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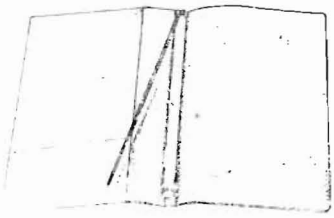

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# APLA

# BULLETIN

The APLA Bulletin is the quarterly organ of the Atlantic Provinces Library Association representing every type of library serving the provinces of Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland.

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# NOVA SCOTIA COUNCIL ON LIBRARY RESOURCES

MARJORIE KELLEY

Since the Fall of 1967, a group of library administrators from a variety of Nova Scotia libraries (public, provincial, academic and special) who have policy making responsibilities particularly in relation to resources — collections, personnel and finances — have been meeting to discuss mutual projects and problems. At their third meeting in November 1967 it was decided to formalize the group. The name chosen by this group is the Nova Scotia Council on Library Resources.

The move to form yet another group of librarians in the area grew out of a discussion of the pressing need to coordinate resources and services in all types of libraries in the area in the realization that a more efficient and more effective use of available funds was not only possible, but most desirable, and to have a formal organization from which recommendations for improvements in library resources could more effectively be presented to local, provincial and federal government agencies. It was felt that such a group was needed in addition to the existing organizations because the membership and/or terms of reference of other groups were either too broad or too narrow in scope to embrace the aims of the new organization.

While the name of the NSCLR seems to restrict its activity to Nova Scotia, it has always been understood that the scope of activity at varying levels might possibly be broadened at a later time. This concept is not as unrealistic now as it may have seemed three years ago since it is becoming more desirable that the systems and/or networks of an individual province form a facet of a multiprovince scheme, which in turn is articulated with the scheme of the National Library.

The NSCLR at this time is not comprised of all the policy making librarians within the Province on an individual basis, but by representation. Membership will have to be more encompassing than it is at present. Perhaps the greatest omission is the lack of school library representation — an omission that should be reversed. From the NSCLR's informal beginnings in 1967, it has considered itself a working committee, and now that its members total sixteen, sub-committees have necessarily been struck to deal effectively with projects and investigations.

As for the organization of NSCLR, it has a chairman and a secretary, but no legal status, and exact terms of reference have never been formulated. These remarks may cause readers to question motivations for staying in existence for these past three years.

There are some simple answers: 1. The NSCLR has helped all of its members to assess their present position and future possibilities with greater clarity, with the hope that these assessments will help them improve their *total community* and the communities they serve as individuals. 2. With cooperation the technical problems are not insurmountable. The greater problems are related to human values that are psychological and sociological. Very little of what cooperative plans put forth is new. What is new is the structure or system for coordination which may shake traditional standards of design and traditional autonomy. In order to relieve this problem related to human values vis-a-vis cooperation and coordination, a third "C" must be added — Communication. The NSCLR has provided this communication for itself.

Certainly NSCLR needs to be given a more explicit and formal definition at this point, but it has kept its momentum from its beginning because it started off modestly rather than insisting upon launching unrealistic and ambitious plans without adequately stated goals.

It has involved itself in a great many topics and has taken some positive actions. Shortly after it began it met with the Science Secretariat from the Privy Council Office in Ottawa when a pilot science project was being considered in Halifax. Letters were written in support of libraries in bilingual districts and for the funding of libraries under the Federal Department of Regional Economic Expansion under the infrastructure development of "special areas", particularly the Metro area of Halifax-Dartmouth and the Strait of Canso area. Letters of recommendation have also been written regarding the distribution of Provincial Government documents. Delivery service among the libraries in Halifax is now in operation and it is fair to say that much of the investigation and discussion was done profitably through NSCLR. Very early in 1968 a sub-committee was struck to investigate work study programs and other forms of practice work for library school students. There was a considerable value in this insofar as it created a greater awareness and understanding between library education and the practical field. Information was collected from all the library schools in the U. S. and Canada, and a five page report was given to the Dalhousie School of Library Service together with the collected information. In February of 1970, the Voluntary Economic Planning Board of the Province sponsored *Encounter,* a preliminary think-in for the planning and development of Halifax and the Province. When it was learned that libraries and librarians were not represented on the task force, NSCLR called an emergency meeting and met with the chairman of the VEPB. He listened to complaints and gave advice as to how libraries and librarians could be included. Some NSCLR members participated in panels while others attended various meetings, and a brief or statement was presented to the Communications Section. It should be noted that among the recommendations put forth by the *Encounter* task force was a single library system for the Province or at least for the Halifax area. These are not great accomplishments, but certainly enough activity to make NSCLR viable.

Throughout its activities NSCLR's paramount concern has been with the possibilities and the necessity of cooperation to reduce to a minimum duplication in effort and expenditure, provide better service and spend library money to a wiser advantage, while keeping in mind that given a certain amount of money, duplication may not be only wasteful but may result in fragmented collections. To this end first meetings began with the realization that planning for any type of cooperation is dependent upon an analysis of needs, strengths and weaknesses. To accomplish this a survey was initiated and the first draft discussed in January of 1968. An updated survey was conducted in December 1969. In November of 1968 the question of completely open borrowing privileges for all citizens in all institutions was discussed. Mr. Louis Vagianos who was then Co-chairman of NSCLR suggested that a broader scheme was more desirable and outlined some of his thoughts. He was then asked to prepare a brief for NSCLR to study. The result is his *Nova Scotia Council on Library Resources. Rationalization of Resources — Report and Recommendations.*

Although the study or brief was initiated and information provided by NSCLR, the document has not been adopted by it. Since it is of such magnitude, a sub-committee of three members of NSCLR representing public, special and academic libraries was struck last August to study and recommend priorities that might be considered for adoption. The sub-committee solicited a list of priorities from each member of NSCLR. The responses from individual members were quite lengthy, but were carefully collated by the sub-committee and have been presented to the entire membership of NSCLR for consid-

eration. They are presented here in brevity without comment or detail:

1. Establishment and composition of *one* library advisory body for the Province of Nova Scotia.

2. Integration of Technical Services for all universities with Dalhousie University as the centre, for all regional and school libraries with the Provincial Library as the centre.

3. Co-ordinated Acquisitions Organization.

4. Make-up of NSCLR and its activities.

5. Duplicate Exchange Agency.

6. Common Borrowers' Cards.

Under number 4, the Chairman of NSCLR was asked to write this present article discussing aims and activities of NSCLR to be published simultaneously with Mr. Vagianos' document.

The NSCLR has been anxious that Mr. Vagianos' document be published and welcomes comments from those who care to make them, either about the document or about NSCLR itself. It should not go unsaid that NSCLR is most grateful to Mr. Vagianos for his very important document.

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# NOVA SCOTIA COUNCIL ON LIBRARY RESOURCES. RATIONALIZATION OF RESOURCES – REPORT AND RECOMMENDATIONS.

*The N.S.C.L.R. requested that the publication of this report not include Appendices A and B – statistics of the resources and services of the Nova Scotia libraries contributing to the survey on which this report is based.*

The Encyclopedia Britannica has defined *co-operation* as "a theory of life and a system of business, with the general sense of working together . . . In its broadest usage it is the creed that life may best be ordered not by the competition of individuals . . . but by each individual consciously striving for the good of the social body of which he forms a part, and the social body in return caring for each individual . . .Thus it proposes to replace among rational . . . beings the struggle for existence by voluntary combination for life". Synonyms indicate still further shades of meaning: a synthesis, an integration or centralization, a synchronization, a concurrence – even, 'a quickening power'.

Co-operation, then, does not necessarily infer an equal division of contribution or benefit, nor does it entail a percentage profit sharing agreement. Rather, it proposes an alliance of all possible benefits, guided by an active adherence to the precept "from each according to his ability and to each according to his need". The structure of such co-operation must therefore be woven from the varying abilities of its components.

### Establishment of the Nova Scotia Council on Library Resources

During the fall of 1967 a group of chief librarians representing various types of library service and various areas of Nova Scotia began meeting informally to discuss mutual problems. These revolved about the single, all-encompassing issue of providing the best possible library service for the needs of all Nova Scotia residents. It had become evident that library services within the province were falling behind other parts of Canada and that available funds would continue to remain limited while user needs and demands increased. Co-operative action seemed the only reasonable and adequate means of solution, given the similarity of needs, the geographic distribution of population, and the lack of other alternatives.

There were precedents offering object lessons on the pitfalls and the requirements of co-operative schemes. The Atlantic Association of Universities Library Committee grew out of the feeling among Atlantic Province university librarians that there was a need for some recognized forum of discussion and mutual action. However, the Committee never resolved its 'crises of identiity' and the eventual inertia of the Committee has been attributed by its members to several factors:

a) that the objective of concerted development of university library resources depended on co-ordination of these resources with all types of collections.

b) that voluntary co-operation was not a workable system since it did not assure the full participation required for effective co-operation.

c) that co-operation should begin at the provincial level where it could be based on legislation affecting the tax support of all library institutions in the province.

The AAULC did produce several services which have demonstrated the co-operative capabilities of libraries in this area. The centralized card production service provided at the St. Mary's University Printing Centre for a number of years was potentially one of the best examples. The Nova Scotia Technical College Microfilm Centre and K & W Bindery represent two essential services whose development has demonstrated the convenience and economy of local centralized services, and which are examples of the quality and scope of service that can be developed through formally organized co-operative support.

However, these projects touch only technical areas of mutual need; the basic problems of sharing provincial library resources and services require a more comprehensive, continuing structure of co-operative strength. Accordingly the organization of the Nova Scotia Council on Library Resources was based on:

a) the necessity to provide channels and standards for consistent review and subsequent co-ordination of resources and services on a provincial scale.

b) the necessity to provide some central 'authority' to direct and assure application of these standards, etc.

c) the necessity to present a united front or single base from which to present recommendations for library improvement and applications for library support to government agencies at all levels.

d) the necessity to organize a central authority that would assure these funding agencies of proper use of resources.

The first step toward realization of its objectives was to take inventory of needs and potential. This necessity to rationalize library resources, personnel and services throughout Nova Scotia has arisen from the widening gap between the potential for financial support and the multiplication of information needs within the province. Governments, business, industry, research and educational institutions do not, individually, offer prospects of sufficient strength; moreover, the interlocking relationship of institutions and governing bodies and the unequal distribution of library service throughout the province offer further cause for reassessment. Accordingly, the Council began its self-examination with a questionaire, circulated among its 15 members in 1967 and again in 1969, regarding their resources and services. The purpose has been just such an assessment of strengths, weakness and development plans. The report which follows has attempted to review and assess the survey results, and from this base to develop an examination of the problems and possibilities for library co-operation in Nova Scotia.

## NOVA SCOTIA LIBRARIES SURVEY

### A. Observations

The Nova Scotia Council on Library Resources undertook its survey of provincial library service in 1967. The survey questionnaire was again circulated in late 1969 and the following comments and accompanying tables are based on these updated replies submitted by sixteen libraries representing academic, special (science), and public services. It is unfortunate that no direct representation of school libraries was included; however, no school librarians belong to the Council at this time.

Copies of the questionnaire and the statistical tables drawn from it accompany this report. Some condensation of answers was necessitated by the limitations of recording space, but every attempt has been made to include everything that seemed necessary to characterize each library's needs, capabilities, role and activity. The questionaire sought to analyze resources,

in terms of what each library considered to be its strengths and weaknesses, and to review services as these were related by each library to what it defined as its 'immediate constituency', and the broader community. It was hoped that some conclusions could be drawn as to the distribution and general level of existing resources, the definition of possible cores of speciality in materials and services, and the direction of library development. It was difficult, however, to make a comparative evaluation of replies since libraries rated their operation in terms relevant to their individual situation rather than to any common standard.

The general impression is perhaps best summarized as 'gradual growth' – particularly in the area of services where the majority of libraries repeated in 1969 the same problems and hoped-for improvements originally noted in their 1967 replies. The effect of physical facilities, their improvement or inadequacy, was mentioned by a number of libraries as a prime factor in their operation and development. One library did not feel its answer reflected its true potential since cramped quarters were limiting operation to the bare essenials; another library declared itself able now to make its first real assessment of resources, etc., after a move had provided breathing space; and several libraries indicated lack of space as the factor necessitating future retrenchment of service to their outside community. *Re-occurring complaints were those of insufficient funds and insufficient staff to develop, process or service library resources.*

*Collections* could be generally assessed as adequate without producing real strength; most libraries appear to be just managing to keep pace, with small improvements in isolated areas. There are centres of strength to be developed – one research library at Dalhousie University; one public library of appreciable strength, at Halifax City Regional which also possesses the only childrens' collection; three special libraries already being pressed to satisfy the needs of both an educational institution and a regional professional clientele. But it should also be noted that there exist only three documents collections of any scope, two of which are tailored to support specific legal programs; and only one periodical collection of real breadth.

*Service* in most cases could be given a "daily general reference" rating, with the exception of several special libraries whose function requires of them 'in-depth' research assistance. Various libraries indicated the need to develop their teaching and their audio-visual programs. Generally speaking service is concentrated upon the libraries' immediate communities, with 'library use only' or service 'subject to the priorities of our own patrons' extended to the broader outside community. Even service of this second category was restricted in many cases to the immediate geographic area of the particular library, or in the case of some specialized libraries to a designated type of user.

Replies to questions regarding "service for others" and " services suggested" were particularly interesting for the purpose of this report as indicators of the need for or trends toward co-operation. References to co-ordinate acquisitions programs, common borrowing privileges, integration of library systems or administrative boards, and reciprocal research services were made by a number of libraries. Read in conjunction with existing arrangements for centralized technical processes, shared data control programs, consultant services, etc., these constitute starting points for serious discussion of co-operaive organization.

### B. Assessment

The effectiveness of a library's service and supporting resources can be evaluated in terms of the kind and degree of use and demand made of it. For some libraries these factors and the productivity of their users provide the only measure for evaluation. But the objective criteria of general library standards, established by the various branches of the library profession, should also be applied wherever possible. The accuracy of the data on which these standards are based is difficult to assess,

but they provide the only framework for the measurement of individual effort developed by the library profession.

### 1. Academic Libraries

Numerous academic library surveys have been made in the last decade or so, and from their measurement of resources against institutional size and performance several levels of minimal collection adequacy have been projected. The Canadian Association of College and University Libraries, in its Guide to Canadian University Library Standards, has designated 100,000 volumes as a 'desirable minimum collection', but emphasizes that this should be increased by 200 volumes per graduate student per year until the standard of 75 volumes per full time student is attained. These same standards recommend a periodical collection of 1,000 titles for a student body of 1,000, increasing by 500 titles for every additional 1,000 students.. An American equivalent was defined by the Association of College and Research Libraries as 50,000 volumes to support a basic instructional program for 600 students – to be increased by 10,000 volumes for every additional 200 students.

Adequacy can also be assessed in terms of collection growth, which R. B. Downs has calculated at a minimal rate of 5,000 volumes added per year. This is an important statistic since it gives some indication of the extent to which library capacity is keeping pace with the development, in population and program, of its parent institution.

Quantitative standards, however, tend to be reflections of statistical coincidence, whereas adequacy should properly be measured in terms of the relationship between library resources and institutional programs. Variables to be considered in such evaluation can be summarized as:

a) size and composition of the student body.

b) diversity of curriculum.

c) size of faculty and extent of research.

d) proximity and size of supporting resources in the geographic area.

The first three categories have been written into the widely quoted Clapp-Jordan Formula, prepared for the Council on Library Resources (subsidiary of the Ford Foundation). This formula is built on a number of separately measured factors, and can be applied to most types or sizes of academic libraries.

| | Books | | Periodicals | | Docs. | Total |
|---|---|---|---|---|---|---|
| | Titles | Vols. | Titles | Vols. | Vols. | Vols. |
| basic undergraduate collection | 35.000 | 42,000 | 250 | 3,750 | 5,000 | 50,750 |
| per faculty | 50 | 60 | 1 | 15 | 25 | 100 |
| per student | | 10 | | 1 | 1 | 12 |
| per honours undergraduate | 10 | 12 | | | | 12 |
| per major subject field | 200 | 240 | 3 | 45 | 50 | 335 |
| per graduate field MA | 2,000 | 2,400 | 10 | 150 | 500 | 3,050 |
| per graduate field Ph.D. | 15,000 | 18,000 | 100 | 1,500 | 5,000 | 24,500 |

## 2. Special Libraries

Unlike public and academic libraries, special libraries have not established common standards or criteria for evaluation. Whereas their colleagues can divide into closely knit fraternities based on a similarity of community, operation and objectives, special libraries constitute a heterogenuous society characterized by the individuality of its members — an individuality dictated by the unique demands of a unique community. It is therefore generally true of special libraries that evaluation must be made by the individual library in terms of the demands from its community and the productivity of that community. In this regard it is significant that special (science) libraries within Nova Scotia are seeking an "information network" to improve their access to stronger "outside" resources; moreover, at least one non-special research library has experienced a considerable volume of reference from special library clientele.

## 3. Public Libraries

Evaluation of total performance is made rather more difficult for public than for academic libraries, and the application of general standards rendered somewhat less relevant, by the diversity and changing character of the public library community and by the anomalous character of its informational-educational-recreational responsibilities. It is more difficult to establish a direct relationship between size and growth of collection and size and composition of community; but standards have been broadly defined.

In 1969 the Canadian Library Association published its Standards for Public Library Collections:

| | 50,000-100,000 | 100,000-200,000 | 200,000- |
|---|---|---|---|
| Book stock per capita | 1½-2 | 13/4-2 | 1½-1¾ |
| Annual additions | 3,500-4,000 | 4,000-5,000 | 4,000-5,000 |
| Childrens books | 25 -30% | 25-30% | 25-30% |
| Adult non-fiction | 70 -80% | 70-80% | 70-80% |
| Reference Collection | 10% | 10-15% | 10-15% |
| Newspapers & Periodicals | 200-400 titles° | 300-500 titles | 1,000 titles°° |
| Records and tapes | 750 | 1,500 | 5,000 |
| Records added annually | 125 | 300 | 500 |
| Films, strips, slides | 250 | 300-400 | 500 |
| F.S.S. added annually | 25 | 50m | 75 |

°50% should be kept in backfiles

°°75% should be kept in backfiles

The Public Library Association of A.L.A. outlined its quantitative standards in more general terms:

a) a minimum community of 150,000 is assumed for effective operation — where the population is less, resources, etc., should be developed in the expectation of this minimum.

b) a minimum basic collection of 100,000 adult non-fiction; 2-4 vols. per capita with at least .2 volumes per capita for 1,000,000 population.

c) annual acquisition of 50% new adult non-fiction published in North America.

d) or maintenance through annual acquisition of new titles or replacements of 1/6 volumes per capita up to 500,000 population; 1/8 volumes per capita over 500,000 population.

e) children — 33% of annual additions.

f) young adults — 5% of annual additions.

g) periodicals — 1 title per 250 population.

h) films — 1 title per 1,000 population, but no less than 1,000 titles; additions and replacements at annual rate of 10-15%.

These various standards can be applied without comment to the individual library situations outlined in the statistical summary. It is enough to state the general conclusion that Nova Scotia has inadequate library resources — and consequently service. But further observations emphasize one significant aspect. There exist in Nova Scotia only two libraries (one public, one university) of appreciable strength. This is not an adequate base on which to build a resource network that could assure its individual members of sufficient supplementary support to allow each to concentrate upon specific areas of development. Under present conditions each library has been diffusing its potential strength in an attempt to cover all areas superficially; and all have been looking to the same few stronger colleagues to make up the deficiencies.

## CO-OPERATION — WHAT WILL IT REQUIRE?

### A. Purpose

Co-operation requires a synchronization of effort and must be organized around some central direction, which in turn depends upon a concurrence of authority and purpose. Broadly speaking, this purpose should be:

a) to promote a sharing of resources — regardless of type, location or jurisdiction of library — thus ensuring a a minimum of duplication in effort and expenditure.

b) to facilitate the economic application of modern technology, providing channels for the sharing of information and for the development of processes and equipment on the large scale required for effectiveness and efficient operation.

c) to co-ordinate development through allocation of personnel, equipment, operations and funds.

d) to provide administrative structures to overcome legal-administrative barriers, and thus to ensure maximum accessibility to services and a means for their continuing evaluation.

### B. Initial Problems

Synchronization of operation and planning must obviously be influenced by the degree to which disparate library systems can be integrated. The variations in type and operation of services, in size and resources and community, can provide complimentary approaches to user needs. But these variations involve differing and often conflicting legal, fiscal, and administrative bases.

Co-operation has been hampered by fears of compromise and loss of autonomy. There is often a reluctance to accept wholesale the work of a colleague or to rely upon information from other than internal sources; there is fear that the quantity and quality of service to principal clientele will be diminished by an extension of external involvements; and there is opposition to loss of autonomy in such key areas as materials selection, service planning and financial allocation. These are fears requiring some central monitoring system guaranteeing maximum consultation among participating units.

Much of this hesitation results from the fiscal and legal restrictions imposed upon libraries by their parent administrative structures.

a) *Public and school libraries* operate within comparatively rigid and complex structures subject to multi-level government extending from municipal boards through regional authorities to provincial legislative jurisdiction. Revision of individual operation is often restricted by the ramifications this can have within a

broader public service network; services are usually restricted to a specific clientele defined by some fiscal relationship (local taxpayers, school district). Formal co-operation schemes involving these libraries will necessitate legislation to authorize the sharing of resources, etc., and the redistribution of funds, and would probably require some formal reporting mechanism linking the co-operation system to the external jurisdiction involved.

b) *Academic libraries* also represent a certain degree of administrative complexity and provincial financial jurisdiction; but their common obligation to an inter-locking research community has established a fraternity concept within which more specific sharing can be developed.

c) *Special libraries* operate within probably the most 'independent' and easily adjustable administrative frame-work, while their more specialized operation involves a particular dependence upon the supporting services of their colleagues.

But resolution of such conflicts will require, before all else, a change in attitude — a change that must precede all specific organizational negotation. Informal co-operation has been too often hampered by the tendency of libraries to localize their policies and services. Individual libraries have tended to regard themselves as unique institutions, each serving a single audience with specific needs to which all other demands must be subordinated. Priorities and comprehensive criteria for the development of a more useful overall information network can only grow out of a shared responsibility and commitment.

### C. Areas of Concern

To insure that appropriate co-operative action is taken that will be beneficial to the total community, a formal structure is needed for the areas of resources, services and user needs.

1. Resources

Improvement of library services must begin with a strengthening of foundations — i.e. the total development of library resources in Nova Scotia. This involves two basic requirements. The first is an opening of library collections to all users without which the complimentary development of resources by all libraries would be meaningless. The second is a scheme of co-ordinated development and organization of library collections which would facilitate the most economic exploitation of available funds, and the building of strength upon strength. Policies which will help rationalize resources must be based on existing strengths and weakness. In the absence of any centre of real strength in Nova Scotia attention should be directed toward improvement of the general level of collections. This would relieve the support burden borne by a few institutions and lay the foundation for additional strength through individual specialization. Distribution of area or library subject specialities should be influenced by two factors:

a) *Geography* — The distribution of population centres and existing library facilities throughout the province will impose its own requirements upon collections growth, in type and degree. If equalization of service benefits is not to be hampered by the distance factor, consideration will have to be given to the increase in number of collections; the extension, in scope of coverage and materials, of existing collections to serve broader communities than formerly; the controlled duplication of resources.

b) *Need* — Since the responsiveness of service to need depends upon the availability of sufficient and appropriate resources, consideration should be given not only to duplication of resources but also to the possible relocation or recomposition of collections, and even the institutional transfer of subject concentrations.

2. Services

These can be broadly defined within the two principal service divisions:

a) *Technical* — In this area the most pressing questions are those concerned with the division of functions among constituents and the centralization of planning and processes. There will be a necessity for common procedures and standards in acquisition, cataloguing, and machine systems; and it will be necessary to concentrate equipment and management and to pool financial resources for the data processing and information transfer systems necessary to the efficiency of centralized shared processing.

b) *Public* — The extent and type of co-operation in public services derives its urgency not only from its direct effect upon the user, but because the co-ordination of public services will also determine the feasibility and machinery of co-operation in other areas. This may range from a sophisticated Inter-Library Loan system, requiring improved bibliographic tools and communication channels, to a province wide agreement on common borrowers' privileges — and perhaps to the final step of a single, multi-level network of information outlets' or service branches. As co-ordination is extended it will involve an increasing need for differentiation of function based on resources and community need rather than administrative jurisdiction.

3. Users

The identification of user needs lies at the root of co-operative planning — it must give direction to the development of resources and services and thus provides a framework for planning, and it represents one of the principal problems in planning. The problem is not so much the definition of the user community in all its variations, but the comparative measurement of these varieties and their translation into common standards of evaluation. It is necessary to decide whether in fact, the formulation and application of one frame of reference for all types of service is possible. The alternative is a several sided formula of standards, policies and procedures varied according to the type of service, institution and community.

## THE STRUCTURE OF CO-OPERATION

### A. The Pattern

The multiplicity of individual library units which constitute an information network represent a variety of operational/administration relationships falling into two basic groupings:

a) *geographic* — encompassing all types of libraries; defined by the area and population boundries served by the grouping (see Appendix C. Figure 1)

b) *specialty* — defined by a common service responsibility, and identified by type of library (university, public, medical), or more specifically by type of function (audio/visual services, technical information distribution)

Within this basic pattern individual library units may direct different aspects of their operation or their administrative relationships through several different groupings—university libraries, for instance, constitute a specialty group which will place upon its members the need for certain types of co-operation and will give that co-operation a certain direction; but these same libraries may fall within different geographic groupings which may impose different or varying needs for and directions of co-operation. It is reasonable that when any formal structure is accorded such grouping arrangements, each group will require a focal point — a library functioning as service or resource centre for its colleagues, or providing leadership in the co-operative activity of the group. This library may simply possess the best developed collection upon which the group

draws; or it may function as a referral centre to which or through which the rest of the group transfers information needs that they cannot handle individually; or it may be assigned administrative responsibility for the formal structure and direction of the group.

Yet the various areas of co operation preoccupying these separate groupings are essentially the same, thus creating an overlap in the external relationships entertained by an individual library. The variety of inter-dependent needs which are repeated throughout these groupings require two types of organization:

a) *technical processing* – requiring an integration of individual technical processing operations, which may be organized within several different groupings – each group providing a centre to which data is fed and from which materials are distributed to individual user outlets – but which is subject to an overall direction. (see Appendix C, Figure 2).

b) *information transfer* – the inter-dependence of information needs, regardless of library groupings, and the nature of their technical requirements necessitate a single, multi-level network in which group centres may constitute one level of referral stations, culminating in a single 'switching centre' from which external contracts can be made with other networks or information centres. (see Appendix C. Figure 3).

The ultimate purpose, and problem, of a formal co-operative structure is to provide a framework in which an individual library's external involvements may be defined and related to one another according to a single directional policy and pattern. Within such a structure, co-operation may involve an individual library to varying degrees in different facets of its operation – in the sharing of resources a library may develop its collection to accommodate its individual circumstances but do so within the context of some general agreements; in technical processes a library's operations may be integrated with or replaced by a single central system. In its overall organization, however, an 'information network' requires recognition of several characteristics:

a) if co-operation is to realize an extension of service to the total library community it requires an information transfer mechanism accommodating the interweaving paths that request and reply may take on the journey from user to source and back (the request may be transmitted from user to switching centre through a specialty centre and the reply be transmitted back to user through a geographic centre).

b) this network may have several apexes – a resource development direction centre, a processing centre, a switching centre.

c) total operation requires a central planning – advisory – supervisory body functioning as the debating forum and the public spokesman for the corporate system.

## B. Application

The effectiveness of any co-operative structure will be influenced by the scope of its application. Complimentary specialization of resources, and application of the new technology require a many sided base for development, while equalization of accessibility implies the participation of all library units serving a given population. The Nova Scotia Council has several alternatives to consider (as separate programs or as successive stages in a single program):

1) organization confined to the libraries, of all types, within the Halifax area.

2) organization confined to the Halifax area and all university libraries within the province.

3) organization encompassing all libraries within the province.

Certain aspects of co-operation may be more easily or immediately realized if confined in scope.

a) *Complimentary collections development* may pose less complicated problems if pursued within *one type of library* — such as university libraries; but to separate this particular fraternity from the rest of the library network would be to remove an essential core of research materials, and services, that could not be duplicated or compensated for by the rest of the network.

b) The communication problems that beset programs of *centralized processes* and *systems of information transfer* would be eased somewhat by *geographic confinement*, but to limit organization to the Halifax area would be to decapitate library service at every point in Nova Scotia, for in the province's single metropolitan centre are concentrated the resources and administrative organization from which most provincial service radiates, or to which reference must ultimately be made for leadership.

It may be necessary that co-operative organization be consolidated on a limited base, such as offered in alternatives 1 or 2, as a first step. But library service throughout Nova Scotia is too interdependent to allow for really effective co-operation on any but a total provincial scale. The limited quantity of library service in the province makes it impracticable to seek a pooling of strengths within any smaller division; all types of library service are finally dependent upon a single financial base; and library services are concentrated upon a relatively small population whose needs and approaches to information service cannot be easily compartmentalized and whose ills cannot be separately diagnosed.

Co-operation will have no substance and the exhaustive effort it will demand have little justification unless it can be applied to the whole population (nor will it be able to claim significant outside financial assistance without this end result). Moreover, no co-operative scheme can function easily within a static framework. Only if its organization is for the unknown tomorrow will it be able to respond to needs as they take shape. Flexibility and expansion demand an organization equipped from the first for optimum operation. To settle for less would be to limit the organization's capability to absorb additional elements, to make adjustments facilitating external co-operation with related networks, and to realize maximum economic advantage.

## CONCLUSION

### A. Potential

In their survey replies several libraries, from their specialized viewpoints, outlined specific areas for projected co-operation which reflected some common ground. Moreover, there exists in the present informal agreements between Nova Scotia libraries, a framework for co-operative organization:

1) *Collections* — special libraries offer clearly defined nuclei for the development of specialized research collections. Academic libraries possess potential strength as resource centres; among some university libraries there are already developing agreements for co-ordinate development, while in the Provincial Library service there exists a centralized selection system.

2) *Communications* — a number of libraries possess or are considering the installation of Telex units, while the Provincial Library operates a service linking the whole region to external resources, in addition to a network joining provincial public libraries; Dalhousie University Library will command a highly sophisticated communications centre.

3) *Services* — among some academic libraries there are one-to-one arrangements for shared technical processes being developed (adopt-

ion of Dalhousie machine readable serials listing; card production system); the Provincial Library already serves one segment of the library fraternity with centralized processing, and operates a centralized reference and consultant service for one group of libraries; among some Halifax area libraries there exist arrangements for the exchange of borrowing privileges.

4) *Functional* division – public libraries offer a framework for the area division of service responsibilites; the distribution of university libraries suggests one pattern for group centres; recommendations have already been voiced in one quarter (Provincial Library) for the integration of public and school libraries under joint Library boards, and for the development of one regional library system for the province.

## B. Recommendation

The following recommendations, some general some specific, are offered as elements of one possible program accommodating the existing needs and potential of Nova Scotia libraries. Given the geography, financial resources and library network of the province, the variation of organization is limited. Moreover, the interdependence of the separate elements of co-operation necessitates a complete definition of the organizational framework as the first step even though these various elements may have to be separately implemented over a period of time.

### I. ORGANIZATION

1) (a) The establishment of a sanctioned central advisory body to recommend and implement policy, and to function as a liaison committee reporting to the various external jurisdictions (Provincial Government, university Boards of Governors, Library Boards, etc.) involved; the existing Nova Scotia Council on Library Resources would seem to meet this requirement, if given a more explicit and formal definition.

(b) A primary function of this Council should be a review of library funding policies, with a view to the definition of agreements for the sharing of finances in the areas of collections development, information services and technical processes and for contributions to the support of central services supporting co-operative programs; and to make representations to the external funding agencies for re-organization of their support programs – this would involve representation to the University Grants Committee (that it consider a separate allocation for libraries to finance co-ordinate collection development) and municipal and provincial granting agencies.

2) The designation of the Nova Scotia Provincial Library as the switching centre for the information network – qualified as such by its maintenance of the provincial Union Catalogue, its operation of existing Telex facilities and consequent functioning as principal contact with extra-provincial resources centres.

3) The provision of Telex facilities in each library unit throughout the province.

4) The definition of geographic groupings according to the existing distribution of university libraries which are best equipped in terms of collections, technical operation, and personnel to function as group centres – ie. the Antigonish/Cape Breton grouping around St. Francis Xavier University; the Wolfville/Truro area around Acadia, the Halifax/Dartmouth area around Dalhousie and the Halifax City Regional Public Library; in certain areas of the province different arrangements would be necessary and a group centre developed around a regional library unit.

5) The organization of regional public and school libraries under joint Library Boards to facilitate the development of co-ordinate policies for the

development of these services and where feasible the amalgamation of these services in a single regional library unit.

**II. RESOURCES**

1) Immediate development of expanded servicing of the provincial Union Catalogue.

2) Designation of Dalhousie University Library as the major resource centre for the province.

3) Designation of specialty resource centres based on existing strengths:

   a) Halifax Memorial Library – childrens' literature; business resources.

   b) Dalhousie University Law Library and Dalhousie University Health Sciences Library – for all needs relevant to their respective areas.

   c) the particular co-ordination of the special science libraries designating the Nova Scotia Research Foundation and the Nova Scotia Technical College libraries as centres.

   d) Dartmouth Regional Public Library as Audio/Visual resource centre.

4) Formal agreements should be established to guide co-ordinate development of resources among all libraries; these agreements should include the designation of library subject specialties (i.e. St. Francis Xavier University Library's Celtic Collection, Dalhousie University Library's Kipling and Canadiana collections) with all libraries contributing to the development of these collections as the provincial resource for that specific field; such co-ordinate collection policies to be developed by central Council and operated by the geographic group centres and the relevant technical processing centre.

**III. TECHNICAL PROCESSES**

1) Designation of Dalhousie University Library and the Nova Scotia Provincial Library as technical processing centres for academic and special libraries, and public and school libraries respectively; these centres should be co-ordinated by agreements for the sharing of operations and resources.

2) The formulation of agreements for shared financial responsibility and pooling of resources to govern participation in specific centralized technical processing programs.

**IV. PUBLIC SERVICES**

1) The recognition of a common borrower's card throughout the province.

2) The extension and reorganization, where necessary, of existing public and university library services and resources to accommodate broader sections of the population and a greater variety of user needs – this is particularly necessary in areas served by only one library; and such steps could in some degree fill the gap caused by inadequate or non-existent technical, school and vocational libraries whose development poses an unmanageable financial burden.

3) In view of the financial difficulty of providing adequate school libraries throughout the province, and indeed the feasibility of trying to stretch resources so thin, policies should be developed for extending library service to school districts through such measures as bus service to larger resource libraries, the establishment of school "lab" collections.

**V. PERSONNEL**

1) The development of co-ordinate recruitment policies, particularly governing salary scales.

## GLOSSARY

### Geographical Group

A group of libraries within an area defined by geography and population constituting the first collective unit in the provincial network, and formed by contract to co-operate in technical processing, development and sharing of resources.

### Geographic Group Centre

A library formerly designated as the principal focal point for a geographic group. This library will co-ordinate the co-operative activities of its group, serve as a resource centre for the group, and as a referral and distribution station in the transmission of requests, through the switching centre.

### Major National Resources

National institutions (including National Library, National Science Library, federal and research libraries, professional societies, indexing services, etc.) which are primary sources for cataloguing data, and for materials and information.

### Major Provincial Resources

Those libraries which, because of the size and excellence of their collections, serve as ultimate reference points within the province.

### Processing Centre

A library designated to co-ordinate, direct and implement specific co-operative technical processing programs dealing with the acquisition of materials, production of catalogues, and preparation of materials.

### Reader Service Point

The point of initial contact in a library for an individual reader request (including branches, bookmobile, etc.)

### Specialty Group

A group of co-operating libraries whose common subject concentration directs their contractual use of specialized resources.

### Specialty Group Centre

A library whose resources and specialty competence have designated it the focal point of a specialty group. This library will co-ordinate use and development of resources and act as the principal reference point in the field.

### Switching Centre

The library designated to refer requests, that cannot be satisfied by Geographic or Specialty Centres, to larger provincial or national libraries.

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## CHIEF LIBRARIAN REQUIRED

The Cumberland Regional Library, with headquarters located in the Town of Amherst in central Nova Scotia, requires a Chief Librarian. Population approximately 35,000. Four branch libraries, a station wagon and a bookmobile. Attractive new building in the Town of Amherst houses the main branch library and the Regional Library Headquarters. Excellent opportunity to develop the exciting library program.

Minimum qualifications — B.A., B.L.S. from an accredited library school plus four years previous experience. Present salary scale: $10,500 — $12,000. Benefits include CLA pension plan.

Apply to:

Miss Diane MacQuarrie
Supervisor, Public Libraries
Nova Scotia Provincial Library
Trade Mart, 2nd Floor
Brunswick Street
Halifax, Nova Scotia, Canada.

FIGURE 1

GEOGRAPHIC LIBRARY GROUPING

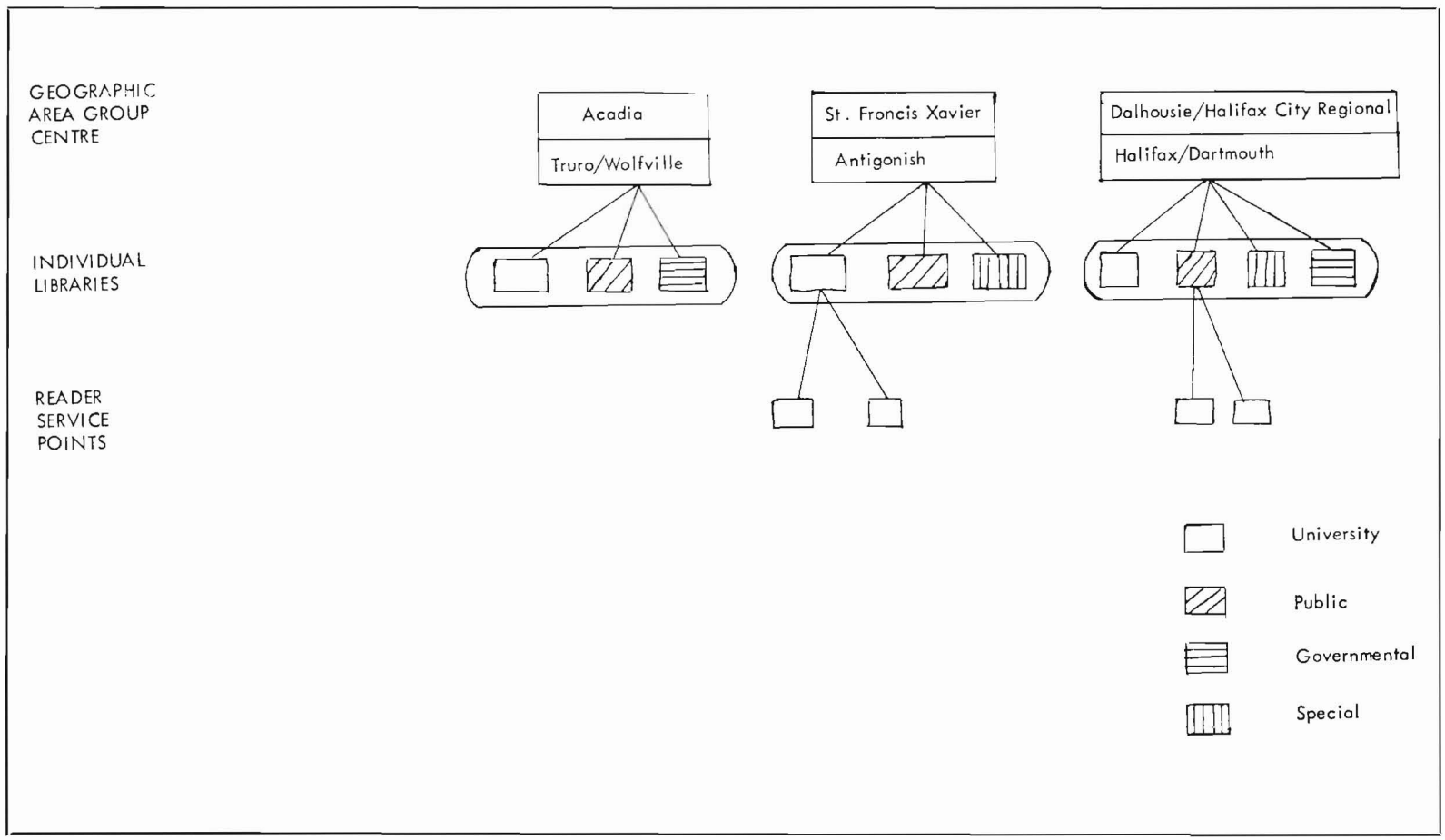


FIGURE 2

TECHNICAL PROCESSING CENTRE

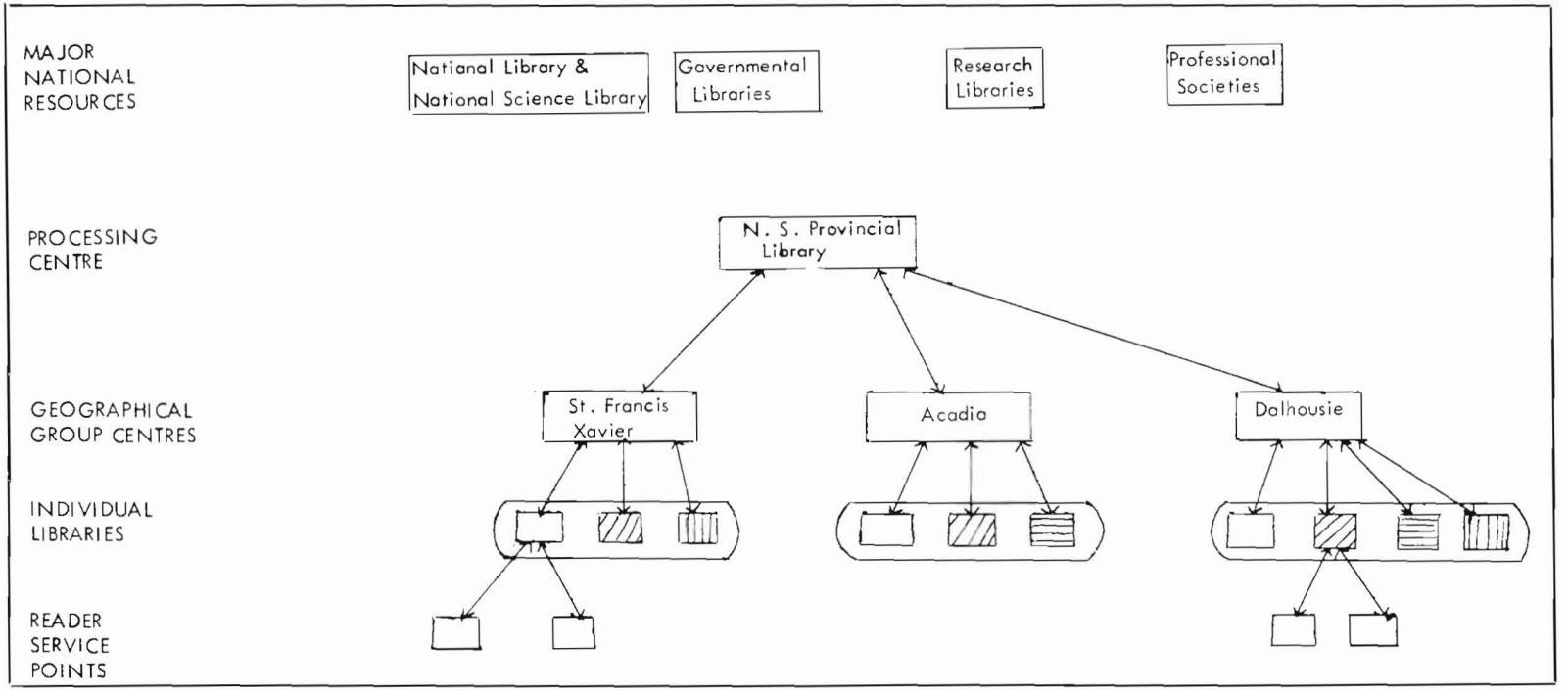
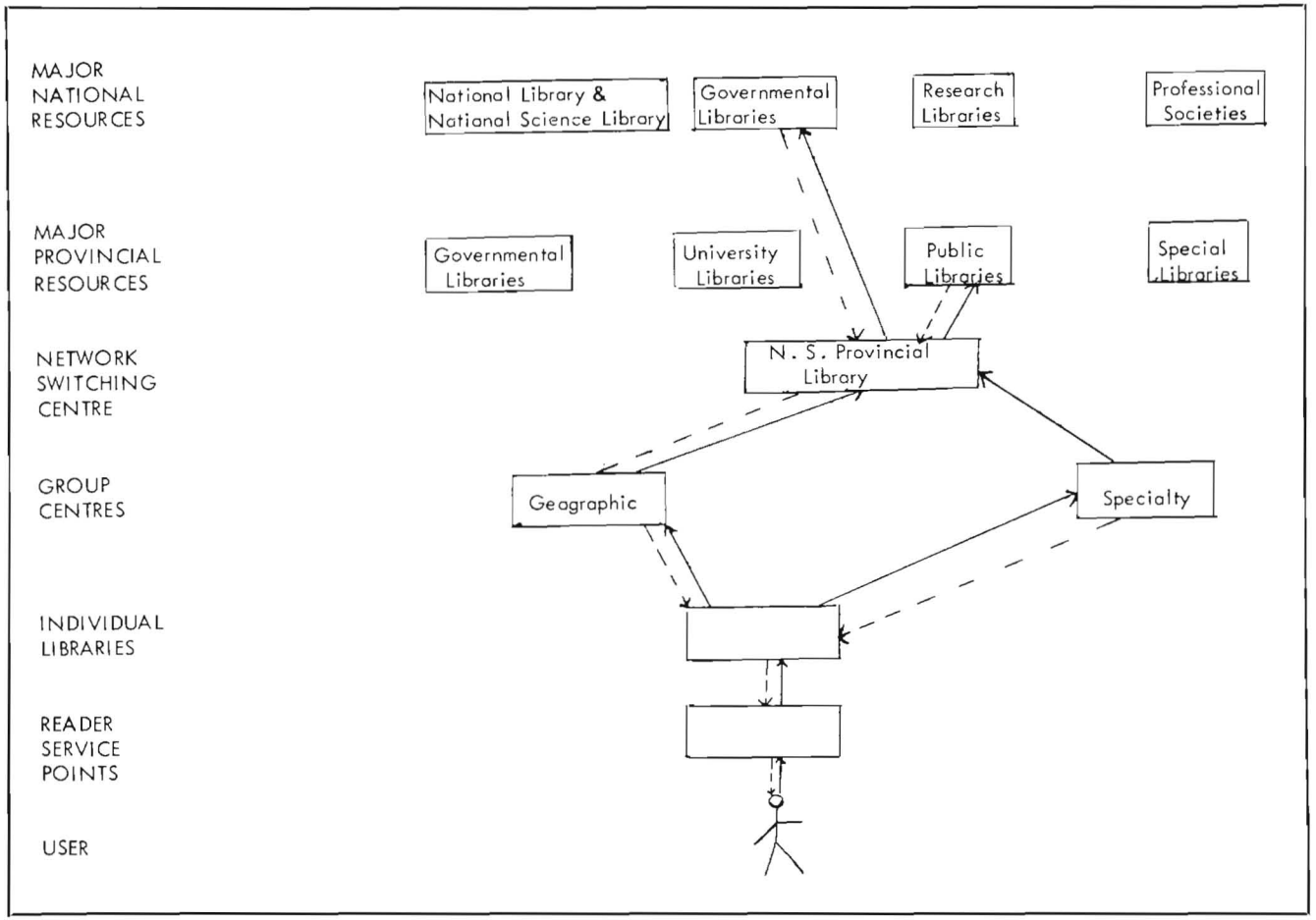


FIGURE 3

REQUEST TRANSMISSION



really ten years too far back — a more likely cut-off date would be 1968, when many of these changes began to appear).

All copy produced by LC earlier than 1958 then, is to be rejected.

In an attempt to see if mini-cataloguing could in fact be extended to include more books, an analysis of LC copy of all years, with emphasis on pre-1958 copy, was conducted. The main concerns of the analysis were:

1) Could pre-1958 copy be included and, if so, to what extent?

2) Could some of the existing seventeen categories be pared down or eliminated?

Since cataloguing is all of a piece and can only arbitrarily be broken up into categories such as "original cataloguing" and "LC cataloguing", let alone pre- and post-1959 LC cataloguing and all the other categories presently used to separate mini-cataloguing from regular cataloguing, implied in the analysis was a total re-examination of the cataloguing process per se. In other words, the problem required that the analysis be multi-dimensional.

The analysis consisted of selecting a sample of 320 books with LC copy (about the minimum number of books received and processed by the library per week). Of these 320 books there were three sets: 120 were books with LC copy of all years, set aside in the Order Department to be sorted further by mini-cataloguers according to the categories; 100 were books with copy rejected by the mini-cataloguers; and the remaining 100 consisted of two groups involving pre-1958 copy only: (1) second-hand and out-of-print books, not pre-searched, for which copy was found (mostly in the first LC cumulation and supplement; ie:, pre-1948 copy), and (2) process slips for books already catalogued with pre-1958 copy, including corrections, mini-cataloguing rejects, and second-hand books.

Some categories (ie., instances where the copy required change or adaptation to fit LCs' and/or Dalhousie's current cataloguing practice) were laid out at the beginning; many more had to be added during the analysis. Some of the categories reinforced previous opinions and assumptions, others were somewhat surprising developments. The very large number of categories which it became necessary to record, especially in Set Three, added to the complexity of the problem. Clearly not just one or two types of changes were involved. Noticeable were the number of categories implying decision-making, further checking, and a rather high level of — for lack of a better word — discretion.

Statistics for each set of books were recorded. In summary form the principal results are as follows:

| | |
|---|---|
| Total number of books | 320 |
| Series involvement and problems | 122 |
| Problems with editions differing from copy | 66 |
| Classification and call number problems | 58 |
| Entry problems | 58 |
| Title problems | 30 |
| Subject heading problems | 22 |
| Descriptive problems | 18 |
| Added entry problems (other than title and series) eg., verification, others necessary | 14 |

Of the books analysed, those in the first two sets dealt with all subjects. However, the second-hand and O.P. books were almost entirely literary and historical works. Since most of LC's classification and subject heading revisions have occured in the physical and social sciences, the types of books Dalhousie gets from O.P. dealers are not so much affected by these categories. Had Dalhousie been acquiring old science books, the statistics would have been quite different. Nearly all call number problems in this third set of books involved PZ classification which needed to be placed

with the national literature instead, since this university library prefers the literature classification for fiction. (This old fiction could conceivably be set up as a category to be handled by one mini-cataloguer trained in this area — there are problems, but they are all basically of the same nature. New fiction is not a problem; since 1969 LC has been giving all fiction both a PZ and a literature classification.) A few subject problems did appear in this set, however, particularly in the case of the historical works.

As for other important categories, since the books in this third set nearly all had personal authors, there were no revisions necessary for choice of entry (although some *forms* did change), and corporate entry problems were non-existent. There were some added entry problems. There were a few extremely complicated series problems. Finding copy in all cases but two was very easy.

In the case of Set Three, the less important categories were more bothersome, yet just enough instances of the major categories crept in to make the cataloguing of the whole set a general nuisance. I'm afraid that it is impossible to isolate clear-cut categories here; a little bit of everything happens, and these books should not be entrusted to the mini-cataloguers unless some very suspicious ones are hired who are alert to early LC foibles.

As for the first two sets of books — and these are the more important, especially as the library begins to concentrate more and more on current rather than older material — several patterns emerge, the most striking of which can easily be seen. Series involvement is *the* big problem. This is proved in the statistics above, and even more convincingly by the fact that of the 161 books rejected (Set Two and the rejects in Set One) no less than 78 (nearly half) were rejected because of series involvement. The right modifications of delimiting category number fourteen, "copy with series statement *not* on supplied list," seems to spell the success of the extension of mini-cataloguing. Or, if that seems too much, it would at least be a great beginning.

The most obvious way to modify this category is to add more series to the supplied list. However, one would soon come face to face with the problem that the series authority file is not 100% accurate, is not in 100% agreement with the public catalogue, and is not in 100% agreement with LC practice. Once the supplied list were extended so that at least a few more books could trickle through, it would become necessary to tackle the project of complete revision of the series authority file. Only with a completely current and accurate series file could any real headway be made in modifying this category. On the other hand, with such a series file the category could be modified to such an extent that it would be virtually eliminated except for new series, series which change their names, or first occurences of series at Dalhousie. Needless to say, this would also be of tremendous benefit to the regular cataloguing process as carried out in the cataloguing department.

Currently the cataloguing department at Dalhousie, which processes all books lacking LC copy when received, all books with copy rejected by the mini-cataloguers, and all original cataloguing, is divided into subject areas. In theory, although it has not worked out this way in each case, each subject area — either one large subject or field or several smaller ones — is manned by one trained (though not necessarily professional) cataloguer, and one or two bibliographers under his or her partial supervision and training. For the most part, both the trained cataloguers and the trainees fall within the designation of "Library assistant".

It has been the subject of much discussion in library literature lately as to whether or not clericals can do the routine and "copying" jobs of cataloguing as well as library assistants, particularly if the library assistants do not have actual library experience to their credit. There seems to be much support for the idea that there is no

reason why a trained cataloguer could not have a bright and conscientious clerical doing the simpler cataloguing functions just as well as a library assistant, and for a good deal less money.

The following, then is a proposition for the reorganization of the Dalhousie cataloguing processes which could be modified for use in any large cataloguing department, taking into acount the revision of the series authority file and utilizing mini-cataloguers in the place of bibliographers:

1) All bibliographers with at least a few months of exposure to a library system and some training would be able to undertake the project of revising the series authority file (or any other project of this sort, depending upon library requirements); the most able and best trained of them being in charge. The project would be under the over-all supervision of the senior reviser or head cataloguer. If a time allocation of six months were given to the project, the bibliographers at the end of this time could take up other positions on the staff which called for library assistants. Hopefully, some of these positions could be rotating floating positions, to maintain flexibility within the system.

2) With the series file gradually undergoing revision, and the list of acceptable series supplied to the mini-cataloguers growing accordingly (certainly it could include traced series, provided instructions were clearly spelled out), more and more books would be going through the mini-cataloguing process. No new library assistants would need to be hired as bibliographers; more mini-cataloguers would be needed, however.

3) With the hiring of more mini-cataloguers, the process could move into the cataloguing department, each mini-cataloguer being assigned to one of the trained subject area cataloguers. Bibliographers, who may have been dividing their time between the routine cataloguing and the revision of the series file, could now devote full time to the series file. Mini-cataloguers could now learn to sort the books both by subject area and according to the categories, these categories being expanded under the careful supervision of the subject area cataloguers, depending both on the idosyncrasies of the subject area and the ability of the individual mini-cataloguer. Each mini-cataloguer's process slips would be revised by the subject area cataloguer to whom he is responsible.

4) Gradually the mini-cataloguers would take over the searching and copying done by the bibliographers. Subject area cataloguers would concentrate on problem LC copy and on original cataloguing, as before. The head cataloguer would supervise their work and answer their difficult questions, as they in turn supervised the work and answered the questions of the mini-cataloguers. Former bibliographers who had been re-assigned to floating positions could be called in periodically for special projects or emergency help.

Following are two flow diagrams and a Gantt chart, which illustrate in simplified form:

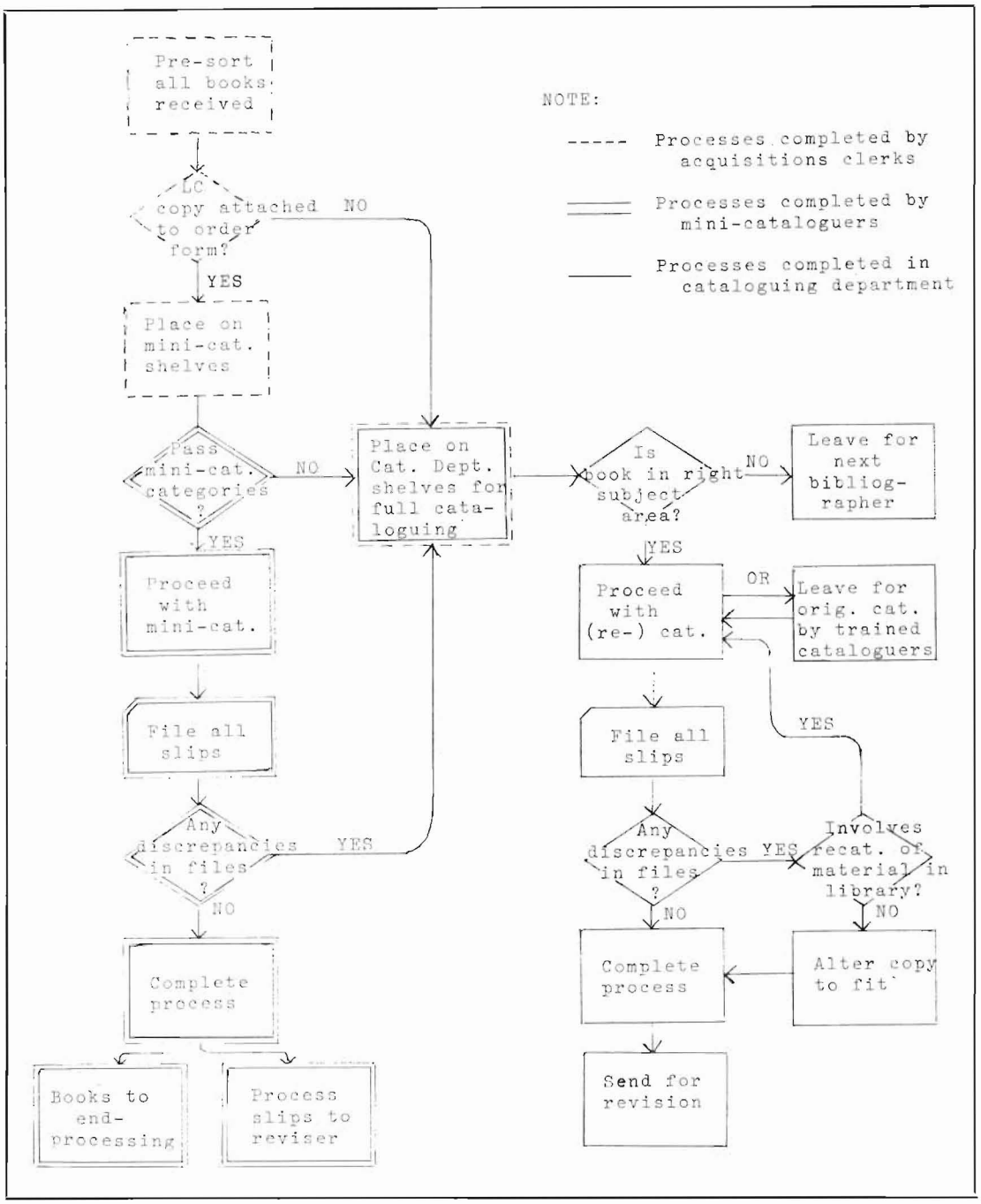
1) Cataloguing processes at the present time.

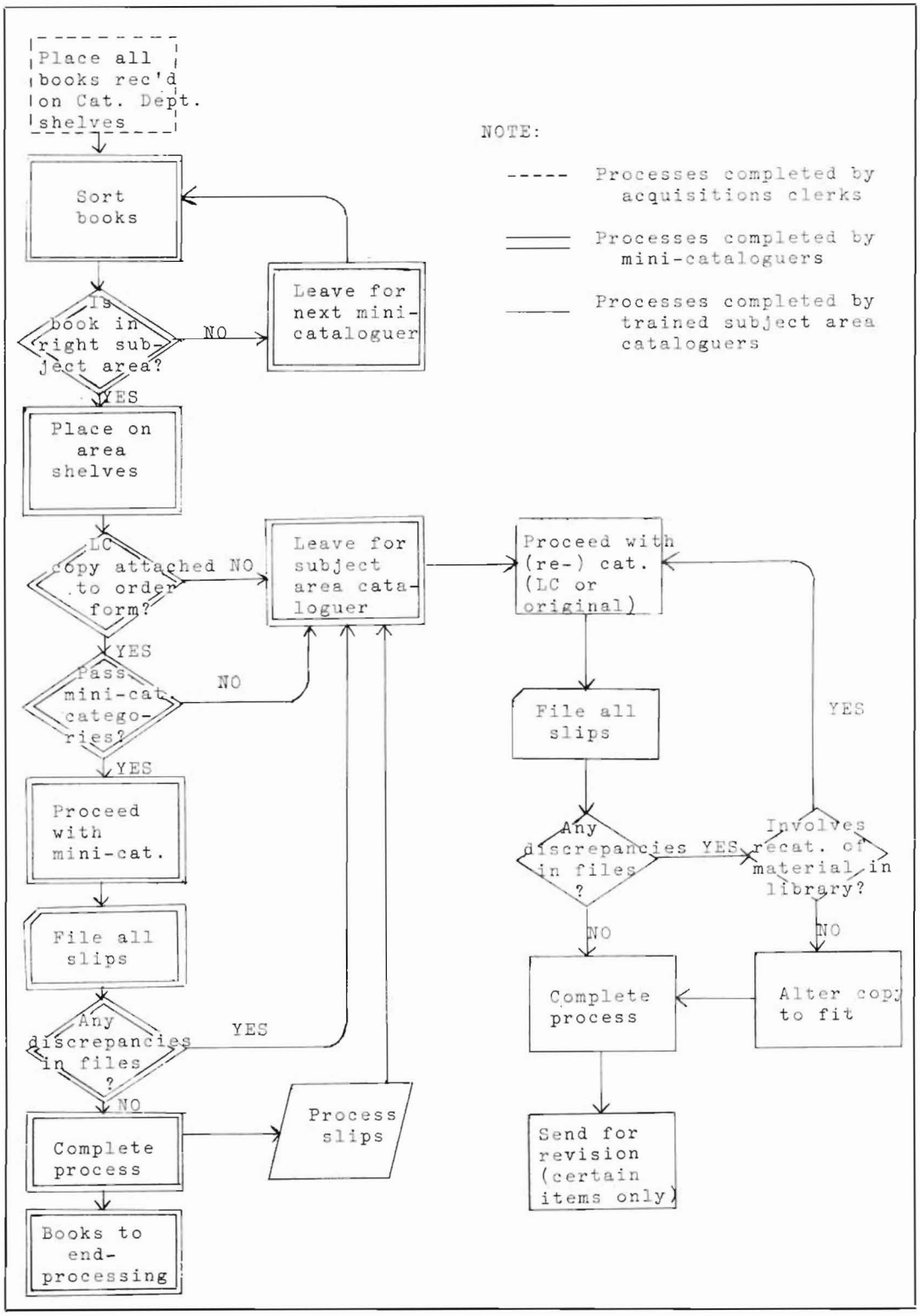
2) The proposed reorganization of these processes.

3) The steps, with time allotments, involved in the reorganization.

Any library desiring to cut its cataloguing costs, prepare more books for use more quickly, create time and staff for clearing up an inaccurate file, and at the same time insure the continuing over-all quality of its cataloguing processes by setting up a one-to-one relationship between trained cataloguers and clericals, can provide its own flow diagram of its present processes and proceed accordingly with this reorganization pattern.

PRESENT CATALOGUING PROCESSES




Place all books rec'd on Cat. Dept. shelves
Sort books
Is book in right subject area?
NO
Leave for next mini-cataloguer
YES
Place on area shelves
LC copy attached to order form?
NO
Leave for subject area cataloguer
YES
Pass mini-cat. categories?
NO
YES
Proceed with mini-cat.
File all slips
Any discrepancies in files?
YES
NO
Complete process
Process slips
Books to end-processing
Proceed with (re-) cat. (LC or original)
File all slips
Any discrepancies in files?
YES
Involves recat. of material in library?
YES
NO
NO
Complete process
Alter copy to fit
Send for revision (certain items only)
NOTE:
----- Processes completed by acquisitions clerks
Processes completed by mini-cataloguers
Processes completed by trained subject area cataloguers

THE STEPS, WITH TIME ALLOTMENTS, INVOLVED IN THE REORGANIZATION

Activity:

A – Revision of series authority file by bibliographers.

B – Training of mini-cataloguers to sort out appropriate subject areas.

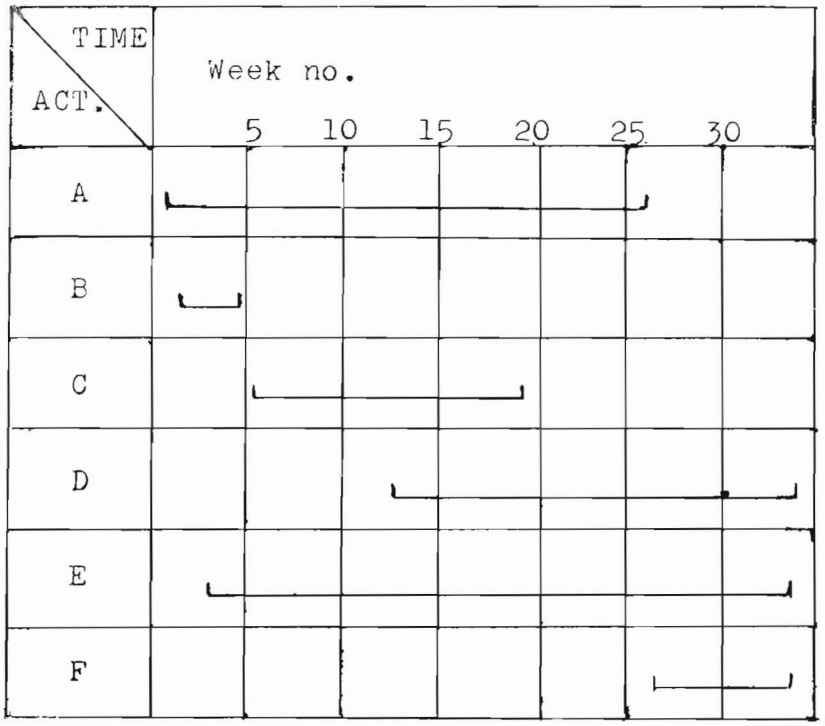
C – Training of mini-cataloguers in the simpler problems of cataloguing in their respective subject areas.

D – Training of mini-cataloguers in some of the more complex problems, dependent upon the subject area itself and ability of the individual mini-cataloguer.

E – Replacement of any resigning bibliographers° by clericals for mini-cataloguing.

F – Complete take-over of the bibliographers' tasks by the mini-cataloguers; transfer of bibliographers remaining on the staff to other areas in the library.

°Usually an area of high staff turnover.



# COOPERATION – NOVA SCOTIA STYLE

MAUD GODFREY

The dream of a universal information centre to which everyone in the world can be "on line" at all times for all kinds of information dances like "visions of sugar plums" before the imagination of many people. Alas, like the world itself, every device therein has its overload breakdown point and in any automated information centre, no matter how wonderful, the day will come when Mrs. Brown, who only wants to know how to stop the custard curdling will get the answer meant for the scientist researching the domestic habits of abyssal fauna, and he her's. Just what a universal "on line" information service might require of its users is not clear at present, but indications are that Mrs. Brown stands a good chance of getting cottage cheese unless she undergoes some pretty stiff training in computer language. In any case, no more custards; if she takes the training she will insist on making programs instead.

In practice, for the forseeable future we must settle for information services much more closely defined. Not "information retrieval" but information about specific subjects within specific geographic boundaries, or document retrieval within limits set only slightly farther out. Even this much is threatened. The inevitable nemesis of sheer volume is already overtaking national card catalogues. There is a limit to the length of tape it is practicable to merge and search. A similar fate already looms before the disk and also, undoubtedly, before whatever is faster, more flexible and waiting in the wings to supersede the disk.

One of the uses most frequently suggested for MARC II tapes by library systems able to afford the hardware, software and even more expensive brainware to use them at all, is to set up regional union catalogues. With or without benefit of MARC II tapes, several union catalogues are now in the embryonic stage in American library systems striving to overcome the frustrations attendant upon the knowledge that a copy of a needed title is almost certainly held by some library within a radius of fifty miles, although the nearest one shown in NUC is over a thousand miles away.

Meanwhile, for the past twenty years Nova Scotia libraries have been cooperating to build and use the only provincial union catalogue in Canada.

Motivated by the need to make the most of small collections and smaller budgets, Nova Scotia librarians had talked of a union catalogue for years before concrete proposals for starting one were made by Peter Grossman, at a meeting of the Maritime Library Association in 1949.

During 1950 cards contributed by Evelyn Campbell of the Nova Scotia Research Foundation Library and Donald Redmond, then at Nova Scotia Technical College, were added to the cards being produced by the centralized cataloguing service of the Regional Libraries Commission.

In the fall 1951 issue of the Bulletin of the Maritime Library Association, Barbara Murray in her article *Toward Maritime Cooperation* exulted: "Now in Halifax a phone call to the Nova Scotia Technical College procures an expensive technical tome for the Glace Bay miner or a call to the Regional Library brings from Annapolis the latest George Gershwin biography that the Dalhousie student must have. Behind these simple procedures, the value of the embryo union catalogue is revealed."

In 1954 when the National Library team led by Martha Shepard arrived to photograph the catalogues of Nova Scotia libraries, the union catalogue already had 37,981 main entries from which it responded that year to 1,701 location and refer-

ence requests. Purchase of copies of the films made by the National Library added 220,000 entries. Accessions have increased each year until now, 1970, participating libraries are contributing some 100,000 cards annually.

Thanks to the initiative of Peter Grossman, the indefatigable energy and scholarship of Gladys Black who organized and operated the catalogue from 1951 to 1967, and the support and imaginative encouragement of the Provincial Library administration, Nova Scotia libraries have, for twenty years, had access to a bibliographic tool which multiplies many times the value of their individual collections. It now contains nearly three quarters of a million cards and, in the twelve months between August 1969 and July 1970, it responded, by Telex, telephone, and mail, to well over 10,000 requests.

Telex transmission was added to the Provincial Library Union Catalogue service in July 1968. Use of Telex dictates abandonment of grace in favour of brevity in making requests, e.g., 1950: "a graduate student in English would like to consult the following books before completing his thesis, and we should be happy if you could tell us where they can be located. . ." In 1970 the message is: "ILLO FOR NSWA". Achievement of a comparable rate of compression by 1990 will require some form of brain to brain impulse without linguistic intermediary. In the meantime, Telex, combining the immediacy of the telephone and the accuracy of the letter, is definitely the medium of choice.

The purpose of Telex is to reduce the time between the moment when the patron delivers his request to his library's interlibrary loan desk and the moment when the material is placed in his hand. That time lapse is affected by everything else that happens to the request in the interval. Realization of time-saving by Telex depends upon efficiency of procedures in all libraries taking part in the transactions: the borrowing library, the bibliographic centre and the lending library. Supervisory staff in all three libraries must be skilled in bibliographic work and have the judgement and authority to require reasonable cooperation as to completeness of citation and reference from patrons, and to exercise control over verification, routing and records at every point.

Employment of Telex becomes utter nonsense if libraries leave requests in the hands of junior or part-time staff for days, then forward them to the bibliographic centre labeled "URGENT", but unrevised, only partially verified, and containing typographical errors.

Libraries using the Provincial Library Union Catalogue service are responsible for observance of all provisions of the *CLA/ACBLF Interlibrary Loan code*. Ottawa, C.L.A., 1969. and the *Library Telecommunications code*. Ottawa, C.L.A., 1969.

In the Provincial Library Reference Section, which operates the service, interlibrary loan requests are ensured of same-day handling if they reach the office by at least 3 p.m. After that, mail deadlines and traffic on Telex lines may impose delay.

Items not immediately located through the Union Catalogue by entry given, are verified and all variant entries found are checked. Usually, those still not located are transmitted to the National Library by Telex. Upon receipt of location reports requests are forwarded by Telex to the library nearest in the network, of the same type as the requesting library. If the library first asked reports inability to lend, another is asked and so on. If none of the holding libraries has Telex, telephoned requests are reported back by telephone and those submitted on ILLO forms are forwarded by mail.

The staff of the National Library Union Catalogue, faced with an influx of about 6,000 cards daily from the nation's libraries, deserves the respect and gratitude of every Canadian librarian for its success in keeping its sanity and maintaining a consultable file from which the Public Service Section can, usually within forty-eight hours, produce locations for most of the approximately four hundred items inquired about

each day. Close supervision, tight control of all procedures, and careful revision by highly qualified staff enable the National Library to consistently deliver biblographic work of the very highest excellence.

Nova Scotian librarians have together worked out their own solution to the problem of realizing the maximum value from collections which, though several are strong in limited subject areas, are individually small. This summer I visited a number of libraries in the eastern United States and Canada to observe other methods of interlibrary cooperation. Two very different approaches to the problem interested me particularly. Pennsylvania, like Nova Scotia, has sought the answer in a statewide union catalogue but uses it differently. New York State has chosen to coordinate regional systems into a TWX network.

The Union Library catalogue of Pennsylvania originated as an idea in the minds of a group of Philadelphia scholars and industrialists who in 1933 sought access to materials in the libraries of the city. The Union Library catalogue of Philadelphia, as it was first called, commenced operation in 1936 and has expanded steadily until now its four and a half million entries include the major collections of the state. In 1969 it filed over 355,000 accessions and answered 46,500 location requests by teletype, telephone, and mail.

The efficiency and economy for which this catalogue is justly famous is due in part to the close definition of its function as primarily a location service; in part to the pragmatic good sense of its Director, Eleanor Este Campion. The clearly focused purpose and smooth organization which orders the influx of cards into an always-consultable file and gives twenty-four hour response to all requests accomplishes other things as well. The Catalogue acts as marriage-broker between libraries wishing to share the cost and use of very expensive research materials. On request, it watches for and advises patrons of first locations of requested items. It publishes a *News Letter* alerting member organizations to bibliographic events of interest to them and important changes in the service.

Not libraries only, and not research workers only, but a wide ranging clientele calls upon this catalogue: advertising agencies, industries, and businessmen, bookstore clerks and students. To those who come in person it is not only an efficient but an aesthetically pleasing and friendly service.

The New York State Interlibrary Loan Network (NYSILL) a partially automated service, was organized in the spring of 1967 to facilitate access to needed materials for readers at the research level. Twenty-two Public Library systems and nine Reference, Research and Resources Councils (which latter either have or are busy setting up regional union catalogues and union lists of serials) are integrated into a TWX network coordinated and monitored by the State library.

Readers request materials at their public, academic or special libraries. Unfilled requests are forwarded to the headquarters of the system to which the library belongs. If search of the system is fruitless, appeal is made to the Interlibrary Loan Unit of the State Library at Albany. This Library maintains a back-up collection of four million volumes covering all subject fields. Requests it cannot fill may be referred to the NYSILL Network.

With certain exceptions NYSILL handles only requests for serious, non-fiction materials required by readers over eighteen years of age. Requests judged eligible for the network are coded, assigned a routing and transmitted by TWX. In general, an area referral centre nearest to the requesting library will be listed first, then a subject referral centre and so on. The sequence is included in the original TWX message and if the first library in line cannot respond, it forwards the request to the second library and reports back to NYSILL. The next library does the same, enabling NYSILL's computer to monitor every request from start to completion. Estimates of time-lag vary rather widely, as is to be expected in a system which in 1969 handled a volume of 120,000 requests.

Librarians operating bibliographic centres agreed with Martha Shepard's state-

ment in her paper presented to the National Conference on cataloguing standards, to the effect that it is both impossible and undesirable that every book in every library in the country should be recorded in the National Union Catalogue. None were hopeful of the imminent appearance of that universal "on line" information service. Paraphrased, the concensus was "anyone who dreams of computers taking over the whole operation at a central location is just dreaming. Libraries should concentrate on developing anything they have that works until something that works better is actually operating and promises to continue."

This is what we at the Nova Scotia Provincial Library are doing while at the same time keeping alert to the search for the "something that works better."

Statistical records of the past twenty years and especially analysis of messages accumulated during our two year experience with Telex should yield valuable information as to the strengths and weaknesses of Nova Scotia collections, and guidance for the future. Requests filled by the province's libraries, originating both within and beyond its borders may indicate strengths worth building upon. Requests referred outside the province may help pinpoint lacunae requiring attention.

Two years' experience with Telex has convinced us of its value sufficiently that we should like to see it installed in all our participating libraries. This would not only speed all transactions but add a new dimension to our reference service because of the possibility of dialogue.

Optimum development of library services here will be possible only if the cooperation which has built the union catalogue continues to characterize relationships among the Nova Scotia libraries. In many respects we stand today, although on a different level, in a situation similar to that described in Barbara Murray's article cited above. Any library which tries to build itself without regard to the development of the total service, any library which tries to be self-sufficient, even any library which merely prides itself on lending more than it borrows is shortchanging its own community as well as the whole area, and is missing the point to boot. To realize the benefits of whatever technical improvements the future may hold for library users of this area we must share responsibilities as well as resources.

---

**Some Readings of Interest:**


Black, Gladys F.
Library cooperation in Nova Scotia — a view from the Union Catalogue. APLA Bulletin v. 30, no. 2, May 1966. p. 34 — 36.

Black, Gladys F.
Nova Scotia's Union Catalogue. MLA Bulletin v. 18, no. 4, Summer, 1954. p. 55, 58.

Campion, Eleanor Este
Union Catalogue of Pennsylvania. Wisconsin Library Bulletin v. 63, no. 2, March-April, 1967. p. 81 — 82.

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Union Library catalogue of the Philadelphia Metropolitan area. Pennsylvania Library Association Bulletin v. 20, May, 1969, p. 5 — 10.

Markuson, Barbara Evans
An overview of library systems and automation. Datamation v. 16, no. 2, February, 1970. p. 60-68.

Murray, Barbara
Toward Maritime cooperation. MLA Bulletin v. 16, no. 1, Fall, 1951. p. 1 — 4.

Nelson Associates, Inc.
Interlibrary loan in New York State, a report prepared for the Division of Library Development of the New York State Library. N.Y., 1969.

Shepard, Martha
The Union Catalogues in the National Library — the present condition. National Conference on Cataloguing Standards. National Library of Canada. May 19 — 20. 1970. Conference paper no. 2 (mimeographed)

Sherwood, Janice W. and Campion, Eleanor E.
Union Library catalogue: Services, 1950. Quo Vadis? College and Research Libraries v. 13, April, 1952. p. 101 — 107.

Wolk, L. J. van der
The function of Telex in the Union Catalogue. Libri v. 11, no. 4, 1961. p. 377 — 391.

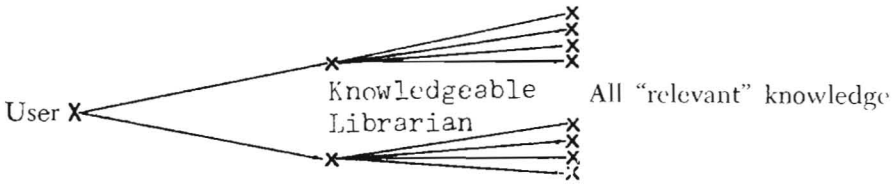
# LETTERS TO THE EDITOR

## Dear Editor

Mrs. Jane King's recent article "An Information Service Network" (APLA Vol. 34, No. 3, September 1970) presents one of the more astute proposals I have come across recently. Mrs. King has indicated that there are indeed simple methods for linking and combining the human interpretive flexibility with the machine's rapid memory. She is almost ingenious in discovering a niche for libraries in the pie-in-the-sky automated information-user interface.

More seriously, it is heartening to discover that someone can, and is willing, to promote an idea which does not have as its object the immediate availability of all immediate recorded knowledge for the kindergartener who knows more at six than his father does at 60. Rather than a goal of gathering all before the eye, Mrs. King takes into consideration the modern notions of Heisenberg's uncertainty principle: indeterminancy, chance, and chain reactions. Most information retrieval systems look something like this:

Mrs. King suggests that it might better look like this:




The suggestion is that the key to an information system is not a parameterized "bit" of information in alpha-numerical code, but a fertile, experienced and intelligent human mind. It is my hope that there is still a great deal of uncertainty involved in a person's search for knowledge. If not, then we are in the age of the technocrat and his search for that one "bit" of information and be dammed to all other "bits." Should it be true that there is uncertainty, that people do not always know what they want exactly and are interested in a complex of information, then the human mind is needed as a control and a guide. We should be able to imagine the little boy of six who sits down to the computer and is unable to decide exactly what it is he wants to know. He proceeds, with rigor, to retrieve the whole of recorded knowledge. He buries himself, dead and uneducated.

However, Mrs. King's suggestion has been with us for several years although I wonder how many librarians use it. Lee Ash's *Subject Collection (1967)* is exactly the tool which has been suggested. The only difference really is that it does not use computers and other such equipment. It is merely a book. Yet this mere book is a powerful tool when linked with the presently existing telex, telephone, and even mail systems. The advantages of this system is that it is cheap and it is not limited to 999 categories. The disadvantages, however, are great in that it is cheap and does

not involve a computer. The major assumption one has to make is that the human mind one contacts through Ash is knowledgeable in the area of his library's collection. That would seem a small assumption.

My experience with the tool has been that it is seldom used and that it is effective when used. Recently, for instance, a question having to do with whaling was brought to me. After moment of thought it was clear that we could not answer the question by ourselves. Within fifteen minutes letters were in the mail to the three finest whaling libraries in the world. Within a week an answer had been returned from each with as much information as humanly possible given the terms of the original request. On an extremely esoteric question such service would seem to be the best one could ask for.

Of course, Ash would be better if someone would only key punch the data onto tape in order that we wouldn't have to turn pages but only push a button, or two.

John Murchie
Dalhousie University Library

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# OUT of the IN box

a sampling of notes from the library world.

*Mount Allison University Library*

Dr. Jean Guy Sylvestre, National Librarian, was awarded an Honorary Doctor of Literature degree at the Fall Convocation of Mount Allison University, Oct. 2, 1970.

The Ralph Pickard Bell Library was formally opened, October 22, 1970 prior to the University Fall Convocation.

Appointments to Library staff during the last few months include: *Mrs. Lynne Owen* as Archivist and Special Collection Librarian; *Mrs. Margaret Wheeler* as Serials Librarian, replacing Mrs. A. De Benedetti who resigned for reasons of health; *Mrs. Ina Greer* as a cataloguer, following a year's study in Library Science at Queen's University, Belfast.

*Public Libraries*

The first direct federal grant to a Public Library in Canada was made as part of the Special Areas programme of the Department of Regional Economic Expansion. The Department's May 11 press release on the Canada- Manitoba Agreements lists among projects to be financed by the Department in The Pas area a capital grant to design, construct and equip a library building.

*Library of Congress to Use Dewey 18*

The Library of Congress announces that on January 1, 1971, it will begin to assign Dewey Decimal numbers from the forthcoming 18th edition of the *Dewey Decimal Classification,* and to print the results on catalog cards and in book catalogs, as well as to record them on the MARC tapes.

The 18th edition of Dewey is now in press, and is expected to be published in mid-1971 by Forest Press, Inc. from its new address, 85 Watervliet Avenue, Albany, New York 12206, U.S.A. Although libraries utilizing LC's bibliographic services may thus receive classification numbers the meanings of which have not yet been published, they will enjoy the advantage of early use of many important new expansions, such as those for mathematics, law, economics, nuclear physics, the biological and medical sciences, history, and geography.

The Library's decision to apply the provisions of DC 18 before publication is based on a desire not only to take early advantage of an edition of Dewey deemed superior in many respects to DC 17, but also to promote international cooperation through coordination with the *British National Bibliography,* which has already decided to use DC 18 on January 1 with the beginning of its new five-year cumulation, 1971-1975.

When the 18th edition is available, announcements will appear in the professional press.

*IFLA International ILL Forms*

The Canadian Library Association is planning to stock, for resale, the IFLA International Interlibrary Loan Forms. These forms would include French, English and German text.

The selling price for these forms will be:

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| 500 copies | — | 11.00 |
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Send orders to CLA, 63 Sparks St., Ottawa 4, Ontario.

Nova Scotia libraries should contact the Nova Scotia Provincial Library regarding distribution of these forms.

*Brief Presented to the Premier of New Brunswick. In Connection with the Establishment of Bilingual Districts in New Brunswick.*

The New Brunswick Board of Head Librarians urges the Government of New Brunswick in creating bilingual districts to implement the *Guidelines* as approved by The Library Council, September 20, 1968 in existing library regions, whether bilingual or unilingual, and to establish new library regions on the same basis so that the provinces as a whole will have access to bilingual library services.

To implement those library services in *unilingual* regions, the needs are:

– two professional librarians, one stenographer, one typist and one book repairer in a central library of a region where the book budget is less than $25,000.00.

– two professional librarians, one library assistant, one stenographer, two typists, and one book repairer in a central library of a region where the book budget is less than $50,000.00.

– two professional librarians, three library assistants and two clerks in a public library of a region where the annual circulation averages 140,000 to 175,000 books, where the library opens 50 to 54 hours a week and where the population is 20,000 to 49,000.

– one librarian, one library assistant and one clerk in a public library of a region where the annual circulation is between 40,000 to 65,000 and where the library opens 35 to 40 hours a week and serves 10,000 to 20,000 persons.

– three employees in a bookmobile.

– a collection of one book per capita to be built up in five years.

– a minimum of ten periodicals or newspaper titles in each public library in the region within five years of establishing the library regions.

– a minimum of 2,000 book titles in the smallest public library in the region, 25 to 50 titles of which will form a basic collection of reference books within five years of establishing the library region.

– a book budget of 0.50 cents per capita after those five years.

To implement those library services in *bilingual* regions the needs are:

– one more librarian in a central library of a bilingual region where the book budget is less than $25,000.00.

– one more librarian and one more stenographer in a central library of a bilingual region where the book budget is more than $25,000.00 and less than $50,000.00.

– one more librarian and one more clerk in a bilingual public library of a region where the annual circulation is between 140,000 and 175,000, where the library opens 50 to 54 hours a week and where the population is 20,000 to 49,000.

– one more library assistant where the annual circulation is between 40,000 and 65,000 and where the library opens 35 to 40 hours per week and serves 10,000 to 20,000 people.

– three employees in a bookmobile.

– a collection of one book per capita to be built up in five years.

– a minimum of ten periodicals or newspaper titles in each public library in the region within five years of establishing the library region.

– a minimum of 2,000 book titles in the smallest public library in the region, 25 – 50 titles of which will form a basic collection of current reference books within five years of establishing the library region.

– a book budget of 0.60 cents per capita after those five years.

To implement bilingual library services for all areas of the Province of New Brunswick, new library programs should be started for the remaining 50 per cent of the population of New Brunswick which is not served by public library services. Necessary funds should be provided by the Government under "the Act respecting the official languages of New Brunswick". (Province of New Brunswick, Ch. 14, 1969).

Besides public libraries, school, college and university libraries which require library services in both languages should also be considered in the implementation of bilingual library services to both communities of the Province of New Brunswick. Necessary funds should also be provided by the Government under the same Act. (Province of New Brunswick, Ch. 14, 1969).

Respectfully submitted,

Eleanor McGee, President
Agnez Hall, Secretary
Claude Potvin, Chairman,
Committee of the Brief
The New Brunswick Board of
Head Librarians

*Help Wanted*

*Subject Collections in Children's Literature,* edited by Carolyn Field (Bowker, 1969) will be updated in the future. The ALA-CSD Committee on National Planning for Special Collections asks that you assist in locating more collections, both private and public. A questionnaire will be sent to the collector or librarian. Please send the name and address of the Collection to Miss Marion C. Young. Detroit Public Library, 5201 Woodward Avenue, Detroit, Michigan 48202.

*Universite de Moncton —*

*New Appointments*

*Mr. Amedee LeBlanc,* formerly a cataloguer, was promoted Head of the Acquisition Department at the Universite de Moncton Library. He succeeds Laurent Gauvin who moved to Ontario.

*Mr. Raymond Robichaud,* Head of the Serials Department, left the library during the Summer. He is now teaching Library Technicians in CEGEP Maisonneuve in Montreal. Mr. Robichaud was replaced by Mr. Raymond Dicaire, for the last two years, he was head of Serials Department at University of Ottawa Library.

*Mrs. Fernande Goguen* was promoted Head of the Circulation Department. Mrs. Goguen was with the Champlain Library since August 1970. From 1965-70, she was working in Ottawa as General librarian in one of the federal government libraries.

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## CORRECTION

The following corrections should be made to the APLA Conference Minutes as these were printed in the September 1970 issue of the Bulletin:

p. 78 Article IV Expences of Officers — Section I - Expenses of Officers

It was moved by Miss E. Magee, seconded by Miss A. Forster, that conference expenses as required shall be paid for the President and Secretary of the Association. Expenses may be paid for the Association's official delegate to other library associations where representation is desirable. Motion carried.

Article V - Committees — Section I - Committee

It was moved by Miss S. Elliott, seconded by Miss M. Cameron, that:

P. 81 left column, line 19 should read rental fees for National Film Board films, and urge the minister responsible that adequate and . . .

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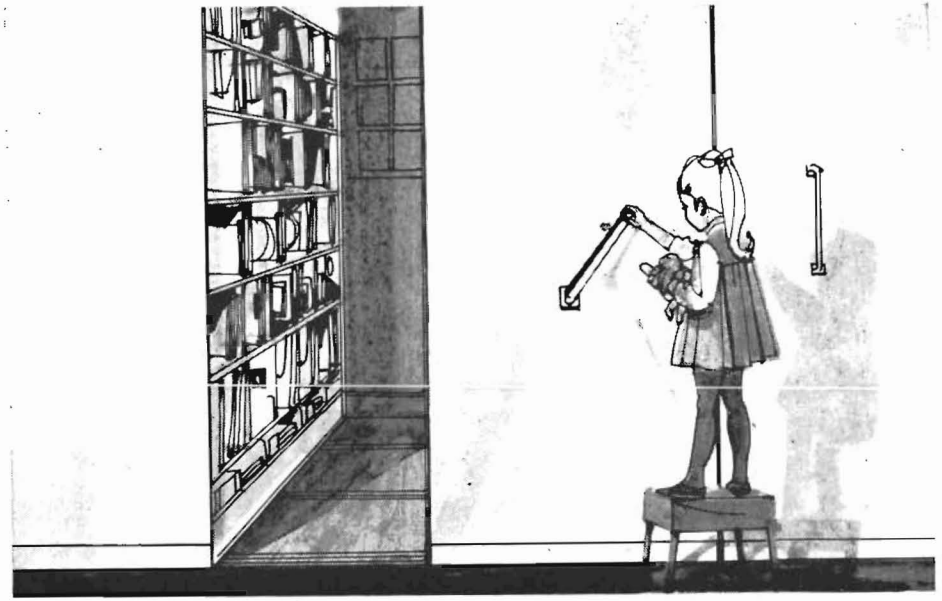

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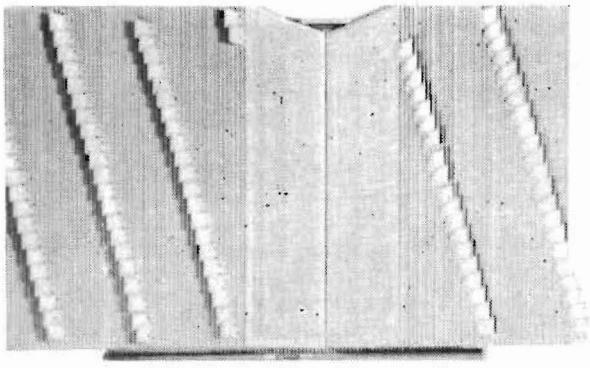

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