have changed, too, expanding programs and services to meet the information needs of their parent organizations. The Association, by way of its Divisions, has faithfully followed the new fields and the many other changes in industry.

The underlying rationale for creating the libraries was that information, like tools and laboratories, was essential on many jobs and that libraries best could provide information to the company. A library devoted to the company's interests, with a trained librarian, has proven over the years a most effective way to provide such information. Today's incredible mass of literature, from so many sources and in so many formats, presents almost insuperable difficulties to the untrained person who is looking for one specific piece of information. These difficulties were cited in an article in *The Wall Street Journal*, September 26, 1983. However, the article was not so accurate in its description of special libraries: several newly organized libraries were discussed as though they represented a completely new phenomenon in business instead of another example of the way in which history repeats itself.

The early libraries were set up individually, without precedents or guidelines. It became apparent, however, that, in spite of the differences occasioned by the various company concerns, there actually was growing up a common philosophy and pattern of service. The typical special library stressed prompt answers to practical questions, incorporated and indexed company records and other nonbook materials, routed magazines, published bulletins of new acquisitions and technical news—in short performed the characteristic functions of special libraries that have become their trademark. It also became apparent that common problems in organization could be greatly helped,

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as they still are, by sharing experiences in a clearinghouse such as Special Libraries Association.

At the time of our 50th anniversary, this picture of a special library remained substantially the same, but a great deal has gone on in 25 years. Sputnik era and the resulting growth of government-funded research has had far-reaching affects on science and technology and on special libraries: an unprecedented number of new libraries were set up; the research contributed mightily to the explosion in scientific literature; and funds were allocated for intensive work with computers as tools to control, access and disseminate the literature. By the 1970s computer-based utilities were appearing in libraries, giving them a new look and a new language, and the trend is gaining momentum. This does not in any sense indicate a change in the basic functions of libraries but rather offers new and effective tools and methods.

A real theme in all this is that special libraries have demonstrated throughout the past 75 years that information is a vital tool in the work of the world and that it has economic value. It never was free. A library always represented an investment on the part of an organization, from which benefit was expected to derive. This was true in 1909 and is just as true in 1984. The new tools and services entail new ways of reckoning and justifying the costs of delivering information. There is sure to be a continuing study of this problem in the next quarter century, and the commercial element will be a factor in the process. Neither the new tools nor the increased costs, however, are likely to dislodge the special librarian as a vital intermediary between the sources of information and the user.

The founding fathers of Special Libraries Association probably never envisioned the size and complexity of our present Association. It remains, still, however, professional librarians "united in cooperation."

*Elizabeth Ferguson*

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## SLA Through the Years

Rose L. Vormelker, President of SLA 1948/49, has been a member of the Association since 1924—more than 60 years!

Two words, "growth" and "change," stand out when I think about SLA as it is now and as it was in the early twenties, when as a reference assistant in the Technology Department of the Detroit Public Library, I attended my first SLA convention held in Detroit in 1922. It was a gala week. The interest, vigor and eagerness of the members was contagious. One felt the excitement of the work in which we were engaged and the significance of Dr. John A. Lapp's slogan for SLA, "Putting Knowledge to Work."

As the need for research and development grew in many fields, so grew the number of special libraries. In the years following the formation of SLA, it became increasingly clear to the members that SLA would be better able to function as an independent organization rather than as part of ALA. Many discussions on disaffiliation ensued, and in the late twenties SLA became a separate organization, remaining conscious, however, that it still belonged in the category of organizations finding, dispensing and putting information to use. Numerous memories of working in and with SLA come to mind, but one stands out as especially memorable.

After an evening board meeting at SLA's fortieth anniversary conference in Los Angeles in 1949, I found a letter waiting for me at the desk. It was signed Sara B. Ball. In it, she said she had come to our hotel in the morning and noticed the sign at our Registration Desk and wondered if we were the same organization for which she and Anna B. Sears had sent out invitations 41 years ago at John Cotton Dana's suggestion. I immediately called her, imploring her to come to our meeting the next day, but she declined because she was checking out very early the next morning. Since I was sure some attendees were still "up and around," I asked if she would meet with those whom we could gather together. Later that evening Sara reminisced about the early 1900s and explained how SLA got its name. Someone in the 1909 group referred the question, "What shall we call ourselves?" to John Cotton Dana. He said, "Well, since you are all doing some special work in libraries why not Special Libraries Association?"

In recent years, a great new development is changing the picture of libraries. It has many names but most of them contain the word "information"—information centers, information industry, information specialists. These are new names for what has existed for ages and ages but has sprung now into new recognition by the marvelous electronic devices of today that make it possible for us to continue to put knowledge to work.

*Rose L. Vormelker*

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## 75th ANNIVERSARY SALUTE TO SLA

Herman H. Henkle, President of SLA 1945/1946, is the senior most past president and has been a member of the Association since 1937. In his statement, he reaffirms the importance of the educational needs of special librarians.

Being the senior most and possibly the oldest living past president of SLA may serve to emphasize the permanence of impressions left by long years of association with SLA, special librarians and special librarianship. Having had the good fortune to serve on the Executive Board from 1941 to 1947, I came to know well the SLA presidents and other officers who served during those years. I also came to know many others who served before and after that period until the end of my active participation in SLA in 1976. One word can characterize them all—dedication. The dedication of all to the work of special librarianship and the activities of the Association was notable and will grace the records of SLA's 75-year history.

In the brief space allotted to me in these reminiscences of events and activities in SLA, I will devote my attention to two that occupied much of my attention during the 50 years I was active in librarianship. The first is the study of the characteristics of special librarianship, and the second is the educational needs of special librarians.

That these two matters are still of crucial interest to special librarians is made clear by the January 1984 issue of *Special Libraries*. The lead article is on "Educating Special Librarians." Another major article presents "SLA's Long-Range Planning." The latter, a report on the SLA "Delphic inquiry" into Association priorities, demonstrates that education for librarianship is still a high priority of special librarians.

In the first article, Clough and Galvin of the School of Library and Information Science, University of Pittsburgh, state: "It is widely believed and frequently reported in the professional literature that a chasm of mutual ignorance and indifference separates special librarians and library educators from each other." This reminded me that I started my professional career as a special librarian at the Biology Library of the University of California in Berkeley. This experience was followed by several years of full-time teaching in library schools at the University of Illinois in Urbana and Simmons College in Boston, as well as part-time teaching through the years.

As director of the school at Simmons, one of my early activities was development of a program for the education of special librarians—a program long nurtured by SLA Hall of Fame member Ruth Leonard. The content was constructed in part on study of special library activities through reading, observations in special libraries and interviews with special librarians. I ended my career by supervising an intern program for special librarians at the University of North Carolina. And during the intervening years, I watched special programs develop in numerous other schools such as the one at Pittsburgh.

My experience seems to cast some doubt on the validity of the condition described by Clough and Galvin. Perhaps some of us are less observant than we should be; and others of us have been less successful in communication than we might have been. From my vantage point, participation by special librarians in the educational process has long existed and should continue to be a high priority for the Association and the profession.

*Herman H. Henkle*

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## CHARTER MEMBERS

Clement W. Andrews  
The John Crerar Library

Mary Eileen Ahern  
Editor, *Public Libraries*

Sarah B. Ball  
Newark Free Public Library

(Mrs.) Helen Page Bates  
N.Y. School of Philanthropy

Andrew Linn Bostwick  
St. Louis Municipal Reference  
Library

George F. Bowerman  
Public Library of District of  
Columbia

Richard Rogers Bowker  
Editor, *The Library Journal*

Herbert O. Brigham  
Rhode Island State Library

Ernest Bruncken  
Library of Congress

E. L. Burchard  
Chicago School of Civics and  
Philanthropy

Beatrice E. Carr  
Fish and Robinson

Clara M. Clark  
Bible Teachers Training School

John Cotton Dana  
Newark Free Public Library

F. B. DeBerard  
Merchants Association of NKy.

Dr. Horace E. Flack  
Baltimore Legislative Reference  
Department

Anna Fosster  
Columbia University

Marilla W. Freeman  
Louisville Free Public Library

George S. Godard  
Connecticut State Library

Mabel R. Haines  
*The Library Journal*

Daniel N. Handy  
the Insurance Library Association  
of Boston

Dr. Frederic C. Hicks  
Columbia University

Dr. Frank Pierce Hill  
Brooklyn, N.Y.

Miss L. E. Howard  
United Engineering Society

Mrs. K. M. Howze  
Commonwealth Edison Company

Jesse Fremont Hume  
Queens Borough Public Library

Maude E. Inch  
Insurance Society of New York

Florence Johnson  
Boston Town Room Library

Dr. John A. Lapp  
Indiana State Library

George W. Lee  
Stone and Webster

Clarence B. Lester  
New York State Library

Mari Fay Lindholm  
N.Y. Public Service Commission  
Library

Dr. Harry Miller Lydenberg  
New York Public Library

Charles McCarthy  
Wisconsin Free Library  
Commission

John J. Macfartlane  
Philadelphia Commercial Museum

Milo Roy Maltbie  
N.Y. Public Service Commission

Guy E. Marion  
Arthur D. Little

Grace W. Morse  
Equitable Life Assurance  
Company

Edith Allen Phelps  
Oklahoma City Public Library

George E. Plumb  
Chicago Association of Commerce

Samuel R. Ranck  
Grand Rapids Public Library

Frances L. (Mrs. Coe) Rathbone  
East Orange Free Public Library

Mary M. Rosemond  
Iowa State Library

Anna Sears  
Merchants Association of N.Y.

F. O. Stetson  
Newton, Mass.

Edward F. Stevens  
Pratt Institute Free Library

William Franklyn Stevens  
Carnegie Library

Ida M. Thiele  
Association of Life Insurance  
Presidents

William Trelease  
Missouri Botanical Garden

Henry M. Utley  
Detroit Public Library

Mary S. Wallis  
(Mrs. Mary W. MacTarnaghan)  
Baltimore Legislative Reference  
Bureau

Miss M. F. Warner  
U.S. Bureau of Plant Industry

Dr. Joseph L. Wheeler  
Public Library of the District of  
Columbia

Dr. Robert H. Whitten  
N.Y. Public Service Commission

T. J. Willis  
Milwaukee Municipal Reference  
Library

F. Mabel Winchell  
Manchester City Library

Beatrice Winsor  
Newark Free Public Library

## SPECIAL LIBRARIES ASSOCIATION

A Special Libraries Association was organized at Bretton Woods, July 2, the plan of its organization being proposed and outlined by Mr. John Cotton Dana, of Newark, who spoke on this subject at the fourth general session of the conference. The "special libraries" for the benefit of which the Association is planned are municipal legislative reference, commercial, technical and public welfare libraries.

The object of the Association, as stated in the constitution, is "to promote the interests of the special libraries." It is hoped, by co-operation, that the duplication of unnecessary work may be eliminated. Bibliographies giving the location of books will be published —

that is, for instance, a list of books on insurance may be compiled by several of the insurance companies and societies.

A meeting of the Association is planned in the fall at the rooms of the Merchants' Association of New York.

The following officers for the year were elected: president, John Cotton Dana; vice-president, Robert Whitten, Public Service Commission, New York City; secretary-treasurer, Miss Anna Sears, Merchants' Association, New York City. The executive committee includes officers and two elective members. These two are George W. Lee, Stone & Webster, Boston, Mass., and Herbert O. Brigham, Rhode Island State Library, Providence.

## SPECIAL LIBRARIES ASSOCIATION

THE following libraries are listed in a recent circular distributed by the Special Libraries Association as having expressed interest in the Association:

Baltimore Legislative Reference Department, Baltimore, Md.  
 Bible Teachers Training School, 541 Lexington ave., N. Y. City.  
 Boston Merchants Association, 77 Summer st., Boston, Mass.  
 Boston Town Room, 3 Joy st., Boston, Mass.  
 Chicago Association of Commerce, 77 Jackson Boulevard, Chicago, Ill.  
 City Club of New York, 55 West 44th st., N. Y. City.  
 Cleveland Public Library, Cleveland, O.  
 Commonwealth Edison Co., 139 Adams st., Chicago, Ill.  
 Connecticut State Library, Legislative Reference Dept., Hartford, Conn.  
 Detroit Public Library, Detroit, Mich.  
 District of Columbia Public Library, Washington, D. C.  
 East Orange Free Public Library, East Orange, N. J.  
 Equitable Life Assurance Co., 120 Broadway, N. Y. City.  
 Fisk & Robinson, 35 Cedar st., N. Y. City.  
 Grand Rapids Public Library, Grand Rapids, Mich.  
 Homestead Carnegie Library, Penn.  
 Indiana State Library, Legislative Reference Dept., Indianapolis, Ind.  
 Insurance Society of New York, 84 William st., N. Y. City.  
 Iowa State Library, Legislative Reference Dept., Des Moines, Ia.  
 John Crerar Library, Chicago, Ill.  
 Kingston City Library, N. Y.  
*Library Journal*, N. Y. City.  
 Louisville Free Public Library, Louisville, Ky.

Manchester City Library, Manchester, N. H.  
 Merchants' Association of New York, 66 Lafayette st., N. Y. City.  
 Michigan State Library, Legislative Reference Dept., Lansing, Mich.  
 Milwaukee Municipal Reference Library, Milwaukee, Wis.  
 Missouri Botanical Garden, St. Louis, Mo.  
 Montana State Historical and Miscellaneous Library, Legislative Ref. Dept, Helena.  
 New York City Public Library, Lafayette Pl., N. Y. City.  
 New York State Legislative Reference Department, Albany, N. Y.  
 New York State Public Service Commission, 1st District, N. Y. City.  
 Newark Public Library, Branch 1, Newark, N. J.  
 North Dakota Public Library Commission, Bismark, N. D.  
 Oklahoma City Public Library, Oklahoma City, Okla.  
 Philadelphia Commercial Museum, Philadelphia, Penn.  
 Pittsburg Public Library, Pittsburg, Pa.  
 Port Jervis Free Library, Port Jervis, N. Y.  
 Provident Association, St. Louis, Mo.  
 Pratt Institute, Applied Science Dept. Library, Brooklyn, N. Y.  
 Public Sociological Library of N. Y. School of Philosophy, N. Y. City.  
*Public Libraries*, Chicago, Ill.  
*Publishers' Weekly*, N. Y. City.  
 Queensborough Public Library, Jamaica, L. I.  
 Rhode Island State Library, Legislative Reference Dept., Providence, R. I.  
 St. Louis Public Library, St. Louis, Mo.  
 Stone & Webster, 147 Milk st., Boston, Mass.  
 Wisconsin Free Library Commission, Legislative Reference Dept., Madison, Wis.

The annual dues of the Association will be \$2.

# HONORS & AWARDS

## HONORARY MEMBERS

An Honorary Member shall be an individual elected to this honor by the Association members at the Annual Business Meeting. At the time of his election, a candidate shall not belong to the Special Libraries Association. The total number of Honorary Members shall not exceed 15 at any one time and not more than two may be elected in any one year. An Honorary Member shall have the right to affiliate with one Chapter and one Division, and to receive the official journal free.

Andrew A. Aines (1983)	Josephine B. Hollingsworth* (1952)	Ralph H. Parker (1980)
Sarah B. Ball* (1952)	Hubert H. Humphrey* (1969)	William L. Powlison* (1954)
Florence Bradley* (1953)	Dorsey Hyde* (1952)	Helen Rankin (1953)
Herbert O. Bringham* (1952)	Richard H. Johnston* (1952)	Rebecca B. Rankin* (1952)
Francis E. Cady* (1952)	Louise Keller* (1953)	Barbra Ringer (1977)
Grace R. Cameron* (1954)	Dr. William Kaye Lamb (1957)	Helien F. Spencer (1979)
Ethel Cleland* (1955)	Dr. John Lapp* (1952)	Dr. Joseph L. Wheeler* (1970)
William D. Ford (1982)	Dr. Herman Liebaers (1974)	Margreet Wijnstroom (1977)
Adelaide Hasse* (1952)	Elizabeth Homer Morton* (1969)	Dr. Charles C. Williamson* (1952)
Howard Haycraft (1972)	Guy Elwood Marion* (1952)	Leslie Wilson (1978)

## SLA PROFESSIONAL AWARDS

The SLA Professional Award is given to an individual or group, who may or may not hold membership in the Association, in recognition of a specific major achievement in, or a specific significant contribution to, the field of librarianship or information science, which advances the stated objectives of the Special Libraries Association. The timing of the Award shall follow as soon as practicable the recognized fruition of the contribution.

James B. Adler (1972) as founder, editor and publisher of <i>Congressional Information Service</i> and <i>CISIndex</i> .	Marjorie B. Hyslop (1973) for her accomplishments in the control of information services in the metal literature.	Elizabeth W. Owens (1957) for distinguished service to the profession by bringing special librarianship to the grass roots level.
Rose Boots* (1960) In recognition of her efforts to establish the SLA Scholarship and Student Loan Fund.	Illinois Chapter, SLA (1967) for the SLA monograph, <i>Special Libraries: A Guide for Management</i> , a Chapter project.	Ruth Savord* (1954) joint award (Cavanaugh) for outstanding achievements in the library profession.
Eleanor S. Cavanaugh* (1954) joint award (Savord) for outstanding achievements in the library profession.	Loretta J. Kiersky (1974) for her monograph, <i>Introduction to Micrographics</i> , published by the National Micrographics Association.	Irene M. Strieby Shreve (1956) for her realization of the relationship of special librarianship to librarianship as a whole and her contributions to education for special librarianship.
Cyril W. Cleverdon (1962) for the systematic study of the comparative efficiency of four indexing systems: UDC, alphabetical subject, facted classification, and Uniterm.	Dr. Irving M. Klempner (1980) for his contributions as chairman of SLA's Special Committee on the White House Conference on Library and Information Services.	Beatrice V. Simon (1969) as author of the report, <i>Support of Medical Education and Research in Canada</i> .
Edwin T. Coman, Jr. (1949) as author of <i>Sources of Business Information</i> .	Ruth Leonard (1965) for her documentation accepted in modified form by contributions, as a teacher, adviser, and author of the Association's <i>Objectives and Standards for Special Libraries</i> .	Jacqueline D. Sisson* (1976) for her 2-volume index to Adolfo Venturi's <i>Storia del 'Arte Italiana</i> .
Ron Copen (1983) as compiler of <i>Special Libraries: A Cumulative Index 1971-1980</i> .	James Matarazzo (1983) for his book, <i>Closing the Corporate Library: Case Studies on the Decision-Making Process</i> .	Dr. Mortimer Taube* (1952) for development of a system of scientific several government agencies.
Lorna Daniells (1978) as author of <i>Business Information Sources</i> (1976).	Anne L. Nicholson (1950) as compiler of the SLA publication, <i>Numerical Index to the Bibliography of Science and Industrial Reports, Vols. 1-10, 1946-1948</i> .	Rose L. Vormelker (1953) for the great impetus given to special librarianship and in recognition of her organization and operation of the Business Information Bureau of the Cleveland Public Library.
Dr. Joan M. Fertig (1955) for stimulating contributions to Association affairs and to the scientific literature.		Marion E. Wells (1958) for eminent and meritorious service and distinguished leadership in the Association.
Audrey M. Grosch (1977) for conception, design, and development of the Minnesota Union List of Serials, a data base in Marc II format.		

\*Deceased

## DEVELOPMENT OF SPECIAL LIBRARIES.\*

PERHAPS the best way to begin a discussion of the development of the special library is to state briefly my conception of what is involved in the term "special" library. Many libraries have special collections on various subjects, and there exist in various places collections of books that are called libraries of this or of that. But these do not necessarily come within the scope of the term "special" library as I am here using it. By "special" library I mean an up-to-date working collection with a "special" librarian in charge; a collection so complete and well organized that it becomes an efficient tool in the daily work of those for whose use it is designed.

The purchase of a lot of books on a particular subject does not make a special library. The first essential of a special library is a special librarian. Without the librarian the library is dead. The special librarian is needed to put life into the collection and make of it a vital, growing, working force. This is the part of the problem that is most

frequently neglected. Books are purchased and perhaps cataloged and a library is said to have come into existence. This may be literally true, but the important question is as to whether the new library is dead or alive, and this depends chiefly on whether it has been placed permanently in charge of an efficient librarian. The librarian of the special library must take an intelligent, active interest in the problems to which his special collection relates. He must read and study many and know the contents of more of the books in his charge. He must look at each problem from the view point of the investigator and collect in advance the data from every source that will be wanted for its solution. A live working collection of material will thus be brought together.

The constant use of the book as a tool in the daily work of the world will be the outcome of the special library movement. The special business or office library corresponds somewhat in aim and scope to that of a handbook, such as the engineer's handbook. The

\* Paper read at the first annual meeting of the Special Libraries Association, in New York City, Nov. 5, 1909.

## THE SLA HALL OF FAME

SLA Hall of Fame election is granted to a member of the Association at or near the end of an individual's career for an extended and sustained period of distinguished service to the Association in all spheres of its activities (Chapter, Division and Association level). However, prolonged distinguished service within a Chapter or Division, which has contributed to the Association as a whole, may receive special consideration.

William K. Alcott\* (1959)  
 Mary Louise Alexander\* (1966)  
 Grieg S. Aspnes (1977)  
 Sara Aull (1973)  
 Sarah B. Ball\* (1959)  
 Mark H. Baer (1984)  
 Dorothy Bernis\* (1960)  
 Janet Bogardus\* (1972)  
 Rose Boots\* (1962)  
 Florence Bradley\* (1960)  
 Herbert O. Brigham\* (1959)  
 Alberta L. Brown (1961)  
 William Budington (1984)  
 Marguerite D. Burnett (1959)  
 Eleanor S. Cavanaugh\* (1959)  
 Lorraine A. Ciboch (1983)  
 Alta B. Claffin\* (1959)  
 Betty Joy Cole\* (1963)  
 Rocco Crachi\* (1977)  
 John Cotton Dana\* (1959)  
 Rosemary R. Demarest (1980)  
 Elizabeth Ferguson (1970)  
 Dr. Jolan M. Fertig (1964)  
 Margaret H. Fuller (1969)  
 Eleanor B. Gibson (1968)  
 Marie Simon Goff (1965)

Josephine I. Greenwood\* (1963)  
 Daniel N. Handy\* (1959)  
 Agnes O. Hanson (1974)  
 Safford Harris\* (1975)  
 Margaret Hatch\* (1964)  
 Phoebe Hayes\* (1976)  
 Mary Jane Henderson (1964)  
 Vivian D. Hewitt (1984)  
 Herman H. Henkle (1971)  
 Thelma Hoffman\* (1961)  
 W. Roy Hollerman\* (1970)  
 Josephine B. Hollingsworth\* (1959)  
 Ruth H. Hooker (1965)  
 Pauline M. Hutchinson (1960)  
 Dorsey W. Hyde\* (1959)  
 Lucile L. Keck (1963)  
 Katharine L. Kinder (1975)  
 Ethel S. Klahre (1974)  
 Robert G. Krupp (1984)  
 Dr. John A. Lapp\* (1959)  
 Ruth S. Leonard (1971)  
 Chester M. Lewis (1978)  
 Gretchen Little (1979)  
 Guy E. Manon\* (1959)  
 Dr. Frank E. McKenna\* (1979)

Alma Clarvoe Mitchell\* (1959)  
 Linda H. Morley\* (1959)  
 Anne L. Nicholson (1968)  
 Ruth M. Nielander (1976)  
 Elizabeth W. Owens (1966)  
 Rebecca B. Rankin\* (1959)  
 Margaret Miller Rocq (1962)  
 Sam Sass (1977)  
 Ruth Savord\* (1960)  
 Anna B. Sears\* (1959)  
 Lura Shorb\* (1959)  
 Irene M. Striby Shreve (1959)  
 Fannie Simon (1962)  
 Howard L. Stebbins\* (1966)  
 Kathleen Brown Stebbins\* (1963)  
 Charles H. Stevens\* (1980)  
 Alleen Thompson (1982)  
 Elizabeth R. Usher (1980)  
 Rose L. Vormelker (1963)  
 Marian E. Wells (1964)  
 Marian Manley Winser\* (1959)  
 Laura B. Woodward\* (1959)  
 Helen Waldron (1981)

## SLA JOHN COTTON DANA AWARD

The SLA John Cotton Dana Award is granted in recognition of exceptional services by members of Special Libraries Association special librarianship. It may be given to an individual or a group of individuals. This award replaces the Special Citation.

Ruth S. Smith (1979)  
 Arleen N. Somerville (1983)

Dr. Estelle Brodman (1981)  
 Ellis Mount (1984)

James Humphry III (1982)  
 David A. Rhydwen (1984)

Jessie C. Wheelwright (1979)

handbook aims to serve the purpose of a tool for daily use. The special working collection has a similar aim. Each book, pamphlet and article in the collection corresponds to a page in the handbook. Each should have a very definite part to play. While not exhaustive, the collection should be sufficiently complete to answer the customary demands upon it.

The development of the special library is somewhat analagous to the development of the special school in education. The college of general learning was at one time predominant, but the need was felt for special training and special schools in law, medicine, engineering, etc. Special colleges and schools have been established to meet these needs. The great university of to-day is not a single school, but a cluster of schools around the central school. A great university now has separate schools of law, medicine, pharmacy, dentistry, veterinary medicine, mechanical, civil and electrical engineering, agriculture, forestry, pedagogy, journalism, library economy, commerce, etc. The number is steadily growing. I look to see a somewhat similar development in the library world. In the great library of the future the general collection will be used primarily to supplement the special libraries clustered about it. We realize that mere greatness does not constitute a great library. In practical usefulness the small, carefully selected and organized collection is much more valuable than a large but imperfectly organized collection.

In discussing library co-operation at the recent Bretton Woods conference of the American Library Association, the most helpful suggestions were in the direction of specialization. Recognizing that no one library can possibly adequately cover the entire field, it was suggested again and again that each library should attempt to specialize within some particular field. By thus specializing they will be able to co-operate in the most efficient manner. By thus specializing and by developing within each great library special collections the library will be able to perform much more effectively its important task of so organizing the vast amount of printed material that it can be used in the every day work of the world. We are extremely rich in books, pamphlets and especially periodicals containing valuable information on every conceivable subject, but how seldom is this information available for use in connection with current problems of industry, commerce, finance or government. The material must be so organized that it can be used by busy men in the settlement of the problem that must be decided this day or hour—by the lawyer preparing his brief, the physician treating a case, the legislator drafting a bill, the engineer or architect preparing a plan, the editor writing an editorial, the business man making an investment. Only by the systematic specialization of existing libraries and by the establishment of many special and of-

fice or business libraries can this be brought about. I believe that before long our great public libraries will not only have as at present numerous branch libraries of general literature, but will have branch libraries of municipal affairs, branch law, medical and engineering libraries and special commercial and business libraries of various kinds.

One of the best examples of specialization in library work is the development of the Legislative Reference library. This movement was started in 1890 by the establishment of the position of Legislative Reference librarian in the New York State Library. The State Library has a large general reference collection, organized and classified with reference to general uses. In order to make this material practically available in the work of legislation, it was found necessary first to secure a librarian with special training in economics, government and law, and second to collect, arrange and index material with special reference to problems of legislation. In 1906 the success of State Legislative Reference libraries led to the creation in Baltimore of a similar library for the city government. There is need for a special library of municipal affairs in every large city, either as a branch of the general public library system or as a separate department of the city government. A number of the national departments at Washington have established special office libraries. In the leading states of Europe the large government departments usually have quite a large office library. Among the departments of our state governments the Public Service Commission of New York City is the first to establish a complete working collection of this kind.

To meet the needs of the lawyer and physician special libraries of law and medicine have been established. The development of the engineering profession has brought with it the demand for special libraries of engineering. Large engineering firms have found the establishment of an efficient office library indispensable to their business. The great insurance interests have found special insurance libraries of practical value. Certain civic and commercial associations have demonstrated the value of a working office collection of material relating to the problems in which they are interested. Some of the large banking firms are making the office library an integral part of their equipment. A few large manufactures have realized the practical value of an office library. The use of the office library in business has only just begun. I am confident that we will witness a remarkable development of business libraries. The time is not far distant when no great office building will be complete without a reference collection of books, directories and manuals and when most great engineering, industrial, commercial and financial firms will consider an efficient office library an indispensable part of their equipment. **ROBERT H. WHITTEN.**

## SLA PAST PRESIDENTS

<b>1909/11</b> John Cotton Dana*	<b>1938/40</b> Alma C. Mitchell*	<b>1962/63</b> Ethel S. Klahre
<b>1911/12</b> Robert H. Whitten*	<b>1940/42</b> Laura A. Woodward*	<b>1963/64</b> Mildred H. Brode
<b>1912/14</b> Daniel N. Handy*	<b>1942/44</b> Eleanor S. Cavanaugh*	<b>1964/65</b> William S. Budington
<b>1914/15</b> Richard H. Johnson*	<b>1944/45</b> Walter Hausdorfer*	<b>1965/66</b> Alleen Thompson
<b>1915/16</b> Andrew Linn Bostwick*	<b>1945/46</b> Herman H. Henkle	<b>1966/67</b> Dr. Frank E. McKenna*
<b>1916</b> Frederick N. Morton* (resigned because of illness)	<b>1946/47</b> Betty Joy Cole*	<b>1967/68</b> Elizabeth R. Usher
<b>1916/18</b> Dr. Charles C. Williamson*	<b>1947/48</b> Irene M. Strieby Shreve	<b>1968/69</b> Herbert S. White
<b>1918/19</b> Guy Elwood Marion*	<b>1948/49</b> Rose L. Vormelker	<b>1969/70</b> Robert W. Gibson, Jr.
<b>1919/20</b> Maude A. Carabin Mann*	<b>1949/50</b> Ruth H. Hooker	<b>1970/71</b> Florine A. Oltman*
<b>1920/22</b> Dorsey W. Hyde, Jr.*	<b>1950/51</b> Elizabeth W. Owens	<b>1971/72</b> Efen W. Gonzalez
<b>1922/23</b> Rebecca B. Rankin*	<b>1951/52</b> Grieg Aspnes	<b>1972/73</b> Edward G. Strable
<b>1923/24</b> Edward H. Redstone*	<b>1952/53</b> Elizabeth Ferguson	<b>1973/74</b> Gilles Frappier
<b>1924/26</b> Daniel N. Handy*	<b>1953/54</b> Lucile L. Keck	<b>1974/75</b> Edythe Moore
<b>1926/29</b> Francis E. Cady*	<b>1954/55</b> Gretchen D. Little	<b>1975/76</b> Miriam H. Tees
<b>1929/30</b> William Alcott*	<b>1955/56</b> Chester M. Lewis	<b>1976/77</b> Mark H. Baer
<b>1930/31</b> Margaret Reynolds*	<b>1956/57</b> Katharine L. Kinder	<b>1977/78</b> Shirley Echelman
<b>1931/32</b> Alta B. Claffin*	<b>1957/58</b> Alberta L. Brown	<b>1978/79</b> Vivian D. Hewitt
<b>1932/34</b> Mary Louise Alexander*	<b>1958/59</b> Margaret H. Fuller	<b>1979/80</b> Joseph M. Dagnese
<b>1934/35</b> Ruth Savord*	<b>1959/60</b> Dr. Burton W. Adkinson	<b>1980/81</b> James B. Dodd
<b>1935/37</b> Howard L. Stebbins*	<b>1960/61</b> Winifred Sewell	<b>1981/82</b> George H. Ginader
<b>1937/38</b> William F. Jacob*	<b>1961/62</b> Eugene B. Jackson	<b>1982/83</b> Janet M. Rigney

\*Deceased.

## THE OLD-FASHIONED VIRTUES VERSUS THE IDEAL LIBRARIAN\*

By HELEN REX KELLER, *Instructor Drexel Institute Library School*

FELLOW workers, real librarians of the Pennsylvania Library Club, I ask your attention and sympathy for my unsympathetic analysis of that paragon of perfection, that aggregation of library virtues, the ideal librarian.

As in the beginnings of all great peoples there are legends and myths, so we librarians have ours, the myth of the ideal librarian. There is no mention of her among the nine muses in the classical dictionaries, and no mortal eye has ever seen the ideal librarian, though her presence is invoked wherever are the campfires of our tribe.

All our library lives, at library meetings, at staff meetings, in library school, the tale is told. The Elsie and the Sanfords and Mertons have disappeared from the shelves of our libraries, but the archives of librarianship, the *LIBRARY JOURNAL* and *Public Libraries*, devote pages to the biography and higher criticism of this phantom of reality.

In library school one is apt to arrive at an understanding of her personality in a negative way, by hearing what the ideal librarian is Not, the things she does not do. At any rate we are only too familiar with the catalog of her qualifications as written, spoken, even sung, as in the "Song of the library staff" by our librarian poet, Mr. Sam Walter Foss. This poem, recently acted in pantomime by Drexel alumnae, appeared on the program as "Moving pictures, a refined first-class vaudeville performance, a screaming hit." Thus are our ideals satirized by the younger generation. The ideal librarian has also been immortalized as the heroine of a drama in blank verse "The militant librarian," by Miss Smith and Miss Fay, of the New York State Library School.

With apologies to Mr. Howells, I give you the ideal librarian. She has been evolved at considerable pains and expense from the librarian in general, and in fact is a type. She is made up of printer's ink and paper and wire and cardboard, very prettily painted

in a conventional tint, and is perfectly indestructible. She isn't very much like a real librarian, but she is a great deal nicer and has served to represent the notion of a librarian ever since librarians emerged from barbarism with the founding of the American Library Association in 1876.

Of course we know the reason that as a class we are so much more charming than other people is because the circumstances of our life work develop such old-fashioned virtues as kindness, sympathy, and helpfulness, and we enjoy having it brought to our notice, as it is when some one of us tells the rest of us how we look in a composite photograph. But the novelty of the composite picture, the photograph of the class, of the type, is gone. It has passed by in the art collection of to-day for the greater interest of the photographs of real people which are so wonderfully expressive of character and personality. The painter who makes a pretty picture rather than a true portrait is a century behind the times. The biographer who makes his hero a model of all the virtues with the endearing human faults left out is not read any more.

One reason that we insist on "personality" in library work is because the pioneers of the American Library Association have been such splendid, strong, real, inspiring personalities. It is quite possible that the ideal librarian of to-day is a composite picture of a group of them, taken before the days of improved photography, a picture with everything human left out, the kind of which we say "how natural the buttons on her coat do look; you can see every figure in the pattern of his tie." If we separate the individual members from the group picture, we can see that no one of them possessed a monopoly of all the virtues. The ideal librarian is weighed down with virtues like a knight of old with armor, most ornamental in a fancy picture, but cumbersome for everyday use.

The qualifications of the ideal librarian are not so impressive, taken one by one. It is their quantity that makes her such a blight-

\*Read at a meeting of the Pennsylvania Library Club, May 10, 1909.

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## SLA'S 75th Anniversary

# PROGRAM

- *Introduction.* Master of Ceremonies: Joseph M. Dagnese (SLA President, 1979/80)
- *Presidential greetings.* SLA President Pat Molholt
- *Greetings from governmental units.* Elizabeth R. Usher (SLA President, 1967/68)
- *Greetings from the library and information community.*  
Herman H. Henkle (SLA President, 1945/46)
- *"SLA conferences through the years: A pictorial essay of the way we were."* An audiovisual presentation.  
Rose L. Vormelker (SLA President, 1948/49)
- *A potpourri of membership recognitions.* Miriam H. Tees (SLA President, 1975/76) and Gilles Frappier (SLA President, 1973/74)
  - Association membership for 45 years or longer.
  - Chapters winning Challenge Fund percentage awards.
  - Chapter and Division anniversaries.
  - Past-Presidents' roll call.
  - 75th Anniversary celebrations by Chapters.
- *"We remember when. . ."* Reminiscences by Edward G. Strable (SLA President, 1972/73)
- *Hall of Fame.* SLA President Pat Molholt
  - Awards, 1984—Mark H. Baer, William Budington, Vivian D. Hewitt, Robert G. Krupp
  - Roll call and rededication of former awardees
- *All-City Chorus.* Vivian D. Hewitt (SLA President, 1978/79)
  - Selections honoring Association members from the various geographic areas of the United States and Canada. Although this concert will conclude General Session I, the Chorus will continue to entertain us during the Intermission and the subsequent Anniversary Party.

—Intermission—

- *Anniversary Party:* With toasts and refreshments

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Special Libraries Association gratefully acknowledges the contributions of these companies, which helped to underwrite the costs of tonight's festivities.

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## ASSOCIATION EXECUTIVE DIRECTORS

Mary Wallace Brigham	(1927-1931)	*Eleanor W. Gibson	(1967)
Rebecca B. Rankin	(1931-1940)	George H. Ginader	(1967-1970)
Kathleen B. Stebbins	(1940-1953)	Frank E. McKenna	(1970-1978)
Marian E. Lucius	(1953-1959)	*Richard E. Griffin	(1978-1979)
William M. Woods	(1959-1967)	David R. Bender	(1979-present)

\*Acting Executive Director

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## ASSOCIATION HEADQUARTERS

1927-1931 — 11 Nisbet St., Providence, Rhode Island

1931-1939 — The Standard Statistics Building, 345 Hudson St., New York City

1939-1967 — The Stechert-Hafner Building, 31 East 10 St., New York City

1967-present — 235 Park Avenue South, New York City

ing influence. Let me recall to you her neat personal appearance, her cordial but not familiar manner with the public across the loan desk, as described let us say by the chief bibliographer, who is sufficiently far removed from the issue department to have a really ideal perspective on the ideal librarian, and on the public, to have a theory not a condition. When we speak of the ideal loan desk assistant, we mean the ideal librarian at the loan desk. It is there that she is most often pictured by her Boswells. Of course the ideal librarian can fill any position in the library, as she is wonderfully adaptable, besides being omnipotent, omniscient and omnipresent, and always working overtime at something with superhuman energy and enthusiasm.

The ideal librarian has an unailing supply of Tact, spelled with a capital T. Mr. Dewey, in his lecture on the "Qualifications of a librarian," mentions tact as "two to one more important than mere talent." He speaks of tact as essential before he mentions that the librarian must not be addicted to alcohol, drugs, tobacco, gambling, profanity or vulgarity — library failings we all deplore.

In certain latter day usage of the word, tact has come to mean using tactics, manoeuvring a little to make the other fellow see or do things as we wish, rather assuming that the other fellow is not quite as smart as we are, and can be managed. In the best sense, I think we understand by the tactful person, one who always says or does the proper thing at the proper time, meaning the right thing, the kind thing. The dictionary says that courtesy and politeness are indispensable elements of tact. It sounds so trite, so commonplace, to say, "Be kind and thoughtful for others," and it sounds so superior to say a person has tact. In the process of making the individual into the type, kindness, the quality of thoughtfulness for others has become tact, just as red, the primary color, may be diluted to pink. Kindness is not entirely synonymous with tact, but mixed with some brains it makes an excellent substitute. Consider, for example, a really awful example, the person whose mind has become warped by dwelling upon the ideal librarian, possibly writing a paper on the subject giving good advice to other

librarians, until she thinks she herself is the ideal librarian. You can imagine how this would work. Tact flies out of the window when Pride struts in at the door. Now, if thinking unduly of one's self is not the opposite of thinking of others, I am willing to give up my contention that kindness can be substituted for tact, so that nine times out of ten, the person who is uniformly kind and considerate will be mistaken in A. L. A. circles for a person with tact. Matthew Arnold used to think that kindness contained almost all the other Christian virtues. Moral: If you can't be both, be kind, "sweet maid, and let who will be clever."

Maturity is spoken of in a recent most interesting paper on this subject, as the first requisite for a successful loan desk assistant. Library boards often state that they want for a librarian, "a man in the prime of life." In this connection I can only say that seven hours a day on the books of our libraries becomes seventy times seven in course of time, and that we all of us hope to be on a pension list for aged librarians some day. The most hopelessly young person will attain maturity, given a reasonable number of years. Time will remedy this defect. It is one of the things that is done while you wait.

Enthusiasm is a most desirable and essential qualification for library work, and how it does enliven the cold monotony of perfection of the ideal librarian. Instead of asking nowadays if a librarian is interested in her work, has the old-fashioned quality of zeal, we put the cart before the horse and ask if she has enthusiasm. We glorify the appearance of the thing rather than the thing itself, cultivate enthusiasm for enthusiasm's sake as a separate library virtue.

One hears complaints from library workers about their salaries, hours, vacations, but never of their work. We recognize our compensations and blessings. Interest in one's work generates enthusiasm, and most of us have a good supply to order, but some of us refuse to spend it as library fireworks. If enthusiasm is not apparent on the surface of things, it is because our everyday work requires time, energy, and enthusiasm of the quiet workaday kind which accomplishes results, and we haven't time to tell everybody

about it because we are too busy doing things.

Library work does not at present attract archangels, and I wish to tell you a true story illustrating the futility of expecting them to apply for positions.

One upon a time a certain library, a perfectly safe distance from here, was about to open a children's room. The children's librarian to be was sent by the library board to visit other libraries, to observe and get new ideas; and in one library, where the children's room is a real paradise for real children, she acquired a printed slip which read something like this:

Card catalog of the staff to be filled out by heads of departments and branch librarians.

Has she tact?

Has she enthusiasm?

Has she method and system?

Is she punctual?

Is she neat?

Is she kind?

Is she a good disciplinarian?

Is she sympathetic?

Is she quick?

Is she willing to wear rubber heels?

Is she a good worker?

Is she accurate?

Has she a pleasing personality?

Has she a sense of responsibility?

Is she patient?

Is she courteous?

Has she self-control?

Is she cheerful?

Has she a knowledge of books?

Are her vibrations pleasant?

Has she executive ability?

Can she speak French, German, Spanish, Italian, Yiddish, Hebrew, Greek, Sanskrit?

Has she social qualifications?

Can she keep a petty cash account?

What are her faults?

On her return to her home library the first thing to be done was to select an assistant. It had seemed that the only difficulty would be that in choosing one from an unusually pleasant and capable group of library assistants, the others must necessarily be rejected. With the printed slip in hand, the ideal librarian in mind, selection became quite a different matter. In her perplexity

she sent to the A. L. A. headquarters for a pair of library spectacles in order to see quite clearly to choose or refuse. Looking through them, what was her disappointment to find that all the staff were either too tall or too short, too fat or too thin, all sorts of odd shapes, but nobody was standard size. No one person could make more than half the requirements. The one who could claim the highest number had been obliged to spread them out so thin that it was doubtful if the garment of her laborious weaving would hold together at all. In the meantime it would surprise you the way interest in children's work declined in that library. When I last heard from there a girl from the high school was coming in to work afternoons because no one of the regular staff was willing to work in the children's room.

So much for fact. In fiction we are pictured either as the old foggy bookworm, or the ideal librarian, as in Josephine Daskam's "Little brother of the books" and Dorothy Canfield's "Hillsboro's luck." Both types must go before the downtrodden average, ordinary, human librarian can have a fair chance. In Miss Daskam's story the librarian who worships method and system unduly responds to the humanizing influence of a little lame boy who loves reading and has become the selector of books and library friend of young and old in the community. In "Hillsboro's luck," by Dorothy Canfield, the ideal librarian has an ideal library, a seemingly ideal combination. "The young librarian arrived from Albany permeated with the missionary spirit," "as business like as she was pretty," "in a fresh white shirtwaist." "She began at once to practice all the latest devices for automatically turning a benighted community into the latest thing in culture." When "the little girls in school asked for the Elsie books she answered with a glow of pride that the library did not possess one of those silly stories, and offered as a substitute 'Greek myths for children.'" "When the school boys asked for Nick Carter, she gave them those classics, the 'Rollo books.'" She "mingled with the people," "had little classes in art criticism for the young ladies in town." I believe they study Botticelli. She had none of the library failings previously mentioned. It was the janitor who was

addicted to profanity and strong drink, and finally set fire to the library. The Hillsboro people, not being ideal enough to match the ideal library, as manager by the ideal librarian, the effects were so demoralizing to their standards that the library had to be burned down, and the ideal librarian married off to make a good ending to the story.

"All knowledge is our province." If the time necessary to live up to this ideal was reckoned in our library education, we should pass from the training school directly on to the pension list for aged librarians without any intermediate time in a library position. It is never mentioned in any of her testimonials, but in the very nature of the case the ideal librarian must be a bluffer. The real librarian who masters the gentle art of bluffing knows that you cannot bluff all of the people all of the time without a solid foundation of good work and hard work. The librarian from Podunk, if she has imagination and can talk her library sufficiently at library meetings, "How I do this and that in My library," may by these modern methods of advertising and library log rolling become known as an ideal librarian.

I want to suggest that the future of this kind of a bluffer is not likely to be as rosy as the past, even at a distance from her base of operations. There comes inevitably a time when she loses her sense of values, of such good old-fashioned virtues as truthfulness and honesty. On the theory that what happens in a person is of vastly greater consequence than what happens to a person, remember one may bluff other people, but one must never cross the danger line of bluffing one's self, impairing one's own clear vision through the desire to make one's self or one's work interesting. Physicians call this exaggerated imagination "Mythomania." Question—if the ideal librarian is a myth, is she also a mythomaniac? or are we ourselves the victims of a genie, creation of our own imaginations, which has assumed gigantic proportions, like the genie of the fisherman in the fable; so that we must either change the real to suit the stereotyped ideal, or change the ideal to suit an ever-changing, growing, developing real?

The ideal librarian is not a working model

—she is not pragmatic. She does not make us better or wiser or happier. To be really useful she must become a symbol of a state of grace to be realized in the mental experience of each individual, and the best literature on the subject is contained in Emerson's essay on Character, which to be thoroughly up to date we will call personality.

The ideal person for a librarian is distinguished above the rest of us by the cultivation by persistent effort of such common, old-fashioned virtues as Kindness, Order, Zeal, Energy, Self-Control, Honesty, combined with Education, Self-Culture, and the "light of the lamp of experience." These old-fashioned virtues, quite within the reach of the average library worker, cultivated to a marked degree, make for marked success, and the library is the best possible training school for life and for library work. The ideals that are practical are personal. I recommend this kind of gardening from a practical, not an ideal standpoint.

In the introduction to the first of the series, "Modern American library economy as illustrated by the Newark (N. J.) Free Public Library," Mr. Dana begins:

"Were there an ideal public library, managed in an ideal way, with ideal assistants, furniture, blanks and general equipment, a detailed description of it would be of great value. As there is no ideal library I have come to the conclusion, after considering the subject for a number of years, that a full description of the actual work of a large library would be very helpful to librarians and students of library economy, more helpful even than the description of an imaginary or composite one. This pamphlet, "The work of the registration desk," by Miss Van der Carr, is the first part of such a description."

When the ideal librarian, who reads all library literature the minute it comes out, got this far, she shrieked, "Shade of Justin Winsor! No ideal library, no ideal assistants, no ideal furniture, blanks, equipment!" Whereat, with the ghost of a wink in the direction of the Los Angeles (Cal.) Public Library, she turned her back on the Land-of-things-as-they-are, spread her wings and flew away with Peter Pan to the "Never-never land."

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# AUTOMATION

HELEN E. LOFTUS

*Assistant Librarian, Eli Lilly and Company, Indianapolis, Ind.*

EVERYONE TODAY is talking of automation. It is difficult to find a single business periodical which does not have at least one article discussing the application of this concept. Associations and organizations of all kinds including scientific ones are devoting part of their conventions to a discussion of the topic. The First International Automation Exposition was held in New York City in December 1954. Three current publications were introduced last year devoted entirely to the discussion of new developments in the field: *Automation, Control Engineering*, and *Automatic Control*.

## Definition

What is automation? Automation means many things to many people. It is referred to as cybernetics, automation, automatic control, control engineering, automatic methods of controlling, and industrial control.

John Diebold, in his book, *Automation: The Advent of the Automatic Factory*, designates automation as a new word denoting both automatic and the process of making things automatic. It is believed that the word was coined by an official of the Ford Motor Company to describe the automatic handling of materials and parts in and out of machines.<sup>1</sup>

The popular concept of automation is one that conjures up the picture of a process being carried to completion or a product being manufactured without being touched by human hands. This is automation in its narrowest sense.

Peter Drucker defines the term more loosely. His concept of automation is approached from the standpoint of the most efficient and economical organization of work. He believes that mechanization is a result of automation and, therefore, is not essential to it. In the terms of his definition, automation can

exist without a single automatic tool being utilized.<sup>2</sup>

It is not always feasible to take advantage of the latest mechanical improvements because the volume of work may not be sufficient to warrant the additional expense involved. However, no matter how small the organization, by logical reasoning and by the use of common sense many methods can be improved or simplified.

In the future how much can the librarian expect in terms of mechanization? This is one of the questions for which we hope to receive some answers in the discussion of the topic "Automation in the Library—Fact or Fantasy," a feature of the SLA Convention program sponsored by the Business Division, June 13, 1955. Shall we as librarians content ourselves with the more narrow definition of the term automation or shall we explore wider applications of this technology in our field of librarianship?

New techniques and electronic equipment are being developed to supplement human memory. These machines will be able to store unlimited amounts of information which can be recalled for reference. Tedious and time-consuming literature searches may no longer be necessary. Vast stores of information need no longer be considered embalmed knowledge impossible to resurrect because of the insurmountable problems in searching it out. There will be more time and energy for creative thinking.

One consultant in the field of electronic equipment foresees the development of equipment that will make it possible to consult information in a library automatically. The library user will merely dial into a catalog machine the specific subject about which he is seeking information. On a screen in front of the user will appear bibliographic references for his subject. After

selecting the references in which he is interested he may then push a button and a copy of these references will be made for him.<sup>3</sup>

What techniques and procedures must librarians develop in their own field before they can hope to mechanize classification and retrieval of information? If mechanization does come will it be only for the large public or special libraries? Is it to be an instrument for bringing about revolutionary changes in the field of librarianship?

Automation in terms of mechanization is not a new concept. It is known, for example, that in Philadelphia in 1784 a completely automatic flour mill, powered by a water wheel, ground grain at a rate of 300 bushels an hour untouched by human hands. Automation, therefore, is a new term for an old practice. It is a modern version of methods improvement. There is, however, one principal difference. Automation moves the principles of methods im-

provement a big step forward and incorporates with them electronic control techniques. Essentially automation strives for production processes requiring a minimum amount of human endeavor.

Automation is often referred to as a second industrial revolution—the age of automatic production. Whatever the definition automation is here. Each day brings wider application in production activities and in offices.

The role that automation is to play in the library of the future has yet to be determined. Now is the time to do the advanced planning and perhaps even to dream of the progress to come.

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#### SPECIAL LIBRARIES

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# An Approach to the Library of the Future

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IMAGINE walking into a library sometime in the future. There instead of card catalogs and check-out desks, there are several small desks on which rest only two items, a microphone and a screen

not unlike a small television screen of today. Sitting down at one of these desks, you insert a library card in a slot and soon a message appears on the screen telling you to proceed with your request. In a few words you express what you want, and the automated library swings into action. Following the instructions appearing on the screen, you speak several commands and are soon given the choice between several books as the titles with abstracts appear. Asking for those you wish to examine, they are soon delivered into a drawer at your side. From a closer examination you pick those you wish to check out and return the rest to the drawer. Then, retrieving your card from the slot, you pick up your books and walk out. The books are already checked out to you.

Preposterous? Perhaps it might be for the average library, but automation must also come to many libraries to keep them from sinking into a morass of the very thing they deal in—information.

Numerous engineering and library groups in the past few years have tried to solve many aspects of automatic information storage and retrieval. The problems of machine indexing and abstracting are under close scrutiny. New classification systems are being devised. New machines are being invented. Adaptability of information to machine is being discussed.

**AUTHOR'S NOTE:** The visual displays presented were adapted from the slide presentation "Automated Library Search," copyrighted by Thompson Ramo Wooldridge.

But few suggestions are being made for a single unified approach to bind together as many library facets as possible. Yet it would seem that such direction is overdue. The question of a single goal is too infrequently raised, but one needs to be considered to solidify the haphazard and often unrelated efforts presently being made.

## Approach Requirements

Can a single unified approach be defined at this time? The purpose of this article is to suggest one—not a panacea for all the ills besetting information retrieval but a suggested approach to the future library that might provide a common direction. What should the ideal approach do?

First, it should be as useful as possible as soon as possible.

Second, it should be compatible with, and preferably incorporate, the useful features in the present body of library knowledge while removing dangers experienced in the past.

Third, it should be a general approach, capable of handling libraries of all sizes and kinds—the public as well as the technical library, reports as well as books, the million volume as well as the ten thousand volume library. And it should do this with a consistency of operation and retrieval that will enable both the user and the librarian to feel equally at home.

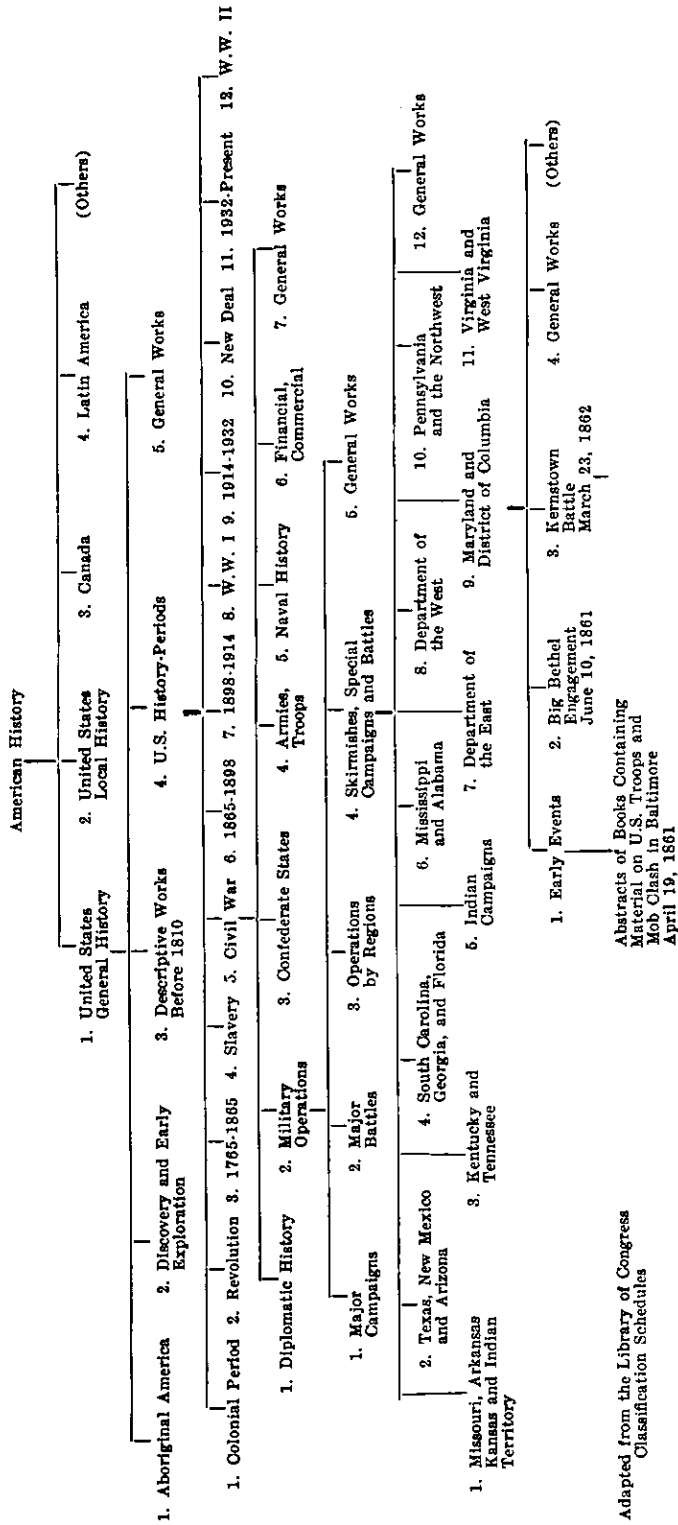
Fourth, it should retrieve, or have the future capability of retrieving, a greater proportion of the meaningful information in the stored materials than is now possible.

Fifth, it should retrieve in a single series of operations many kinds of materials—books, reports, maps and magazine articles.

Sixth, it should have at least limited adaptability to the present state of automation and also be adaptable to future technological advances as they are made.

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Figure 1: Section of the American History Hierarchy



Adapted from the Library of Congress Classification Schedules

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Seventh, it should be flexible enough to expand and even vary as future knowledge grows and changes. All librarians are familiar with the growing pains of the major classification schedules and subject headings lists. These troubles should not be duplicated. A good approach must be as flexible as knowledge itself can be, expanding and changing to meet future requirements.

Eighth, any system devised must be quick, simple and easy to use. To complicate or lengthen the storage methods beyond those now used might make the costs prohibitive, while to complicate or lengthen the retrieval process would tend to nullify any gains and might even result in less use of the library.

These constitute the requirements for an ideal approach to the library of the future. They are stringent and precise. Some, such as the ability to retrieve 100 per cent of the meaningful information in a library, come close to the impossible, as there will never be agreement on what is meaningful; yet to go beyond a useful point would impose heavy requirements on the system and the machine.

The following suggested approach meets the above criteria to a large extent. It is based upon a pyramid of human knowledge and the assigning of terms needed to cover all knowledge in their proper positions in the pyramid. Major categories, similar to the ten in the Dewey Decimal system, would be established. These in turn would be subdivided again and again until each includes a hierarchy of descriptive terms, each of which, in turn, is representative of the categories of knowledge beneath it.

Such an arrangement is not new to librarians. They have been doing just this for years in their major classification schedules, although not for the purpose, per se, of forming a hierarchy of human knowledge. For instance, one branch of the E and F categories of the Library of Congress Schedules can be partially broken down as in Figure 1 (historians will recognize it as being far from complete). Other fields could be stacked the same way.

#### Machine Application

Assuming a machine application, what advantages would such a hierarchy have over

the random application of conventional subject headings? First, when using the hierarchy the user would mentally define any term in relation to its place in the hierarchy. In actuality, each term becomes a compound subject heading through the knowledge the user has of the terms above. For example, the term "major battles" does not stand alone but would be recognized as "major battles—military operations—Civil War."

Second, all knowledge is categorized. Each step downward in the hierarchy eliminates hundreds or even thousands of terms from a search.

Third, instead of the three or four subject headings now assigned to a library item, numerous more could be used. An interesting philosophy would develop, for instead of assigning subject headings to a library item, the item itself would be assigned to proper terms in the system and fall under as many terms as necessary to assure meaningful use.

With present computer technology machine application of the system now becomes relatively easy. In its simplest application, the user could pick the appropriate major category and in several steps work downward through the terms to the subject desired. Physically he would operate a simple console on which would be located a few operation buttons and a visual output, preferably a viewing screen. Pushing the start button would present a visual display of instructions and the major categories numbered from 1 on. The number of major categories could be larger than those used in the Dewey or L.C. schedules, being limited only by the size of the viewing screen and the ability of the user to quickly choose the appropriate category. After choosing, the user would push the numbered button associated with his choice and the display would move one step down the hierarchy. Again he would choose, and so on down through the terms until the desired subject was reached. The visual display or a typewriter output would acquaint him with the published material on the subject and the call number or other means of retrieving it.

Such an application has distinct advantages over conventional means in many situations. All kinds of materials—books, periodical

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articles, technical reports, specifications and so on—could be retrieved in one simple series of operations, limited only by the extent of the hierarchy breakdown and the capacity of the processing machinery. Furthermore, the patron would find it unnecessary to consult any card catalog, list of descriptors, indexes or books of reviews or abstracts.

To help acquaint the user with the information in each individual item under his desired subject term, a full list of terms under which the item is stored could be furnished with the bibliographic data. Even better, an abstract might be added. With a greater number of descriptive terms and abstracts, material could merely be accessioned and retrieved by accession number, although, if stack browsing is desired, material could still be shelved in a classified manner.

As future knowledge advances and changes, no alteration of the item itself will be necessary, nor will costly and time-consuming changes in a card catalog be necessary. If required, whole bodies of knowledge and material could be shifted from one place in the hierarchy to another. Even individual terms could be quickly changed to synonyms of the future without affecting the operation. The hierarchy could be easily expanded as areas became overcrowded with material. Each one of these changes could be accomplished in a machine by changing the programming, not the book or card catalog.

Foreseeable technological advances could be incorporated without changing the basic system, even to the extent of installing larger and more complex computers by simply shifting the program and information to a new machine. As machine indexing, abstracting and similar advances became practical, they also could be incorporated. The hierarchy could be expanded, and a greater number of meaningful terms could be assigned to each item, assuming a greater per cent of meaningful retrieval. A bibliography of all material in the library covered by any one term could be automatically obtained by adding a typewritten output. A relevancy scale could be added to arrange the items under any term in order of relevancy to that term. These and numerous other features

could be incorporated as the desirability for them made the cost worthwhile.

However, there might also be several disadvantages. Too much fine judgment might be placed on the patron as he tries to go down through terms. Mistakes could be made, necessitating a retrace of steps or a complete new start. Experienced users who know what they want would still have to start at the beginning and go through the terms to the area they desired.

However, these disadvantages might be overcome by a refinement of both the system and the technology involved. A definition for each term defined in the light of the terms under it would allow a user to determine his direction easily at any time. Allowing a user to place himself in the hierarchy at any point would solve the problem for the experienced user. This might require something like a thesaurus of synonyms to interpret a request and transfer it into terms the machine would understand.

#### Hypothetical Operation

Let's set up a man-machine situation and take the example compiled from the L.C. American history schedules given in Figure 1. The social sciences has been chosen because of its generally generic terms.

The machine will consist of an operation console connected to the necessary computer equipment. On the console will appear a cathode ray tube used as a visual display, an alphanumeric keyboard, data process keys and other miscellaneous controls necessary to the operation of the computer, as shown in Figures 2 and 3.

The data process keys will include:

- DEFINE TERM—to receive on the screen a definition of any term descriptive of the terms under it.
- BIBLIOGRAPHY—to request bibliographic data and accompanying abstracts on items under any term.
- REPEAT DISPLAY SEQUENCE—to repeat entire display sequence from the time the user began the operation of the console.
- DISPLAY SUBTERMS—to display the next lower level of terms under any term.
- REPEAT LAST DISPLAY—to repeat the previous display.
- INPUT—AUTHOR }  
—TITLE } —to distinguish between in-  
—SUBJECT } puts to the machine when  
first typed.

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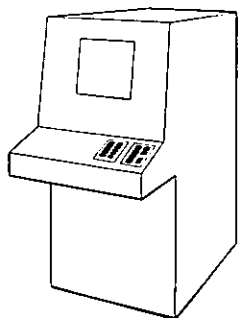


Figure 2: Operational Console

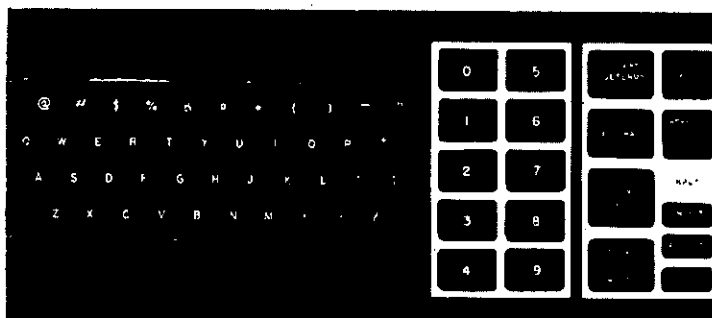


Figure 3: Close-up of the alphanumeric keyboard and data process buttons

**ERASE**—to erase the visual display if a mistake is made.

Imagine that an inexperienced patron comes into the library looking for material on the clash of United States troops and a mob at Baltimore during the Civil War. Knowing nothing else he sits at the console, turns it on and types out on the alphanumeric keyboard, "U.S. troops and mob at Baltimore during the Civil War." As he types, the letters appear on the screen in front of him, and he can check his request for spelling and meaning.

Satisfied, he pushes the **SUBJECT** button under **INPUT**. The machine evaluates and replies with display of "Choose **BALTIMORE** or **CIVIL WAR**." He can now enter the system through either term. Being more interested in the relationship of the clash to the Civil War, he chooses that term and enters the system there. He now types out "Civil War" and pushes the **DISPLAY SUBTERMS** button. The visual display replies with:

Civil War

1. Diplomatic history
2. Military operations
3. Confederate states
4. Armies, troops
5. Naval history
6. Financial, commercial
7. General works

He arbitrarily chooses "Armies, troops" and simultaneously presses the button **DEFINE TERM** and button 4 on the alphanumeric keyboard. The definition appears:

Armies, troops—Individual military groups, muster lists, death lists, replacements of the USA and CSA.

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Realizing this is the wrong term he pushes the button **REPEAT LAST DISPLAY** and receives a return. The only other logical choice is "Military Operations," so he presses **DISPLAY SUBTERMS** and button 2 of the alphanumeric keyboard and sees:

Military operations

1. Major campaigns
2. Major battles
3. Operations by regions
4. Skirmishes, special campaigns and battles

He presses **DEFINE TERM** and button 4 of the alphanumeric keyboard simultaneously and receives:

Skirmishes, Special campaigns and battles—Minor skirmishes, small and minor campaigns and battles involving U.S. troops, C.S. troops, Indians or civilians.

The patron now knows he is on the right track and pushes **BIBLIOGRAPHY**.

The console replies with:

511 books under this term. Do you wish subterms?

He pushes **DISPLAY SUBTERMS** and gets:

Skirmishes, Special Campaigns and Battles

1. Missouri, Arkansas, Kansas, and Indian territory
2. Texas, New Mexico and Arizona
3. Kentucky and Tennessee
4. South Carolina, Georgia and Florida
5. Indian Campaigns
6. Mississippi and Alabama
7. Department of the East
8. Department of the West
9. Maryland and District of Columbia
10. Pennsylvania and the Northwest
11. Virginia and West Virginia
12. General Works

He pushes **DISPLAY SUBTERMS** and button

9 of the alphanumeric keyboard and gets:

Maryland and the District of Columbia

1. Early events to May 1861
2. Big Bethel Engagement, June 10, 1861
3. Kernstown Battle, March 23, 1862
4. General Works

He now pushes button 1 of the keyboard and DISPLAY SUBTERMS and gets:

Early Events

21 books. Request bibliography.

Now aware of the number of books under the term, the man can push BIBLIOGRAPHY and have displays of all 21 books. Each display will show complete bibliographic data plus an abstract. From the abstracts the patron can choose those items he wants to examine, and he can note the call number, accession number or other means of retrieval.

Using a refined system such as this, the patron can enter at any point. It combines good features from both classification schedules and subject headings. The patron has the understanding of where he is in the field of knowledge that only subject headings can give him. On the other hand, he can browse through the library materials through use of the visual display and the abstracts furnished. If he wants to browse further, he can start at the beginning of any field of learning and go through the entire field. As many consoles as necessary might be tied into the system with many miscellaneous advantages that anyone who has stumbled over other card catalog users can appreciate.

Several means of retrieval might be used. The consoles might just replace the card catalog with the materials classified in any one of the several systems now used, or a simple accession number might be assigned, or the retrieval might be completely automatic. The extent to which any library might be automated will depend upon technological advances and the wish of the library to be automated.

Visualize the closed stack library of tomorrow. As a new item leaves the order department, it goes into the programing (catalog) department where it is given an accession number. It is then handed to the programmer (cataloger) sitting at a console not unlike those described above. He opens

it to the proper page (perhaps the last), where there is a list of suggested terms that can be applied to the book, a suggested collation and an abstract. He types this information plus the author and title onto the screen of the console, checks it and then pushes the proper buttons to incorporate it into the system. The item is then put in its proper place on a shelf and is immediately available for use and retrieval by the outside consoles.

Or go beyond this and visualize a worldwide retrieval library to which is sent, not the published item, but simply the author, title, imprint, collation, a list of suggested terms and an abstract. Scholars from all over the world could use the system to find desired information. It wouldn't even be necessary for them to come to the library, for tie lines could connect the system into consoles in all major cities.

### Technical Problems

Computer problems for such a system are large but not insurmountable. Although it will take time to work out an adequate system of terms, this is probably possible. The major obstacle is the tremendous amount of material that will have to be stored. The L.C. subject heading list contains about 50,000 subject headings, excluding *see* and *see also* references. Assuming the number of terms would be about the same (a poor assumption), there are, to begin with, 50,000 terms and an equal number of definitions to be stored in the basic programing, without storing any information. Taking a large library of 1,000,000 books, 20,000 pamphlets, 50,000 bound periodicals, 5,000 maps and 10,000 assorted other items to be included, there would be 1,035,000 items plus 5,000,000 magazine articles (average of 100 articles per year) to be included. The total would be 6,035,000. Now there are 6,035,000 entries along with 6,035,000 abstracts to be stored under 50,000 terms with 50,000 definitions. Even a cursory glance at these figures indicates that such a library presents extremely complicated problems.

On the other hand examine the more pressing problem of technical literature. The highly specialized literature of the highly

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specialized library would considerably reduce the requirements. In electronics, the special library of 10,000 books, 5,000 bound periodicals, 20,000 technical reports and 1,000 miscellaneous items could probably be stored under just a few thousand terms, and the total effort would reduce to 531,000 items and 531,000 abstracts under a few thousand terms and definitions. Even the definitions might be eliminated in a highly specialized situation where the terminology is consistent and mutually understood. If periodicals are removed from this last list, it would reduce to only 31,000 items and 31,000 abstracts under a few thousand terms. To further reduce the storage problem of the computer, the abstracts might be stored on punched cards or simply numbered cards. In a small library where the item might be readily available, the abstracts might even be eliminated.

In addition to the very immensity of information, other problems can be seen. For example, it may never be practical to add authors and titles to the system, since to add them would require an exact knowledge on the part of the patron. If he knew the exact title and the exact author, including spelling in each case, retrieval could be accomplished through the alphanumeric keyboard. But too often this isn't the case. Only an approximate title or only the last name is known. Browsing through the card catalog will often quickly supply the missing information, but it's difficult to imagine a machine quickly supplying it. In the long run, authors and titles may have to remain on cards, and the console replace only the subject catalog.

#### **Basic Studies Needed and Underway**

One study that should precede any great amount of experimentation should be the determination of what percentage of meaningful information is now retrievable from libraries using conventional methods. At the present time we can only guess. It can easily be assumed that applying eight or ten terms to a book instead of the average three or four subject headings now used will make more information retrievable, but the question of how much more and how meaningful in the light of total retrievable informa-

tion must be evaluated in terms of cost. It's possible that machine indexing might soon be accomplished, a technological advance that would conceivably permit placing an average library item under hundreds of terms. But at some point the mere addition of terms will cease to be practical. This point must be determined, and preceding it must be studies of present day methods.

A second study would be the first step in developing the hierarchical system described, a study to determine how effectively knowledge can be stacked for machine application. It must be determined if a rational, consistent approach for all types of libraries and to all kinds of materials can be made. If it can be, a universal compilation can be started to replace the haphazard use of subject headings, descriptors and uniterms, in use or being compiled.

To partially answer these questions two preliminary studies are being evaluated for the technical library at Hughes Aircraft in Culver City, California. Using subject specialists as much as possible, the first will attempt to determine the per cent of meaningful information retrievable from a select group of technical books cataloged with Library of Congress cards. The second study will attempt to determine the feasibility of stacking terms in a highly technical field for machine application.

During a third phase, these two studies will be joined. Various numbers of terms will be chosen from the hierarchy, assigned to the same group of technical books and the per cent of meaningful information determined. A workable machine situation will then be accomplished for later evaluation.

It may be many years before one can walk into a library and obtain desired material by microphone and television screen, but it may be upon the horizon. What is needed is an approach that will weld together all of the diverse elements and haphazard efforts underway at the present time. This article has outlined one possible approach. It may not be the best one, but if it focuses attention upon the necessity for more general studies in library retrieval, it will have performed a worthy purpose.

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## A PROFILE OF SPECIAL LIBRARIES ASSOCIATION

Special Libraries Association was founded in 1909 by John Cotton Dana and other forward-looking library leaders concerned with the professional needs of librarians employed in the field of business. The Association had 56 charter members, and Dana served as its first president.

A feature of SLA is its strong organization of active chapters and divisions. The chapters hold meetings throughout the year and enable SLA members to become active locally in the affairs of the Association. The divisions provide members with a means of direct communication with others who share a common subject interest or information format in their libraries. The chapters and divisions serve as an informal information network, and it is this information network that is frequently cited by SLA members as their single most important reason for joining the Association.

SLA's financial position has been consistently positive over the last four years as a result of surplus income generated by the annual conferences, continuing education offerings, investment program, and the publications program. This excess income subsidizes membership services, since dues income covers only about 70% of these costs.

Despite SLA's recent run of fiscal good health, the Association cannot depend on annual conferences and other nondues income sources for producing a budgetary surplus year after year. An unprofitable conference, for example, could easily place SLA in a deficit position. For this reason, the SLA Board and staff is dedicated to the development and implementation of creative programming and the following of sound fiscal policies in order to see the Association through any potential lean years.

SLA's Government Relations Program in cooperation with the Government Relations Committee, Government Information Services Committee, and Copyright Implementation Committee continues to serve the needs of the special libraries community. Among SLA's legislative happenings are the following:

1. Copyright—The Register of Copyright's fifth year review of the Copyright Law and monitoring of legal actions filed by the Association of American Publishers and others against American Cyanamid, New York University, Squibb, Pfizer, and Texaco.

2. Paperwork Reduction Act of 1980—Monitoring administrative implementation of the law to ensure fair and equitable collection and release of data needed by the information community.

3. Occupational Standards for Federal Librarians—Preparation of testimony and news releases, collection of data, and monitoring of various activities.

4. Circular A-76 concerning the contracting out for library and audiovisual services provided by various federal departments/agencies—Preparation of testimony and news releases and the continued monitoring of activities.

5. Medicare/Medicaid—Preparation of testimony against the rule changes which would remove the words "medical libraries" from the current regulations.

6. Postal Legislation—Monitoring of postal legislation, directives, and releases to determine the effect changes will have on special libraries and the Association.

Numerous discussions have been held, correspondence has been sent and testimony has been prepared in keeping with the Association's Government Relations Policy, 1983 Legislative Program and the Association's 501(c)(3) tax exempt status.

Definite steps toward the drafting and adoption of a five-year long-range plan were taken in 1983. Priorities for the plan were established by the SLA Board of Directors in late 1982 and further refined by the chapters and divisions in the spring of 1983.

In June the Board discussed and agreed on the assumptions on which the plan will be based. The following mission statement was adopted:

"The mission of the Special Libraries Association is to advance the leadership role of its members in putting knowledge to work in the Information Society."

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The Association started some time ago to strengthen SLA's New York operation. As part of the continuing planning process, it was discovered that the staff organization needed attention. In May 1983 the completion of the staff reorganization program, as approved by the Board of Directors in June 1982, was announced.

Four new professional positions were created, three of which replaced existing jobs. The reorganization places the functions of Information Services, Program Services, and Administrative Services under the administration of directors and establishes a Public Relations Program as a permanent Association activity under the direction of the Information Services Department.

The three department directors, the Executive Director, and the Associate Executive Director function as an administrative cabinet for planning, budgeting, and developing new programs and services and for overall staff review of Association office operations. Through the reorganization, the staff has greatly increased its operating efficiency and its ability to take responsive, effective action. Hence, we have gained the opportunity for increased service to SLA's membership.

The Program Services Department was the first department to become operational under the staff reorganization. The department is responsible for membership records and services, conference and meeting arrangements, and professional development activities.

The Information Services Department was the second to become operational. Particularly exciting things have been happening in this area. At the beginning of the 1980s, staff established as one of its priorities the improvement of communications with and among the membership, their client groups, allied associations/organizations, and other appropriate groups. With the addition of Martha Johnson, Communications Specialist, to the staff to spearhead this effort, the Association can now move forward to implement this priority.

Other components of the Information Services Department are the serials and book publications programs and the SLA Information Center. It should be noted that the Information Center is used with growing frequency by members, researchers, business and industry managers, and students as a primary source of information on special librarianship, information management, and technology.

The last SLA department to be established under the reorganization was Administrative Services. The responsibilities of the department are fiscal and accounting operations and office support services (including data processing, order and fulfillment, and shipping and receiving).

Only associations that are responsive to the needs of their members survive for any length of time. One measure of SLA's success is its 75 years of service to special librarians. With its new staff organization, SLA is more capable than ever of providing quality service to its members. SLA continues to be highly proactive and, more and more frequently, its programs and activities reflect the various forces (technological and otherwise) that are continually shaping and reshaping the information profession. As always, the Association's Board and staff are prepared to meet the current needs of the special libraries community, and they continue to expend much effort in anticipating future needs and planning how best they can be met.

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## AND FINALLY . . .

Space is not available here to list all the members who played a role in making this anniversary celebration possible. But I must express my most special thanks and appreciation to the immediate committee members who worked together as a subgroup of the Conference Committee proper. It is truly hard to believe that it literally took years not only to arrange for the evening's General Session and Anniversary Party but also to encourage the many activities celebrating our anniversary, some as early as the New Orleans Conference a year ago. A sampling would include: design and production of the beautiful anniversary paperweight, the four specially commissioned papers which appeared in *Special Libraries* (starting with the July 1983 issue), television and radio spot announcements, and newspaper publicity.

Perhaps you may have missed many of the preconference activities (of course, they were not always particularly directed to our membership), but for those activities plus today's, the number of hours expended for the Association in the form of letters (many hundreds!), telephone calls (again hundreds), committee meetings, face-to-face confrontations (many were tedious and not so pleasant) was really staggering. And except for the minority of us who are retired, each committee member who juggled all these chores *also* had to earn a living. And all of us had to maintain civil family relationships, as well as find a few moments of relaxation.

Thus, as Chair of the 75th Anniversary Committee, I would like to encourage everyone present to sincerely toast these selfless, hard-working members not only for doing such a fabulous job but also for patiently enduring myriad disappointments just so that there would be some progress. Remember, despite a combination of such powerful factors as a dedicated Association headquarters staff, conference registration fees, helpful hotel and union personnel, and all the camaraderie for which this Association is so well known, none of the festivities would have been possible without the help of indefatigable grassroots members who performed their tasks so that you and I could not only recognize and be thankful for our heritage but also have a memorable vantage point from which to look with confidence to our next 75 years.

The committee members are: Beryl Anderson, David Bender, Kirk Cabeen, Joe Ann Clifton, Robert Gibson, George Ginader, and Vivian Hewitt.

*Robert G. Krupp*, Chair  
75th Anniversary Committee

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