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december 1967

volume 31, no. 4



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Thus Volume 32, no. 1, will appear in March, 1968. Articles and advertising copy for that issue must be in the hands of the Editors by February 10th, 1968.

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The APLA Bulletin, published quarterly, is the official organ of the ATLANTIC PROVINCES LIBRARY ASSOCIATION, formerly the Maritime Library Association, APLA, organized in 1918, is a registered and incorporated company under the Nova Scotia Companies Act, and serves the provinces of New Brunswick, Nova Scotia, Prince Edward Island and, more recently, Newfoundland and Labrador.

In its membership, APLA embraces every type of library: public, regional, school, college, university and special libraries in the Atlantic Provinces of Canada.

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EDITORIAL

The APLA Bulletin and the problem of "Scientific Noise"

Over the past fifteen years it has been emerging with increasing clarity and force that the communication of information in human social relations and all institutions is the single most important task of civilized man. This fact has long been known by nature. Nature depends upon the essentially errorless transmission of information. Genetic integrity, for example, is dependent on the coded information passed on to the DNA molecules. Infrequent slips occur in the form of mutated messages. However, almost always mutated messages turn out to contain useless misspellings which nature wisely discards. Only once in a very great while does nature not discard a mutated message and a useful new cell results.

Not so with man! Man seems to be much more careless about preserving the integrity of his intercommunication.

We are living in a complex age built on a technological society whose survival may well depend on the accumulation and organization of information for efficient use. Business, science, technology, government—each is concerned with a world encompassing more and more interrelationships. Each is involved in the process of research and decision making. Information is the basic ingredient in the process; so that as the amount of information which might be relevant increases, the processes of obtaining, examining, and selecting the particular information needed for research or decision making becomes a matter of supreme importance.

Most difficulties encountered by today's user of information can be attributed to the fact that we are living in an era of change during which man is experiencing the most prolific rate of information growth ever known. So great is this information explosion that it has caused a breakdown in the traditional techniques developed to cope with it.

The problem has reached crisis proportions and is already seriously affecting human affairs in comparatively obscure but actually fundamental ways. It is alarming that the public remains uninformed and that, more surprisingly, the main body of science remains indifferent. One is frustrated in trying to cope with this phenomenon, but one is even more frightened by other and more serious repercussions already discernable.

One of the chief of these involves the recognition that the proliferation of messages is beginning to get in the way of itself. This, in some ways, resembles what occurs in too-rapid biologic growth, what has been described as "interstitial growth". While the metabolism involves some weak, destructive breakdown of cell tissue, the main process continues a vigorous multiplication of cells. If this main process is sufficiently rapid, it can be malignant. The overwhelming variety, quantity, and quality of information being produced today is having a similar effect. Through the choking off of other processes, the draining of resources, and through the constant injection of new confusion in unexpected areas many unidentified and perhaps damaging mutations are occurring.

Something must be done and the attack must be on several fronts. What is obviously needed is new techniques, better and more sophisticated tools, and a much more clear understanding of the fundamental nature of communication and its uses. The resulting product has been the emergence of a new and advanced technology, full of information scientists and documentalists and based on what has been identified as the information sciences. With this new technology has come a corresponding increase in the area of information system design, and all has been accomplished under the aegis of an "interdisciplinary effort".

At the center of this activity stands the Library, one of the most burdened and least understood intelligence-information storage agencies of the world. It stands as an example of an institution which is in desperate need of an injection, if it is to survive as a functioning operation. The character of the impact of the new technology is represented in a review of the library problems in radically new ways; and it is culminating with the introduction of many new devices into traditional library operations. Computers, photographic processes, including miniaturization and magnetic recordings have been among the most common devices designed into "systems", that will relieve, perhaps even eradicate, the problem.

This is not all. There is still more help on the horizon from "multisensory media and non-verbal literature", and from the emergence of a new and legitimate information specialty, the individual "communicationalist", possessing a sophisticated standard of technical knowledge, erudite, fluent in three or four languages, the "physiologist and pharmacologist of the human communications systems. . . the pathologist of the information overload".

We are further advised that what the new "revolution" is bringing about is an intermarriage; what can be described as "the growing symbiosis of knowledge and electronics". Planners must remember this and insure it is reflected in all future planning of learning spaces. These must ultimately be capable of quick conversion to "electronic-accelerated-self paced-thinking center" which will increase the effectiveness and efficiency of learning resources and services.

Study patterns of user use are underway having the aim of developing systems which will allow the most rapid retrieval of information, i.e., from immediate accessibility to the so-called "zero-used" area. This will allow for the hastening of the "imminent, natural and evolutionary step toward the miniaturized library of the future". This separation of the user from the materials used can reduce costs "without interfering in any way with the operation of the building in which the readers are served". Browsing will be accomplished quickly and more accurately through the depth indexing now possible by machines. All this at a reduction in price.

I could go on and on, but I think the foregoing suffices to make my point and bring me to the heart of the matter. Change is needed and must come, but we should not abandon stable institutions or traditional systems unless we can replace them with superior products.

We are living in an age which views change as a positive manifestation of growth and stability as the unerring attribute of the stodgy. We are being bombarded with a new terminology, new concepts, and new systems and equipment, but, we must not allow ourselves to be intimidated.

Librarians have been given a sacred trust. Few other groups have been charged with an equivalent responsibility with so little help or understanding of the fundamental nature of their role and value by their clientele. Too many still fail to recognize that the Library is first and foremost a social apparatus with but one task: to accumulate, process, disseminate and preserve the racial memory. Yesterday, today and tomorrow are all equally important and no one has yet proven otherwise. Libraries are more than nerve media through which information is transmitted. They are often organizers and processors of information into knowledge.

Let not this plea be read as an attempt to avoid or retard constructive progress. Far be it! We need help and we need it now. No one of sound mind or body can doubt that the new technology and systems hold more promise for us than any previous inventions. My plea is to the new breed, the information scientists. Too many have been caught up in the promoter's urge to sell. Progress in automation can be seriously jeopardized by false claims, oversimplification of problems and the misguided introduction of equipment into situations for which it is poorly adapted because of a lack of understanding of a library's responsibility.

Some years ago, at a seminar in the M.I.T. Computational Center the speaker addressed himself to the problem of the information explosion and the problem of retrieval. He contended that the main stumbling block in retrieving information, particularly from a computer, involved man's inability to ask the proper question. However, beyond this, there is the problem of scientific noise. This is funda-

Continued on page 123

REFERENCE TOOLS OF THE FUTURE

RICHARD KRZYS

Recently I had the opportunity to discuss reference books with two editors, Dr. Louis Shores and Miss Doris Thompson. Both spoke enthusiastically about their products; one was *Collier's*, an encyclopedia of considerable renown, and the other was a newcomer to the scene, the *Merit Students Encyclopedia*. During the discussion both editors were essentially in agreement with the traditional definition of an encyclopedia as "a work containing informational articles on subjects in every field of knowledge, usually arranged in alphabetical order . . ." (1) Louis Shores defined it as "a systematic summary of all the information significant to mankind." (2) If Pliny, Isidore of Seville, and Denis Diderot had been present, they would have been perfectly at home with some of the ideas exchanged, but they would have been shocked by others because the essential character of the encyclopedia has not changed in two thousand years, but significant innovations have been introduced with regard to its scope, treatment, and format. As these changes and innovations were being discussed, I began to speculate about reference tools of the future.

The etymology of the word encyclopedia suggests that the original concept still contains an untapped potential. In the original Greek the term meant "the circle of knowledge" (3), and an encyclopedia was intended as a source of general education. For the past two thousand years encyclopedists have attempted to educate man by providing stimuli for only his sense of sight. This educational process was begun with the printed word, continued by illustration, and furthered lately by such features as transparency overlays. As excellent as these aids are, they are restricted by the limitation inherent in printing. They lack the excitement provided by stimuli appealing to the other senses.

Acting on the premise that man's information is not received merely through his sight but from impressions received from his hearing, touch, smell, and taste, I propose redefining the term encyclopedia as "a systematic summary of all of mankind's significant information and sensory impressions." A new dimension of sensory experience would be added to an encyclopedia by incorporating into its format "multi-media."

Although the technology exists now to expand the gamut of impressions experienced by encyclopedia users, encyclopedists of today are tradition bound to visual impressions. The visual impact has been explored but only superficially. It can be increased by including cartridges of video and audio tape which could be reproduced on a "sensation simulator" resembling a color television set equipped with stereophonic sound. By experiencing pre-selected events and sensations, the encyclopedia user could watch spellbound as Moira Shearer recreates her unforgettable dancing in the "Red Shoes", "attend" a piano recital of Paderewski, or experience the suspense of Sandy Koufax pitching a no-hit ball game instead of just reading about them. In subjects which include aesthetic or emotional appeal, such as seeing sunlight stream through the stained glass windows of Chartres Cathedral, unless the user becomes excited as he finishes the article, the editor cannot say that the encyclopedia has succeeded in its purpose of providing a general education.

Articles in the field of music could include recordings of compositions referred to in the monograph. If the "Eroica Symphony" of Beethoven is important enough to merit mention as a landmark in the development of the symphony, a tape recording of that work should accompany the article. Any paintings men-

tioned in the survey of art could be illustrated by means of colored transparencies which could be flashed onto the video screen.

Although some of these aids are already being used to some extent, others are now possible only in principle, and in either case much progress in miniaturization must take place before their incorporation into an encyclopedia can be feasible. It would be possible to include films and tapes of many events described in encyclopedias, but until cartridges of audio or video tape can be reduced to the size of a sewing machine bobbin, their inclusion would be impractical because of sheer bulk, since the necessary recordings would conceivably grow larger than the main body of today's encyclopedia; indeed, miniaturization may become so advanced that all essential recordings, if not the entire encyclopedia, might someday be reduced to a short length of thread which could be reproduced on the "sensation simulator." The codex form of the book will probably be used to contain an extremely detailed index of material included in the encyclopedia and the necessary code to locate it. Among the many telephone calls that reference librarians receive are requests for first aid information. A child sometimes swallows a piece of thread or wax, and the mother, unable to cope with the emergency, contacts the public library for help. With the proposed marvels of miniaturization some reference librarian of the future might answer the phone to hear a woman shriek "My baby has just swallowed the *Book of Knowledge*. What shall I do?"

As unlikely as it may seem today, the repertoire of experiences provided by tomorrow's encyclopedia will probably transcend the audio-visual to include other sensory experience as well. The encyclopedia of the future need not be stumped by a user who wonders what Chanel No. 5 smells like, since articles about flowers or perfumes could include the characteristic fragrance of the subjects described, and the user could be given a whiff of that perfume. Textures of fabrics could be felt as well as seen by including swatches in an article. A combination of certain sensations of sight, touch, smell, etc., might have to be effected to simulate a desired impression.

Instead of intellectual acceptance of information, the encyclopedia of the future should

by total involvement strive for visceral reactions; instead of mere understanding of information the encyclopedia should attempt to provide an emotional or aesthetic experience. The combination should be so intermixed that the result might be described as "seeing music and hearing pictures", the total effect producing a kind of intellectual kinesthesia.

As some of these ideas were suggested to the encyclopedists present, Dr. Shores with his characteristic puckish sense of humor asked what I had in mind for the article on trash collection or sewage. He hesitated to imagine the fragrances that such offerings might elicit. Also, pity the poor reader who becomes so fascinated with Socrates that he becomes curious about the taste of hemlock!

Any valid idea can suffer from *reductio ad absurdum*, and the encyclopedia of the future is not invulnerable to such attack. Possibly its editor will have to exercise a more influential role than previous editors. Surely, the political and religious issues raised by Diderot's *Encyclopédie* were minor compared with the moral implications that the encyclopedia of the future might give rise to. It is quite possible that tomorrow's encyclopedia might go through an era similar to that experienced by early dictionaries. Samuel Johnson's *Dictionary of the English Language* was influenced by cultural propriety, and only suitable words with their proper meanings were included. (4) Possibly tomorrow's encyclopedia will undergo a similar development, but some future age, possibly 1984, unfettered by present-day restrictions might see far less caution in the selection of sensations simulated for readers. Just as Eric Partridge's sensibility would not permit completely spelling out vulgarisms, (5) our age might be remembered as being so conservative as to have prohibited a video tape which simulated psychedelic experience, and to have permitted the inclusion of only acceptable sights, sounds, smells, tastes, and other sensations.

In its first edition, the encyclopedia of the future with its abundance of audio-visual sensory devices will probably be so expensive that the family of average income may be unable to afford one. If such proves to be the case, publishers should issue the work in various editions, one for institutional use, inclusive of all the devices necessary to contain the desired

information and produce the relevant sensations, and another containing only the traditional format of today, for use by individuals and families of modest economic means. It may also be useful to publish different sensory editions for distinct audiences, e.g., one in braille, including devices producing tactile sensations might appeal to a blind person. If an encyclopedia is to contain "all the information significant to mankind," why should it appeal mainly to the sighted person?

The addition of audio-visual and sensory experiences need not be restricted to encyclopedia publishing. By extension it could be applied to all types of reference books, such as dictionaries, biographical and geographical sources, handbooks, directories, etc. To some extent a present day aid for teaching foreign languages is already making use of the ideas previously described by audibly effecting the pronunciation of a word as a piece of magnetic tape is activated.

Textbooks should include reprints of all supplementary readings reproduced on microcards. Each textbook would be accompanied by a pack of microcards which the student could view on his portable reader, thus obviating the crowded conditions of many periodical reading rooms. Problems of copyright might arise, but I believe many of them could be overcome in the interests of advancing scholarship. Writers in academic or professional fields would probably be more willing to grant permission for microcard copies to be made of their articles than writers in popular periodicals. In the field of the humanities many valuable articles are sufficiently old that they would no longer be affected by the copyright law. (6)

Although today's readers are in need of the encyclopedia of the future, one which would be compatible with ideas advocated by Marshall McLuhan, encyclopedists are still presenting space age information in formats reminiscent of those used by Denis Diderot and William Smellie. In cases where the technology does not exist to accomplish the ends described, scientists will have to persevere until such objectives as the needed miniaturization are achieved. In other cases the gap between

existing technology and its application to publishing is wide. Narrowing that gap is the challenge hurled by this writer to encyclopedia editors. The possibilities for reference tools of the future are limitless, and we are bound only by the restrictions of our resourcefulness and imaginations. By the use of multi-media to simulate sensory impressions, tomorrow's reference tools will make users far more than passive observers of events and facts. Readers will become participants, totally involved in the experience of information.

FOOTNOTES

1. *A. L. A. Glossary of Library Terms*. Chicago: A. L. A., 1943, p. 52.

2. Louis Shores, *Basic Reference Sources: An Introduction to Materials and Methods*. Chicago: A. L. A., 1954, p. 57.

3. *The Oxford English Dictionary: Being a Corrected Re-Issue with an Introduction, Supplement, and Bibliography of a New English Dictionary on Historical Principles*. Oxford: Clarendon Press, 1933, III, 153.

4. Louis Shores used the term cultural propriety era to represent the stage of dictionary development noted for "ostracising language not acceptable to a self-chosen few" in chapter IV of his MS of *Basic Reference*. This work, now in preparation, is the successor to Shores' *Basic Reference* and *Basic Reference Sources*.

5. Eric Partridge included vulgarisms in his dictionary, but as he explained in the Preface, "My rule, in the matter of unpleasant terms, has been to deal with them as briefly, as astringently, as aseptically as was consistent with clarity and adequacy; in a few instances, I had to force myself to overcome an instinctive repugnance; for these I ask the indulgence of my readers." (*A Dictionary of Slang and Unconventional English: Colloquialisms and Catch-phrases. Solecisms and Calachreses. Nicknames. Vulgarisms and Such Americanisms As Have Been Naturalized.*) 5th ed. (New York: Macmillan, 1961) p. v.

6. Under the conditions of the present copyright law, published works are protected for twenty-eight years. Protection may be extended an additional period of twenty-eight years, if the author requests a renewal of copyright. (Barbara A. Ringer, "Copyright," *Encyclopedia Americana*, VIII (1966), 672.)

LE CENTRE DE DOCUMENTATION DE LA BIBLIOTHEQUE DE L'UNIVERSITE LAVAL

RITA LECLERC

Dans un récent numéro de la *Bibliographie de la France* où l'on rendait compte du Congrès de l'Association des bibliothécaires français, on pouvait lire: "La bibliothèque future doit se concevoir comme une centrale de documentation fonctionnant d'une manière en quelque sorte coopérative entre les usagers, les auteurs et les bibliothécaires, les gens qui, eux, connaissent les techniques de mise à la disposition et de traitement de l'information" (1). L'expérience qui se poursuit depuis quelques années au Centre de Documentation de la bibliothèque de l'Université Laval, où chercheurs, bibliothécaires et spécialistes du traitement de l'information conjuguent leurs efforts, pourrait bien être une forme embryonnaire de cette bibliothèque de l'avenir que les savants de toute discipline ne pourraient plus guère assimiler à ces "musées de la pensée humaine", prestigieux certes, mais plus propices à la conservation des documents qu'à une exploitation qui aille de pair avec les exigences et le dynamisme de la recherche.

Les Centres de documentation ne manquent pas à travers le monde, et s'il fallait les dénumbrer dans les multiples répertoires nationaux et internationaux, on arriverait à un chiffre assez impressionnant d'organismes dont la plupart sont spécialisés dans tel ou tel secteur des sciences de l'homme ou des sciences pures et appliquées. Le Centre de Laval n'a certes pas la prétention de se comparer à certains de ces organismes dont s'enorgueillissent à bon droit des pays comme les Etats-Unis, la France, la Belgique, etc. Il nous a paru bon cependant d'attirer l'attention des chercheurs sur ce qu'a pu réaliser, en quatre ans d'existence, un Centre de documentation faisant partie intégrante d'une bibliothèque universitaire, oeuvrant dans toutes les disciplines et s'efforçant d'exploiter au maxi-

um les techniques les plus modernes du traitement de l'information.

Historique

Le Centre est né, en 1963, à la suite d'une recommandation de la commission d'enquête Williams et Filion sur la Bibliothèque de l'Université Laval (2). Face à la tendance qui se manifestait chez certains professeurs de se constituer une documentation spécialisée, les commissaires enquêteurs avaient voulu en pallier les inconvénients: morcellement des matières à l'intérieur même d'une faculté, duplication des travaux, des documents et des instruments de recherche dans des domaines connexes, accroissement des charges financières, etc. Le Centre s'était alors vu confier un rôle de coordination de la recherche documentaire, celle-ci devant mettre l'accent sur le Canada français.

Par la suite, cependant, le Centre devait élargir le champ de ses activités. Sans négliger la constitution d'une documentation de base sur le Canada français, il a dû s'organiser pour répondre aux multiples besoins des différents départements et centres de recherche universitaires. Cette évolution rendait nécessaire une remise en question de l'orientation du Centre ainsi qu'une redéfinition de ses fonctions. En 1966, un comité était chargé de faire enquête et de formuler des recommandations à cet effet. Ces recommandations, soumises à la Commission des études de l'Université Laval, ont amené comme résultat tangible, en 1967, la création d'un Conseil du Centre de documentation, relevant du Conseil de la bibliothèque, présidé par le directeur du Centre, composé du conservateur de la bibliothèque et de cinq professeurs nommés par le Conseil de l'Université, dont deux représentants des sciences, deux représentants des sciences

humaines et un représentant du Centre de traitement de l'information. C'est à ce Conseil que reviendra la tâche de veiller sur les destinées du Centre, d'en préciser peu à peu l'orientation et de fixer les normes qui s'appliqueront à l'évaluation des projets.

Fonctions

Quant aux fonctions du Centre, elles sont au fond sensiblement les mêmes que celles des Centres de documentation existant ailleurs, et elles ont trait au stockage de l'information, au dépouillement et à la codification de la documentation, et enfin à la diffusion de celle-ci. Telles que précisées et formulées par le comité d'études ci-dessus mentionné, ces fonctions sont les suivantes:

1. *Fonction technique*: Le Centre de Documentation est responsable de l'ensemble du système documentaire, c'est-à-dire de l'ensemble des règles et des procédures concernant l'enregistrement et la recherche des informations scientifiques.

2. *Fonction de coordination*: Il doit coordonner les divers services de documentation. Cette coordination se situe au niveau des techniques de manipulation des documents et du contrôle du choix des informations pour éviter la répétition d'un même travail par des services différents.

3. *Fonction de dissémination*: Le Centre assure la diffusion des informations par la publication d'Index spécialisés et par un service de repérage des documents au moyen de l'appareil Miracode.

4. *Fonction de recherche*: Le Centre doit entreprendre des recherches sur les systèmes documentaires existants, étudier leur compatibilité avec les siens, et promouvoir des échanges de documentation sur le plan national et international.

La technique utilisée

Né à l'ère des cerveaux électroniques, le Centre ne pouvait se permettre de recourir aux techniques traditionnelles, lentes et désuètes, du stockage et du repérage de l'information. Le travail s'y effectue à l'aide des ordinateurs électroniques et d'un appareil optique d'invention récente, connu sous le nom de Miracode. Les deux genres d'appareil sont utilisés alternativement ou d'une façon complémentaire selon les besoins de la recherche.

En ce qui concerne l'analyse des documents, le Centre a développé un procédé qui lui est propre, procédé d'une grande souplesse, dont le principal mérite est de respecter la terminologie propre aux auteurs de documents—on sait que, dans le domaine scientifique particulièrement, la terminologie évolue très rapidement et ne s'accommode guère d'un vocabulaire trop rigide—limité. Ce procédé s'appelle ASYVOL: **Analyse synthétique par vocabulaire libre**. Les documents sont étudiés par les documentalistes qui en tirent une analyse synthétique et en dégagent les idées principales. Cette analyse est enregistrée sur cartes perforées IBM, puis transposée sur ruban magnétique à partir duquel un ordinateur génère différentes listes qui répondent aux besoins des utilisateurs.

De dimensions beaucoup plus modestes que les ordinateurs, l'appareil Miracode offre cependant des possibilités étonnantes qui ne manquent pas d'impressionner ceux qui le voient en opération. Cet appareil permet, grâce à un pointage chiffré, de repérer une documentation codifiée et emmagasinée sur microfilms. On photographie d'abord les documents colligés et codifiés; puis, pour les retrouver, il suffit de pointer sur les tabulateurs les descripteurs qui définissent le sujet demandé: en moins de dix secondes, les renseignements désirés apparaissent sur l'écran; si les documents sont nombreux, ils apparaîtront à tour de rôle.

L'utilisation de Miracode présente de multiples avantages. L'information fournie est présentée dans sa forme originale et non sous forme de codes à déchiffrer. L'appareil est rapide, car, en moins de dix secondes, la liseuse électronique peut lire 100 pieds de films contenant 2,000 documents. Il est possible de préciser les informations que l'on désire obtenir, en pointant les tabulateurs des différentes unités de sélection. Enfin, l'usage du microfilm permet d'inclure et par conséquent de retrouver non seulement les références bibliographiques, mais les textes eux-mêmes, de même que les manuscrits, les cartes, les graphiques et les photographies. Ces avantages compensent amplement pour la longueur du temps nécessaire par le montage, montage qui exige une structuration adéquate de la documentation.

Le personnel

La structuration de la documentation qui

doit être montée sur Miracode, de même que l'analyse synthétique des documents indexés par l'ordinateur, sont des travaux extrêmement complexes et délicats qui ne peuvent être confiés qu'à des documentalistes possédant des qualifications universitaires. Le Centre de documentation compte à son service six documentalistes spécialisés qui travaillent à plein temps sous la direction de M. Guy Forget, bibliothécaire; ce dernier s'est assuré en outre la collaboration non seulement de certains professeurs mais aussi d'une équipe d'une vingtaine de documentalistes à temps partiel.

A ce personnel spécialisé s'ajoutent une quinzaine d'employés: techniciens, opérateurs, secrétaires, etc.

Les réalisations

Les nombreux travaux réalisés par le Centre peuvent se répartir en trois groupes: à côté de ceux dont l'initiative revient au Centre et qui sont d'un intérêt assez général, il y a les travaux demandés par les facultés, et ceux dont la demande provient d'organismes extérieurs— institutions gouvernementales ou autres.

Parmi les plus importantes réalisations du Centre de Documentation, il faut mentionner la publication mensuelle de *l'Index analytique* et de *l'Index du Devoir*. Inauguré en février 1966, *l'Index analytique* fait le dépouillement de quelque soixante-dix périodiques de langue française, publiés au Canada comme à l'étranger; la refonte annuelle, parue en janvier dernier, signalait que, durant la première année, 431 numéros de revues avaient été analysés, totalisant 4,191 articles et 2,321 comptes rendus de livres, de films, etc. Quant à *l'Index du Devoir*, il représente, croyons-nous, une entreprise unique dans le domaine du journalisme canadien: c'est la première fois au Canada qu'un quotidien est indexé d'une façon systématique. Cet index paraît mensuellement depuis 1966 et le Centre en a publié une refonte annulle en trois volumes contenant quelque 31,000 rubriques.

D'autres index analytiques, non périodiques ceux-là, ont été préparés par le Centre. Ce sont d'abord les index des revues canadiennes suivantes: *Recherches sociographiques* (de 1960 à 1964), *Laval théologique et philosophique* (de 1945 à 1964), les *Cahiers de géographie* (de 1956 à 1964), *Canadian Historical Review* (de

1950 à 1964). Nous devons également au Centre l'index analytique des 5,200 thèses de doctorat en science qui ont été soutenues dans les universités de France de 1959 à 1963.

En collaboration avec les différents départements ou facultés de l'Université Laval, le Centre a entrepris de nombreux travaux d'inventaire, d'analyse et de structuration de la documentation dans différentes disciplines. En Géographie, il a fait l'inventaire systématique des cartes d'atlas nationaux, régionaux et thématiques, ainsi que des cartes thématiques de la cathédrale de Laval. En Droit, un important travail de la structuration de la documentation est actuellement en cours, et bon nombre de documents, notamment sur le mariage et les assurances, ont été montés sur Miracode. En Biomédecine, on a structuré quelque 300 documents. En Relations industrielles, les travaux portent sur deux projets dont l'un est la structuration de 3,000 documents et l'autre, plus spécialisé, est le relevé des conventions collectives qui ont été ou sont encore en force dans la province de Québec. Dans le domaine des Sciences politiques, on a procédé au montage de trois genres de documentations: les relations internationales, les "groupes de pression" et les partis politiques canadiens. Enfin, en Philosophie, on s'efforce de réunir et de codifier une documentation de plus en plus exhaustive sur Aristote et l'aristotélisme.

Lorsque l'occasion s'en présente et que des projets sérieux lui sont soumis de l'extérieur, le Centre accepte volontiers de collaborer avec des centres de recherche, des organismes gouvernementaux ou d'autres universités. C'est ainsi qu'il travaille actuellement en étroite collaboration avec le Centre international de recherche sur le bilinguisme pour le stockage, l'analyse et la codification de la documentation. Au prochain congrès de l'ACFAS, à Sherbrooke, congrès qui aura lieu le 2 novembre, le Centre rendra public un Index des thèses de maîtrise et de doctorat et des autres travaux de recherches actuellement en cours dans les six universités du Québec; cet index a été préparé à la demande du Comité de la coordination de la documentation formé par la Conférence des Recteurs des Universités du Québec. Le Centre s'est chargé, pour le compte du Ministère de l'Éducation du Québec, du dépouillement et de l'analyse des 160 numéros actuellement parus du périodique *Hebdo-Education*. Enfin, il assure le dépouillement de la documentation de

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INFORMATION RETRIEVAL IN CANADIAN INDUSTRY TODAY AND TOMORROW

J. W. CHERRY

Let me begin with a flat statement which on first hearing may prove somewhat shocking: To the best of my knowledge, there is not—anywhere in Canada today—a true, operative information-retrieval system.

Whenever thought, experience or knowledge is recorded, information is created. Some of this record can be in the form of data—and I will cheerfully testify that in Canada today we have some extremely efficient, sophisticated and operative data retrieval—or, if you like, data systems. But all information is not data, and it is to that portion of the total corpus of information that is *not* data that the term “Information Retrieval” has regrettably—and erroneously—come to apply.

As we look further at this term, “Information Retrieval Systems”, even the word “system” becomes suspect. I accept my colleague F. T. Dolan’s definition of a “system” as “An interconnected set of components that operate together to carry out a related set of activities, each activity being directed to a goal—the production of goods, service or information.” Few so-called information-retrieval *systems* in existence today truly qualify as systems—they should rather be described as information-retrieval tools and/or aids.

As if this were not bad enough, none of these alleged systems can really *retrieve information*. From the very logic by which they operate, they merely lead to documents which, by definition, should contain a desired piece of information. I suggest, therefore, that they should be called “document-retrieval tools” or, if they truly qualify, “document-retrieval systems.”

The traditional libraries, however, have several document-retrieval tools which serve a very useful purpose—the trouble is that they cannot develop fast enough to keep up with today’s output of scientific and technological information. But to confound confusion, the suspect term “information retrieval systems” has come to imply that the systems and/or tools referred to, in one way or another, accept computer assistance in their preparation.

I submit, then, that when we use the cliché “Information Retrieval” today, we are really concerned with, at most, computer-assisted document-retrieval systems, and far more often with computer-assisted document-retrieval tools, aids or devices.

Even in this restricted or (I hope) more definitive use of terms, Canadian industry and/or industrial research has, it seems to me, made remarkably little use of what could be a fantastic aid to corporate development. F. T. Dolan has just completed a preliminary survey of what (by definition) I would describe as “Computer-Assisted Document Retrieval in Canada.” He called it (for obvious reasons), “Information Retrieval in Canada,” and extended it to include systems and/or tools that are capable of accepting computer assistance without revolutionary intellectual effort.

This address by J. W. Cherry of Imperial Oil Limited was presented at the Canadian Research Management Association’s 5th Annual Conference in Toronto, October 3-6, 1967.

As his prime lead, Dolan used a 1966 report published by creative Research Services, Inc., called "The Use of Data-Processing Equipment by Libraries and Information Centres." From it he screened out those people who used computers only to automate housekeeping functions or manipulate data. To it he added everything he could find from an extensive literature search and through personal correspondence. After all this work—and it took about a year—he came up with the rather startling fact that, in Canada today, only seven industrial organizations have anything approaching a computer-assisted document-retrieval system, and no one has anything that would qualify as a true information-retrieval system.

Now Mr. Dolan would be the first to concede that his survey could be incomplete—in fact, he plans to follow it up with more personal communication, seeking more leads to people who are working in this field. However, I submit that what he has turned up so far suggests industry is either loath, as often happens, to reveal its commitment, or ignoring a most valuable aid to its total advancement.

It is interesting to compare the results of Dolan's survey so far with those of a survey conducted by the National Science Foundation of the United States. In January 1966 this institute sent out questionnaires to 1,100 technical libraries and information and data centres, asking for ". . . descriptions of technical information systems, based on the use of either some mechanical or electronic means of manipulation, or some unusual or unique index system." (What we now, in fact—albeit erroneously—tend to call information-retrieval systems.) Among the 436 organizations that responded, 175 had systems that qualified for inclusion in the survey. Sixty-eight of these—almost 40%—belonged to industrial organizations.

So much for what is called "Information Retrieval" in Canada today. At best, it refers to computer-assisted document-retrieval, and a diligent inquiry has so far turned up only seven industrial organizations that make use of it.

What, then, of tomorrow? I submit that, if we Canadians are to become a technological nation—and there is good reason to believe that to exist we must—we have to concern

ourselves with information management and information management systems. (I use the term "information" here in its broadest sense.)

Information management systems must embrace the entire information cycle; that is, Information Generation, Information Acquisition, Information Dissemination, Information Storage and Information Retrieval. Now, I admit there are a number of data systems that, within their limited fields, do qualify as information management systems by this definition. But I suggest that too few of us have concerned ourselves with the management of the rest of the information field—that information that is not data or, if you like, "non-data". I would sound a warning that—no matter what popular usage suggests—we cannot have true Management Information systems if we are not prepared to manage the whole corpus of information—data and non-data.

If we will accept this premise, then I would suggest that the new generation of computers, the data-bank concept and direct-access computing offer us a real chance to advance from computer-assisted document retrieval to true Information Retrieval and, by expansion, true Management Information system. I would also suggest we pay serious attention to two concepts that Prof. Bonn supported. The first concept is that:

Ever since the 1958 International Conference on Scientific Information in Washington, there has been a growing conviction among responsible bodies of scientists, engineers and information specialists that science information is a national resource and that the development of science information as a national resource is the direct responsibility of the national government.

The second is that, if we want a promising person to

. . . spend much of his time on research, [we] should equip him not only with appliances, instruments and implements — the apparatus of research—but also with technical books, journals and bibliographic services—the intellectual tools of research. The apparatus of research and the intellectual tools of research are equally important . . . to both the research and the research worker.

Let me address myself to the second premise first, and let me present it to you as three questions: You have probably, as research managers, an acute awareness of what it is costing you to provide your research staff with the "appara-

tus of research". What portion of your research budget do you devote to providing them with the "intellectual tools for research?" Is it adequate? (Regarding this question—which I admit is difficult to answer—Prof. Bonn suggests by inference, and I suspect pragmatically, that this proportion should be somewhere between 13:1 and 9:1.) Finally, "Are you getting your best return on your investment in the 'intellectual tools for research'?" (If you aren't using or exploiting the new generation of computers and their amazing sophistication, I suggest that you are not.)

A recent survey by Massachusetts Institute of Technology's School of Management, involving 22 proposal competitors for United States government contracts and 156 proposal teams, suggests that 22% of the total time involved in preparing these proposals was spent seeking and gathering technical information. The teams used three information services—literature surveys, in-house consultation, and consultation with outside experts. I submit that increased efficiency in information management—which by definition I would take to include the use of today's computers with all they have to offer—might well reduce the time of this information-gathering, and also its costs.

Even after ten years' missionary work in this field, I am continuously amazed at industry's and industrial research's lack of interest in such an obvious potential aid. Let me cite an example:

The Alberta Experimental SDI Association represents a western Canada effort to take advantage of an opportunity, through *Chemical Abstracts*, to take part in an experiment in the Selective Dissemination of Information. From a service standpoint, the experiment has some very obvious disadvantages. From the standpoint of gathering experience in what the new generation of computers have to offer and how they might be exploited, it has obvious advantages. Yet, to date, though to be in it costs only \$500 per company per year, industry has shown little interest in participating. The experiment is being kept alive by the vision of western universities and research councils.

What, I wonder, is wrong with a Research Management that balks at investing \$500 a year on an experiment in learning?

For a decade now, people working in the field of Information Management have, like Isaiah, been sounding a warning: "This is the way: walk ye in it." As far back as 1961, B.E. Holm of I. E. Du Pont alleged—and I quote:

... the quality of any company's effort to provide its supervisors and managers with truly accurate and complete information for decision making during the next ten years will have a profound effect upon the company's position in 1970.

In August 1963 the journal "Administrative Management" reported that the message had got through. It said that there was—and again I quote:

... a growing realization among management men in almost every industry that a centralized source of information is vital for growth and efficiency.

Dolan's survey, I suggest, indicates that in Canada this "growing realization" that "Administrative Management" reported in 1963 somehow became stillborn.

I realize, of course, that Research Management tends to console itself with the belief that all it takes to satisfy a good research man's information needs is a rather pleasant library with a somewhat academic atmosphere, through which he can browse quietly, trusting that serendipity will lead him to the great discovery of the age. I would say to you in all sincerity, however, that those days are long gone, and support this conviction with a statement by M. W. Mueller of Lockheed Aircraft Corporation. In a 1959 survey he found that:

... once the need for information arises, the requester's productivity drops until the information is obtained. . . . The typical [researcher] slows down, tries to find alternate ways of solving his problem or seeks alternate sources of information, usually by the consultation process.

I cannot put a finger on what slowing down costs you—but Mueller, estimating the cost of the consultation process, suggested that it generally lasts an hour and involves two people at the very least—two technical people, I might add. Assuming these two people each earn \$10 an hour, he suggested that an information-retrieval process that would eliminate the need for consultations would save a company \$20 per shot! I tried this on my own company, crediting our information centre with \$20 for every reference and bibliographic request successfully answered. I came up with the

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"Je ne suis pas certain si c'était du Camus ou du Sartre que l'on m'avait refusé. J'opte pour Sartre avec le Mur. Ainsi donc, ces pseudo-bibliothécaires, ces sectaristes, ces esclaves d'une cote puritaine me refusèrent ce bouquin."

Voilà le témoignage d'Alain X, jeune homme d'une agglomération située en aval de Chicoutimi, la reine du Saguenay. La bibliothécaire, adepte aveugle de Sagehomme et de ses congénères, avait estimé juste de lui interdire ce bouquin au nom de ce qu'Alain appelle un "principe périmé."

La virulente et épineuse sortie d'Alain contre nous, bibliothécaires, est-elle justifiée? Si elle ne l'est pas contre tous, elle l'est sûrement contre quelques-uns qui manquent de cette tolérance, vertu capitale que notre profession, plus que toute autre, doit, refléter. C'est surtout à ces derniers que cet article s'adresse.

Oubliant ou n'admettant pas que l'esprit soit une société secrète et imperméable à un autre, ces bibliothécaires, dès qu'un livre leur semble tendancieux, engagent illico des procès d'intention au lecteur, délibèrent, jugent et prononcent leur sentence. Leur esprit n'ayant pas soupçonné de malice (!) chez l'emprunteur, l'emprunteur n'est pas coupable et le livre lui est prêté, après, par contre, les mises en garde jugées utiles; leur esprit ayant cru déceler des idées malhonnêtes et vicieuses, l'emprunteur est coupable, le livre lui est refusé et il n'y a aucune possibilité d'appel, aucune possibilité de recourir à une autorité supérieure. "De tels esprits ont la manie de s'imaginer être nos guides élus, nos mentors."(1)

Ces bibliothécaires voient partout des propos "fazzistes", masturbatoires, nidoreux, alchimiques, anticléricaux, pornographiques,

communistes, suspects. Ils ont développé une intuition Gilberte Côté-Mercier! Ils préfèrent les "livres pasteurisés" (2) et purifiés des mots putain, fesses, cocu, merde, etc. Ils me font penser aux religieuses qui hébergent Cosette dans les Misérables de Victor Hugo; afin que les pensionnaires de l'institution ne découvrent le mot "amour", ce mot est rayé de tous les poèmes et remplacé par "tambour" ou "pandour", ce qui enlève évidemment un sens logique à la poésie.

A ces bibliothécaires, je veux dire sans ambages et sans vergogne que le livre "est un instrument à usages multiples, comme les couteaux de campeurs."(3) Même une fable de La Fontaine peut devenir une arme dangereuse entre les mains de quelqu'un. Ainsi, on a indirectement accusé un bibliothécaire de faire de la politique parce qu'un ministre, par l'entremise d'un ami de la bibliothèque, avait demandé le texte de "La cigale et la fourmi", afin de s'en servir à des fins politiques, en comparant le candidat du parti au pouvoir à une fourmi et l'adversaire politique à la cigale. Dans certaines bibliothèques du Québec, on a retiré de la circulation le volume "Poudre et explosifs" (Que sais-je? no 259) parce qu'on craint que certains partisans de la violence en usent pour fabriquer des bombes demestiques. Si ce livre a servi d'une façon ou d'une autre à la fabrication de telles bombes lors des années de terrorisme, peut-on sciemment accuser un bibliothécaire d'avoir participé indirectement aux actions terroristes d'un certain groupe parce qu'il aurait prêté auparavant ce livre sans s'informer de son usage? Le livre est donc une boîte à Pandore, on ne sait pas à l'avance l'usage qu'en fera l'emprunteur. Même le livre qui "in se" semble inoffensif peut servir à des fins troublantes.

Comment pouvons-nous alors prévoir l'usage d'un livre? Comment pouvons-nous lire l'intention de l'emprunteur? Je vous le demande. Que sommes-nous, nous bibliothécaires, pour refuser un bouquin quelconque à l'emprunteur? Pouvons-nous en matière de cause lui refuser un volume quelconque? Avons-nous des notions psychologiques innées? Avons-nous un sens de la perception extra-terrestre? Pouvons-nous lire la pensée du lecteur? Sommes-nous des télépathes à sens unique en manque de sujets? Sommes-nous les seuls propriétaires de la vérité absolue et d'un jugement irréductible? Sommes-nous des phénomènes de prémonition ou de voyance? Sommes-nous infaillibles par une bulle divine? Voulons-nous jouer les censeurs?

Ces bibliothécaires, réfractaires au progrès, "ne se rendent pas compte des puissances cachées dans les livres. Dans les livres, il y a des merveilles, des miracles."(4) Plutôt que de considérer l'aspect négatif d'un volume, regardons les côtés positifs. L'Amant de Lady Chatterley que ces bibliothécaires refusent à cause de certains passages érotiques et que, pour leur information, "la Cour Suprême décida qu'il n'est pas un livre obscène"(5) en mars 1962, peut élever la pensée du lecteur à réfléchir sur l'amour libre et les problèmes connexes. Même la pire ordure est bénéfique d'une façon ou l'autre. Regardons les aspects positifs plutôt que les aspects négatifs. Interrogeons-nous et demandons-nous si nos préjugés et notre morale personnelle peuvent fermer les portes d'un livre à l'emprunteur?

Nous sommes à l'époque d'un courant philosophique "fondé sur la valeur absolue de la personne,"(6) à l'époque du personnalisme. Nous devons nous assimiler à cette nouvelle tendance, accorder à la personne humaine sa dignité totale et "admettre des goûts et des opinions que nous ne partageons pas, que nous réprouvons même, au nom de la morale, d'une autre doctrine ou de l'esthétique."(7) Nous n'avons pas à nous retrancher derrière nos croyances morales, religieuses, philosophiques, etc. avant de prêter un bouquin; nous n'avons pas à prêter les plus malsaines et malicieuses intentions à l'emprunteur de tel ou tel bouquin; nous devons considérer l'individu dans son entité propre, nous devons lui faire confiance, nous devons lui permettre de s'émanciper selon ses tendances, nous devons accepter des visions différentes des nôtres.

Le bibliothécaire "doit toutefois respecter les prescriptions de la loi naturelle et, s'il est catholique, celles de l'Eglise."(8) Y a-t-il réellement des professions catholiques ou athées? Il n'y a que des hommes unis dans une même religion; jusqu'à quel point cette religion doit-elle influencer sur la conduite professionnelle?

Nous, Canadiens français, sommes pour la plupart héréditairement catholiques. Entant que catholiques, devons-nous nous sentir moralement engagés vis-à-vis l'influence mauvaise d'un bouquin? Et qui peut juger de l'influence mauvaise d'un bouquin? La religion doit-elle nous dicter une ligne de conduite à suivre?

Je ne pense pas que la religion, quelle qu'elle soit, ait son mot à dire sur notre comportement. Nous n'avons pas à lui rendre compte, de quelque façon que ce soit, de nos attitudes. La bibliothèque est de soi universelle et, même si les services s'adressent à l'individu, cette universalité ne doit pas être mise au rancart, elle doit être une constante obsession qui nous induit à la tolérance.

L'abolition de l'Index prohibitorum librorum, d'illustre mémoire, a mis un terme radical à l'enchevêtrement de conscience de plusieurs. Quatre cent ans après la publication du premier Index prohibitorum librorum, ce répertoire est disparu dans une marée oecuménique de rajeunissement et l'ésotérisme vicieux de la Curie n'est plus. Il est tout de même curieux que ce cabou passé soit mentalement conservé chez certains bibliothécaires catholiques, qui considèrent toujours ce répertoire comme une panacée de premier ordre; il serait temps que cet attachement s'évapore totalement, que tous les guides moraux à la Sagehomme ou pis à la Bethléem ne jouent plus qu'un rôle bibliographique, que les "enfes" et les "salles de réserve" disparaissent aussi de la vie quotidienne de certaines bibliothèques.

Le clergé a toujours tenté de nous contraindre à des règles de conduite trop jansénistes; il voulait imposer la conviction que le bibliothécaire était coupable des actes commis par l'emprunteur de tel ou tel livre. Son action ne se limitait pas aux bibliothécaires; bon nombre de libraires eurent à "manger du mot de Cambronne"(9) parce qu'ils étalaient des livres que Lectures et bibliothèques, le Oll de Mes Fiches, Lectures et la Revue des lectures vouaient à la damnation éternelle, parce que

notre clergé se faisait fort, du haut de la chaire ou par l'entremise de la presse, d'imposer le boycottage systématique des librairies dont ces librairies étaient propriétaires. C'est ainsi qu'on a pu voir des bibliothécaires cacher les livres sur la sexualité, dissimuler les livres d'art qui exposaient des nues très sensuelles à la Rubens, recouvrir de diachylons ou de coups de crayons de feutre les couvertures de certains livres (je pense plus particulièrement à celle des "Fleurs du Mal" dans la collection du "Livre de Poche"). C'était pousser le ridicule à son comble, certains ne s'en sont pas encore complètement départis et d'autres pas du tout. Le clergé doit maintenant subir son Waterloo.

L'Eglise catholique a fait preuve d'intolérance bornée vis-à-vis les adeptes de sa doctrine et la meilleure preuve n'a-t-elle pas été l'institution de l'Index afin de "protéger l'Eglise contre la publication d'ouvrages hérétiques." (10) Pourtant, elle qui prêchait et prêche le respect de la personne humaine institutionnalisait un manque de confiance envers ses partisans, brimait elle-même la liberté individuelle, son principal cheval de bataille vis-à-vis les idéologies différentes de la sienne.

"L'Eglise aurait dû agir comme chef de file; elle aurait dû traiter les êtres humains d'une manière humaine et laisser la censure aux politiciens et industriels." (11) Elle a pris dernièrement une nouvelle tangente; espérons qu'elle ne retournera pas à l'esprit médiéval, n'en étant sortie que de justesse.

Nous ne sommes plus des jobards, nous ne sommes pas des missionnaires exilés dans la brousse des livres, nous ne sommes pas les ministres d'un culte de goupillon, nous sommes des hommes, nous ne devons plus pratiquer un apartheid livresque par motifs religieux, nous ne devons plus être ces "si influençables bibliothécaires." (12) Ce n'est nullement manquer à l'éthique professionnelle que de rejeter notre religion comme principe de nos attitudes vis-à-vis l'emprunteur; au contraire, c'est prouver l'universalité d'une profession qui ne s'embarrasse pas non plus de considérations raciales ou sociales. Les bibliothécaires qui n'ont pas su écurer et filtrer ou "condomer" l'influence cléricale ou religieuse doivent se convaincre de cette dernière assertion.

Mais ce n'est pas tout d'avoir cet esprit de tolérance auprès de lecteurs adultes; elle doit

surtout se marquer auprès des enfants et des adolescents; c'est tristement auprès de ces derniers que beaucoup de bibliothécaires font respectivement preuve de négativisme et d'intolérance.

Ces bibliothécaires rétrogrades considèrent les enfants comme leurs pupilles, s'imaginent les apôtres d'une oeuvre salutaire, cherchent à assouvir leur pensée moyen-âgeuse, désirent que les enfants lecteurs vivent un angélisme outrepassé et débordant d'une acceptation de leurs décisions et conseils sans mot dire, les envisagent avec un oeil de "Big Brother."

Les enfants d'aujourd'hui sont sûrement plus éveillés au monde actuel que nous l'étions à leur âge.

Il ne s'agit pas de leur présenter "des albums stupides et des petits romans à l'eau de rose," (13) il s'agit de leur présenter un éventail complet de tous les arts et de toutes les sciences; il ne s'agit pas d'acquérir en fonction du bon plaisir ou des restrictions d'une religion, il s'agit de sélectionner avec la raison; il ne s'agit pas d'interdire un bouquin pour des raisons religieuses ou morales, il s'agit de ne pas laisser végéter ou pourrir sur les rayons un livre acquis.

L'enfant ne viendra pas demander un livre tendancieux, car il est à l'époque de l'apprentissage de la lecture et de la recherche d'un texte à gros caractères à côté duquel fourmillent des illustrations attrayantes. Les livres idéologiques ne lui disent rien, les livres controversés et pleins d'érotisme non plus. D'ailleurs, la bibliothèque crée d'habitude un département où l'enfant circule facilement et trouve ce qu'on a bien voulu acquérir pour lui. Cette acquisition ne doit pas être négative, i.e. ne doit pas être brisée sur une crainte de leur placer entre les mains et devant les yeux un matériel qui leur donnera le goût de la culture et éveillera leur curiosité. Pourtant, elle l'est parfois.

C'est auprès des adolescents que certains bibliothécaires font briller la tolérance par son absence et il est à croire que, par l'attitude de certains, cette période s'étend jusqu'à 77 ans.

Ces bibliothécaires ne se rendent même pas compte que les adolescents d'aujourd'hui sont beaucoup plus matures, plus ouverts au cosmos, plus éveillés qu'eux au même âge chronologique,

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"... down went Alice after it, never once considering how in the world she was to get out again." *Alice in Wonderland.*

The Rabbit-Hole is to be a regular feature of the APLA Bulletin. We invite contributions from readers and we offer contributors the same latitude (and longitude) as the Rev. Dodgson afforded Alice. Any reader who feels himself falling through the earth and approaching the Antipathies is urged to put it all down on paper and send it to the attention of the Editor. "Perhaps (you) shall see it written up somewhere."

Conservators always seem to have a bad press and a bad image (which comes first, the press or the image, is not the subject of this piece). Undertakers, dentists, and librarians, each in his own way is a conservator, and all have bad presses and bad images. About the best that can be said for them is that when you have to go to them they have to do something for you.*

In the case of undertakers and dentists one can't help but feel that the nature of that which they conserve has some bearing on the press and the image. Neither rotting teeth nor decaying bodies seem likely fields to till if one wants to loom high in the estimate of his fellows. However, this factor does not seem to obtain in the case of the librarian. Surely something of the encomiums heaped on the book should have rubbed off on the conservator of the book, but such has not been the case. The librarian in the minds of most people is usually a harmless drudge who has one finger raised to the lips indicating "shush" and one hand extended indicating some sort of fine is being imposed.

A small crack has appeared in the image in the form of news from the U.K. The selection of a "Miss Library World" is indeed heartening. The need to capitalize on this breakthrough cannot be over-emphasized. The dust this British whack has given our stodgy image must not be allowed to re-settle. I propose immediate "Miss Reference Desk" and "Miss Government Documents" contests. Then while the mind of the public is still staggering

at the prospect of what real swingers those who make their bread at the library are, we can bring the whole thing towards a crescendo with a world wide contest to select "Miss Dirty Book". No longer should we be accused of protecting the book from the public, but the public from the book.

The entire thrust of my proposals thus far has been on "Miss" contests. However, males are increasingly important in the library world and we would be in error if we were to ignore them. We will need contests to determine "Mr. Plant & Maintenance", "Mr. Personnel Expediter" and "Mr. Administrator".

Good things come in bunches and just as Miss Library World was being selected a marked improvement in our press became noticeable when it was announced that Batgirl in her non-chiropteran life is a library assistant in the Gotham Public Library.

Our means of exploiting this breakthrough are clear. Firstly, the writers of Batman should be urged to have Batgirl display some of her fantastic karate abilities not only against the Penguin and Egghead but also against chatterboxes and overdue borrowers. Secondly, the works of Edgar Rice Burroughs should be thoroughly examined to see if there is any valid reason why Tarzan's father had to be what Burroughs said he was. The winds of change are blowing and to me they seem to murmur that a librarian is at least the equivalent of an English lord.

*Apologies to Carl Sandburg.

John F. Miller

ANNOUNCEMENTS

NEW BRUNSWICK

The **Moncton Public Library** has been awarded the Reading Stimulation Grant offered by the Canadian Federation of University Women. A check of \$500.00 was presented by Mrs. J. L. Black, Eastern Vice-President of the Federation, to **Miss Ruth McDormand**, Librarian in chief of the Albert-Westmorland-Kent Regional Library on October the 26th. This grant is offered annually to a public library which is part of a regional library system with a qualified librarian in charge of boys and girls work. The purpose is to stimulate interest in good reading for children.

Mr. Claude Potvin, formerly responsible for the reference department at the Université de Moncton, is now assistant librarian at the Albert-Westmorland-Kent Regional Library. Mr. Potvin has been replaced by **Sister Berthe Boudreault** at the Université.

Mr. Agnez Hall, has been named chief librarian "ad interim" of the Université de Moncton to replace **Mr. Yves Roberge**, now

conservateur adjoint at the Bibliothèque Nationale du Québec, formerly Bibliothèque Saint-Sulpice.

Miss Jocelyne Lebel, graduated from the University of Ottawa Library School in last June, has been named chief librarian of the Nepisiguit Regional Library (Bathurst).

L'Université de Moncton library has received a gift of 1388 books from Le Cercle des femmes journalistes de Montréal.

NOVA SCOTIA

Fifteen administrators from different types of libraries in Nova Scotia recently formed a new organization called The Nova Scotia Council for Library Resources. **Miss Alberta Letts** Provincial Librarian, and **Mr. L. G. Vagianos**, Director of Libraries, Dalhousie University, are co-chairmen. The NSCLR was formed to study and improve the coordination of library resources and services in the Province.

A new permanent column for announcements is being introduced with our next issue. This column will attempt to make our local readers aware of significant happenings in other parts of the world.

It will also provide a forum for local events and news. Suggestions and information are welcome. Please forward them to the Editor.

Our Contributors

Richard Krzys is Associate Professor of Library Science at Long Island University; Rita Leclerc: Assistant in the Library Documentation Center, Laval University, Quebec; J. W. Cherry: Librarian, Imperial Oil Ltd., Calgary, Alberta; Claude Potvin, Assistant Librarian, Albert-Westmorland-Kent Regional Library, Moncton, N.B.; John F. Miller: Assistant to the Director of Libraries, Dalhousie University, Halifax.

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mental to any electronic device. Because of design problems, all distortion cannot be entirely removed—despite the sophisticated nature of equipment and in spite of spectacular improvement. Inevitably some “blotting out” of information must occur. Engineers feel certain that “scientific noise” as it affects machines can be overcome. They are much less optimistic about the problems posed by the other kind of scientific noise.

The staff of the APLA Bulletin hopes to help in this matter. We wish to make our pages a constructive forum for discussion of any and all aspects of the communications and information revolution. At present there is no Canadian publication fulfilling this requirement. We hope ours can be an interim solution. Anyone and everyone is invited to offer

an opinion, suggestion, or comment. We will welcome any thoughtful statement in either French or English.

We are aware that we have responsibilities to our local readers and will try to serve them, but our local readers must remember that our problems are no longer local but national and international. More important, much of what is being undertaken in our region may be of interest to others.

During the next few issues there will be a number of changes. I will mention but one. You will be spared editorials. A permanent column for opinions is being introduced which will be contributed by a different individual each issue.

The APLA Bulletin has been “Thirty Years A-Growing”; now is not the time to PAUSE!

(to me) highly gratifying suggestion that our centre had returned the company somewhere around 17% profit for every dollar invested in it. (I might add that my management found the calculation somewhat suspect.)

Let me leave this concept by suggesting that the third generation of computers, the data-bank concept and direct-access computing bid fair to advance computer-assisted document retrieval to true Information Retrieval; that to help your research people, you have to help them manage their information; and, to return to Prof. Bonn—that you have as much obligation to help your research people manage the information of their profession—their “intellectual tools of research”, as to provide and help them manage their “apparatus of research”.

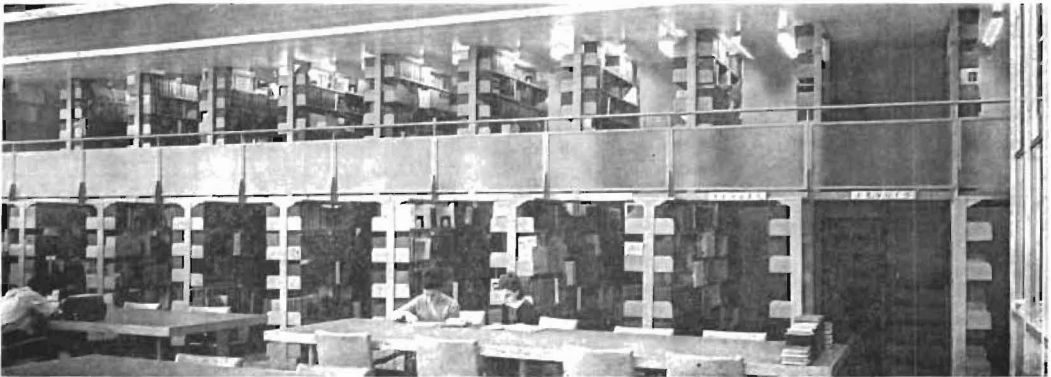
Now, in conclusion, I would draw your attention to Bonn’s “national resource” concept. Already the corpus of information is too big for any industry to handle alone, and shows every sign of continuing to increase exponentially. If science and technical information is to be regarded as a national resource, and if it is the duty of the national government

to develop this resource—the national government is going to need your help.

A COSATI panel, which I feel sure owed a great deal to W. T. Knox, and which was concerned with “. . . acquisition, accession, abstracting, libraries, equipment computability and convertability, depositories, indexing and many other operating problems” within the United States federal government, reported in November 1965 that expenditures in this field were likely to be in the neighbourhood of three hundred million dollars a year. Now, three hundred million dollars a year is not chicken-feed. If Canada is to make anything like this kind of investment in science and technical information, it must be user-oriented. Experience has shown that, to quote Knox,

. . . an information service, like any other service is likely to become unwieldy and cumbersome and unresponsive to the user needs. Such a situation could lead to over-emphasis on the production or processing side, to the internal operations of an information center, rather than on the products and acceptability of products among its clientele.

A Canadian investment cannot be user oriented unless *you*—Canada’s Research Man



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agement—are involved. But you cannot become involved until you know what you are talking about. And the best way you can learn is by beginning to manage your own in-house information, and finding out how information science and modern computer technology can help you do this.

The Federal Government has already shown its interest in science and technology information in Canada by setting up a study group under the Science Secretariat. This gives you a tremendous and unique opportunity to become involved—to examine your needs, what you can do about meeting them and where, in the final analysis, you are going to need help.

This in effect makes you the ball-carriers. Today Information Retrieval in Canada is in its infancy. What it grows up to be tomorrow, I submit, is up to you—and you cannot afford to fail.

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la Commission d'Etude sur l'Intégrité des Territoires du Québec.

Si impressionnante qu'elle soit, cette nomenclature des travaux effectués par le Centre depuis sa fondation, n'est pas exhaustive. Elle suffit cependant à corroborer l'opinion qu'exprimait Jean-Marc Léger dans *le Devoir*; "Demain, —et un demain tout proche— aucun organisme public ou privé de quelque importance, aucune institution ou entreprise ne pourra se passer de l'usage d'ordinateurs, ni a fortiori ignorer le traitement de l'information. L'apparition dans nos universités de centres de calcul, de programmes d'études en informatique et en automatique représente une heureuse innovation qu'il faudra développer le mieux et le plus rapidement possible." (3) Qui peut dire si les techniques modernes du traitement de l'information,

intelligemment utilisées par des bibliothécaires avertis, ne seraient pas la réponse à cette crise que signalaient les bibliothécaires français, au cours du Congrès auquel il était fait allusion au début de cet article: "Il y a indubitable crise de l'information, engorgement et gaspillage d'une documentation à la fois de plus en plus abondante et de plus en plus nécessaire et qu'on ne parvient plus à dominer, à maîtriser." (4)

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que les média d'information ouvrent leur esprit à une plus grande foule de connaissances, que leur curiosité a une plus grande possibilité et un plus grand besoin d'être satisfaite, que le monde s'est beaucoup rétréci pour eux, que le climat des tabous les affecte moins; ces bibliothécaires semblent oublier des véracités d'adolescence de toutes les générations: la sexualité s'éveille, la révolte gronde, la remise en question s'implante, le rejet du traditionalisme fuse, les relations parents-adolescents-maîtres s'affaiblissent, la recherche devient constante, la curiosité cherche l'apaisement, la personnalité s'affermie, les facultés se développent totalement, les tendances s'acquièrent, les habitudes se créent, les prises de conscience sont légions, les projets mûrissent, la découverte de soi conditionne, la croissance physique étonne, autant de facteurs qui influencent l'adolescent de telle ou telle façon.

L'adolescent découvre réellement le livre, découvre que le livre répond à ses questions, qu'il lui ouvre des horizons nouveaux, qu'il est réellement universel, qu'il le pousse à l'interrogation, qu'il y satisfait ses moindres goûts. Il découvre de même que certains livres sont controversés, sont tendancieux ou émettent des théories bizarres, que d'autres sont passagèrement érotiques ou pornographiques, qu'à côté de l'aphrodisiatisme de certains passages, il y a une théorie qui mérite réflexion.

Il va au catalogue et découvre le livre qu'il veut; il vient au comptoir du prêt, et la tout bloque; on le somme de remettre le livre sur un chariot et d'attendre que sa barbe soit plus dense avant de le lire. Que fait-il alors? Il est frustré, et voyant qu'on le lui a refusé, il s' imagine que ce livre est réellement mauvais, il fera tout pour pouvoir le lire, et en contre-réaction, il prendra un goût marqué pour tout livre de la même veine. Le bibliothécaire le voyait encore comme un enfant de chœur, le bibliothécaire se croyait moralement obligé de le lui interdire; le problème n'est guère résolu, et revient au même pour le bibliothécaire, car d'une façon ou d'une autre, l'adolescent réussira quand même à le lire. Il est facile de se procurer ce livre, en le faisant emprunter par un aîné; l'adolescent suivra la même procédure qu'il prend pour pouvoir obtenir une bouteille de "gouffre."

A quoi aura donc servi l'intolérance du bibliothécaire? A rien. Plus la réticence se fait grande de la part du bibliothécaire, plus l'intérêt se fait grand de la part de l'adolescent. C'est une attitude que nous connaissons pour l'avoir tous vécue à un moment ou l'autre.

Il s'agit plutôt d'éduquer l'adolescent, de le raisonner, ce qui est fort difficile, vu son état de révolte contre une société qu'il n'avait jamais pensée telle quelle.

Qu'on use ou non de tact, de diplomatie, qu'on y aille dans le sens du poil ou non, peu importe, l'adolescent lira ce qu'on lui interdit formellement; alors, pourquoi ne pas lui laisser lire ce qui l'intéresse de crainte qu'il ne s'enlise totalement dans la littérature qu'on lui aura prohibée.

Au sortir de l'adolescence, il y a une autre période de transition, une période de rajustement; et l'on peut parler de lecteurs adultes même si on use plutôt des termes "jeune homme" ou "jeune fille." Montrer à leur endroit une

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tolérance sans borne est de première importance., Alain X était de cette catégorie de lecteurs, on lui a tout de même refusé le bouquin. A quoi cela a-t-il servi vu qu'il a réussi à se procurer autrement le livre?

On m'accusera probablement de ne pas pratiquer cette tolérance souhaitée chez tous les bibliothécaires, vu que je n'accepte pas les bibliothécaires intolérants. Une mise au point s'impose sans doute: je parle ici d'une tolérance professionnelle vis-à-vis le lecteur et il n'est nullement question de nier une intolérance personnelle vis-à-vis la guerre du Vietnam ou l'injustice sociale, par exemple.

Je terminerai laconiquement: je suis persuadé que les bibliothécaires intolérants n'ont pas place parmi nous.

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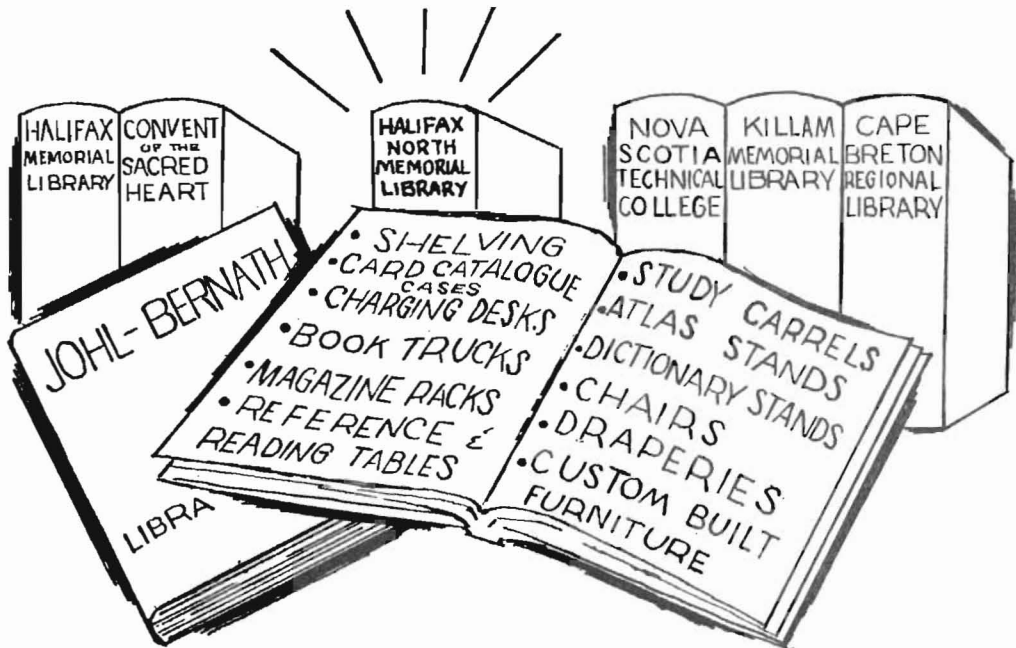
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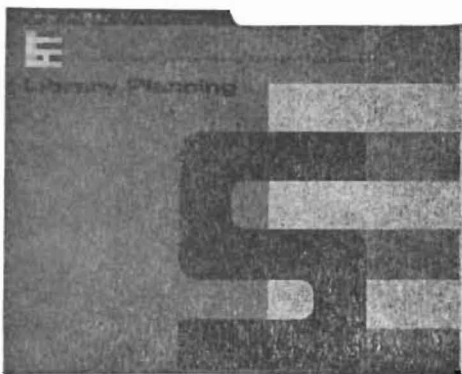


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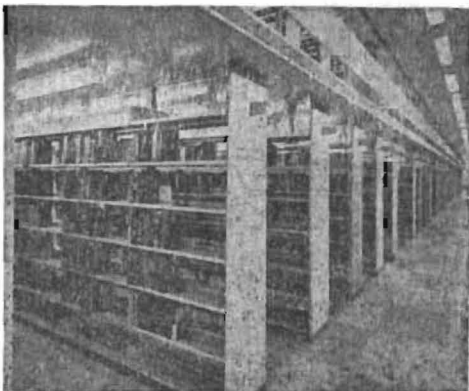


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