

LENDING LIBRARY METHODS

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LENDING LIBRARY METHODS

*A Thesis accepted by the Library Association
for the Honours Diploma*

BY

L. MONTAGUE HARROD

WITH AN INTRODUCTION BY

W. C. BERWICK SAYERS

CHIEF LIBRARIAN, CROYDON PUBLIC LIBRARIES

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DEDICATED
TO THOSE
CHIEF LIBRARIANS

WHO SO READILY AND KINDLY GRANTED FACILITIES FOR
STUDYING THE METHODS IN USE IN THEIR LIBRARIES,
ALSO TO THE DEPUTY LIBRARIANS AND OTHER MEMBERS
OF THE LIBRARY STAFFS WHO TOOK SO MUCH TROUBLE
TO SATISFY MY ENQUIRIES.

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INTRODUCTION

I

It may be a matter of some interest to note that while librarians have claimed to be Reference Librarians, Children's Librarians, Commercial Librarians and Technical Librarians, among other things, no one, so far as I know, has yet sought to be known as a Lending Library specialist. This is curious, because this work is at least the most obvious in municipal public libraries; and of late library literature has stressed the importance of good methods in the department of our work by which we are most generally estimated. A reading of the writings of young librarians, especially of those who write in *The Library Assistant* and *The Library World*, shows they are almost exclusively occupied with problems that are essentially those of the lending library. Certainly there has been no English manual which deals exclusively with this department, although America has Miss Jennie M. Flexner's *Circulation Work in Public Libraries*, which was published in 1927 by the American Library Association. Our American brethren, and we ourselves for that matter, sometimes overstress the differences in our methods seeing that in much we work on similar lines, but differences there are, and Mr Harrod's work is justified.

It is justified on several grounds. The future literature of librarianship must necessarily become more and more of the monograph type. I hope there will always be a Brown's *Manual of Library Economy* to give us a perspective view of the whole field which the librarianship student must master before he specializes. Indeed, I believe that a complete manual written by one man has personality and identity and therefore a value which a composite manual by many authors cannot have; moreover, those who object to books of which Brown's *Manual* is the type miss the point that its author is after all an editor who condenses the works of other men in every field, and tries only to avoid their idiosyncrasies. Nevertheless, recent library literature shows that manuals expounding the methods of particular departments are likely to become more common. Mr Harrod's is a good example.

Its author is somewhat modest in stating his claims. One would almost gather from his preface that he has given a very brief intensive study to the subject; but it is more than twelve years

since, as a junior assistant from another library, he came to Croydon in his spare time and spent hours there looking up methods which were different from those he knew, and until now he has devoted practically the whole of his leisure as well as his professional time to such studies, visiting many libraries in all parts of England and in several places abroad. His work, therefore, concentrates a great deal of experience.

II

It is many years since Hare, the architect, declared that the model for library building was the nave of a church; one great room which could be divided by mobile screens, or at any rate by light divisions, to suit the various types of service. Shortly after that, Mr William J. Harris read a paper before the Library Assistants' Association in which he advocated the amalgamation of the lending and reference libraries. To most of us at that time both of these notions seemed heretical; they were a return to the collegiate form of library in which all activities were carried on in one apartment. Twenty years ago we believed that there should be definite separation of the reference library from the lending, and of the reading rooms from either. To-day we have swung back in many places to the single-room idea. This has been possible because the modern reader is not so sensitive to noise and movement as his father was; he can endure his neighbours to move about quietly in a room where he is reading. It rises more logically, however, from the attempt to make the library a more social institution. It is difficult to say why, if there is room, people should not come in to any part of a library to read. By the use of rubber or other sound-absorbing flooring it is possible, especially in residential areas where we know our people, to combine lending library, reference library and reading room in a single apartment. The attractiveness of such an arrangement is undoubted; its library value is obvious, since it brings the best resources of the library into one focus for the reader; he goes to one room and finds in it everything he needs, from the periodical to the advanced work of reference. Some small libraries, such as those recently designed by Mr Edward Green at Halifax, have only one room.

However that may be, the theory implied in the single-room plan is that which animates lending library work to-day. The department is arranged to exploit the books to their maximum possibilities. Even where separation still occurs—as indeed it must in very large libraries—the lending library is being arranged with more space and furniture for book display and with tables and chairs where readers may “taste” books before they take them. This necessarily leads to larger space for the circulation of readers,

to more beautiful furniture, to an attempt to get artistic results in decoration. We find pictures and flowers, colour in the use of labels and notices, and many other desirable effects in the modern lending library, and these, if used with restraint, help to create an entirely different attitude in the public towards the library from that which was common a generation ago.

III

In some respects Mr Harrod's work is the most detailed on matters of small technique that I know; he seems to have tried to explore every way of doing our simple business processes to its depths. This will quite certainly bring him criticism from the rather vocal folk who talk nowadays of "the school of technique which threatens to hold library education in its unimaginative thrall"; but the real librarian knows that the words I have quoted are nonsense. They are, of course, directed against the authors of text-books, because those books do not deal with matters outside their scope and intention. The business of the librarian is certainly to know books, to select them and to display them; his ultimate purpose is to get them used by the greatest number in the most inexpensive and businesslike ways. The management of a library is a definite business career requiring adequate knowledge of methods and system and punctuality. In every successful library this is realized. Those who have the hardihood to declare that a librarian is unimaginative, or that he is without appreciation of the miracles of the mind of man amongst which he lives, *because* he has an adequate knowledge of the machinery of his work, are either foolish or impertinent. The best librarians I know from the technical point of view have been the most creative and imaginative. They know that librarianship has literature for its foundation, but they are not so addle-brained as to believe that their continual occupation with it excuses them from an adequate knowledge of the best methods of furnishing, cataloguing, classifying and keeping their cash records.

There is, then, justification for the mode of such a book as this, although I would not give unqualified approval to all of the methods it describes. Nor, I suppose, would Mr Harrod himself, although he is bold enough to say occasionally that of several ways of doing a thing such an one is the best. His work will be useful as focusing modes and methods, many of which are good; and some perhaps not so good, but the intelligent librarian, seeing them thus set out, can readily exercise his own judgment.

IV

Here are many forms and schedules which are used in libraries ; some may think too many. Any librarian who employed them indiscriminately would find that they occupied more time than the results justified. Forms have their uses ; they are meant to save time by putting our methods into their best considered shape and to give consistent practice and unity in our service. Properly designed forms do this. Even in so apparently trivial a matter as an overdue notice to a reader, a postcard wrongly worded may make a life-long antagonist of your library. The wording on a borrowers' card exercises the ingenuity of anyone who tries to convey its possibilities to the reader who is to receive it. And consider the real efficiency of the modern readers'-voucher-index form as against the sheet-borrowers'-application forms of thirty years ago. Are these things beneath a wise man's consideration ? I do believe in the value and inevitability of change. Every form with which I am concerned is scrutinized before every printing, to see if it can be improved in shape, wording and effect ; but more to see if it continues to be worth while. That seems to me to be essential. It is quite a healthy instinct which urges us to reject the use of forms. They are only justified if they simplify work and give tangible, useful service. The rule applies to every library method that it should never be adopted until we are convinced that it will fit our circumstances, be adequate for its purpose, and will not be inimical to more important work. That is the spirit in which Mr Harrod's manual should be read.

V

Many of the points Mr Harrod raises are of cardinal importance to us in these difficult days. For what public is the Public Library catering ? Is it for everyone, irrespective of preliminary education and attainments ? Are we to assess the competency of people to borrow many books at a time ? Is the lending library to be a social centre where people may sit, read, smoke and talk while choosing what they will take home to read ? Is the best small library the one which combines in one room the purposes of reading room and reference and lending libraries ? Are people ever to be excluded from any department, as, for example, Mr Hartod seems to want to shut out adults from the children's library ? Ought we to do without fines as one or two librarians are advocating ? One could extend the list almost indefinitely. This is what I have found to be valuable to myself in reading this book. It brings again under an unusually minute scrutiny many things we take for granted ; and the process is enlightening.

W. C. BERWICK SAYERS

PREFACE

IN view of the importance of the lending department it is surprising that there are no text books dealing exclusively with English lending library methods. Miss Flexner's book on *Circulation Work in Public Libraries*, which was written under the direction of the American Library Association and the *Survey of Libraries in the United States*, prepared by the same body, indicate the need for similar works dealing with library methods in this country. The present work is a thesis which was accepted for the honours diploma of the Library Association, and is an attempt to give some idea of the various methods employed in English lending libraries.

The only way to obtain any current information concerning these methods was to visit libraries and see them in use. It was impossible, of course, to visit all the libraries in the country or even all of those which are considered to be of outstanding merit, so a tour was arranged which would include as many of the large libraries in the Midlands and North of England as could be visited in a fortnight. I visited libraries in and around London at odd times. The information obtained on these visits forms the foundation of the work.

All methods which have come before my notice have been carefully considered, and those which seem to be the most suitable for general use have been fully described: where there are alternative ones which seem equally good, they have been described also. It may be said that there is no best method of doing any piece of library work, but without some such comparison and evaluation, methods which are out of date and wasteful of material or time—and there are many such—will continue to be used. The methods employed in English libraries are fundamentally the same, and I feel that those described in this book can be used with advantage in any library system. In a few cases, some of them may need to be adapted to meet local conditions, but there are not many of these.

Some subjects—especially in the first two chapters—are not entirely original. These have been included, not only because they are essential parts of the main subject, but also because I believe that so many considerations affecting the lending department have not yet been brought together so compactly.

It may seem that publicity and methods of aiding readers, which might have been included, have been omitted. Such omissions are intentional, as these have been or are being done in theses by other people, and one of the conditions under which theses are submitted is that they must show original work or research. And of course no two persons can work on the same subject. Such items as book-accessioning and preparation and cataloguing have also been omitted except in so far as they affect the work of the lending department.

It may also seem that some items, such as the information put on borrowers' tickets, book-labels, and overdue notices have been dealt with in too great detail. I considered this detail necessary after comparing many samples. All the forms and stationery which are illustrated and do not bear the name of a library have been prepared by comparing all available samples and retaining the best of each. Although standardization may have its drawbacks, the modern scheme of inter-availability of tickets and the increasing interchange of books between libraries make it desirable that the methods and stationery used in libraries should be more uniform than is at present the case.

I am aware that there are methods in use with which I have not had the opportunity of becoming acquainted. If librarians would care to send me particulars of these, together with samples of any stationery used, I shall be only too glad to acknowledge them with a view to their use in the future.

A complete bibliography would be superfluous, especially as all professional literature to 1920 has been indexed in Cannon's *Bibliography of Library Economy*. Fairly full lists of references have been appended to each chapter, and a list of general books follows this Preface. Where general books are mentioned in the notes or text, the authors' surnames have been considered sufficient to trace the reference.

My experience has not been confined to Croydon, neither is my outlook limited by methods in use here, but the preparation of this book has made me realize how sound and efficient are the methods originated by Mr L. Stanley Jast, the former Chief Librarian, and by Mr W. C. Berwick Sayers, our present Chief Librarian.

The opinions expressed in this book are my own, and naturally I take all responsibility for them, except, of course, in the case of quotations.

L. MONTAGUE HARROD

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Lastly, I acknowledge gratefully the debt I owe to my Chief, Mr W. C. Berwick Sayers. But for his interest and encouragement the thesis would probably never have been written. When I decided to have it published he gave me sound advice—the result of much experience—in the preparation of the manuscript and in the later stages of production. Then, at the request of the Publishers, he has kindly provided an introduction,

ABBREVIATIONS USED IN THE LISTS OF REFERENCES

L.	.	.	Librarian.
L.A.	.	.	Library Assistant.
L.A.R.	.	.	Library Association Record.
Libs.	.	.	Libraries.
L.J.	.	.	Library Journal.
L.R.	.	.	Library Review.
L.W.	.	.	Library World.
N.Y.Lib.	.	.	New York Libraries.
P.Lib.	.	.	Public Libraries. Re-named Libraries from 1927 onwards.
W.B.	.	.	Wilson Bulletin.
W.L.B.	.	.	Wisconsin Library Bulletin.

The *Index to Periodicals* abbreviations are used for the months of the year, viz. :
Ja. ; Fe. ; Mr. ; Ap. ; My. ; Je. ; Jy. ; Ag. ; Se. ; Oc. ; No. ; De.

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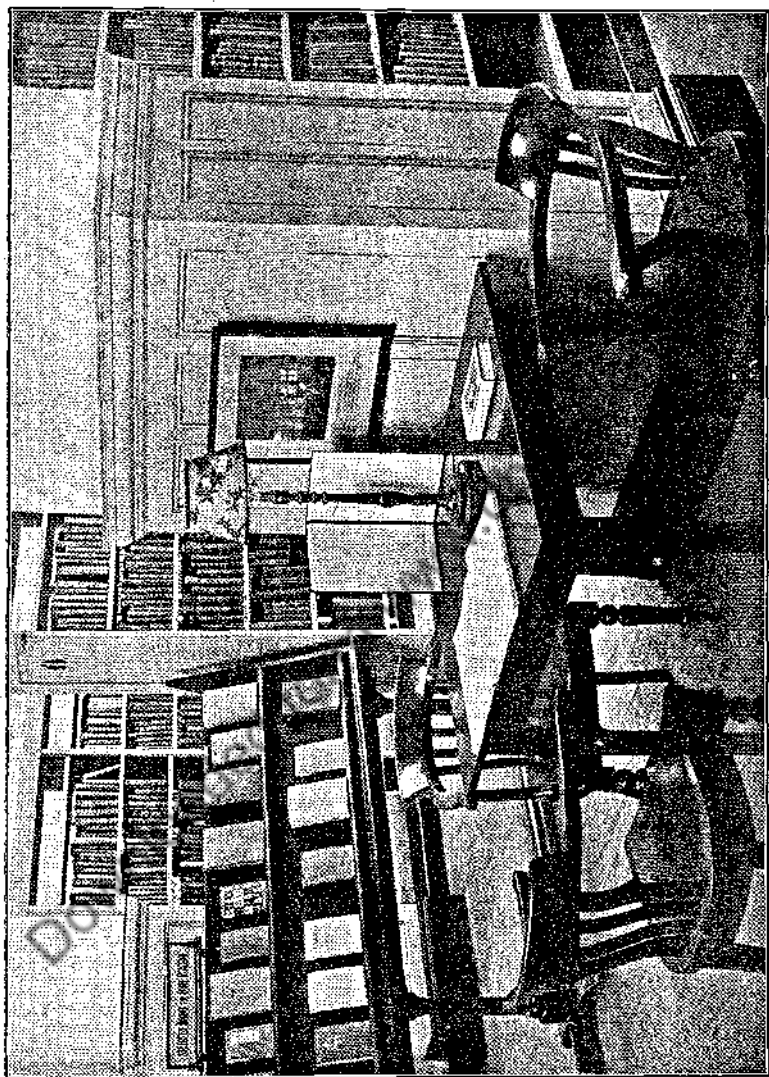


PLATE II.—Another View of Morningside Library, Edinburgh.

[Photo: F. B. Savage.]

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ILLUSTRATIONS IN TEXT

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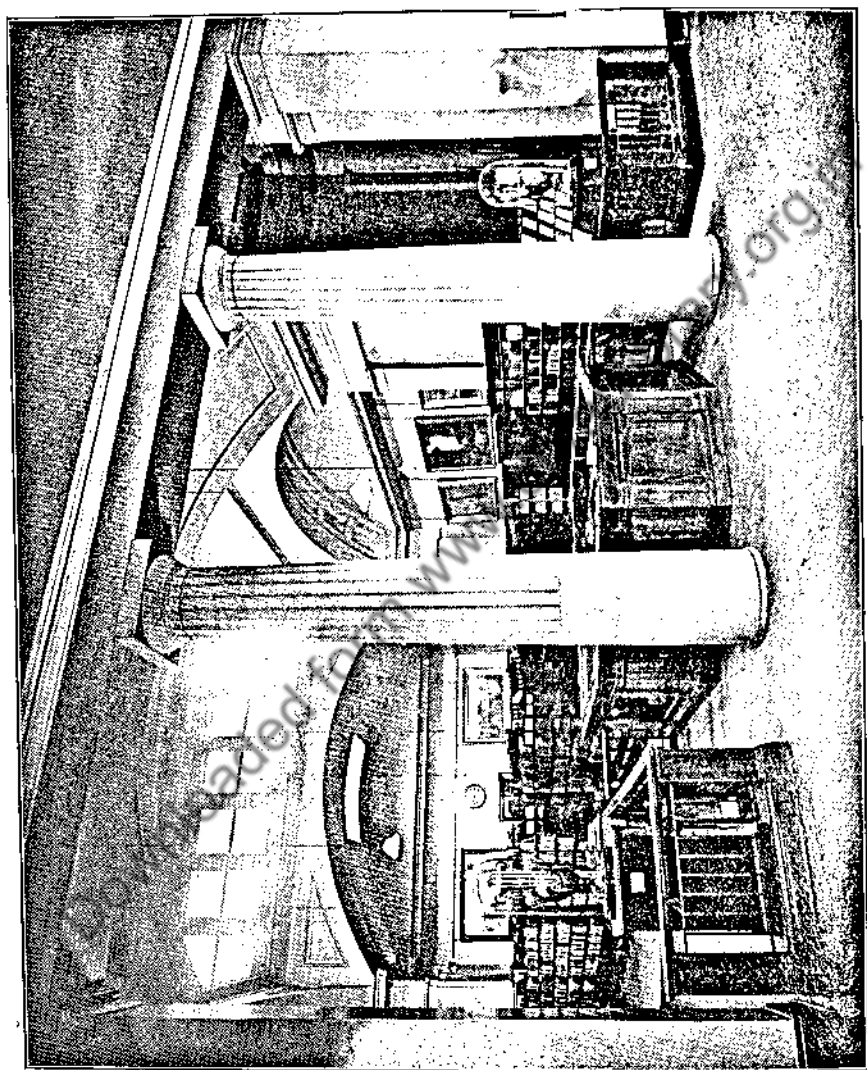


PLATE III.—Liverpool Central Lending Library.

Borrowers enter and have their books discharged at the left hand side of the staff enclosure, and have their books charged at the right hand side of the staff enclosure. The staff enclosure is a long narrow room, and the staff are seated at the end of the room.

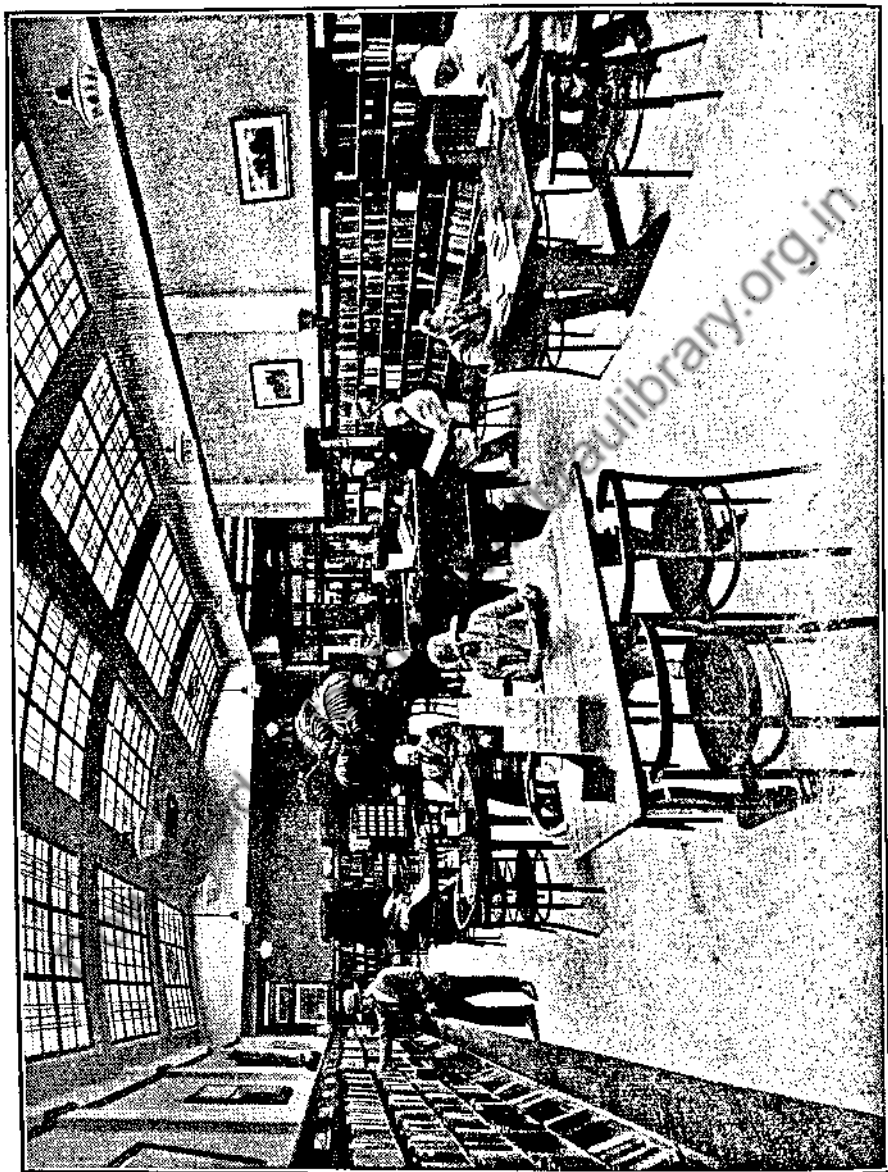


PLATE IV.—Combined Lending Library and Periodical Room, Newbury Library, Croyston.

CHAPTER I

THE DESIGN OF THE LENDING LIBRARY

THE BUILDING

Modern Tendencies in Library Design.—Owing to the rapid extension of the public library service, our library buildings are gradually changing in design both internally and externally in order to meet this increased demand. But when new library buildings are compared with new stores, theatres, exhibition buildings and cinemas, it is seen that—except in a few cases—they have not advanced so far architecturally as these other types.

The library building as a whole must combine beauty with utility.

To obtain the best results it is necessary for both the librarian and the architect to work together from the very outset. The best plan is for the librarian to prepare a rough drawing of his suggested interior arrangements and to hand it over to the architect to enclose in a beautiful exterior.

The best qualification for designing a library is to have had experience of working in several and to have visited others in use. Existing libraries should be studied and criticized, and the best of each carefully considered and included in the plan if practicable. If a number of actual buildings cannot be examined, the plans in the books mentioned at the end of this chapter should be studied.

The building should be so planned that it can be extended easily and economically, either vertically or horizontally, to meet increased demands upon the service. To do this there should be as few permanent partitions as possible.

The Lending Department.—*Position in Building.*—As the lending library is the department most used, its entrance and exit should be as near as possible to the main entrance.

It is a good idea—especially in a shopping district—to build into one exterior wall a window which can be seen from the pavement. This can be used entirely for the display of books and bulletins, lists of new books or lectures, or merely to attract pedestrians by the brightness of the interior and the work that is going on. It is better still to combine the two by placing the

exhibit in the lower half of the window only, leaving the upper part open so that people can look right into the library.

Many small libraries consist of one large room. These do not need dividing into departments by partitions; bookcases with notices at conspicuous places will be quite sufficient to indicate the various departments. Many examples of such libraries are given in *Library Buildings* by Chalmers Hadley.

A complete description, giving plans, measurements and costs, of two such libraries recently erected at Norwich and Tottenham is to be found in the L.A.R., 3rd series, vol. 3, 1933, pp. 121-4.

American and English Designs compared.—In large American libraries all books are returned, discharged, and charged in a large vestibule which contains the catalogues. In this hall inquiries are answered and borrowers registered. This vestibule—from which all departments are entered—is often impressive, being lofty and spacious, and decorated with mural paintings. In the smaller libraries borrowers enter a large room containing all departments and go up to a charging desk, placed centrally so that it is near the entrance, and so that a good view of the whole of the library can be obtained from it. Barriers seldom lead to the enclosure.

The first of these methods is quite distinct from the English method, but the second is being used with success in several places. In the majority of English libraries the borrower enters the lending department by a gangway which is bounded on one side by a rail, wall, or bookcase, and on the other by the counter. When the returned book has been discharged and a ticket given as a receipt, he is allowed to pass through the wicket to the book shelves. Having selected his book, he takes it to the other ("out") side of the counter to have it stamped and charged to him. Registration forms are issued and inquiries answered at this staff enclosure.

Sometimes the magazine and lending departments are combined by placing the magazines in the lending library. Much valuable publicity may be achieved in this way.

Reserve Collection (Stack Room).—There is one very important item which designers of all future libraries must consider; it is the problem of accommodating the whole or part of the stock on the open shelves. Where it is impossible to keep all the stock here, it is usual to put the best, newest and most useful books on the open shelves, and to place the residue in reserve in a stack room adjoining the lending library. This will make the book stock appear small, but the new books will be more conspicuous, and borrowers will not receive the impression that the library contains a large proportion of old books.

"The Librarian," in the *Boston Transcript* of 2nd March 1927, discussing the open shelf room of the Boston Public Library,

describes how the staff occasionally go about the stacks closed to the public, picking out volumes which they think will interest the public and placing them on the shelves where the latter may see and handle them. If any book placed on the open shelves does not attract one reader per month, it is removed and its place taken by another. Only 3000 books are kept on the open shelves.

Very small libraries will not need a separate stack room for the storage of the lesser used books (the reserve books can be kept on "closed" shelves in the department), but provision should be made in the original plan for its possible addition—probably at the rear of the building—in the future.

In a medium-sized library the stack room may be on the same floor, or above or below the lending library floor level, and it should be entered direct from the lending library. If it is impossible to place the stack at the same level, it should be entered by a straight staircase; spiral staircases should be used only when absolutely unavoidable as they are inconvenient when carrying numbers of books, although they are economical of space.

Mr Jast, in his pamphlet¹ on planning a great library, enumerates the principle that it is preferable to store books horizontally rather than vertically, that breadth of stack is more convenient than height, and that the stack should not be at the back or sides of a building, but running through it, not from the basement to the roof, but from side to side.

The position of the windows in relation to the gangway is not as important here as in the open access lending library, for the stack will only be used occasionally for a few moments at a time. The stack may be, and in many libraries is, placed in a basement or underground. It does not really matter if there are no windows at all, provided an efficient ventilation system is installed.

Every gangway should have its own individual electric light switch, the main gangway lights being controlled from a switch-board at the entrance, and every cross gangway from the press ends. All switches should be time switches, so that if any lights are accidentally left on, they will automatically go out in a few minutes.

It is my experience that, in a library of about 40,000 volumes, books which have been on the shelves reserved for new books, and borrowed regularly whilst there, are very seldom borrowed when placed on the shelves in the ordinary sequence.

The amount of the "live" stock which should be provided for on the open shelves of a lending library is considered to be somewhere in the region of 10,000.² Making allowances for books "out," only about 5000 will be on the shelves at a time.

¹ Jast, L. S. The Planning of a Great Library.

² I am not, of course, thinking of the central libraries in great cities.

In a library with a small stock such as this on open shelves but with a large reserve stock, there is a great opportunity for helping borrowers, and making that contact with the public which is so desirable.

Shelf Capacity and Size of Department.—The entire shelf capacity of a department should not be just sufficient to meet the needs of a library when it is built, for a library is continuously growing, and provision must be made at the outset for shelving the books which will be added over a period of years. There is no definite opinion as to what this period should be; specialists' recommendations vary from twenty to fifty years, the smaller number being the more general. It is probably better to build for a shorter period still—rather than burden present and future taxpayers with a load which the next generation may not appreciate—and to meet known and definitely anticipated needs by erecting buildings which in a few years will not be inadequate nor too large and which can be added to without spoiling the appearance or the usefulness of the building. A large building which can be divided into departments internally and re-arranged at will, and which makes provision for the extension of stack rooms is desirable in thickly populated districts.

It is possible, by using statistics of the growth of a number of libraries as a basis, to determine what the required capacity of a lending library is likely to be. By using known conditions in existing libraries the following scale is tentatively suggested by the County Libraries Section of the Library Association. Fuller details appear in their *Report on Branch Library Buildings* for 1929-30.

Population.	Minimum Area in Square Feet.
Up to 5,000	600
5,000 „ 9,000	850
9,000 „ 12,000	1,000
12,000 „ 15,000	1,200
15,000 „ 20,000	1,500 and upwards.

It is also possible to work out the amount of shelf space and the size of the department required in any district by the following methods:

Estimate for at least 30 per cent. of the population as members (actual membership in several places has reached 40 per cent. and it will rise), and the number of books available equal to 30 per cent. of the population (Report of the Departmental Committee). Provide shelving for half the stock at the rate of five volumes to the foot. This will leave about a third of each shelf empty to allow for the continuous and natural shifting round of books. Normal tiers now contain five shelves, so that the total length of shelving should be divided by five and then by three to find the number of

three-foot tiers required. The required area of the department can then be ascertained, allowing ample space for the staff enclosure, catalogue and tables, and six feet for main gangways and between any island book stacks.

Another method is to estimate that 30 per cent. of the population will become members, 10 per cent. of whom will use the library daily. Ascertain the number likely to be in the department at a time by dividing this number by the number of hours open, and multiply the result by two to avoid crowding at rush hours. Then allow twenty-five square feet to each borrower.

Decoration.—The decoration of a library is so important that it should be left entirely in the hands of an expert decorator. Charles C. Soule says,¹ “in one of my own early problems, I employed a young artist who had a reputation as a colorist, to select tints for different rooms, with a result which fully justified the small fee he charged.”

Those who cannot employ the services of such a person may be reminded that the colour scheme has a tremendous effect on the lighting of the room.

Decoration plays a very important part in the brightness of the department and may have a great effect on the temperaments of both staff and public. Most light rays, whether natural or artificial, are reflected from the upper parts of the walls and ceiling, therefore these should be light in colour. A pure white is not recommended for walls as it is not restful to the eyes.

On page 15 of the *Report of Oculists and Electricians on the Boston Schools, 1907*, the following principles of decoration are laid down :

“For bright sunny rooms a very light green is probably the best shade.

“For darker rooms, a light buff.”

“The ceiling should be white, or slightly tinted.”

“The woodwork should be of a light colour such as that of natural woods. Under no circumstances are dark walls and woodwork permissible.”

In all circumstances the decoration of the department should harmonize with the woodwork and furniture. Borders and stencils should be sparingly used, so should mottoes and names of authors.

* The colour scheme used at the Children's Library, Pasadena, California, must be very attractive ; the ceiling, walls, and furniture are pearl grey, the window hangings are old rose and grey.

¹ Soule, C. C. *How to Plan a Library Building for Library Work.* 1912. p. 115.

The most serviceable colour for a smoke-polluted atmosphere is light sea-green; it will not show the dirt, is very restful to the eyes, and can be used with woodwork of any colour. Pale Wedgwood blue is another suitable colour for library decoration, but because of its "coldness" should be used only in a well-lighted room; it is very restful, but will show the dirt a little. A pale lemon is suitable in a poorly-lighted room or with very dark woodwork.

The following table,¹ drawn up by a paint manufacturer who carried out some experiments to discover the best reflecting medium, shows the percentage of the incident illumination that is reflected by different colours:

White enamel	80	Pale Azure, flat tone	36
White	79	Blue, enamel	31
Cream, flat tone	71	Green, enamel	29
Pearl Grey	63	Red, enamel	27
Buff, flat tone	59	Brown, flat tone	22
Pink, enamel	57	Forest Green, flat tone	21
Satin, Green	56	Wine, enamel	12
French Grey, enamel	39	Gas Green, enamel	10

The materials used are usually "washable" water or oil paints.

Any painted work, such as dados and pillars, exposed to continuous rubbing should be finished with a coat of varnish to form a very hard surface.

In the Young People's Room at the Central Library at Leeds, it has been considered desirable to give the effect of quiet homeliness, and to achieve this, wallpaper has been used above the bookcases, and a few models of sailing-ships, statuettes and decorative vases have been placed on the tops of the low bookcases. This idea can be applied to the lending library with good results.

The placing of empty vases of good design and vases of flowers in suitable places in the lending library is becoming increasingly popular. Small photographs of authors, or scenes in books, or even views of authors' residences can be placed on catalogues, low bookcase tops, and window sills. These little exhibits, being designed to draw attention to books by certain authors or on particular subjects, in addition to their decorative value, have distinct publicity value.

Pictures should be placed on the walls only after careful selection.

The Ceiling.—The ceiling should be about 15 or 20 feet high according to the size of the department. It should not be panelled, however artistic any such decoration may be, as this will reduce its value as a reflector.

Floors and Floor Coverings.—"Floors should be substantial,

¹ Business. Vol. 57, June 1930, p. 290.

“durable, cleanly, dry, warm, noiseless, slow-burning and not slippery.”¹

With board or cement floors it is essential to use some sort of floor-covering in order to eliminate noise. There is probably more movement over the lending library floor than any other, and bare stone, cement, or floor boards are very noisy. Moreover, cement floors throw up dust and wooden ones retain it. Floor boards are very difficult to keep clean and reflect no light. Wood-block floorings are not as noisy as plain boards, and they look much better. The numerous varieties of “composition” and “jointless” floors are easily cleaned and need no covering. They can be obtained in several colours, wear quite well, are noiseless, and easily repaired when necessary. A covering consisting of a cork basis is used extensively in America, and a variety has been used at the library at the London School of Economics and at the Firth Park Branch, Sheffield, with satisfaction. Cork floor covering is laid in sheets and is very expensive. Rubber does not resist hard wear any better than good linoleum, and is more difficult to clean. At the entrances to several English libraries a continuous stretch of open-work matting made from waste rubber tyres is used. The old-fashioned fibre mat is very durable, but when it once becomes wet does not dry quickly. Rubber bristle mats do not wear nearly as well as the punched rubber mats, which are by far the best of any.

The way in which floor surfaces and coverings affect the dust problem is indicated in a paper by J. W. Redway, on “The Dust Problem in Public Libraries,” published in the *Library Journal* for 15th April 1920. The author is of the Meteorological Laboratory, Mt. Vernon, N.Y., which is equipped for research into the character and distribution of atmospheric dust.

He says that rubber will remove dust from the boots whereas fibre matting will not, and that dust adheres more strongly to rubber than to any other material. He recommends the use of a rubber strip at the entrance. If all departments are entered from a vestibule it is a good plan to have this floor covered with rubber.

Comb-grain southern pine, or oregon fir of similar structure, is unsurpassed for making dust-proof floors.

“Not much dust will fly from a polished floor; practically none will fly from a varnished or an oiled floor.”

Wood-block floors are sometimes oiled instead of being polished. When oiling a floor, the first dressing should saturate and stand till it has soaked into the soft grain of the wood; afterwards an oiled felt or rubber mop may be used. Any dust which flies

¹ Soule, C. C. *How to Plan a Library Building for Library Work.* 1912. p. 185.

from a properly oiled floor will soon fall and can easily be taken up.

Floors should not be scrubbed, as the process only fills the pores of the wood with mud.

Lighting.—*Natural.*—In any building where much close work is done, it is of primary importance that a large amount of natural light should be available until as late in the day as possible. The strongest light, of course, comes from overhead, and that is why many libraries have skylights.

A total glass area of 10 per cent. of the floor area should be provided for rooms not over 24 feet wide nor less than 12 feet high. Light will not penetrate effectively over a distance of 30 feet, so that if a room is of larger dimensions than this, it should be lighted from both sides.

One square foot of glass near the ceiling admits ten times as much light as the same area near the floor. When this fact is coupled with the statement that light will be effective for a distance equal to one and a half times the height of the top of the windows from the floor, it is readily seen how important it is to have the windows as high in the room as possible. Moreover, high windows allow of full-sized shelves beneath them, and prevent the objectionable glare which is annoying when looking at books shelved below windows extending to within 5 feet of the floor. Windows should be square-topped, and should have no uprights or mullions and should not be leaded, as all these tend to exclude light. Windows must be at the ends of the gangways between presses.

A north light is best for direct illumination, but in very cold districts double windows must be used. Rooms lighted from the south become very hot, and because of the height of the sun, the light does not penetrate so far as from the other directions. Hot, blinding sunlight needs screening by using ribbed glass or blinds. Rooms lighted from the east receive the best light for a short time in the morning only. It is better that windows should not directly face the points of the compass, but N.E. or N.W. for preference. Abundant light with the minimum of direct sun should be provided for.

The natural place to put books is round the walls of the library, but if the windows are brought lower than 7 feet this cannot be done. Windows, especially narrow ones, placed over wall shelving may give a prison-like appearance, but this impression can be removed by bringing an occasional one down to about 4 feet and by placing a settle beneath it. Such a glimpse of the surroundings will relieve the eye; the window should be placed where a good view is to be obtained. The classic proportions of

windows are that the height should be twice, or occasionally, one and a half times, the width.

It is found that natural lighting in rooms with sky-lights is sufficient long after rooms lighted by other means have been "lit up." There is no doubt that this method of lighting is the most effective, but there are many drawbacks to its use. Rooms lighted by sky-lights are extremely hot in summer. Whitewashing or stippling the lower glass roof or covering it with a reed or coconut shade will to some extent overcome this difficulty, but it is best to use actinic glass, which will exclude the heat without excluding the sun's rays. A sky-light should not be placed directly over the staff enclosure, but to the N. and E. of it so that the staff do not sit in the direct rays of the sun at any time of the day. It must be borne in mind when considering natural lighting that, in addition to providing a good but non-glaring light, windows must afford the best means of ventilation at all times of the year—with sky-lights and no wall windows some artificial means of ventilation must be used—and they must be placed so as to be easily cleaned.

Artificial.—There is no doubt that electric light is the best kind of artificial lighting which can be used in a public building. The Report of the Sub-Committee appointed by the Illuminating Engineering Society and the Library Association appeared in *Architecture* for September-October 1931. The minimum advocated for local illumination is five-foot candles. From an article by Mr J. F. Larson, architect of the Sandborn Hall, in the *Forum* for June 1931, it appears that a working factor for total illumination (both general and local) is thirteen-foot candles. There must be sufficient light to read a book easily in any part of the library without being in shadow, and the titles of the books on the bottom shelves of the bookcases (*i.e.* about 18 to 24 inches from the floor) must be clearly visible. This is best achieved by using a minimum general lighting, plus lights suspended about three feet apart, and slightly higher than the top of the bookcases. Forty-watt gas-filled pearl lamps in each of these fittings will give sufficient light. In a large room without island book stacks this would look unsightly. Fewer lamps of higher wattage should then be used, the lamps being placed about 2 feet 6 inches from the bookcases in order to illuminate the lower shelves sufficiently. As lamps in these positions are higher than the bookcases and directly above the heads of people looking at the books, glare is non-existent. Unsightly metal arms crossing from bookcase to bookcase for the purpose of carrying the wires and supporting the lamps should be rigidly avoided.

A lending library needs more light than a lecture hall or vestibule, and the method of indirect lighting by reflecting rays from con-

cealed lamps on to the light-coloured walls and ceiling, which is so popular and very attractive in some buildings, is rarely used because of the heavy expense of obtaining a sufficiently good light.

All lamps should be placed within easy reach, then changing

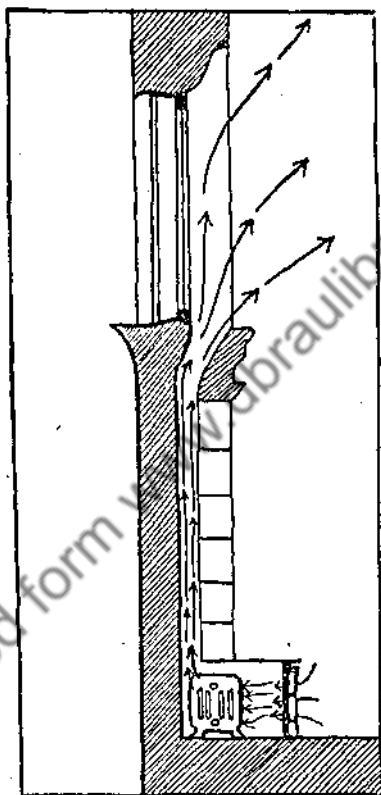


FIG. 1.—Diagram showing Radiator under Wall Shelving and Heat Duct at the Back of the Case.

and cleaning are not difficult. Where lamps are higher than 15 feet, chain fittings enabling them to be lowered for this purpose are advisable.

The switches should be placed in some convenient position, preferably in the enclosure, not in the library itself where children can obtain access to them. They should be let into the wall so that they are as inconspicuous as possible. Key switches should be used where the public have access to them.

The library should also be wired with power current, so that a vacuum cleaner may be used.

Heating and Ventilation.—Perhaps the best and most general method of heating libraries is by low-pressure hot-water pipes, by means of which hot water is continuously circulated throughout the building. The high-pressure system is less satisfactory in that the steam is circulated only two or three times a day, with the result that it is difficult to maintain a consistent temperature. The radiators also are more trouble because the composition washers between each section have to be renewed every year or two.

Radiators and pipes should be as unobtrusive as possible, being placed under settles, catalogues and windows. The space beneath the bottom shelves of wall bookcases can well be utilized by placing hot-water pipes there with a decorative grill in front to obscure them. A good plan is to build the wall cases with an air space behind them; this will give unobtrusive but efficient heating and will prevent any possibility of damp books. Heating by this method must be one-third greater than with the more direct method of exposed radiators.

Crude oil-heated boilers and electrical heating are now used. Concealed electric heating panels are expensive to install and maintain. The advice of a heating engineer with a wide and modern experience should be sought before installing these methods.

Ventilation from open windows and without mechanical aid is the most satisfactory.

Owing to the cramped situation of some libraries, expensive plants have to be installed to draw air into the building, wash it, and pass it to the public rooms or stacks. Such plant can be used in winter in conjunction with the heating plant to provide clean, warm air, or in the summer to provide clean, cool air.

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CHAPTER II

THE FURNITURE OF THE LENDING LIBRARY

Furniture.—The furnishing of a library can be left with some feeling of security to any of the firms who specialize in this work. Standardized furniture, however, must be bought with discretion, and some principles of design of modern library furniture are given as guidance in such cases, and to those who prefer to have their furniture specially made. The most interestingly furnished libraries I have seen are those where the original ideas of the chief librarians have been put into effect. The cost is very little higher than for standard furniture.

Consider Furniture with Original Plan.—At the outset the librarian should know the style of furniture he wishes to use and the position it is to occupy so that the architect may consider it with the original plan of the building. This is specially important in the case of fixtures, such as book presses, which may be placed radially or sunk into the walls.

For contract purposes library furniture is divided into two classes—fixed and movable. Sometimes the fixed furniture is estimated for in the building estimate, and movable in a subsequent one. It is better if all the furniture is included in one estimate.

Furniture should be comfortable as well as of good design. Its style and material will vary according to the department—*e.g.* dark furniture, whether of wood or steel, rather heavy in design, wide press ends, and comfortable-looking chairs, with point-lighted tables, will easily convey the impression that the room is intended for quiet reading and study. Light-coloured furniture and general lighting is more suitable for the lending department.

Simple lines in perfect proportion and the use of the best materials by good craftsmen should be insisted on. Cleanliness is assisted by eliminating all carving, grooves, and turnings, and by causing all upright lines which converge to do so towards the floor and thus prevent the furniture from being dust traps. Corners should be rounded off, and no furniture made larger than is necessary.

Immovable wooden furniture should have a mopboard, consisting of a strip of marble, slate, copper or brass, about 3 inches high, placed all round the base so that it is not disfigured by cleaning, and movable but heavy furniture should be fitted with almost

invisible castors, so that it can be moved with ease to any desired position.

Table tops should be solid, and those at which writing is permitted covered with linoleum.

All bookcases and furniture in close proximity to electric heaters, radiators, and hot-water or steam pipes should be protected by sheet asbestos.

It is advisable for every piece of library furniture which contains drawers to have some measuring $5\frac{1}{8}$ inches by $3\frac{1}{8}$ inches internally, to contain the standard size vouchers and catalogue cards.

There are several finishes which can be applied to wood, namely, varnish, polish, and oil paint. Steel furniture can be enamelled in any colour to suit particular requirements. If light in colour the furniture will assist reflection of light and make the room bright and attractive. Woodwork is usually finished in light oak or mahogany, and steelwork in olive green, but bright colours such as light greys and blues are used with good effect.

For Temporary Buildings.—When furnishing temporary premises cheap material and indifferent workmanship are sometimes used, and the furniture finished to tone as well as possible with the room. This course may be unavoidable under special circumstances, but it is very undesirable, as in a progressive institution the original furniture will outlast the temporary premises.

For Permanent Buildings.—The furniture of a permanent building should be selected with a view to its remaining in good condition for a number of years. If wood is favoured, the hard-surfaced varieties only should be used; oak is the most usual for library furniture. Mahogany and walnut show every scratch. Teak is undoubtedly the best but is seldom used owing to its expense.

Whatever the material, it should be in harmony with the general scheme of decoration and the style of the building. Some consider it an advantage to use standard units not only for shelves, but for counters and cupboards, as they can be added to at any time without the addition appearing obtrusive.

Wood v. Steel.—The merits of wood over steel and *vice versa* have been discussed for many years, and it is not proposed to go over the ground again here. Those who wish to follow the discussion should refer to the list of books at the end of the chapter.

The Staff Enclosure.—Work with the public has its effect on the service furnishing of a lending library. Provision must be made for the issue and return of books, giving borrowers assistance in choosing books, accommodating stationery and books needing repair, and in some lending departments for the registration of borrowers.

The American Type.—In the large American libraries separate desks are placed in a hall from which all departments are entered,

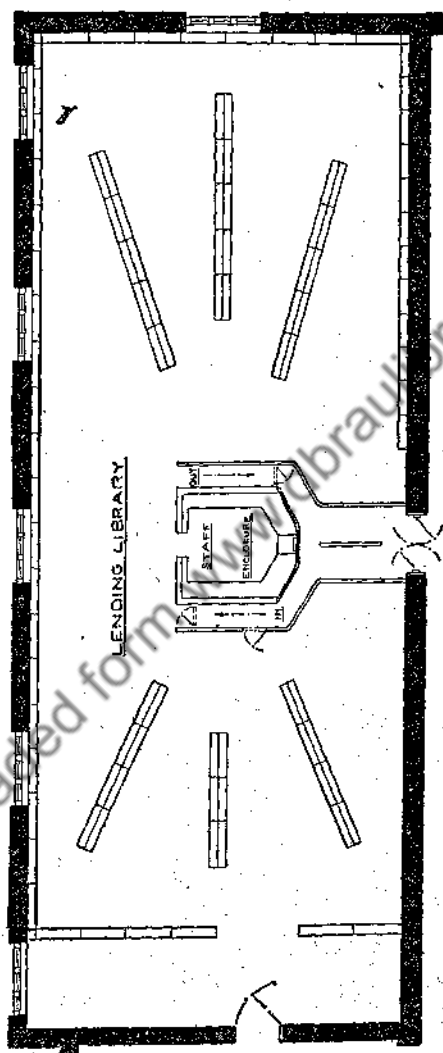


FIG. 2.—Hampstead Central Library: A Generous Plan.

The position of the staff enclosure in this plan causes wastage of much room. Capacity: 26 double island tiers.

The discharging desk is placed near the entrance to the hall, the charging desk near the exit from the lending library, and the registration desk near the entrance but off the passage-way from the other desks to the doors of the various departments. The assistant

specially detailed to assist borrowers uses a desk among the lending library shelves, or if this work is so developed that a Reader's Adviser is provided, a small room may be set aside for his use. In a large library, it is advisable to place an inquiry desk in the hall where information from quick reference books can be given. This is also a good place for the telephone switchboard.

The English Type.—In English libraries one enclosure in the lending department provides a work space where the staff can discharge books returned by borrowers and charge books selected by them. These jobs are done at the "entrance" and "exit" sides respectively. On another side of the enclosure an inquiries window opening on to a hall or passageway is often built. Within reach of the assistant attending here are the various forms, handbooks, directory, lecture bills, etc., that will be needed to satisfy inquirers.

In the new Hunslet Branch, Leeds, the enclosure has been placed in a small vestibule outside the lending department, with direct supervision of the two adjoining departments. See *The Year's Work in Librarianship*, Vol. IV., pages 154-55.

Its Position, Size and Shape.—On seeing Figure 2, I was surprised at the apparent waste of room caused by the 8-foot passageway to the staff enclosure. Figure 3 indicates two ways of replanning this department; the increase of shelf capacity thus gained is very interesting. With the enclosure at the side instead of at one end of the room the service to the borrowers is made much more satisfactory. It gives shorter runs of bookcases, reduces fatigue, is more convenient, and improves the oversight. This re-arrangement is merely to show the influence of the position of the enclosure on the shelf capacity of the department. Provision has not been made for tables or catalogues.

The enclosure should be placed where natural lighting is good, but not where sunshine falls on it at any time.

The size and shape of the enclosure are often determined by the room in which it is to be placed, but supposing there are no restrictions of this nature, the enclosure should be about 8 feet wide and 10 feet long over all. (These are internal measurements for a large library of 50,000-60,000 volumes. In small libraries the enclosure may be only 4 feet wide by 6 feet long.) This will allow an assistant to stoop at a widely opened drawer at each side of the enclosure and leave room for another assistant to pass between them. When the pocket type of borrower's ticket and book-card which are recommended in Chapter VI are used, 6 feet of counter space will be required to contain the charges when the issue of books amounts to 4600 weekly.

The rectangular enclosure is the simplest and cheapest to construct and causes the least congestion on the staff side.

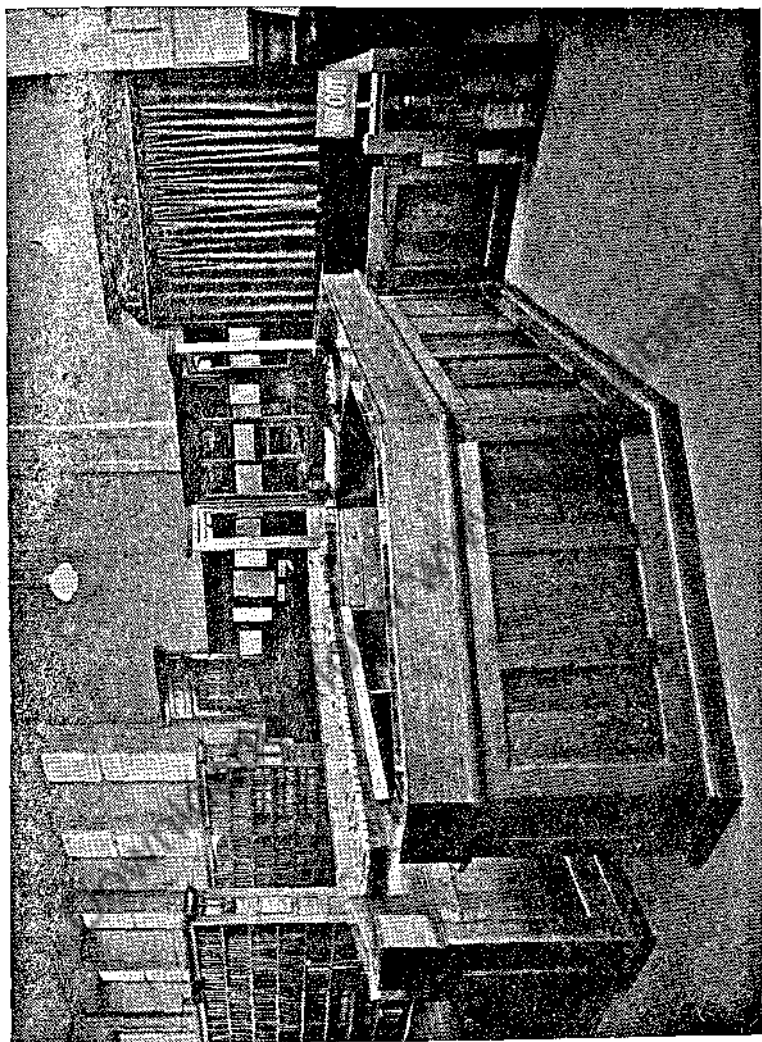


PLATE V.—Aberdeen Central Library Staff Enclosure.

This is an octagonal enclosure placed entirely in the lending library. Floor space can be saved with this type of enclosure, if the side supporting the glazed screen and the two adjacent sides are built into the wall, with entrance and exit doors at the further ends of the long sides of the enclosure. The enquiry window and the two short adjacent sides, then project in a passage or hall outside. Such a projection forces people to notice the lending library when passing it on their way to the other departments. The enclosure would have had more shelf and work space if the long sides and the staff entrance side near the camera had been extended to meet at right angles. It would also have been cheaper to construct. Notice the glass top and the light board below the issue trays; the latter is for "waiter release." The "way out" notice, although prominent in the photo, would be of more use to the public if placed with a pointer at the end of the counter; where it is, people waiting at the enclosure obscure it.

The American charging desks generally consist of one counter with sometimes short wings set at an angle of about 45° . In some cases additional wings are added to these. This type of charging desk can only be used in a room where ingress or egress is not

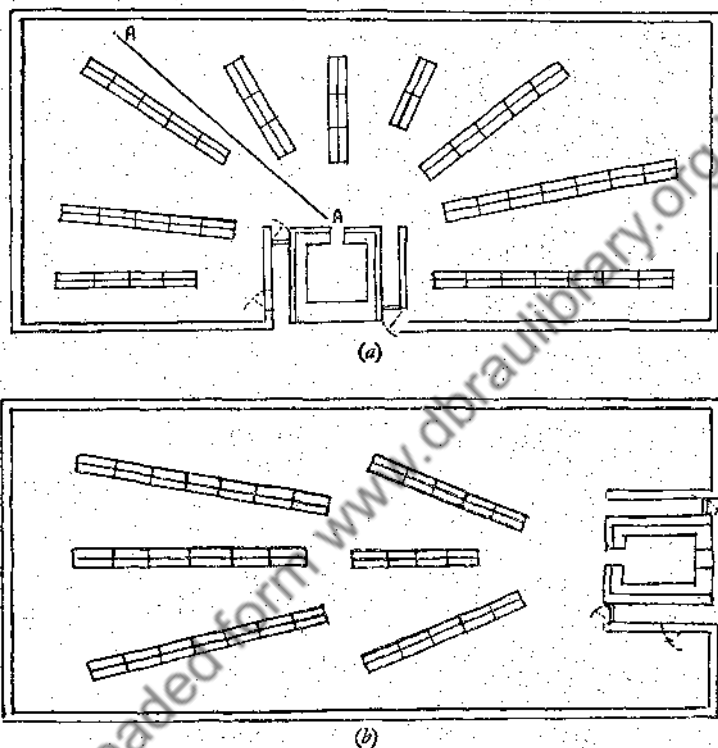


FIG. 3.—Re-arrangement of the Island Stacks in Figure 2:

To show the increased capacity obtained when the staff enclosure is put at the sides of the room. The staff enclosure in (a) is not placed in the centre of the long side in order to correspond with its position in Fig. 2, and the minimum width of gangway in this figure has been maintained in the above drawings. Capacity: (a) 41 tiers; (b) 34 tiers.

strictly limited to people holding tickets or borrowing books, unless ropes or barriers are carried up to the desk.

Wickets and Barriers.—In a lending library which does not also serve the purpose of a reading or reference room, it is necessary to see that no one enters the library without presenting a ticket or a book for discharge, and that no one leaves it without having his books stamped. To make sure that people are interrogated as they enter and leave the department, they are locked in or out of the library by wickets, until permitted by the staff to pass on. In

several libraries wickets have been abolished, the gangways being so narrow as to allow only one person to pass at a time. Owing to irritation caused to borrowers, and the fact that when very busy wickets are constantly swinging, the tendency is to dispense with them. They are very useful, however, during slack periods, and for preventing people from causing inconvenience by using the wrong side of the enclosure. The absence of wickets tends to increase the loss of books.

As the issue is likely to extend through the whole length of the entrance, and it is desirable that borrowers should be on the side of the counter opposite to the staff, a barrier must extend on the public side through the whole length of the enclosure. This barrier may be just a rail or a built-in piece of furniture, and should be at least 2 feet 9 inches high and 2 feet 6 inches away from the enclosure. If longer than 4 feet it should contain as many wickets opening into the library as possible, in addition to the one at the end of the gangway. This will prevent borrowers having to pass others in order to enter the library. Each of these wickets must be controlled by an individual foot release. Where there is only one wicket, a release similar to that illustrated in Figures 4 and 5 is very satisfactory. It can be worked by an assistant at any part of the entrance counter by simply pressing the body or hand against it. A long board release, similar to this, can be placed immediately above the foot release for the same purpose.

The "exit" wicket is placed at the opposite end of the enclosure to the "entrance" wicket so as to permit several people to line up at the enclosure to have books issued to them. It is controlled in the same way as the entrance wicket. Only one wicket is needed here.

There are several types of wicket control available and each has its merits. It is essential for a wicket to open with the slightest pressure when the release is off; it must be light; it must not slam nor close noisily, and it must lock effectively.

A spring should not be used unless it is of the type which will cause the wicket to close steadily. Wickets can be made to swing to by hanging them on rising butts; but they must not be heavy or they will slam. If not allowed to swing a little and thus gain momentum they will not engage the bolt at all. The "Lambert" wicket illustrated by Figure 4 is of this type.

Smith's Silent B.T. pneumatic door spring is a satisfactory spring control for a heavy wicket; it works slowly and seldom fails to negotiate the bolt. If not nicely adjusted, however, the spring may work very stiffly.

A turnstile is in use in one Manchester library; it is most effective, is silent, and seldom gives trouble. A turnstile wastes

much shelf space under the counter unless the pivot is placed on the farther side of the gangway where space is not so valuable.

The Entrance.—Most of the standard American desks have sunken wells for containing the issue trays, with a revolving shutter-type of lid which is pulled over and locked to prevent the issue—as the trays of charges representing books on loan are called—from

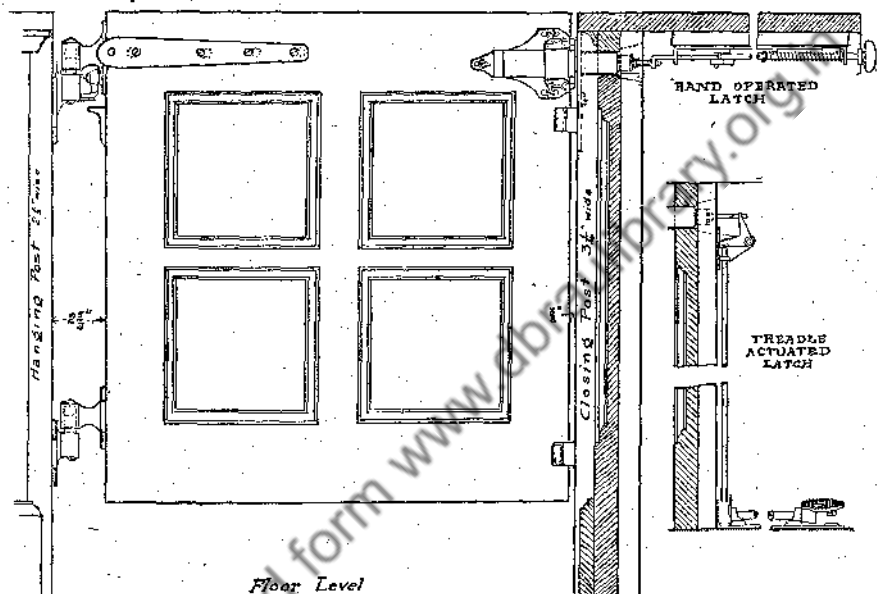


FIG. 4.—The "Lambert" Wicket.

A light, but most satisfactory wicket.

becoming dusty and being tampered with while the staff are absent. The disadvantage of using this in a library whose issues are likely to increase is that, when the capacity of the well is reached, space has to be found elsewhere for the additional trays. The whole of the discharging side of the desk should be covered with the shutter to allow of unlimited expansion of the issue trays, which would be placed on the counter top. The board to which the shutter is locked on the inside of the enclosure should be higher than the date guides. This will allow the shutter to work without disturbing the issue, and what is very important, will prevent the charges in the front of the trays from being rubbed and worn. This is recommended for every type of staff enclosure. Where it is not possible to use this, a roller blind, brown paper, or some material

which will easily sag so as to cover as much of the issue as possible should be used to protect it from dust. The counter top should be about 20 inches wide if the shutter is not used.

At the entrance counter, where the books are returned, it is essential that the issue from which the book-cards and borrowers' tickets are obtained should be very handy. That is why the issue is usually kept on this side of the counter, between the staff and the public. Inquirers and people wishing to register should be attended to at an inquiry window or desk.

The back and front of the tray should never be lower than the top of the book-cards, or these will be subject to unnecessary wear and will also probably fall or be pushed over the end of the tray. The sides of the trays should be lower than the ends to enable the charges to be extracted easily. The issue at the front of the trays should be higher than that at the back, as this makes discharging much easier. The floor of the tray may be placed at an angle, or the trays raised as illustrated in Figure 5. Trays are made singly or in nests of four or six. Except where the issue has occasionally to be carried from one enclosure to another (as is done when there are two entrance wickets), there is no advantage in using nests. A nest of six wooden trays saves an inch in width, but it often necessitates shifting up three trays full of charges when, with single trays, only one trayful would need to be shifted. Much lateral space can be saved by using steel instead of wooden trays, as the steel is thinner. They should be weighted so that the contents are not so likely to be upset, and should have the bases covered with baize to prevent scratching. The steel issue trays in use at Liverpool were made to order by Milner's Safe Co., Liverpool, and cost 2s. 9d. each: oak trays cost 9s. 6d. each. All trays should have a $\frac{1}{4}$ -inch slot running down the centre to allow dust to escape. The brass rod which formerly ran down this slot for the purpose of holding the date cards is not now used.

In many libraries a shelf 6 inches wide is placed about 11 inches above the top of the entrance counter; and on it borrowers place their books while they are being discharged. It is often of glass, the idea being that the staff look through it to the issue below when discharging. This is well in theory, but people put money on the glass, however many rubber coin mats are provided, with the result that the transparent glass soon becomes like frosted glass. The glass can be renewed, but it is not an economical method. Neither is it always possible when "discharging" to move the books on the glass top which are obscuring the view of the charges below. Consequently, when the back of the issue trays reach to the outside upright of the enclosure they have constantly to be pulled

forward in order to see the charges in the last 4 inches or so of the tray. A wooden top covered with lino is more satisfactory.

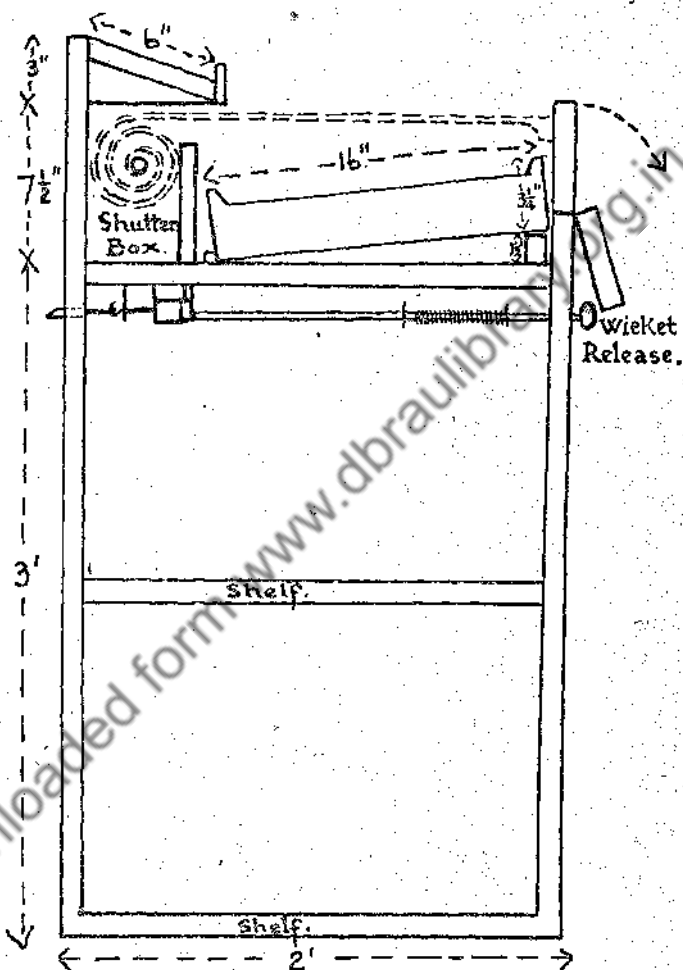


FIG. 5.—Sectional View of Entrance Side of Enclosure.

Showing angles of issue trays and book ledge, shutter box, and shelves for returned books.

This emphasizes the advantage of placing the back of the issue trays about 4 inches from the upright which forms the front of the counter, and incidentally it will allow room for the shutter box already described. When 21-inch trays are used, they can be

placed against the front upright without disadvantage because the additional length causes the assistant to stand so far away that, however tall he may be, he can see the whole of the tray without interference; yet the end of the tray is not too far for him to use it with ease. Where the general lighting of the enclosure is not good, lamps or ribbon lighting may be placed under the ledge just above the issue.

As it is convenient for the assistant to have the books sloping towards him while he is discharging them, it seems desirable to give the angle of the ledge some consideration. Wherever I have watched staffs discharging books I have noticed a short assistant raise books so that the dates can be more easily seen. This has led me to experiment in order to find the angle most convenient to an assistant of 4 feet 8 inches and also to one of 6 feet 2 inches. At the same time I experimented with the height of the base of the issue trays from the floor. The results are given in Figure 5.

The most satisfactory method of dealing with borrowers at the entrance side of the staff enclosure is to divide the issue into two parts according to borrowers' names and to place prominent guides bearing the legends: *Borrowers A-K*, *Borrowers L-Z*, on the top of the entrance counter, one at the wicket end, and the other in the middle. Borrowers will then form themselves into two groups, one at each end of the counter. This arrangement will prevent inconvenience and waste of time caused by assistants working close together and dodging from one end of the counter to the other. This is the chief argument for the division of the issue into two parts in this way. A disadvantage is that when some people who should go to the front of the counter, see that there is no room to queue up there, they stand with the people at the rear of the counter. This might be prevented by placing a short barrier in the middle of the entrance gangway—which should then be at least 6 feet wide—with a prominent notice at the end indicating which borrowers should go to each side. Wickets in the barrier cannot be used under these circumstances. The divided issue with wickets at the rear of the passage should be sufficient to let borrowers pass into the library without inconvenience.

An objection to the divided issue is that borrowers who change books in two or three names may not remember in whose names the books were issued, but in practice this difficulty seldom arises. When it does, a slip of paper bearing the initial of the borrower's name is inserted in the corner pocket of the book when it is charged up and is kept there until it is returned. There is no need to insert a slip in every book; if there are two books and only two names, or two books in one name and one in another, a slip for the one

name is sufficient: if four books in two names, two slips bearing the same initial letter should be used.

A cash till, change till, and receipts should be kept as near the overdue charges as possible. The receipts box can be built just under the shelf above the issue, placed on the counter-top, or under the issue. The cash drawer or till can be built into the counter-top under the issue or placed on a centre table behind the assistants or at the inquiry window side of the enclosure.

Shelves must be provided, on to which books can be placed as they are discharged, without the assistants moving from the issue. There should be two rows of these, divided by uprights under the issue, each about 15 inches high and 16 inches wide. The top shelf will be used exclusively for books to be shelved, and will be emptied by the shelving assistants as they fill up or as the time for clearing them out arrives. The lower row will be used for binding, withdrawals and repairs; at least one shelf for each. The books on the binding and withdrawal shelves will be cleared out by a senior assistant each morning, and the repairs, throughout the day, by the enclosure staff.

The side facing the public shelves should contain the opening to allow the staff to pass in and out of the enclosure conveniently.

If shelves similar to those under the issue can be placed under this side of the enclosure, they can be used for binding and repairs, thus leaving all the shelves under the entrance counter for books awaiting shelving.

It is desirable to have stationery cupboards somewhere in the enclosure, and this is a very good place for them. There should be at least one movable shelf in every cupboard. The doors should be of the revolving shutter type. Of the two other kinds in general use the sliding door type allows only half of the cupboard to be examined at once, and the ordinary hinged type takes up room in the enclosure when open.

It may be impracticable to place deep shelves or cupboards on this side of the enclosure. Under such circumstances extra shelf room can be obtained when required by having a shelf which can be run out on ball bearings or raised and supported on a gallows or folding bracket as used with table flaps, or on a sliding support as used in bureaux.

In some libraries display shelves are fitted on the public side of this part of the enclosure, and on them are placed the books as returned, so that borrowers can take them. These shelves are useful as they save much shelving, but are not recommended, because numbers of people usually congregate here and block up the gangways.

The same result—but without the disadvantage of a large group

of people—can be achieved by placing two or three short shelves, called carriers, at the ends of island presses. These are illustrated in Brown's *Manual* and can be made as part of the presses or can be fitted to them.

If all available space is utilized in the enclosure, it will be found that at the junction of two sides there will be one shelf at which the opening is only part of its length. Although use can be made of this piece of shelf, it is awkward to get at, but the awkwardness can be avoided by placing here a drawer which opens on the out-

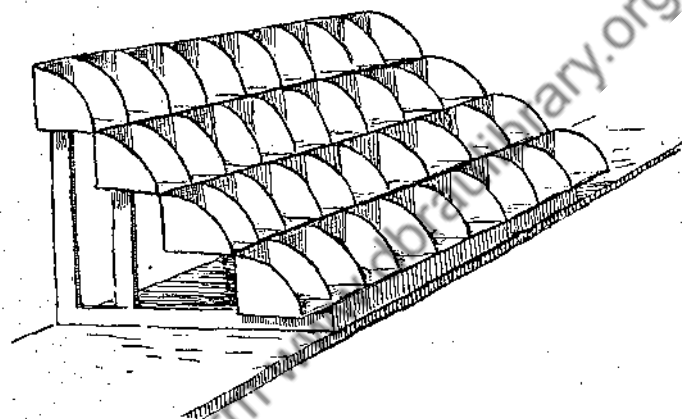


FIG. 6.—A Tier of Sorting Trays.

side of the enclosure. It should not open where there is likely to be a queue.

The Exit.—The essential requirements at the exit side of the enclosure are the stamps and stamp pads, sorting trays, and stamp rack.

A stamp rack to hold about twelve stamps should be screwed above or near the stamp pads on the inside of the upright forming the outside of the enclosure. A pencil sharpener may also be fastened here. Shelves and cupboards may be placed under the exit counter.

It is necessary to sort the charges into rough order as the books are issued, and thus facilitate the counting and the final sorting; for this purpose sorting trays are used. There are two kinds in general use. One, which is made by a well-known firm of library suppliers, is illustrated by Plate IX. A disadvantage of this type is that the majority of the issue—fiction—is not sorted sufficiently, but it is compact in itself and can be moved to any part of the enclosure.

The other type of sorting tray consists of long trays, each

$3\frac{1}{2}$ inches high by 3 feet 6 inches long, each of which is divided into about twelve to fifteen compartments, according to the width of charge used. The trays are labelled according to the classification, allowing one division for each class except Travel and History, which require two. It is found in practice that fifteen compartments are sufficient for fiction. With the trays placed to the left or in front of the assistant, it is possible to file the charges into these trays with the left hand as soon as they are made.

In a department with a daily issue of 1,500-2,000 two trays this size will be required: if the issue is divided into two parts, four trays will be required. But in a less busy department two trays

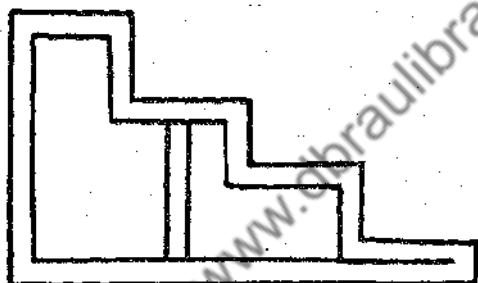


FIG. 7.—Sorting Tray Frame.

Two of these frames are fastened to the top of the exit counter, and on them are placed the sorting trays, as illustrated by Plate X.

are sufficient. The arrangement of the charges in the sorting trays depends on the method of arranging the issue and the number of times it is counted during the day.

As it is desirable that the trays shall be close together to make insertion easy, and take up as little room as possible, the four should be placed in a tier. For this purpose two movable frames similar to Figure 7 are used. The trays and frames are fastened to form one secure piece of furniture, which can be dismantled at will. If one assistant stands at each side of the trays a long queue can be quickly disposed of and the charges sorted away without the assistants getting in each other's way. Although this type of tray occupies more room than the one previously described, it has the distinct advantage of enabling the issue to be adequately rough-sorted throughout the day.

When very busy, and it is impossible to sort away the charges as made, a temporary sorting tray, as illustrated by Figure 8, is needed.

If the staff enclosure does not permit a work-table or desk to be placed in it, knee space should be provided at the counters so that the assistants can sit and work. Room for at least two assistants sitting side by side should be provided, because checking by two persons is frequently necessary. Room could probably best be spared for this near the exit wicket. A foot rest, and a shelf or two can be provided at the top of the knee space if the counter-top is wide enough. No assistant should sit with his back to the public, as the impression of entire supervision of the library should always be given. Where assistants have to stand to discharge and charge books, stools without backs are recommended, as assistants have to get up continually to attend the counters.

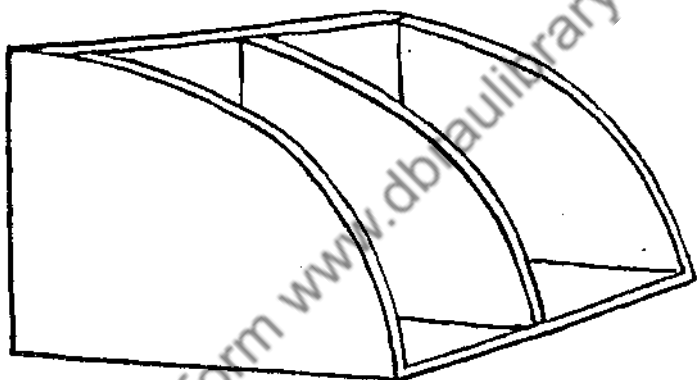


FIG. 8.—Temporary Sorting Tray.

On the top of a wide exit counter it is useful to have a large sheet of plate glass under which topical or permanent notices can be placed. A rubber or thick felt washer should be placed at each corner of the glass between it and the counter-top to prevent injury from vibration, and to allow notices to be slipped under the glass without removing it.

A small tray to hold vouchers, bespoke slips, renewal slips, booklets, handbills, book lists, etc., should also be placed here, as these things are frequently asked for by borrowers as they leave the library.

To prevent the wooden counter-top from being worn by books, stamps, trays, etc., rubber or linoleum may be placed there.

Public cloak-rooms are not usually provided in English public libraries, but where it is considered undesirable to allow borrowers to take bags and baskets to the shelves, provision may be made at the exit counter to accommodate them. The question of theft and

its prevention is one which has exercised the minds of librarians since open-access libraries were first suggested, and it has not been satisfactorily settled yet. As a rule, libraries do not now hold bags, baskets and attaché cases. Detectives are employed in the large stores, and this is the preventive means to which the librarian most nearly approaches when his assistants are putting away books or walking the floor. It is not good policy to let borrowers think you suspect their honesty.

The number of books lost in American libraries has been described as "tremendous" and "appalling."¹ In some libraries guards are even placed at the main entrance to examine all books taken from the library (whether the library's property or not). The large loss is attributed to the light way in which books are valued by the public as a result of thrusting books on them. But it is probably due to the lack of efficient supervision and to the absence of wickets at the staff enclosure.

The Inquiries Side.—The fourth side of the enclosure should contain the inquiry window, national and internal telephones, pens and ink, vouchers, orderly board, drawers for vouchers, and cupboards or open shelves underneath the counter-top, which need be only 18 inches wide here.

This is also a convenient position for a buzzer to call in the staff from the shelves when rushes occur and extra help is required.

This side of the counter should allow room for about a dozen books to lie open while giving particulars of them over the phone to the branches from which they were issued—that is, providing the exchange method described in the last chapter is in use. If there is no central registration department, the drawers containing the vouchers should be placed here.

Until recently an assistant in an English library has had to stand to work, but enclosures now in use at Dagenham and Tottenham enable the staff to sit. The counter-top has to be lower than usual, with consequent loss of space for the placing of returned books, but the added convenience to the staff justifies this loss. A swivel chair with back is an asset in this type of counter. The enclosure should enable assistants to sit at work, and it is possible that all enclosures will now be of this type, although they slow down discharging, because an assistant seated cannot attend to as large an expanse of issue as when standing, unless the issue is arranged at the side as well as in front of him. The provisions described in detail above will be required, but the enclosures will have to be larger on account of the former book space now taken up with assistants' knees, unless shelf space is built into the counter space on

¹ Overbury, K. E. and Lowe, E. B. *Further Impressions of the Public Library System of the United States of America.* 1928.

either side of the assistant. The two articles by K. G. Hunt and Alan Thompson, which are mentioned in the book list at the end of this chapter, describe such counters.

The national telephone, with extensions to all departments (including branches), is very convenient in that a public call can be made from, or answered at, any room, and that several lines can be in use by different departments at one time. If the number of calls received is not sufficient to necessitate the employment of a telephone operator, the internal exchange must be placed where someone is always available to put through every call, whether internal or exchange.

The advantage of an internal telephone system independent of the national phone is that each point can put through its own call without troubling an exchange operator. But the great disadvantage is that all public calls have to be made from and answered at the national phone. An independent internal phone necessitates a separately rented national phone at each branch library, whereas if the internal points are connected to the national telephone the branch libraries may be connected up as extensions.

An automatic system connected to the national telephone is the most satisfactory type of installation, as only external calls have to go through an operator. But it is more expensive than the national phone with extensions, except where there are so many calls that a full-time operator has to be employed, in which case there is little difference in cost, but a considerable difference in result. Hand sets are most convenient.

The lending library telephone should be adjacent to the orderly board and the trays of borrowers' not-in-use tickets: it should also be as near to the issue as possible. It is an advantage if the phone is at the left of the orderly board and above the trays of not-in-use tickets. Then the charges or tickets in these places can be examined and handled while speaking with a branch about exchange tickets.

An orderly board is used to hold certain much-used stationery, such as vouchers, white and pink slips, book-cards, and branch exchange charges, which cannot be kept in the issue trays nor in cupboards and drawers. It consists of a number of small labelled boxes placed on the partition or wall at the inquiry side of the enclosure. The boxes can be placed in any formation to suit the enclosure, and should be $\frac{1}{4}$ -inch wider than the things they are intended to contain. Those most used should, of course, be placed nearest to hand. About $2\frac{1}{2}$ inches should be allowed between the top of one row of boxes and the bottom of the row above to enable their contents to be used with care and without injury to the hands.

Tables and Chairs.—There is a tendency nowadays to make the lending library a club-room where anyone may go and read in comfort. This is an excellent idea, but care must be taken to see that such a privilege is not abused. Although facilities should be given for borrowers to sit down and read, the library must not degenerate into a meeting-place or merely a club-room.

Tables are not essential, but they allow the attractive display of interesting books, and of book-list and handbill boxes.

Tables may accommodate two, four, or six people according to the amount of space available. Their size and shape must, of course, depend on the room, but tables to seat six persons seem rather big, and if circular, awkward, in a lending library.

Tables, or wide window ledges, may be provided near quarto shelves, so that large books can be consulted in comfort. The top should slope at an angle of 15° , with a $\frac{1}{2}$ -inch ledge at the lower edge to prevent the books sliding off.

When ordering tables or desks for staff use it should be insisted that the drawers are of useful internal dimensions. For instance, several drawers should be just large enough to take catalogue cards, others to take quarto and folio size folders.

The chairs provided should not be too heavy nor too light. If provision is made for leisurely reading in the department, Windsor and Bank of England chairs are very suitable; bentwood chairs are comfortable, strong and cheap. The most durable chair is the one with the wooden saddle seat, whose back, seat and legs are framed and reinforced.

A few arm-chairs may be placed in quiet corners. Silencers should be placed on the feet of all light, movable furniture to reduce noise and add to comfort.

Wall space under low windows is unsuitable for book shelves and can be utilized by placing a seat there. This seat may also serve the purpose of screening a radiator.

It may be possible to fill up a space which can be utilized in no other way with a well-designed bench or settee.

The Catalogues.—The catalogue unit will depend on the form of catalogue used. Card catalogue cabinets are usually manufactured in nests of multiples of two drawers, and those with sloped drawers should be used. If a sheaf catalogue is to be used, a set of shelves or nest of compartments will be required to contain the cases. The former is not unsightly and is much more economical.

Large labels almost covering the back of the cases should be used to indicate their contents. Where a large number of cases are used, a separate colour or colour combination may be used for each class. This will make incorrect replacements immediately noticeable.

As all the catalogue cases will have to be removed for consultation the top of the sheaf catalogue should not be higher than 5 feet from the floor, and a shelf should be provided at the bottom on which the cases can be placed.

Both types of cabinet will require a stand or table on which to place them. The top of the card catalogue cabinet should not be higher than 4 feet or the bottom lower than 2 feet 6 inches from the floor. This will allow room for two quarto shelves to be placed under it if desired.

In some large libraries with huge card catalogues borrowers are allowed to remove individual trays for consultation. These trays should not be carried round the shelves, and provision should be made for convenient consultation by providing a table, 2 feet wide, and about 3 feet 6 inches high, and as long as the catalogue cabinet. The lower part can be used for cupboards or shelving. It should be placed about 4 feet from the catalogue, so that people can remove a tray and turn round to put it on the table.

If the catalogue is not placed against a wall the back can be used as a bulletin board, or a seat may be made against it.

Shelves.—Shelving should be designed with the minimum of ornament. The extent to which English designers have advanced in this direction can be seen by comparing the stacks, brackets or press-ends of forty years ago with those of to-day.

When selecting or specifying shelves the following points should be borne in mind:

(1) They must be so adjustable that they may be raised or lowered without removing the books.

(2) They should be of the standard length of 3 feet, and interchangeable throughout the library. If longer than 3 feet they may sag, whether made of steel or wood.

(3) Wider and shorter shelves must be provided for quarto books.

(4) All ledges, projections and ornamentations that will hold dust should be avoided, and there should be no rough corners or edges that might damage the books and no projections on which clothes might be caught.

(5) The bottom two or three shelves must slope so that the titles are at a less acute angle to the line of vision than is the case with level shelves.

(6) The bottom shelf must not be lower than 18 inches from the floor, or the top shelf higher than 6 feet.¹

(7) Octavo shelves should not be wider than 7 inches for non-

¹ At Sheffield's latest branch library, Firth Park, the bottom shelves are 1 foot 6 inches, and the top 5 feet 1 inch from the floor.

fiction and 5 inches for fiction: quarto shelves should be 9 inches, and folio and music shelves $10\frac{1}{2}$ inches wide.

Full descriptions of typical varieties of steel shelving are given in Warner's *Reference Library Methods*.

Bookcases placed against outside walls should be backed, or the books will become damp and mildewed. The plan of placing wall shelves as described on page 11 is recommended.

For cheapness, shelves are usually made of soft wood with fore-edges of hard wood to match the press ends and the general furnishing. Both sides are finished smooth.

Mr H. T. Hare, an architect, in a far-seeing paper printed in the *L.A.R.*, vol. viii, 1906, pages 148-154, suggested that for small libraries all departments should be placed in one large room, with the staff enclosure in the middle, a small reference library placed in the corner, and the other separate departments divided by barriers or screens, and that the lowest shelf should not be lower than 2 feet from the floor. These suggestions—except the last—have all been put into operation, especially in America.

The fixing of the bottom two shelves at an inclined angle to the upright is now usual and has the effect of making the titles of the books easily readable without stooping or kneeling. In old furniture the reconstructed bottom shelves project about 4 inches beyond the uprights and are rather unsightly, but this cannot be avoided or remedied except by costly additions to the base of the uprights. There are two small objections to the sloped shelves; as the spines of the books are not perpendicular, dust settles on them, thus making more work; books other than octavos cannot be kept tidy at the fore-edge of the shelf; they fall back until they rest against the stop placed for the purpose. This does not matter at the fiction shelves, but where 16mos and large 8vos and the intermediate sizes jostle one another on the same shelf, the effect is not very pleasing. Where the raised bottom shelf is only about 6 inches from the floor, the next two shelves above should be sloped also, but at less acute angles to the upright. When carried out in new furniture the effect is quite pleasing. See Plate VII. The space beneath the bottom shelf can be used as a heating chamber or cupboard. It should be either completely built in or entirely open so that no dust can accumulate.

In steel shelving the cornices should not be deep or the bases heavy, and the library will gain in appearance if the press ends are closed. Although the solid ends—which are not much used in England—increase the cost (for they are additions to the presses), they considerably improve the appearance of the department, and exclude dust. At the same time they exclude that free current of air which is so beneficial to books; but open press ends for ventila-

tion purposes are not so essential in a lending library as in a stack room. Steel shelving should be turned as in Figure 9 to ensure strength.

Stack shelving is usually of steel. The same kind of shelving can be used in both the lending library and the stack room, except that whereas the lending library press can be fastened to the floor only and must be of limited height, the stack shelving is fastened to

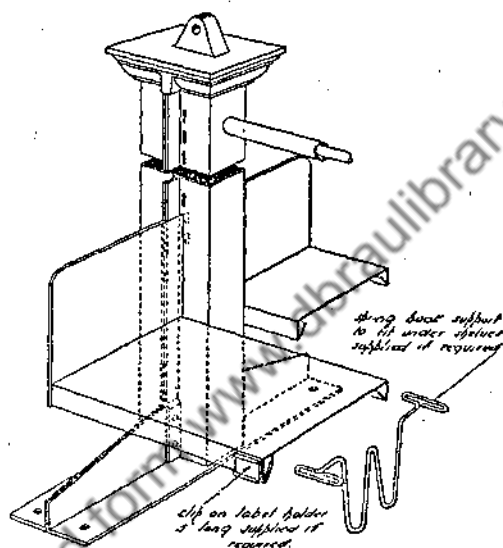


FIG. 9.—Art Metal Shelf.

Showing how metal shelves should be turned to ensure strength. Also a very satisfactory type of book support.

both the floor and the ceiling and can be carried through a large number of floors. A book trolley is useful in a stack room, and in very large ones a book conveyor should be provided.

Separate accommodation must be provided for quartos, folios and music.

As quarto books are very often overlooked by borrowers, the tier containing them should bear a conspicuous notice explaining what books are to be found there and how they are arranged. There should also be one or two notices in the department reminding borrowers that the quarto shelves may contain the very book that is being looked for. This latter notice is not required if individual quarto books are referred to on the octavo shelves.

All libraries, however small, should possess music scores, and where there are large collections it is a good plan to arrange them

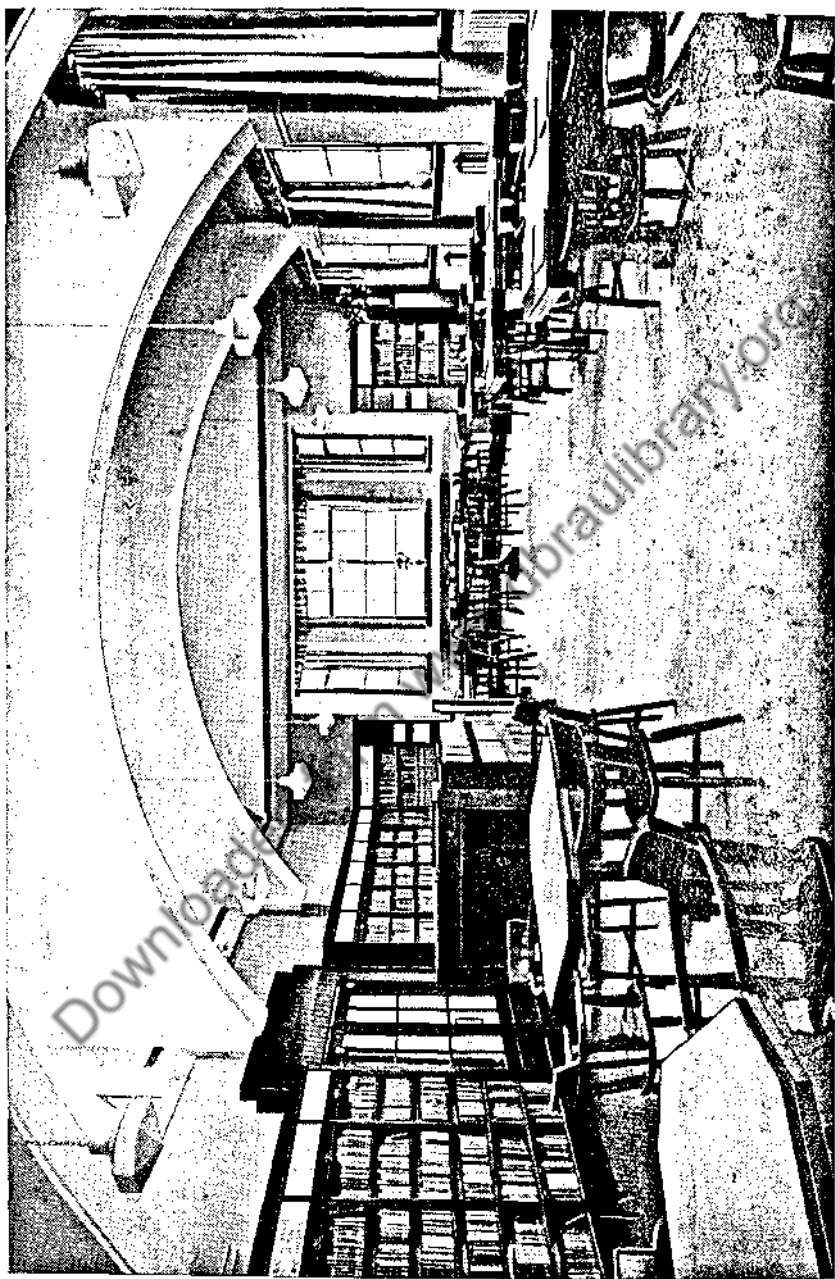


PLATE VI.—Adult Lending Library, Woodhouse Branch, Sheffield.
This is a small library of two rooms and office, and cost £4500, exclusive of site and stock.

in separate rooms or alcoves. In some places a piano is provided in such a room so that borrowers may try the music over.

A satisfactory way of adapting ordinary shelves for music is to bore holes in each shelf and pass rods through them. Three rods should be used behind each other, *i.e.* nine to each tier.

Shelf-dummies.—Theoretically, every book shelved in a place other than at the octavo shelves should have a reference from those

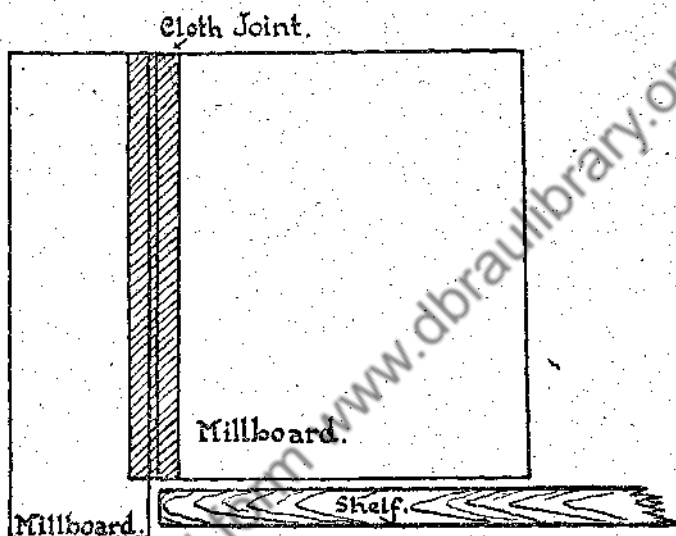


FIG. 10.—Guide used to indicate individual Books in reserve.

This may also be used as a shelf guide. It consists of two pieces of millboard hinged together by a linen joint, the purpose of which is to prevent the guide from being damaged if leant against or knocked.

shelves. This usually takes the form of a wooden block called a shelf- or book-dummy. The block, usually measuring 7 inches by 5 inches by $\frac{3}{8}$ -inch, is painted black and lettered in white with the class number, author and brief title, on the edge corresponding to the spine of the book. This information is repeated on the side just above a printed label which indicates that the book is placed in a certain position for a particular reason. In practice this dummy is found to be so small that it is apt to disappear from its proper position. To prevent this a block about $1\frac{1}{2}$ inches wide is used in some libraries, while in others a piece of millboard with a tail projecting over the edge of the shelf is used. This last is by far the most practicable form. It is made as illustrated by Figure 10.

Another method is to mount a typed list on millboard and place it on the tier or press-end where the books would be looked for. Miss Rathbone says: "A very general feeling was expressed that the wooden dummies are unsatisfactory because easily misplaced. Several libraries have discarded them entirely, depending on location marks on the shelf list or in the catalogue." From a service point of view these are far less satisfactory methods, because every time a book is looked for the exhibited list or catalogue must be consulted to see if the book is shelved elsewhere. For this reason the list is frequently ignored and the catalogue not referred to. It is impossible to ignore the projecting millboard dummy.

Miscellaneous.—Book trucks or trolleys are recommended by many writers, but their use in English lending libraries is slight. It is much quicker to shelve books by taking them round an armful at a time when the library is so full of people that little room is left even for an assistant. They are frequently used in enclosures as sorting shelves.

Compact hat and umbrella stands should be provided near the entrance to the lending library.

A book lift should connect the department with any floors above or below.

Arrangement of Furniture.—The arrangement of the furniture in the lending library is one of the most difficult problems with which the librarian has to deal. The present size and estimated growth of the stock, and the amount of shelving which will be required to accommodate it, the intended provision of chairs, tables, bulletins, etc., have all to be considered in conjunction with the estimated number of borrowers expected to be in the department at one time, and the amount of passage-way they will require.

The position of the staff enclosure has been considered already, but the method of arranging the shelves in relation to the enclosure will depend on the amount of supervision considered necessary or advisable.

At first the books will be arranged round the walls of a library, and as the stock grows, double-sided bookcases may be placed at the farthest end of the room from the staff enclosure if this is at one end of the room, or radiating round the enclosure if it is at one side. The modern tendency, however, is to restrict the shelving to the walls only and to place surplus stocks in a stack room.

The staff enclosure, the doors communicating with the vestibule, the elevators, the other departments, and the positions of the presses must all be considered in relation to the quickest and most economical service. Every inch of space must be taken into

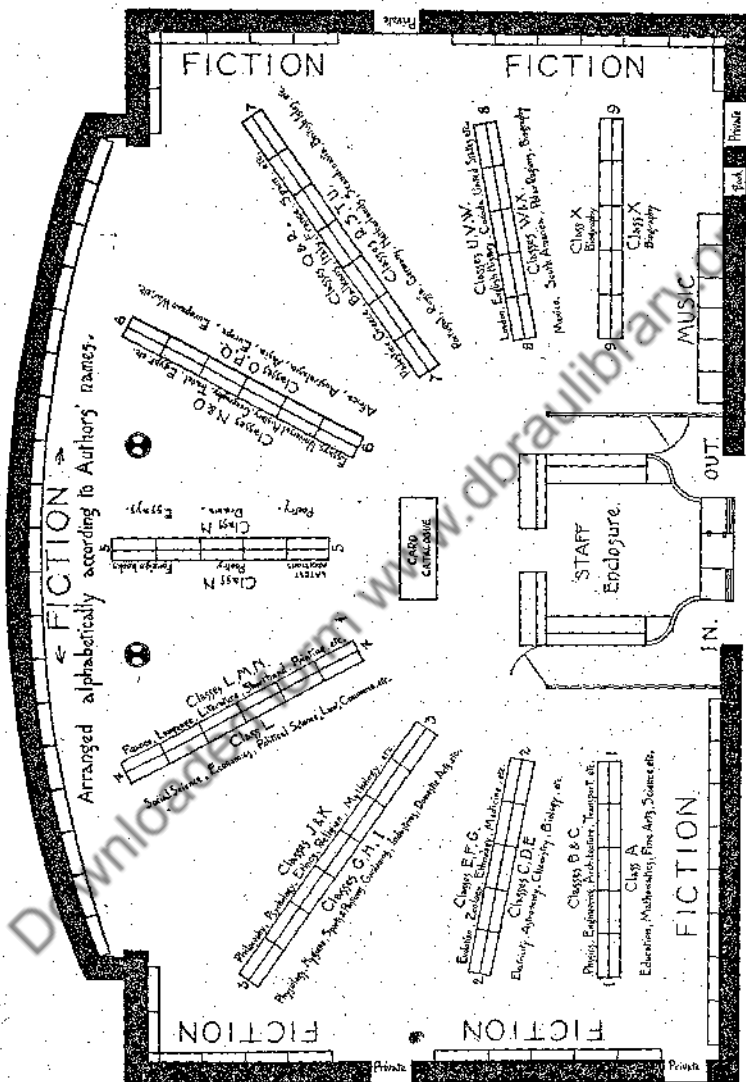


FIG. 11.—Bethnal Green Public Library: Plan of Ground Floor.

account and utilized. The smallest detail must be considered: for lack of attention to the little things may result in confusion and waste of time. Speedy and efficient service depends upon the position of the shelves and supervision. The furniture should be so arranged that the service point—the staff enclosure—can be reached in a bee-line from any part of the library. This idea was kept in mind when Figure 3 was drawn, and Figure 11 is an excellent example of this. No bookcase should be placed in front of a doorway; it should be possible to walk from any departmental door direct on to the gangway leading to any other departmental door, the enclosure, or exit. To quote from Soule, page 133: "If every step and every second saved throughout the day could be recorded and totalled up, the result would be very surprising. These savings make the work less arduous for the staff and keep the public waiting a shorter time." "Helpfulness should be aimed at, rather than supervision," says Champneys, but surely it should be aimed at *with* supervision. Accessibility to inquirers invites as well as facilitates easy inquiries. But in America we find that supervision deters as well as detects disorder, noise, mutilation, theft."

If the lines AA in Figures 3 and 12 are measured and multiplied by the number of times it is calculated an assistant would have to cover this ground in shelving alone, some idea will be obtained of the great advantage the radial arrangement of shelves has compared with the parallel. Radial stacks waste floor space and reduce accommodation, but the advantages of supervision and speed are more important. It may be objected that two people standing at the end of a gangway near the enclosure would prevent the staff from seeing people farther down the gangway. This is truly an objection, but it has a supervisory value in itself, for the very fact that there is another borrower there may prevent someone from mutilating or smuggling a book.

Mr Skuce, the City Librarian of Oxford, considers that the usual radial shelving gives an effect which is too symmetrical and rather wearying to the eye. He has accordingly arranged his presses in such a way that no two gangways are alike; wherever one stands, a slightly different view is to be obtained.

Bookcases must always be placed in relation to the natural lighting. This is a further reason for considering the internal arrangements of a department when drawing up the original plans. Windows must be at the ends of gangways so that the light falls on the books on both sides and throughout their length.

The arrangement of the shelving in relation to the shape of the room gives varying opportunities for the placing of tables, chairs, exhibition cases, and bulletin boards. For instance, radial shelving in a square or oblong room wastes space at two corners of

the room. This space might be made sufficient to include a small table with reading lists, bills, or a display table of carefully selected books. It is because of this extravagance that the outer walls of lending libraries with radial shelving sometimes curve with the ends of the presses, but curved walls are more expensive to build than straight ones. Wall shelves can be placed quite conveniently against a curved wall.

Book exhibition cases or bulletins should be near the entrance, so that the borrower's attention is arrested before he has selected his books.

The catalogue should be placed in as central a position as possible. In some libraries it is placed immediately in front of the staff

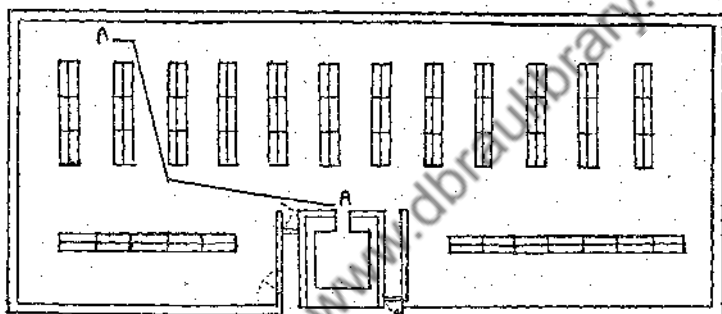


FIG. 12.—An Exaggerated Plan.

Drawn to show the inferiority of Parallel Presses compared with the Radial Method, from the point of view of service and supervision. No one would, of course, so arrange book stacks in an open access library.

enclosure. Although this will probably necessitate a reduction in the length of one or two-book presses, it is quite the best place. Another satisfactory place is between radial presses at the wide end of the gangway.

A desk for an assistant to work among the shelves should also be placed in as central a position as possible.

Guides to the Shelves.—Borrowers should be encouraged to find their books themselves, and there are several kinds of guide in use, but care is needed in selection, for it is very easy to over-guide a library and thus confuse instead of help borrowers.

The first guide that should be provided is a simple plan of the library with each press and piece of furniture clearly shown, the presses being coloured with a different colour for each main class of the classification, a key to the colouring of course being placed in one corner. This guide should be glazed and placed in a conspicuous position near the entrance to the department.

A guide indicating the contents of both sides of every island

press should be placed at each end of it. If placed flat on the press it is best about 5 feet 6 inches from the ground, but is most conspicuous when projecting from the end of the press. Simply, the notations and main subjects of the main classes are given, and it should be large and written in contrasting colours to attract the eye.

The third is called the tier guide, because it is placed on the cornice at the top of a tier of books. It may be similar to the press guide in style and should indicate the main subjects contained in the tier. It should not be larger than 12 inches by 4 inches, or several on a press will look rather clumsy. Steel tier label-holders are made by Messrs Gaylord Bros. to take their 12-inch by $1\frac{1}{2}$ -inch labels. The holders are fastened to wooden cases by a brad at each end.

The fourth and last type of guide is the shelf guide, which indicates the books on each shelf. There are many variations of this type. Some librarians make, or buy from library suppliers, guide labels bearing the subject or author on a strip of paper just narrow enough to be placed at the edge of the shelf. As books are continually shifting from shelf to shelf, it is essential for shelf guides to be moved along with the books, or the labels removed and inserted in other holders. Nothing looks more unsightly than a number of shelves on which labels have been pasted and partly removed. To enable the shelf labels to be moved along with the books, wooden shelves may be grooved all along, or steel ones slotted to take the labels. The earliest form of shelf label-holder consisted of a piece of sheet steel about 8 inches by 6 inches, with the shorter end turned back about $\frac{3}{4}$ -inch, like a letter L. This was placed on the shelf with the shorter side projecting over the shelf, and on this side the paper guide was pasted.

The same principle is used with a metal shelf support called a Two-way Guide: this is a particularly useful little fitting, as it serves the purpose of supporting the books on the shelves and guiding them at the same time, but it is easily pulled off the shelf with the books.

A simple type of shelf label-holder consists of a piece of sheet-metal turned over on three sides to hold the label in place: it is fastened to the edge of a wooden shelf by means of a brad at each end.

Another type consists of a piece of xylonite bent like an L and fastened by drawing-pins under the shelf. The paper on which the subject or name is printed is slipped into the space between the guide and the edge of the shelf. When books are moved along, the papers are removed from their holders and re-inserted in more appropriate ones.

A very attractive shelf guide is used on the fiction shelves at Sheffield. It consists of a block of wood a little taller than a book and about 3 inches wide, attractively written in bright, contrasting colours, and placed at the beginning of the shelf. A disadvantage is the amount of shelf room it takes up, but it is very effective. As the lettering is large, it cannot be used to give the whole contents of a tier, but it can be used to indicate very effectively the commencement of each letter of the alphabet on the fiction shelves, and of each main class on the non-fiction shelves.

An improved shelf guide is made by typing or writing on a piece of paper about 2 inches by 6 inches the contents of the shelf, and pasting it on a guide similar to Figure 10. These have constantly to be re-written owing to the continual shifting of the books. Plate VII indicates an excellent way of providing for guides when designing the shelving.

Several libraries suspend a combined tier and shelf guide at eye level on every upright. This consists of a millboard card with the full contents of the tier typed on it. The card is 4 inches wide and measures from 9 inches to 18 inches in length, according to the amount of information it contains. By means of a hole at the top it is hung on a hook screwed to the upright. A shorter double card with a cloth joint may be used instead of a single card: but this necessitates the removal of the guide from the upright every time it is to be consulted. The outside of this guide would of course contain the inclusive class numbers and the chief subjects, so that it would not be necessary to remove a guide until the desired press was found. The information contained is not set out according to the books on each shelf, but appears for the whole tier, and in the same form as in the printed classification. These guides are very neat and the shelves do not look unsightly. They have one small disadvantage: whenever the books behind them are needed, they must be turned to one side or taken down.

All guides on which the typing or writing is exposed to the air should be given a coat of shellac.

Indicating Books in Reserve.—There are several ways of indicating which books are in reserve. The oldest is to use a wooden block similar to that mentioned on page 33 for referring from octavo to quarto shelves. For a block to be really noticeable it must be about the size of an octavo book. This of course is prohibitive. A more economical method is to hang typed lists of books in reserve on the shelves at various intervals, such as at the commencement of each class. A very satisfactory method is to stamp the catalogue cards RESERVE, but this must only be done when it is decided that once a book is placed in reserve, it must stay there and never again be put on the open shelves. Other than the

marking of catalogue cards, it seems advisable not to refer to individual books in reserve, as the time taken in making the notices is hardly justifiable. Whether books are referred to individually or not, there should be several conspicuous notices in the library drawing the attention of readers to the reserve stock, indicating the type of books in reserve, and informing borrowers that any book will be obtained willingly if asked for.

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CHAPTER III

STAFF AND THE ADMINISTRATION OF THE DEPARTMENT¹

THIS chapter deals mainly with lending library staffs, their organization, training, and the conditions under which they work as revealed by my tour. The qualities necessary for success as a lending librarian have been fully considered by Mr W. W. Charters, and the results of his research are printed as Chapter XIII of Miss Flexner's *Circulation Work*.

Personnel.—In many libraries the lending departments are staffed entirely by men or girls, but in the majority by both men and girls, the men usually holding senior positions. There are now slightly more women than men employed in librarianship. Mixed staffs sometimes cause strange allocations of work. For instance, in one library I visited, the girls did all the light jobs such as counter work, writing overdue, and making out tickets, while the men—who had the same educational qualifications as the girls—did all the shelving and carrying. Incidentally, the men had the freedom of the shelves and the extremely interesting work of becoming acquainted with borrowers and assisting them with their reading: they were really the librarians. An equal sharing of all types of work is preferable since this leads to wider experience and reduces monotony.

Part-time Assistants.—The method—which still prevails in America (probably because of the female staffs)—of employing school boys in the evenings to do such work as shelving and carrying books has almost completely died out. In 1929 five libraries in the London and Home Counties Area employed evening assistants, whereas the number was seventeen five years previously.

Unskilled Labour.—At one library the following scheme is in use. Boys with an elementary school education who are waiting to enter some trade at a certain age are employed to do nothing else but shelve and carry books, dust shelves, and run errands. Of course they receive less pay than the matriculated assistants who staff the enclosure and perform the higher duties of librarianship. If

¹ Since this chapter was written, a valuable Report on the Hours, Salaries, Training and Conditions of Service in British Municipal Libraries has been issued by the Association of Assistant Librarians.

a borrower asks one of these boys for a book on any subject he is always referred to a senior assistant. It would be an advantage if this rule could be more generally insisted on with junior assistants, for they have frequently so much work to get through at busy times—and this is when most help is asked for—that borrowers often receive little more than casual attention.

It is probable that the bulk of such work as shelving, dusting, and the writing of overdue notices will in future be done by such boys or girls, while the really important work of the department, which necessitates book knowledge and contact with borrowers, will be done by trained and experienced—not merely certificated—assistants. It should, however, be remembered that putting books in order and shelving those returned by borrowers is an important means of gaining book knowledge.

Overalls.—All assistants who have shelving and dirty work to do should be provided with overalls or jackets. Female assistants should wear them at all times. At Newcastle every girl is provided with a thick dark blue material (the exact material is left to the assistant's choice) and she makes it into a frock. The design is left to her choice, and she may add a cream-coloured collar if she wishes, but nothing more.

Hours.—Most assistants work about forty-one hours per week, but because libraries are open for about twelve hours a day, staffs have to work in shifts, usually of three or four hours. In some libraries assistants still work from nine in the morning till eight at night with three hours off for meals, but the newer method of having either morning, afternoon or evening off is becoming more general. Usually juniors have one or two evenings and a half-day a week, while seniors have an extra evening. At Halifax half the staff have every evening off during one week, while the other half work long days; the next week they change over. Many assistants prefer to have the same evening off each week, as this enables them to attend classes, lectures, etc.

In libraries where the working of overtime is necessary it is frequently voluntarily rendered, compensation being made in the form of time off, although at some libraries extra pay is given.

Only about a quarter of our libraries close on Easter Saturday, it being considered that the inconvenience caused to the public outweighs the benefits which would accrue to the staff. In practice, closing on Easter Saturday is of little inconvenience to the public if they are permitted to borrow two books (which must be returned together) on one ticket during the week.

Most lending libraries open at 10 a.m. and close at 8 p.m., while some continue open till 8.30 p.m. or 9 p.m. It is an advantage in suburban districts if the lending library remains open until 9 p.m.

9 10 11 12 1 2 3 4 5 6 7 8 9

MONDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			
TUESDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			
WEDNESDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			
THURSDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			
FRIDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			
SATURDAY	1			
	2			
	3			
	4			
	5			
	6			
	7			

FIG. 13.—The Staff Time-Sheet.

Each horizontal line represents the working times of the assistant whose number is against it. The lines may be fixed and the initials inserted each week, or *vice versa*.

owing to the large number of business people who do not reach home until 7 or 8 p.m.

There are two types of time-sheet in general use; with one the assistant's initial or number is moved, with the other the initial is fixed but the times are moved. The time-sheet should be printed, or duplicated with the invariable symbols or times.

Those who prefer not to move the symbols, and who dislike to waste time in ruling the times every week, can use a time-sheet in the form of a board with nails driven in for the hours. A three-ply board is ruled and lettered as Figure 13, nails being driven in at the beginning and end of each shift period. Elastic bands are placed over the nails to represent the times for each assistant. This saves much time each week, is cheap to construct, and inexpensive to maintain.

Arrangement of Work.—When allocating the work of the department between the staff, it is usual to bear in mind the capabilities and experience of each individual member. Most young assistants take an added interest in their work if they have a particular duty to perform and are responsible for it. They have a part, however small, in the running of the department. It is well if each assistant is given a copy of his list of duties when they have been decided upon.

Departmental Diary.—A good method of recording the work of each assistant, to ascertain how much is done, and to make sure that special work is done by suitable people at convenient times, is to keep a departmental diary which is written up every day by the head of the department. The times of each assistant for the day are entered first, then against the name of each assistant is written the work he has to do during the day. In addition, all duties which are taken by assistants in turn, such as the arrangement of the issue and the selection of books for exhibition or issue at lectures, are set out independently of the other duties. Every morning each assistant stamps the current page of the diary with his date stamp to show that it has been properly changed, and marks off the previous day's work, indicating when possible the amount done. When such a diary is in use it is not difficult to trace which assistant did any particular duty on any given day.

Duty Sheet.—Another method of indicating the work to be done by each assistant is to pin up a notice in some suitable place bearing the name or initial of each assistant, and placing against each the Instruction Schedule number of the work to be done. Although it takes less time to make such an instruction sheet, it means that each assistant has to turn up each number in the instructions schedule until he knows them by heart: it also leaves little room for the indication of the amount of work completed.

There are several duties in the department which the assistants have to share, either because they must be completed every day, or because they are too big for one assistant. These are allocated by the librarian-in-charge as often as may be necessary. Two of these duties—shelves and shelving—are discussed here; others are treated elsewhere.

Shelves.—Non-fiction books are usually kept on the shelves in classified order and the novels alphabetically by authors' names. The arranging of the books in correct order on the shelves is one of the most important tasks which an assistant has to do, for it familiarizes him with the classification and with books both individually and collectively. All books should be tidied and put into correct order every day, the bulk of the work being finished before the library is open to the public. If it is impossible to finish by then, the most-used classes should be put in order first. It is usual to divide the shelves amongst the staff, making each assistant responsible for the order and appearance of a certain section. This develops interest in the work, encourages responsibility, and makes particular parts of the stock familiar. If the set of shelves is changed about every nine or twelve months, a good knowledge of the whole stock will in time be obtained; a general knowledge of the rest of the stock will be obtained by shelving books. It has been objected that this method of allocating shelves to each assistant is not possible because assistants are not on duty every morning. In practice it works very satisfactorily if those who are not on in the morning attend to their own shelves in the afternoon.

Shelving.—When several juniors are on duty together, it is advisable to divide the shelving of the returned books amongst them. This is done at the beginning of the day when a fair allotment can be made, and entered on the staff duty sheet or in the diary. Mutual arrangement amongst the staff seems to work very well in some places.

Floor Duty.—It is realized more than ever before that trained, well-educated and tactful senior assistants ought always to be available to give any assistance that readers may require. Too often juniors give borrowers information which is misleading or incomplete, because they have neither the time to spare nor the necessary knowledge and experience. They should help borrowers to find any information or books that they need, and when in doubt or unable to satisfy a borrower they should seek the assistance of a senior.

In many libraries the head of the department or the first assistant is available at all times of the day to help borrowers. At busy times he should neither be restricted with work in the enclosure nor be at work out of the department. The senior assistant on

this duty may work amongst the shelves, examining the order of the books, taking off books for repair or rebinding, or selecting books for display and for the recent additions bookcase: in fact, doing anything which keeps him amongst the borrowers. In many libraries his desk is placed amongst the shelves where he can be seen by all who enter the library and also by those in the staff enclosure. Book reservation may be done here. In this way he will relieve his colleagues of many interruptions and will be able to give a more satisfactory service (see Plate I). In some libraries the name of this assistant is placed on his desk so that the public know to whom they are speaking. No INQUIRIES card need be placed on the desk: those people who want assistance will ask for it.

Books of reference, books about books, reading lists and bibliographies should be placed on this desk or near the catalogues. The following list indicates the type of book for use here:

- Aldred, T. *Sequel Stories*. 2nd ed. revised by W. H. Parker. 1928.
 Baker, E. A. *A Guide to Historical Fiction*. 1914.
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 Glasgow Public Libraries. *Union Catalogue of Additions (from 1915 onwards)*.
 Granger, E. *Index to Poetry and Recitations*. 1930.
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When a borrower asks for information which is to be found in a book of reference, it should be turned up by the assistant: if the book is handed to the borrower with the remark: "This book will tell you," a bad impression of the library service and of the assistant in particular will most likely be given.

The catalogue should bear the same relation to the public and the staff as these books of reference—it should be there primarily for staff use. Attractive notices inviting borrowers to consult the staff if they are unable to find what they want should be placed in the library.

Where personal contact is difficult owing to shortage of staff, it is possible to place on the verso of the fly-labels of books, criti-

cisms or evaluations of the books. These can be cut from reviews and book jackets or copied from books of reference and catalogue annotations. With regard to music, it is helpful to put in miniature scores a note stating that the particular piece has been recorded by a certain gramophone company and giving the number of the record.

Readers' Adviser.—In America this work of helping borrowers has developed to such an extent that many libraries provide an assistant called a Readers' Adviser who interviews all people needing help in the choice of books, and who considers the needs of each applicant in order to suggest books or prepare outlines of reading courses. This work can only be done by specially qualified and trained assistants, and it is doubtful whether it will ever develop to such an extent in this country. Mr Wright's paper mentioned in the book list at the end of the chapter gives a good idea of this branch of American service.

Staff Training.—The foregoing shows how great is the need for the careful training of the lending library staff. This should be entirely in the hands of the head of the department or his first assistant, whose duty and privilege it is to introduce the new assistant to his work, and to the aims and the ideals of the department.

Not until after the new assistant has had a week to grow accustomed to the department should he be taught his work. The senior should see that it is done properly, and make sure that the various methods and rules are clearly understood.

The assistant's manner in dealing with the public is very important. In a pamphlet¹ which every assistant should read within his first two months in library service, A. E. Bostwick says very truly that the junior assistant has the reputation of the library in his hands. The head of the department is ultimately responsible for that reputation.

Staff Instructions.—Every library should have its schedule of staff instructions showing how all routine work should be done. These should emanate from the chief librarian's office and bear his signature, and each new instruction or alteration in method should be duplicated and sent to all the members of the staff concerned. The file of instructions may be kept according to Jast's *Classification for Library Economy and Office Papers*, or in chronological or alphabetical order with indexes. At Coventry the staff instructions are printed by the library committee and a copy is handed to each new assistant. This copy is retained until completion of the service, when it is returned. Other libraries

¹ Bostwick, A. E. *Some Principles of Business-like Conduct in Libraries*. 1928.

allow any assistant, who so desires, to copy the instructions which concern him.

Professional Education.—There are two means by which it is possible to obtain a theoretical knowledge in librarianship in this country: (1) attendance at a University Course; or (2) individual study either with the help of a colleague, or by taking up the correspondence courses organized by the Library Association.

Since these facilities have been introduced, the classes in various subjects which used to be held in libraries by senior members of the staffs for the benefit of their colleagues have considerably decreased.

At Liverpool the senior staff tutors are paid by the local education authority. At many libraries the staff is permitted to study during library hours providing essential routine work is not dislocated thereby. Many of the students of the School of Librarianship at the University of London are people who have had no library experience, but who hope to enter public or private library work at the end of the course. Assistants already in the employment of local authorities may attend the part-time courses of this school if they live near, but positions are seldom kept open to allow them to take the full two years' course. Consequently the second of these methods of training is the one usually followed by a person already employed in public library work. The course which is held at the University of Manchester—when numbers permit—is specially intended for library assistants, the lectures being held on Wednesday afternoons.

Every library authority should make itself responsible for the professional education of its staff. The help usually given is financial, the assistants being expected to study and attend lectures in their own time. In many libraries staffs are encouraged by the award of a bonus for each certificate held. Awards vary considerably, ranging from a small bonus of £2, 2s. to an annual increment. In several libraries the bonus is as much as £10. In other libraries grants up to £25 for the diploma are made. In addition to bonuses, many authorities also pay all correspondence course and examination fees, fares to examination centres, and in a few cases, course fees and travelling expenses to the London School of Librarianship Vacation School, and the L.A. Summer School held at Birmingham. In other libraries time off is granted for attendance at a summer school as well as the payment of fees, while in others only time is granted.

Inquiry revealed that only one library gave no assistance whatever to its staff; in one or two places where no bonuses are given it was stated that promotion depended on qualifications.

Staff Meetings.—*Technical.*—In many libraries senior members

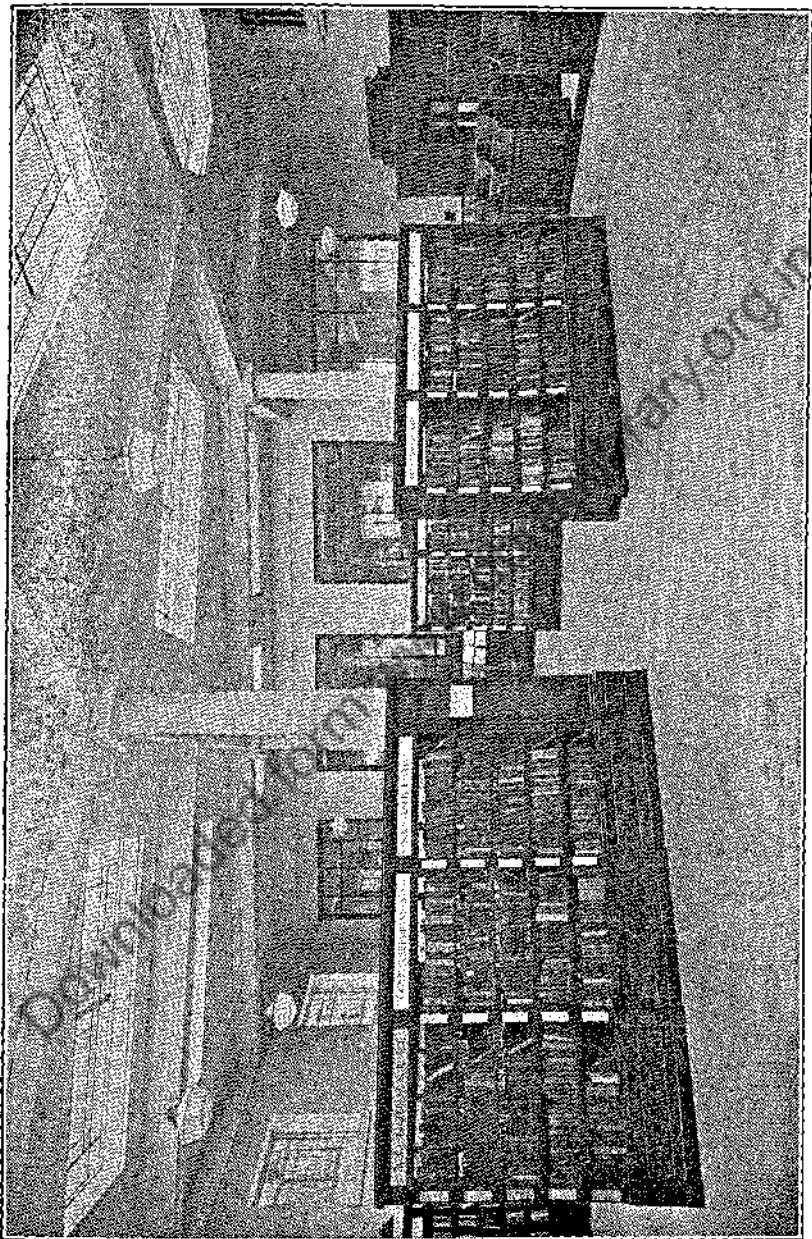


PLATE VII.—Lending Library, Firth Park Branch, Sheffield.
Note the presses constructed with the lower two shelves sloped and with "let in" shelf and tier guides.

of the staff meet regularly week by week under the chairmanship of the chief librarian to discuss proposed changes in method or routine. As such meetings are usually held during working hours, they are attended only by branch librarians and the heads of departments. This does not mean that other assistants have no interest in them, for every assistant should be encouraged to send in suggestions to the chief librarian who would place them on the agenda for discussion at the next meeting. In this way the needs of the library district as a whole, or of certain areas in particular, are clearly seen and discussed from all points of view, with a greatly improved library service as the result.

Recreational.—Of another nature are the meetings organized by the staff. These are held out of library hours so that all assistants may participate; they give opportunities for the discussion of many subjects, for musical and dramatic recitals, for visits to places of interest, and for the promotion of general goodwill among the staff. Some staffs run a staff club or guild which organizes these activities.

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CHAPTER IV

BOOK SELECTION AND PREPARATION IN THE DEPARTMENT

THE subjects of this chapter are not ordinarily included in the routine of the lending library, but as they are closely connected—in varying degree according to the size of the library—they are dealt with here. They are not treated in full but only as they affect the actual working of the department.

Book Selection.—Not less than 30 per cent. of the total income of a library system should be allocated to the purchase of books.

Non-fiction.—Branch library non-fiction stocks should consist of a basis of standard books plus a specialized collection to meet the particular demands of the district. Thus a library in an industrial district would contain a large collection of books dealing with industry, whereas in a residential district, books of a recreative type would dominate. Titles—except in cases of books in great demand—should be duplicated sparingly in order to provide greater variety. On the other hand, books for which there is always a great demand should be duplicated to saturation point. By means of the exchange service a library in a large system should be able in twenty-four hours to provide almost any book asked for. To avoid needless duplication and to save expense, all book selection and ordering should be done from a central department. Books not in demand in any district are best allocated to a depository department which is maintained either in close proximity to the office from which the exchange service is worked, or to the central library. In library systems where the total amount available for book purchase is small, greater use must be made of the National Central Library. A rough list of the authors and titles of books borrowed, and of the dates of borrowing, should be kept so that those often in demand may be bought.

Fiction.—Turning to fiction, the problems of allocation amongst the branches are less acute. Any novel which is in great demand will be required at each library and should be bought, because fiction is excluded from the exchange service. The question of the duplication of “classical” fiction and novels of some literary merit for which there is a constant demand, is a different matter. It should not be possible for an assistant to have to tell a borrower that any

particular book by such authors as Dickens, Doyle, Dumas, Eliot, Farnol, Gaskell, Hardy, Hugo, Masfield, Peacock, Scott, Tomlinson or Trollope, is not available. A special collection representing these authors should be provided. The copies in the special collection would be indicated by a particular name or symbol in the shelf register and on the back of the title page, and bear board and date labels of a different colour to those in general use. They

Author.....

Title.....

Publisher..... Price.....

Paper..... Date..... /..... /..... Page.....

The book appears does not appear to be of sufficient general interest for my stock.

Ethically, the review is favourable unfavourable doubtful non-committal.

The author is not represented fairly very popular here. Other remarks.....

.....

Library..... Signature.....

FIG. 14.—Review-Reader's Card, as used by Branch Librarians at Liverpool.

would be kept in reserve and only procured by the staff when the particular titles were asked for. When returned by borrowers, the special labels would indicate that they must be returned to the special collection and not put on the open shelves. Good popular books for which there is a great, though perhaps temporary, demand should be duplicated and put into circulation without being accessioned. They should simply be stamped and labelled and given temporary charging symbols. If not in great demand when needing to be rebound they would be disposed of and the charging symbols used again under similar circumstances. It is better to have popular books in borrowers' hands than to have unpopular books always on the shelves. Many people assess a library's value by its ability to provide such books.

Date.	Author.	Title.	Date, Publisher and Price.	Borrower's Name and Address.	Decision of Committee.	Borrower Notified.

FIG. 13.—Borrowers' Suggestions Book.
An exercise book may be ruled for this purpose.

LENDING LIBRARY METHODS

Selection by Lending Library Staffs.—The amount of actual book selection that is done by the lending library assistants in the department depends on local conditions. In the majority of English lending libraries the senior assistants do a certain amount of selection as a regular part of their work, although in a few the bulk of it is still done by the chief librarian. All assistants should be encouraged to prepare lists of books which they think

		READER'S SUGGESTION	
AUTHOR.....			
TITLE.....			
NO. OF VOLS.....	PRICE.....	PUBLISHER.....	
WHERE REVIEWED.....			
ANY OTHER PARTICULARS IN SUPPORT OF THE SUGGESTION.....			
.....			
Decision of Committee:			
If ordered, of whom, & when:		NAME OF PROPOSER..... If a Lady, state if Mrs or Miss	
Received:		RESIDENCE.....	
Proposer notified		OCCUPATION..... DATE.....	

Shannon 06184-22

FIG. 16.—Suggestion Form for the Use of Borrowers.

Actual size.

suitable for addition to the stock, and hand them to the librarian-in-charge of the lending library or to the chief cataloguer. A better method is to distribute periodicals, containing book reviews, among the staff in order that they may select suitable books. This scheme is fully explained in the pamphlet by J. E. Walker. Unfortunately, some lending libraries are so busy that time cannot be spared for this work.

Selection by Specialists.—In order to obtain the most representative selection of books on a subject or to bring any section of the stock up to date, specialists are often invited to make book suggestions to the librarian. The books suggested should not be bought without further consideration, because such lists are often compiled from memory, and sometimes give a one-sided

view of the subject. If possible, lists from several specialists should be considered together.

Specialists are also invited to recommend at any time new books dealing with their subjects. Sometimes the use and value of these suggestions can be increased by distributing to the public book-lists bearing some reference to the specialist's co-operation. The interest of such a list can be greatly increased if the specialist (particularly if he is of national repute) can be persuaded to write a short, popular introduction to the subject.

Borrowers' Suggestions.—Readers also should be invited to suggest books. Particulars of these should be entered in a book as illustrated by Figure 15, or on 5-inch by 3-inch cards similar to Figure 16. The cards should be worded so that only one book can be suggested on each, otherwise it will be impossible to use the method of filing to be described. Several libraries use a form about 8 inches by 5 inches instead of the 5-inch by 3-inch cards, but this is not so convenient. Cards for borrowers' suggestions may be used very appropriately when book ordering is also done on cards. They can be kept in alphabetical order in a tray divided by the following guides: FOR COMMITTEE; PASSED BY COMMITTEE; REJECTED BY COMMITTEE; ON ORDER; IN PROCESS; BORROWER NOTIFIED. When a suggestion book is used, particulars will be copied in accordance with the book-purchase method. The information given by the borrower must always be verified by the publishers' catalogues, and then, when the book committee meets, all the suggestions are submitted for consideration. The books passed for purchase are bought and processed and the suggestors are notified (by a bespoken or a special postcard) when the books are available. Borrowers whose suggestions are rejected should receive a letter stating the reason for the committee's decision.

When borrowers ask for books which are not in the library, the assistant should enter particulars on a 5-inch by 3-inch slip. This is then considered as a borrower's suggestion. In this way many omissions in the stock are made good.

Book Preparation.—The principles and methods of book preparation are not treated fully here, but only so far as they affect the work of the lending department or indicate recent developments in practice.

Classification and cataloguing must be done centrally by a specialized staff in order to avoid lack of uniformity and to ensure co-operation amongst the public departments. Where the books for the entire system are catalogued and classified at one place, the process of accessioning and shelf listing, stamping, labelling and book-carding may also be done here for all departments of the central library, but not for the branches. By this means the lending

or reference assistants are less encumbered with preparation work and therefore freer to give the fullest attention to borrowers. Where the work is arranged in this way assistants from the public departments should be transferred periodically so that they may have as wide an experience as possible. The purely mechanical items of preparation may be done by boys and girls from elementary schools. Where there are home binderies or repair departments, labelling may be done there. In some systems where the staff is large enough to permit it, this mechanical work is done by assistants in the public departments in odd moments: some librarians prefer to do this

Libs. CSTAN/JSj		No. N15320	
Class. 536 x		x	
V. T.B.C.		P. s/a (r/a)	
Gut.	O.P.	Cata.	N.
Sta.	Q.T.	Ann.	N.
Pl.	Q.T.	Subj. l.	N.
Bk. C.	Q.T.	Check.	Z.
Acc. Bk.	X.Y.	Apprd. A.B.C.	
Sh. Reg.	X.Y.		

FIG. 17.—Process Stamp.
Actual size.

than to have a minimum staff in the public departments and all the processing done in a special department.

The Process Stamp.—It has been the practice in most libraries to put the accession and class numbers on the back of the title page for identification purposes, but this is now considered insufficient. In order to standardize the position of this information in the book and to ensure its presentation in a recognized form, a rubber stamp is commonly used. By allowing spaces for every assistant to sign as he completes each part of the processing a high standard of workmanship can be maintained. It also makes it possible to see at a glance how much of the processing of an individual book has been completed. The particulars of bookseller and price are entered so that the cost of a book may be assessed without referring to other records. Now that booksellers and binders issue books in various forms of strengthened publishers' covers, or bound from the sheets, this information is useful in judging the relative values of such books. When the processing is checked, the date is placed in the appropriate place.

It is the practice in a number of libraries to use another stamp to

record the dates of the first issue, of binding, and of the number of issues between each rebinding. As books are seldom rebound twice, this "history" stamp can be combined with the process stamp without making it too large.

Opening the Book.—Before a book is processed it should be properly opened to prevent injury by a careless reader. There are two methods of doing this: the most usual is to open a few pages simultaneously at the ends of the book and carefully but firmly press them down. Another and much quicker method is that described by Mr Cedric Chivers in the *Library* for June 1900. It

Acc. No.	Libs.
Class No. X	X
V.	Cost
Ex'd. Acc. Bk. Class. Cata. Sh. Reg. Pl.	Cut. Stamp. Bk. Cd. Label on Spine. Check. Date.
Issues: Re-Bd.	Issues: Re-Bd.

FIG. 18.—Combined Process and History Stamp.

Size 2" x 2½".

is to hold the boards and about sixteen leaves tightly between the first and second fingers of each hand and, having inserted the thumbs a few leaves nearer the centre of the book and holding these leaves a little less firmly than the others, to open the covers slightly. This process is repeated until the centre of the book is nearly reached. Each time the book is handled in this way a few more leaves are held between the first and second fingers and the covers opened a little wider. Thus the book is bent and not broken open.

Cataloguing.—There is one cataloguing rule which ought to be mentioned here as it is one for which the lending assistant is very grateful. It is that which requires books to be put under the authors' best-known names. This is not the place to consider the theoretical reasons for and against this rule, but the practical result cannot be overlooked. It is found that when books by such people as George Birmingham and O. Henry are placed under Hannay and Porter respectively, they are not read as much as they would

be if placed under the best-known names. In the few cases where it is difficult to decide which the best-known name is, the name under which most of the books were published should be used. A

PUBLIC LIBRARIES
CENTRAL LENDING LIBRARY

Telephone :

<p style="text-align: center;">Issue No.</p>
--

Hours of Opening.—The Lending Library is open for the delivery and return of books from 10 a.m. to 9 p.m. each week-day.

Membership is free to ratepayers, and all persons over twelve years of age who are resident in, employed in, or attending any school or college in . . . For persons other than the foregoing who reside outside the boundary of the City, the annual subscription is 10/6 or 5/6 for six months.

Borrowers' Tickets.—All borrowers are entitled to three tickets:

- (a) General Ticket (on which any book may be borrowed).
- (b) Non-fiction Ticket (available for all books *except* English Fiction).
- (c) Music Ticket (available for music scores only).

Tickets are available at any library, irrespective of where they were issued. Tickets are not transferable, and no books can be issued without them. Five additional tickets are issued to all bona fide students.

Change of Address must be reported without delay.

The Time Allowed for reading is fourteen days, including the day of issue. Books taken out on any day of the week are due back on the same day in the second week afterwards.

Fines.—Borrowers will be fined one penny for each week or portion of a week during which the book is detained beyond the time allowed for reading, plus the cost of sending notices.

Renewals.—A loan may be renewed for a further period of fourteen days provided the book is not required by another reader, by (1) delivering the book to be re-dated; (2) sending a postcard or telephoning to the library from which it was borrowed, giving the book number and the latest date on the date label and the borrower's name and address. Books which are in much demand may be refused renewal at the discretion of the Librarian.

Care of Books.—Borrowers must keep the books clean, protect them from rain, and must not in any way injure or deface them. Any damage done to a book will be charged for. Borrowers should at once report any defect in the books issued in order that they may not be charged for it.

Infectious Diseases.—Books which have been exposed to infection from any infectious disease must not be returned to the library, but must be handed to the sanitary inspector who shall disinfect them and return them to the Librarian. Penalty for non-compliance in this regulation is forty shillings.

FIG. 19.—Board Label.

This is pasted in books to show ownership, and to indicate briefly some of the facilities offered by the library.

reference from the alternate name must of course be made in the catalogue.

Labels.—Labelling.—On the board label some of the rules and privileges connected with the use of the library should be briefly stated. It should not be wider than 4 inches nor longer than $5\frac{1}{2}$ inches: nowadays the tendency is to use as few words as possible on a label about $3\frac{1}{2}$ inches by $2\frac{3}{4}$ inches. The charging

symbol should be put on the top of the label (not the bottom, as it may then be covered up by the book-card) so that it can easily be checked with the book-card when the book is discharged. A note advising borrowers to use this number when renewing books is very useful. The staff find the classification number helpful when placed on this label. Space may be left beneath the name of the town for the insertion of the name of a branch library, but it is better if labels are specially printed for each library. In order to save expense they should be printed in one colour only. Each paragraph—which should deal with one subject only—should have its contents indicated by using bolder type. The heading should occupy comparatively little space.

Figure 19 has been compiled after comparing a number of labels and selecting the best wording for the various items. Not all the rules can be put on a label of the size mentioned, so some will have to be omitted or abbreviated. The following is an analysis of the labels of ten important libraries, showing the popularity of each of the items used in Figure 19:

Care of books	10
Hours of opening	9
Fines	9
Time allowed	8
Borrowers' tickets	8
Renewals	7
Change of address	5
Infectious diseases	2
Membership	1

The libraries which omit "Fines," "Time allowed" and "Hours of opening" from the board label, insert them on the date label. The fact that books are disinfected should be mentioned on the board label. Some libraries print this note in red to emphasize it, with a consequent increase of the printing accounts.

The date label which is pasted opposite the book label is of thin paper and is ruled with three columns in which are stamped the dates the books were issued or are due for return. Charging particulars and the classification number should not appear on the date label.

Figure 21 is a label which may be used with advantage in reference books of which there are copies in the lending library.

The book-pocket is made of thick manilla exactly as the pocket ticket illustrated by Figure 33. A similar pocket, but made of thinner material, is used to hold the book-card and borrowers' ticket when the flat card type of ticket is used. A cheaper and equally effective form is a single piece of manilla of the same shape but slightly larger, pasted at the left hand and bottom edges.

Another type is open only at the top : this should be at least 2 inches wider than the book-card to permit easy insertion. A thick board

<u>PUBLIC LIBRARIES.</u>		
<u>Lending Libraries.</u>		
<p>This book must be returned on or before the latest date stamped below, or fines thereafter of one penny a week or part of a week will be charged.</p> <p>To renew this book, quote the number on the opposite page and the latest date stamped below.</p>		
Date.	Date.	Date.

FIG. 20.—Date Label.
Size $4\frac{1}{2}$ " \times $6\frac{1}{2}$ "

label may be made to serve as a book-pocket by pasting it at the left hand and bottom sides only.

It is usual to place a book plate or board label in the upper central portion of the inside of the front cover. Underneath, either in

<u>TO THE READER.</u>
<p>A copy of this book may be borrowed for home reading from the Central Lending Library.</p>

FIG. 21.—Label inserted in Reference Library Books of which there are Copies available for Home Reading.

the centre or to one side of it, is the book-pocket. Book-cards have a habit of slipping out of the corner of the book-pocket open on two sides ; to prevent this, it should be placed about $\frac{3}{4}$ -inch only from the joint of the book.

The date label must be secured by a narrow edge of paste on the fly label opposite the corner pocket, about $\frac{3}{4}$ of an inch from the joint of the book. If the labels have to be placed at the back of the book owing to map end-papers being at the front, the date label should be placed on the end-paper so that there is a firm stamping surface. In such a case a left-hand book-pocket should be pasted on the board so that the book-card will fall to the inside of the book. It will also enable the assistant to remove the book-card conveniently with the left hand while he stamps with his right. The publishers of books which contain maps as end-papers should be asked to supply duplicates so that they may be mounted and inserted, and thus preserved when the books are re-bound.

Stamping.—Books are stamped to indicate ownership and to enable borrowers easily to distinguish public library books from their own. In all libraries marks of ownership are placed inside the books and in some on the outside as well. The impression most used now is a circular one, small enough to be completely covered by a farthing. It must be remembered, however, that so small a stamp will contain only about fifteen to eighteen letters. Large stamps project so far into the margin that when the book is re-bound part of the impression is cut away: they also impress over some of the print. Oval, square, and oblong stamps are objected to because the impressions give a bad appearance to the page if they are not made very carefully. For the same reason, no horizontal wording should be placed in the circular stamp. If a book is stamped about every hundred pages the ownership will be easily recognized and the stamping will not appear obtrusive. The usual method is to stamp books only on particular pages, such as end-papers, backs of illustrations, title pages, contents page, first page of text, pages 5 and 10; and every 100 pages on. It is then possible to see whether the book has been properly and completely stamped. It also assists in the identification of books in which attempts have been made to obliterate the impressions. Rules for the stamping of books should be drawn up in every library.

Rubber stamps are mostly used. A metal stamp will last longer than a rubber one, but it is much more liable to be damaged. Printer's ink must be used with the metal stamp and care must be exercised in the actual stamping (the ink pad must not be too wet) or offset will result. There is little possibility of offset from a rubber stamp, except when clay-coated paper is used. An embossed impression will always remain, even after the paper has been flattened down, whereas impressions from the other stamps can be removed; it is also much neater.

In some libraries the front covers of books are embossed with

the name of the library; in others, a small round label about a $\frac{1}{4}$ -inch in diameter is placed on the spine; and in others, the top edges of the book are stamped with the name of the library in large block letters. These methods are used only with books in the publishers' covers (re-bound books can have the name of the library placed in the top panel), and unless the cloth is first treated with ammonia, and shellac or spirit varnish put over the label, it will soon come off.

The Book-card.—The book-card, though a small item in the equipment of a lending library, is important, as it is the representative of a book. When the book is in the department, the book-card should be kept in it until it is issued. When the book is in the repair department, or in reserve, then the card should be arranged in order with other cards of the same category behind appropriate guides, and kept in the staff enclosure. The position of the card indicates where the book is, and for this reason great care should be taken of it. But when a card is lost another may be written and **DUPLICATE** or **REWRITTEN** placed at the bottom, and its number recorded in an exercise book kept for the purpose. Then, if at some later time the original card is found, the duplicate must be destroyed and the number deleted from the record. If this record is not kept, the reappearance of an original book-card may cause someone to search for the book, only to find that another book-card exists. This record often proves useful when clearing up queries.

The book-card must contain at least the charging symbol. It is desirable that it should also bear the class number, author, and title; but with the very small book-cards to be mentioned, there is no room for more than the charging symbol. If a card bearing only the accession number has dropped out of a book, in order to ascertain to which book it belongs the accession register must be consulted. The card may also bear the publisher's name and the cost, for this will save reference to the accessions register when writing out replacements slips or assessing the value of a book. The charging symbol is placed in very bold characters at the top of the book-card, and the other information as in Figure 33. In many libraries the accession number is put on with a numbering machine. All written particulars should be made in India or engrossing ink. The size and shape of the book-card depends on the type of borrowers' ticket used, and varies from $\frac{5}{8}$ -inch by 2 inches to 3 inches by 4 inches or even larger.

Book-cards are usually made of hard manilla, which will stand much wear for several years, but the great disadvantage is that the tops, and especially the corners, wear away. At a few libraries celluloid book-cards are used and pronounced to be a great success.

They have a matt surface and are lettered with India ink. If covered with quick-drying artist's varnish the lettering will last three times as long. Ordinary writing ink can be completely wiped out with a damp cloth. A numbering machine cannot be used with these cards. The top corners are rounded so that the fingers will not be hurt. They are a little more inflammable than card, but with the usual restrictions against lighted cigarettes and matches they are quite safe in public libraries: experiments of dropping lighted matches on them while in the issue have failed to set them alight. Their chief advantages are that they never need renewing or rewriting, are easy to handle, and the charges are more separate in the issue. They occupy slightly more room and cost three times as much as card. It is not convenient to use ink in recording overdue applications as it takes about three minutes to dry: pencil may be used and rubbed out with india-rubber when the card is full. The manufacturers of these cards are the Acetate Products Corporation, Ltd.

In several libraries cards of various colours are used to distinguish fiction from non-fiction and the various classes of non-fiction, also books in reserve, and short-loan books. This is useful when the issue is arranged by class, for it is then easier to arrange and discharge, and fewer issue guides are needed. Book labels of the same colour as the book-cards would speed up discharging and help to prevent mistakes. When books are kept permanently in reserve it is an advantage to have either the book-card or the label of a distinctive colour to ensure that the books do not go on to the open shelves after having been issued. Another use for differently coloured book-cards is described on page 144.

The Call Number.—A call number is used to refer to a book without using the author and title. It is placed on the spine of the book, the board label, and the book-card, and of course in such records as the shelf list and catalogues. The call number for non-fiction books may consist of the class number alone; or the class number plus the first three letters of the author's name, or plus the number of the author according to Cutter's scheme of author's numbers,¹ or plus a number for the individual book. This last "addition" is arrived at in this way. Books on a certain subject are numbered consecutively as they are catalogued, and this number is preceded by the initial letter of the author's surname. To give three examples: if Eddington's *Nature of the Physical World* is the thirty-fifth book on physics to be added to the library, the call number

¹ Cutter, C. A. *Three-figure, Decimal Alphabetic Order Table*. 1901. (Boston: Library Bureau.)

— *Explanation of the Alphabetic Order Marks: three-figure tables*, 8 pp. 1913. (Boston: Library Bureau.)

would be 530 E35. Similarly, Arnold's *Light of Asia* might be 821 A145, and Christian's *Disinfections and Disinfectants* might be 614.48 C1. This system is the one usually adopted when the sheaf catalogue is used and where several entries are made on one page. Its great advantage is that where non-fiction charges are arranged (as they should be) by class number, their arrangement and the discharging process are made much easier and more reliable. The chief disadvantage is the impossibility of keeping in exact alphabetical author order all the books on one subject, either in the classified sheaf catalogue—unless each entry has a page to itself, which is very wasteful—or on the shelf. With pure literature, however, it is found more expedient to break away from this practice and use the first three letters of the author's name.

With the other methods it is possible to have absolute author order both on the shelves and in the catalogue. Where there are many books by and about one author, they can then be arranged in any convenient way. For instance, Shakespeare's works can be arranged so that the collected works are together, then the separately published plays and commentaries on the plays, and then the criticisms and books about Shakespeare as a writer.

With any type of call number supplementary copies of a title may be indicated by placing the number of the copy after the call number.

The call numbers have some bearing on the arrangement of the issue. If it is by accession number, the call number is of no consequence, but if by classification, the separate number for each book has a distinct advantage. For instance, if the first three letters are used, all Shakespeare's and Shaw's plays will be together at 822 SHA: this will mean that when any of these books is returned, twenty or thirty charges may have to be gone through before the right one is found. The individual number makes possible immediate discharging, and this is not the case with the other methods.

For the simplest shelf order, and with the issue arranged by accession numbers, the first three letters of the authors' names is best.

Lettering the Book.—The methods of marking the call numbers on the books can be divided into two general classes: (1) Those which are placed on the surface of the spine of the book, and (2) those which are impressed into the binding. The former class includes paper or linen tags with the number written in ink, and the direct application of ink to the binding. These are the least satisfactory as the results are not permanent unless the process already described is used. The latter class includes any method of impressing with heat.

Tags stuck on the backs of books to indicate the classification

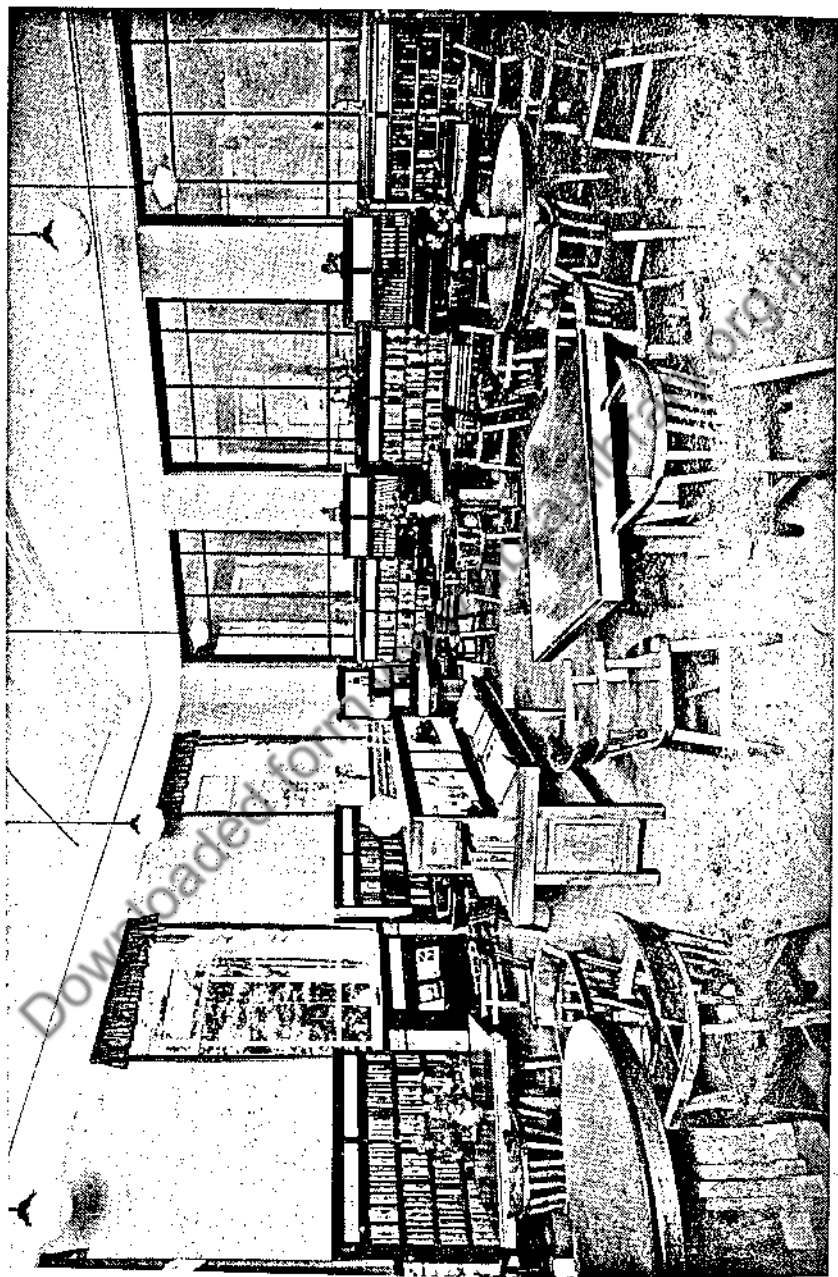


PLATE VIII.—Junior Library, Firth Park Branch, Sheffield.

This children's library shows the effect of placing flower, pottery, and stencils on the book cases.

are no longer used because they get dirty very quickly, and soon come off. White ink (either Davids's, or Johnston's "Snow White") is now used for dark coloured bindings, and Higgins' Engrossing (black) for light coloured bindings. White ink frequently chips or rubs off if not coated with pure white shellac or French spirit varnish. Books lettered by hand do not always look neat, and consequently many libraries now have their books gilt-lettered by bookbinders. This is most satisfactory. A cheaper method is to use the "Stylo-lectric" pen manufactured by Gaylord Bros., of Syracuse, New York, and to be bought in England from the Woolston Book Co., Nottingham. A colour transfer is placed over the part of the back of the book to be lettered and the pigment burned in with the electric stylus. No finish of any kind is needed. In order that the lettering may harmonize with the colour of the binding, the transfers, which are $\frac{1}{8}$ -inch wide and supplied in rolls of 100 feet, are manufactured in seven colours, in addition to gold leaf. One roll of 100 feet is sufficient to mark 1200 two-line call numbers at a cost per number of only a trifle more than $\frac{1}{20}$ th of a penny. The chief advantages are that the stylus is cheap and simple to use, the lettering is neat and permanent, and no time is wasted sending books to the binder or waiting for his finisher to come.

The appearance of the shelves will be greatly improved if all the call numbers are placed at a uniform distance from the bottom of the book. This distance varies in different libraries from 1 to 4 inches: 1 inch is the most usual and the best.¹ After a decision has been made it should not be deviated from except when it would interfere with gilt tooling or other lettering. The placing of the top of the call number higher than 3 inches from the bottom of the book is not recommended as it is too close to the author's name or volume number. The old argument that if the call number is placed 4 inches from the bottom of the book it will be out of the way of the hands, has lost most of its weight owing to the modern methods of numbering.

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CHAPTER V

THE CARE OF BOOKS

General.—About 7 per cent. of a library's expenditure goes on rebinding books, and, as much premature rebinding is due to damage caused by the carelessness or ignorance of both staff and borrowers, it is felt that some consideration should be given to the care of books.

The correct way to open a book has been described already.

A book should be removed from the shelves by placing the index finger firmly on the top of the book and pressing gently downwards and towards oneself until the book can be held between the thumb and second finger. This avoids strain on the binding and does not disarrange adjoining books.

Much damage is done to books by jamming them on to full shelves, by dropping them, by wrenching them open when new, and by laying large or heavy books on their fore-edges on the shelves. Books which are too large to stand up on the octavo shelves should be placed on the quarto shelves.

Definite instruction on the handling and care of books should begin in the children's library, and it should always be positive rather than negative.

Beyond incidental suggestions as to the correct ways of handling books, which can often be given by an assistant when he is attending to a borrower, little instruction can be given to adults on this matter.

Bookmarkers.—The provision of bookmarkers discourages borrowers from turning down the corners of pages or using matches, brooches, and other thick objects to mark their places. Copies of the bookmarkers, illustrated by Plate XIII, can be mounted and hung up in a conspicuous place in the department, and distributed for use.

Some advertising firms canvas a town and cover both sides of a bookmarker with small advertisements, leaving only the flap for library information, and pay the library for every thousand disposed of. This is a source of income which cannot be ignored, but the bookmarkers are not at all attractive. A library which issues fine books—both in contents and production—should always maintain a high standard in its own work, especially when that work is

examined every time a book is opened. The marker should be designed primarily to inform the public of the work of the library or give instruction as to the way to handle books.

Damage Labels.—A number of libraries print a paragraph on the board labels to the effect that borrowers are requested to take care of books and that all damage must be paid for. This is emphasized in some libraries by "tipping in," at the title page or at the first page of the text, a label similar to Figure 22.

Damage to Books.—To reduce the amount of damage done to library books, all injuries, however slight, should be charged for according to the extent of the damage and the condition of the book.

CROYDON PUBLIC LIBRARIES.

NOTICE.

A substantial part of the book fund is spent in replacing books damaged by careless readers, and thus less money is available for new books.

Readers are asked to protect their books in every way, to shield them from rain, and not to turn down leaves or expose them to any risk of damage. They are specially asked to refrain from the offensive and useless practice of making comments or underlinings in them, as this is one of the most serious forms of damage.

All damage must be paid for in accordance with Rules 25-27.

W. C. BERWICK SAYERS,
Chief Librarian.

FIG. 22.—Damage Label.

This should be printed on opaque paper and in a colour other than black, and should not be wider than 3½" or it will look clumsy.

Payment should be made on the return of the book, the charge being assessed by the librarian in charge of the department.

It is therefore essential that as every book is discharged, it should be hurriedly examined for stains, pencil markings, tears, etc. To avoid false accusation, whenever damage is noticed by the staff, it should be entered on a part of the book which cannot be overlooked. The best place is either on the board label or the corner pocket; if placed on the date label (as is so often done) it will have to be re-entered whenever a new label is inserted.

Protecting Books from Dust, Damp and Heat.—The three greatest enemies of books are dust, damp and heat. All books should be frequently dusted, preferably by a vacuum cleaner. When using an ordinary hand-brush it is essential to see that the dust is not driven into the books, and to prevent this they should be held tightly while being brushed. It is usual for each assistant to dust his own books and shelves once a week.

At one library in Lancashire two girls are employed to do nothing else but go through the whole library and dust every shelf and all the books on it.

Books which are affected by damp are usually those shelved against outside walls; there should therefore be an air space between wall bookcases and the walls, as recommended on page 11. As soon as mildew is noticed on a book it should be removed with a dry duster and the book removed to a drier place if possible. Books must be preserved from the heat of radiators and hot pipes by placing asbestos sheets between the pipes and the bookcases if the distance between them is less than 8 inches.

As the sun causes books to fade and cockle, light coloured blinds or louver shutters should be placed at windows with a southerly aspect. It is advisable to place blind rollers at the bottom of the window, for it is usually the rays entering at the bottom which reach the books.

Book Supports.—In most lending libraries there are very few books which need supports to prevent them from toppling over and thereby straining backs and joints, but supports must be provided for small books which are apt to be pushed over by large ones, and for books which cannot stand upright. Books should be arranged on the shelves just close enough for them all to stand up of their own accord; if they are pushed too close together the whole shelf-full will topple over.

It is essential that a book support should be visible when the shelf is full of books; it should therefore either (a) be flanged, (b) project over the fore-edge of the shelf, or (c) be suspended from the shelf above the books it supports. Only so can the possibility of accidentally impinging the books be eliminated. This will also prevent the supports being pushed behind the books. The original type of support, consisting of a metal plate shaped like an "L," can be used on wooden or metal shelves, but the upright should be flanged for strength, the bottom of the flange resting on the base of the support, so that the flanges will not dig into the shelf when pressed back. Unflanged "L" supports are weak when compared with the flanged variety and they cost only about threepence each less. The combined label-holder and support is very strong, cannot be overlooked, and is well made, the front upright being rounded to prevent damage to books. The type of support illustrated by (a) in Plate XV can be used only with wooden shelves. It is heavily nickled, and cannot be lost between the books. If quartos have to be kept on a 3-feet shelf, this type of support may be used, or better still, a flanged "L" support, 9 inches high. The "Yale" support which is made of cast iron can be clamped above or below the shelf. The most suitable form of book support for use with steel shelves is that consisting of a wire spring which engages the flanges beneath the shelf and hangs down to support the books on the shelf below. It is very strong and secure, and

can only be moved by pressing the arms of the spring inwards. See Figure 9.

Repairing Books.—The insertion of loose pages and illustrations, the repairing of torn pages and the replacing of full date labels can be done by the assistants in the staff enclosure, or sent to the home bindery or repair department. The advisability of repairing and recasing rather than rebinding depends on the condition of the books themselves, the financial circumstances of the library, and on local conditions. As these factors are continually changing, it is impossible to lay down any hard and fast rules. The decisions regarding the treatment of individual books must be made by a person of wide experience, such as the librarian, or the heads of the repair department, the home bindery, or the lending library. All the books which are withdrawn from circulation because of defects should be examined each morning and disposed of at the earliest opportunity.

Various adaptations of the Toronto Method of book repairing are used very widely in America. Descriptions of this method are to be found, together with samples of the materials used in Messrs Gaylord's catalogue: *Library Supplies and Equipment*.

Helpful information on repairing books will also be found in the following:

- Haslam, W. *Library Handbook of Genuine Trade Secrets and instructions for cleaning, repairing and restoring old MSS., engravings and books, as practised by experts.* 51 pages. (1923?)
- Brown, M. W. *Mending and repair of books.* *A.L.A. Library Handbook*, No. 6. 22 pages. 1910.

Missing pages and damaged sections can be replaced either by buying new sections from the publishers if the books are fairly new or popular, or by typing the missing pages from another copy and inserting them. At one library popular books which have been withdrawn are saved, so that pages may be inserted in any imperfect ones in circulation.

In America new books bound in light colours, and juvenile books with illustrations on the cover, are treated with shellac, varnish, furniture polish or praelloid in order to preserve their freshness. If white shellac is used, it should be thinned with denatured alcohol in the proportion two to one. In Tampa, Fla., "Nelbocolaque," a preparation made by the library, using a saturated solution of quinine sulphate in denatured alcohol (thinned with white shellac, about $\frac{1}{8}$ solution and $\frac{2}{3}$ shellac), is used on book covers as a protection against insects that eat plain white shellac.

For the care of leather, see Warner's *Reference Library Methods*.

Bookbinding.—The binding of lending library books presents

fewer problems than the binding of reference library books: suitable bindings for special editions and old books seldom need considering, and long runs of periodicals have not to be matched. Owing to the shorter time lending library books will last because of greater handling, cheap bindings are usually quite satisfactory.

When deciding what books shall be re-bound, the quality of the paper and its condition, and the use that is likely to be made of the book, must be considered.

Books should not be repaired too much before rebinding, as this makes the work more difficult for the binder. A book may be repaired:

When a leaf or illustration is loose but the sewing is sound.

When the joints are loose but the mull joint not broken.

When it has been already bound.

When it is too dirty to bind but not dirty enough to be withdrawn.

If it is doubtful whether mending will be satisfactory and the inside of the book is clean, it is better to rebind.

Rebinding is advisable:

When the sewing has broken and the leaves or sections are loose: in some cases a loose section can be fastened by sewing through the original thread holes.

When the cloth is so torn that a neat repair cannot be made, or when the covers are badly damaged.

When several sections are loose, even though the sewing may not be broken.

Replacement should be made:

When the book is dirty enough for withdrawal.

When it would be cheaper to buy a new copy than to bind the old one.

When it is made of poor quality featherweight paper which is likely to break away from the sewing, and cannot be further repaired.

When a new edition has been published.

Materials.—A few years ago cloth was used extensively for re-binding octavo lending library books because it was cheaper. But this is not now the case; quarter leather is now cheaper than whole cloth except for large books, with the result that most library books are re-bound in this way. More brightly coloured leathers and the use of new founts of type and attractive lay-out, together with the use of publishers' blocks, have made library shelves much more attractive than they used to be. Thin but strong and almost smooth waterproof cloths are preferred to the rougher varieties.

The old method of binding all the novels at one section of the shelves or all the books by an author in one colour is not now practised. All that is needed to indicate a non-fiction book's place

People at School.	The Arkwrights.	Cornet Strong of Ireton's Horse.	Mr Standfast.
Hall, H. C.	Hobson, J. M.	McChesney, D. G.	Buchan, J.
Burma.	Tale of Old Croydon.	Civil War, 1644-5.	Sequel to Greenmantle.
T59.2 HAL.			
Pastons and their England.	Glorious Apollo.	Land of the Five Rivers.	Gladstone, W. E.
Bennett.	Barrington, E.	Trevaskis.	Life and Letters.
15th Century.	Novel about Byron.	Punjab.	Morley.
942.04 P153.		954.5 T14.	Vol. I.
			B GLA

FIG. 24.—Examples of Lettering on the Spines of Re-bound Books. Showing, especially, additional information as to the contents or subject of the book in Panel 4 (the top panel is blank).

the book-cards are removed and placed in order behind a guide bearing the binder's name and the date sent, in an issue tray. The cards of each batch of books should be kept separate, for if they are

BOROUGH OF _____

Receipt of the Medical Officer of Health for Library Tickets and Books given up to him by persons on the outbreak of infectious disease in their homes.

.....193.....

Name.....

Address.....

Nos. of Tickets.	Nos. of Books.

Signed.....

FIG. 25.—Receipt given to Householder when Books or Borrowers' Tickets are taken from an infected house.

amalgamated with those representing previous batches, any unreturned books will not be noticed.

The date is entered on the first page of the list of books sent.

When individual slips are used, an analysis of the binding book showing the numbers sent in each batch is kept on the inside of the cover.

When the books are returned re-bound (and usually labelled) from the binder, the lettering and style are checked with the instructions, which are then destroyed, and the date stamped on

<u>PUBLIC LIBRARY.</u>			
PUBLIC HEALTH DEPT., TOWN HALL,			
.....193.....			
To the Librarian, Library.			
CONFIDENTIAL NOTIFICATION OF INFECTIOUS DISEASES.			
Name.....			
Address.....			
No. of Ticket Received.	No. of Book Received.	Class No.	Last Date of Issue.

NOTE.—A further notice will be sent when the use of the Libraries may be resumed.

FIG. 26.—First Notice sent to the Librarian notifying him of the collection of Books and Tickets from an infected house.

the record stamp, the book-cards inserted, and the charging symbol entered on the board label. The books are then ready for the shelves. Book-cards left in the tray indicate books not returned. Any books wrongly lettered are returned for correction with the next batch.

Home Binderies.—Home binderies are maintained in a few libraries. These are separate library departments staffed with skilled workmen in the charge of a foreman, who works under the librarian. Work is often done here for other local government departments.

The Treatment of Books Exposed to Infection.—It is undoubtedly possible for infectious diseases to be conveyed by

County Borough of Croydon.	
PUBLIC HEALTH, DEPT., TOWN HALL, CROYDON.	
To the..... Librarian.	
.....	
Referring to my previous notification, the following person may be allowed to resume his use of the Lending Library.	
Date.....	
Name.....	
Address.....	
Name or number of book destroyed	}.....
Remarks.....
.....	

FIG. 27.—Second Notice sent to the Librarian when a house is "clear."

books, but it is so highly improbable in actual practice that the coincidence of the various diseases would not be increased in the least if no precautions were taken at all. To satisfy the apprehensions of the public, however, justifiable precautions are taken in all libraries. The usual method of disinfection is to expose all books which have been in the home of a person suffering from an infectious disease to formalin vapour. Very dirty books may be destroyed, and there is legal authority for the payment of the value of books so destroyed by the public health authority. The Public Health Amendment Act, 1907 (7 Edw. 7 c. 53), provides that anyone who takes a book for his own use from any public or circulating library,

or permits any book under his control to be used by a person whom he knows to be suffering from an infectious disease, or who returns to a public or circulating library any book which he knows to have been exposed to infection, is liable to a penalty of forty shillings.

When the public health official calls at a house to collect the bedding, etc., for disinfection, he asks if there are any library books or borrowers' tickets in the house. If there are, he gives a numbered

Dear Sir (or Madam),

I am glad to inform you that the Medical Officer of Health certifies that you and your household may now resume the use of the Lending Libraries.

I enclose your Ticket/s.

With compliments,

Yours faithfully,

Chief Librarian.

FIG. 28.—Letter used at Croydon when returning Borrower's Tickets after a case of infectious disease.

receipt similar to Figure 25 and takes them away. The public health department then makes out a notification similar to Figure 26. When this notice is received at the library the assistant in charge of the work removes the charges from the issue according to the information on the notification, and places them together with the notification (which he has folded so that it will go in the charge) and any tickets (which were sent with the first notice) behind an appropriate guide in the issue tray containing the overdues, or in the orderly board. A note of any fines which had been incurred when the books were collected is put with the charge. When the notification that the period of incubation has expired is

received from the Medical Officer for Health, the borrowers' tickets are sent out with a printed letter similar to Figure 28.

In the meantime the books have been disinfected and returned to the library, and the book-cards have been removed from the charges behind the first notice guide and inserted in the appropriate books.

This is the most satisfactory routine known to me ; but even so, it has at least two defects : (1) If he so desires, a member of the household who is a "carrier," and who does not possess library tickets, may go straight to the library and obtain some. (2) A book may be in use by a member of the family, but it may not be at the house at the time the other things are collected for disinfection.

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CHAPTER VI

REGISTRATION METHODS

Qualifications for Membership.—In most towns only residents, ratepayers, and non-residents who are employed in, or who study in the town, are permitted to join the library free of charge. Others pay an annual subscription. At Manchester, however, any non-resident can join the libraries free, providing he obtains the signature of a Manchester or Salford ratepayer as guarantor.

Subscriptions and Deposits.—Annual subscriptions vary in amount at various libraries. For instance, at one library 2s. 6d. is charged for one book and 5s. for three books; at another, 7s. 6d. covers all members of the household; at a third, 10s. is charged for a year and 5s. for six months, but members of the family of a non-resident ratepayer may join free. The usual charges are 5s. and 10s. or 10s. 6d. a year, and half these amounts for six months.

It should be possible for newcomers to a district to pay a deposit large enough to cover roughly the value of the maximum number of books it would be possible for them to have out at one time.

It is the general practice in England to require applicants, who are not householders or ratepayers, to ask someone who is, to sign an agreement to be financially responsible for all books borrowed on the applicants' tickets.

Guarantees and Recommendations.—There is a very strong tendency to abolish this guarantee and substitute simply a recommendation. For example, at Birmingham guarantees are required for applicants under sixteen, all others having to obtain a reference only. At Cardiff anyone over twenty-one who can be traced by the city or telephone directories or the voters' list, may join the libraries on the strength of his own signature, and at Sheffield and other libraries anyone entitled to a parliamentary vote can borrow on his own responsibility. These methods are becoming much more general now. The guarantee gives the librarian a sense of greater security, and it undoubtedly has some deterrent effect on a dishonest borrower.

In a few American libraries the signatures of two guarantors are required, but the general tendency there seems to be to entirely eliminate guarantees or even recommendations for adult residents.

The legal position of a guarantor has never been defined in this

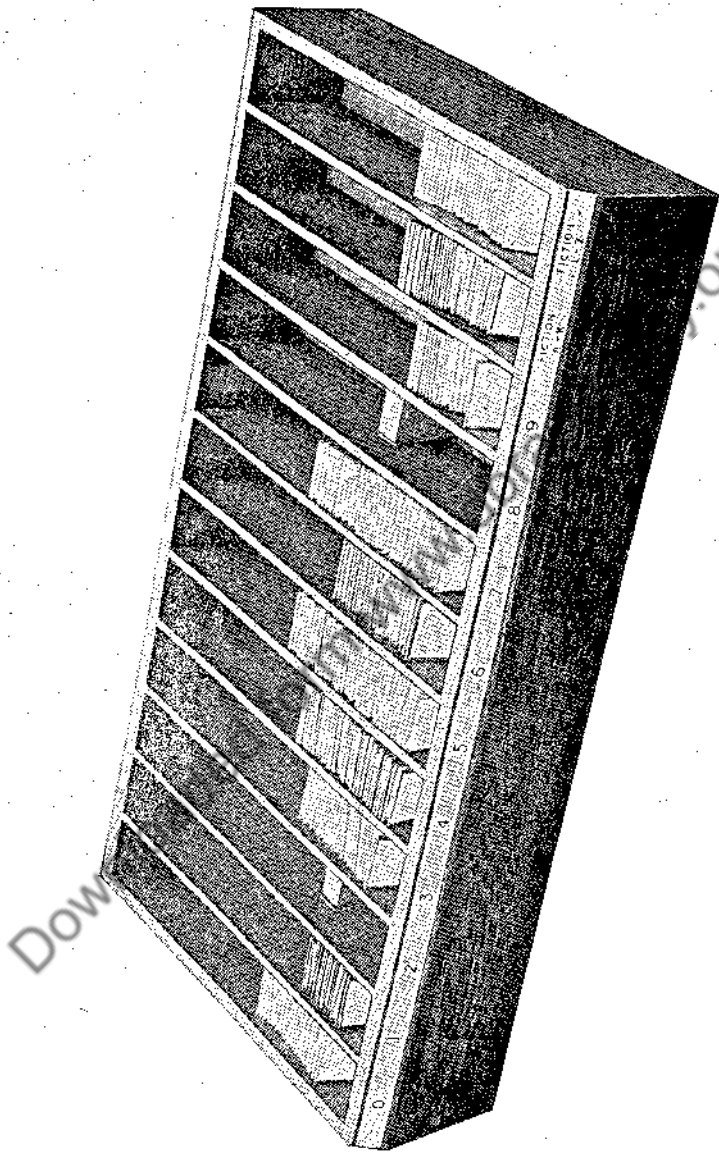


PLATE IX.—A Sorting Tray.

country or in America, but it frequently happens that the case of a delinquent borrower or guarantor is taken to court. Sometimes the agreement on the voucher is upheld, sometimes impugned.

The Voucher.—Before a person is permitted to borrow a book from a public library he must fill up a voucher. Vouchers were originally in the form of large sheets of paper about 12 inches by 5 inches; such are used even now in a few libraries, but the only registration method which can be used with them wastes very much time. With the registration method described on page 86 they could be used as the numerical record, but name slips would have to be written out for each voucher to form an alphabetical list of borrowers.

The form of voucher now almost universally used is a 5-inch by 3-inch card. After the ticket has been made out, this card becomes the alphabetical register described on page 88.

The voucher need not be punched at the bottom to allow the insertion of a rod as in the catalogue tray, because the use of the cards by the registration staff only will prevent their malicious extraction: the absence of rods will make it easier to extract and insert cards.

The minimum of library rules and restrictions should be printed on the voucher, and only essential information should be required. It is usual for the applicant to fill up one side and the guarantor or recommender the other, but it is possible to confine the printing to one side, as in Figure 30.

Vouchers should be printed so that the writing on the back can be read without removing them from the drawer by merely pressing them forward as when using the card catalogue. In order to attract notice, many vouchers have instructions printed up the side—*e.g.*, "Write legibly in ink"; "Do not fold this card"; or on subscribers' forms, particulars of subscription rates.

In a few American libraries a line is provided on the applicant's side of the voucher for the borrower to say in what subjects he is interested. For the purpose of this and the follow-up routine, see page 194.

The subscriber's voucher must differ in some respects from the ordinary voucher because of the slightly different conditions which apply.

Subscribing borrowers should not be expected to obtain, as guarantor, a resident of the town whose library they wish to use, therefore the guarantee paragraph must be so worded that the name of the town or county in which the guarantor is a ratepayer may be inserted.

Issuing Vouchers and Checking same when Filled In.—It is the practice in nearly all the larger libraries in America to

require the vouchers to be filled in at the library. This partly accounts for the separate registration desk provided in American libraries. Some librarians insist on the applicant signing the voucher personally, although many permit husband or wife to sign for each other, which is the usual practice in England.

At most libraries it is usual to refuse any books whatever until the name of the guarantor, recommender, or applicant, as the case may be, has been checked to make sure that the applicant is a *bona fide* one. The name is usually verified by the street or telephone directories, the voters' list, a letter from a solicitor or estate agent mentioning the conveyance of the house indicated on the voucher, the deeds, rent book, or rate, gas, water, or electric light receipts, provided these are for a whole premises or self-contained flat. At some libraries anything from a deed down to correspondence sent through the post will be accepted. In some American libraries, when it is not possible to identify applicants by the usual means, no tickets are issued until the borrower has received a notice stating that the ticket can be claimed and the first book borrowed on the production of the notice at the library.

When the information on the voucher has been checked to see that everything required has been entered, the borrower is asked if he would like any particular book or a book on any special subject. This gives the staff an opportunity to introduce the stock, the catalogues, and the facilities offered by the library, and helps to form friendly relations between staff and public. Every new borrower should be introduced to the library by a senior assistant. In busy libraries a junior assistant usually has a certain amount of routine work to get through in a specified time, and consequently cannot be expected to give a borrower the attention that he deserves.

Central v. Individual Registration.—Borrowers' tickets may be made out and the completed vouchers filed at the libraries at which the vouchers are handed in, or they may be forwarded by each library in the system to a central registration office. This is the difference between individual and central registration. With the former method the registration system described on page 91 should be used, but with the latter the system described on page 86. It is impracticable to use the first system at several different libraries where tickets are interchangeable, as duplication of tickets and confusion will result.

In any registration system there are only two essential records. One is the alphabetical list of borrowers and the other is the record which indicates expired vouchers. In most library systems borrowers are not allowed more than one set of tickets: central registration is the only method which will guarantee the enforcement of this restriction.

*(Do not write above this line)*No.
Expires

PUBLIC LIBRARIES.

I, the undersigned, being a *

{	Ratepayer
	Student in the Borough of
	Employee
	Resident

hereby make application for:—

- * 1. A General Ticket (on which any book may be borrowed),
 * 2. A Non-fiction Ticket (on which any book *except* English fiction may be borrowed),
 * 3. A Music Ticket (on which music scores *only* may be borrowed),
- to enable me to borrow books from the Lending Departments of the above Libraries in accordance with the Rules and Regulations, to which I agree to conform.

Name in full.....
Surname in block letters. Christian names in full. If a Lady, state whether Mrs or Miss.
 Residence.....
 Business Address or School.....
 Age (if under 21)..... Phone..... Date.....*This undertaking shall be in force for two years from the date of issue of the tickets, unless previously cancelled.*

WRITE LEGIBLY IN INK.

DO NOT FOLD THIS CARD.

* *Strike out the words which do not apply.*

[OVER.]

GUARANTEE TO BE SIGNED BY A RATEPAYER.

(Applicant to sign on the other side.)

(Ratepayers may borrow books on their own responsibility and must fill up both sides of the form).

I, the undersigned, being a Ratepayer of the Borough of....., declare that I believe the applicant whose signature appears on the other side to be a person to whom works may be safely entrusted for perusal, and in consideration of your lending such books, I hereby undertake to pay any fines incurred and unpaid by h..... and all expenses in connection with the recovery of the same, and also to replace or pay the value of any books which may be lost or materially injured while issued on the said Borrower's Tickets provided that my liability as Guarantor shall not exceed Forty Shillings.

Signature of Guarantor.....
(If a Lady, state whether Mrs or Miss.)
 Residence.....
 Checked..... Date..... 19.....

Guarantors wishing to terminate their responsibility under the above engagement must do so by giving notice in writing to the Chief Librarian.

The ratepayer must be prepared to show evidence that he or she is a Householder or Ratepayer; the production of the last receipt for payment of rates, or a lease, or rent book showing the occupancy of a whole premises, or the appearance of his or her name in the local directory will be accepted as such evidence.

WRITE LEGIBLY IN INK.

DO NOT FOLD.

FIG. 29.—Borrower's Application Voucher (1).

This application voucher for membership of the lending libraries was compiled after comparing many vouchers in use in English libraries. It may be used by every class of borrower except the subscriber, and can be used for applying for non-fiction and music tickets after the general ticket has been issued. The old method of using a differently worded and differently coloured voucher for each class of borrower is much more expensive and quite superfluous. Space for the telephone number has been included, for it is felt that the telephone might be used more than at present for notifying borrowers of bespoken and new books, and also to save messenger visits to defaulting borrowers. The business address should be obtained whenever possible, as this is also useful in tracing defaulting borrowers. It will be noticed that borrowers' occupations, wards, and numbers on burgess rolls are not asked for. This is because very few libraries keep such records now. Notice the term "Residence." The indication of the qualifications a guarantor must possess is extremely useful on a voucher. It is legally necessary for the guarantee side of the form to contain the words "in consideration of."

No.

I, the undersigned, make application for { an ordinary Ticket
a Supplementary (for non-fiction only) } entitling me to
Borrow Books from the Sheffield Public Libraries, subject to the Regulations to which I agree to conform. (* Two tickets are allowed. Cross out if extra ticket is not desired.)

1 { Name in full Age
(State whether Miss or Mrs) (if under 21)
Address
Ward Date

2 { Employees not resident in the
City must here give Name
and Address of Employer.
I, the undersigned, being a Ratepayer of the City of Sheffield, recommend the above applicant
as a fit and proper person to Borrow Books.

3 { Name in full
Address
Ward Date

THIS APPLICATION MUST BE RENEWED EVERY THREE YEARS.

WRITE LEGIBLY IN INK. DO NOT FOLD THIS CARD.

SEE OVER

HOW TO COMPLETE THIS FORM.

Ratepayers of the City in respect of property in their own occupation, and persons of 21 years of age or over residing in the City whose names appear in the Register of Parliamentary Electors should complete Section 1 only.

Other residents in the City must obtain the signature of a recommender, who must be a ratepayer, in Section 3.

Persons not resident, but employed or attending Sheffield University or Educational Institutions recognised by the Education Authority in the City must obtain the signature of a recommender as above, and must also complete Section 2.

A Ratepayer is understood to mean any person whose name appears in the current Citizen Roll or who can produce a current rate receipt in his name in respect of premises in his occupation.

Borrowers' Tickets must be renewed every three years.

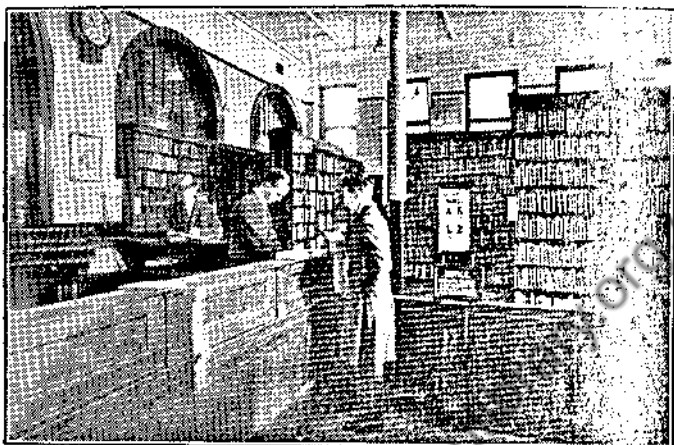
Borrowers are allowed the use of two Tickets, *i.e.*, one Ordinary, and one Supplementary. Tickets are available for use at any library.

Borrowers to whom Tickets are issued are responsible for all books issued on such Tickets. If a Ticket is lost, the loss should be reported immediately to the Library of issue. Tickets are NOT transferable.

Byelaws and Rules and Regulations of the Libraries are posted up in each library.

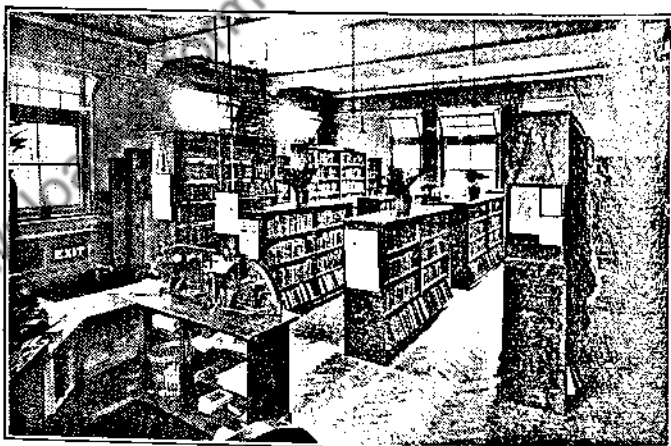
FIG. 30.—Borrower's Application Voucher (2).

It will be noticed that the signature of a recommender, not a guarantor, is required. The back of the voucher is used to instruct the applicant how to fill it up and to give information concerning the library service. This type of voucher is eminently suited for house to house distribution when opening a new library in a district so far scantily provided with library facilities.



(a)—Croydon Central Lending Library.

This illustration shows the double entrance wicket and the issue-sorting trays at the exit side of the enclosure.



(b)—Interior of a Small Branch Library.

This illustration shows how the bottom shelves of an old library have been sloped.

PUBLIC LENDING LIBRARIES.**(Application Voucher for Subscribers).**

I, the undersigned, hereby apply for Tickets for the Lending Libraries, in accordance with the Rules, which I have read, and by which I agree to be bound.

Name in full.....
(Ladies please state if Mrs or Miss)

Residence.....

Place of Occupation [or School]..... Date.....

Received Subscription.....; Deposit..... [Line for official use only.]

The Subscription for adult Non-Residents is 10s. 6d. per annum, and entitles to one General and one Non-Fiction Ticket. Subscribers must obtain the guarantee of a Householder in the counties of..... [see over.] Failing such guarantee, they must deposit 10s., which will be returned on their ceasing to use the Libraries.

The Subscription for Children attending school is 5s. per annum, and a guarantee as for adults is required; or, in lieu of the guarantee, a deposit of 5s., except that where there are more than two children in one family, a total guarantee of 10s. will suffice. Children over twelve have the same privileges as adults; Children under twelve may borrow only one book at a time.

P.T.O.

I, the undersigned, being a Householder or Ratepayer of (state the local authority to whom rates are paid).....

declare that I believe the Applicant named over to be a person to whom Books may be safely entrusted for perusal; and in consideration of your lending such books, I hereby undertake to pay any fines incurred and unpaid by h..... and all expenses in connection with the recovery of the same, and also to replace or pay the value of any Book belonging to the Corporation of....., which shall be lost or injured by the said Borrower; as also to pay all fines incurred under the Rules, and all expenses of recovering the same.

Name in full.....
(Ladies please state if Mrs or Miss).

Residence.....

Occupation..... Write legibly in ink.
Do not fold this Card.

The Guarantor must be prepared to show evidence that he or she is a Householder or Ratepayer. The production of the last receipt for payment of Rate, or a lease showing the occupancy of a whole premises, or a rent book showing the occupancy of a whole premises, or the appearance of his or her name in a recognised..... or county directory, will be accepted as such evidence. The guarantee remains in force until it is withdrawn in writing by the Guarantor.

P.T.O.

FIG. 31.—Subscriber's Voucher.

Notice the statement about adult and juvenile subscriptions.

Several of the largest libraries, including Birmingham, Cardiff, Manchester and Sheffield, use the individual registration method which enables borrowers to hand in vouchers at every library in the system if they wish. It is the practice in one or two of these libraries, when it is noticed that a borrower is using two sets of tickets in one name, to inform him that this is not allowed.

The Newark charging method makes it very difficult to restrict a borrower to the use of only one library. The simplest way is to make no restriction whatever, and to allow any resident who wishes, to obtain as many tickets and books from as many libraries as he desires.

If, where tickets are made out at individual libraries, it is decided to restrict a borrower to the use of any one library it will be necessary to form a central file of all borrowers, which can be consulted when application is made at any library for tickets—the holding of tickets from more than one library will thus be prevented. The file consists of duplicates of all vouchers handed in at every library in the system.

Another plan is to allow all libraries to be used, but to limit the total number of books on loan at a time to the number that would be allowed at any one library. This method makes a central registration system essential, but it creates an acute problem of the sending out of overdue notices, for, where books are charged without borrowers' tickets, the name and address has to be obtained from the voucher register by means of the ticket number written on the book-card. When borrowers have books overdue from a library other than the one from which the tickets were issued, it necessitates communicating with that library to obtain the name and address, unless each library keeps a duplicate file. In a large system the cost of making and inserting such cards at each library and the amount of room they would occupy are prohibitive.

These registration methods, which are fully described in Miss Flexner's book, are very complicated compared with the ones to be described.

Central Registration.—In the central registration system, an invoice is enclosed with each batch of tickets which is sent from a library to the registration department. This may consist of an alphabetical list of the applicants' names, each followed by the number of tickets signed for or a statement of the number of each sort of ticket to be made out. Each library indexes its own vouchers, writing the applicants' names in full, surname first, on the dotted line at the top of the voucher, and placing at a little distance the library initial.

After checking the invoices with the vouchers received from the various libraries, all the vouchers are arranged in one alphabetical

	GENERAL.						NON-FICTION.					
	Bur.	N. Bur.	Stud.	Emp.	N.R.R.		Bur.	N. Bur.	Stud.	Emp.	N.R.R.	
Tickets required .												
Tickets sent .												
Vouchers returned												

	MUSIC.						SUBS.						L.I.V.		C.O.A.
	Bur.	N. Bur.	Stud.	Emp.	N.R.R.		G.	N-F.	M.		G.	N-F.	M.		
Tickets required .															
Tickets sent .															
Vouchers returned															

FIG. 32.—Invoice sent with each batch of Vouchers to the Registration Department.

order. They are then checked with the name register to see that no tickets already exist. When a voucher is received for the same name as one already in the file, it is returned to the library which sent it with a note such as: "If late of 4, North Road, 2 tickets in force, expiring 2.11.39." In this way it is impossible for sets of tickets for one person but for different addresses to be in force at the same time. Such vouchers are called "Informal," and when received at the various libraries are arranged in alphabetical order in a drawer. At the same time the indexing is checked with the applicant's writing, and a number allotted and written on the top right-hand corner of the voucher.

To enable the vouchers to be kept in alphabetical order, and yet to be easily found by either name or number, the numbers are allocated in this way:

Bach	B025	Palmer	100
Ball	B100	Parker	200
Barr	B200	Peach	300
Bedford	B300	Phillips	400
Bergson	B400	Pick	500
Bishop	B500	Pierce	600
Bond	B600	Platet	700
Bray	B700	Porter	800
Brown	B800	Price	900
Bullock	B900	Putnam	950

A fresh numerical sequence is commenced with each letter of the alphabet. As other vouchers are received they are given numbers according to the position of the name between the two adjacent vouchers in the register. The notation (to borrow a term from the classifiers) is indefinitely extensible by the use of decimals. For instance, supposing these three vouchers already exist in the cabinet:

John Harris	H241
Joshua Harris	H241.5
Josiah Harris	H241.7

and vouchers for John Stewart Harris, John Stewart Edmund Harris, Joshua Miles Harris and Joshua Miles Hudson Harris are received, they can be inserted in strict alphabetical order and yet at the same time be in strict numerical order, by numbering them H241.3; H241.4; H241.55; and H241.6 respectively. As it is desirable to keep the numbers as small as possible, new vouchers should be given numbers midway between two existing numbers.

Vouchers for tickets which are not current for as long as is usual—such as Non-Resident-Employees', Non-Resident-Students', and Subscribers'—are kept in separate sequences, there being a reference to each voucher in the ordinary file to avoid the duplication of numbers and tickets.

The expired register consists of an exercise book ruled with columns $\frac{3}{4}$ -inch wide. Every day the numbers of the new tickets made out are entered in this book, the date appearing above the first entry. When the time comes for expired vouchers to be

B 2nd Time N.R.B. 3*
C No. S570.13M
SMITH, JOHN,
51 Cowper Rd.,
Beddington.
 Expires 14-5-1935.

CROYDON
PUBLIC LIBRARIES.
 Available at any Lending
 Library for ANY kind of
 book.
 Notify change of address
 without delay.
 Readers should consult
 the Card Catalogues as
 all books are not shown
 on the open shelves.
 This Ticket is NOT
 TRANSFERABLE and
 the person named above
 is responsible for books
 borrowed upon it.

PLEASE DO NOT FOLD THIS CARD.

73068		F
<i>FERBER, EDNA</i> <i>SHOW BOAT.</i>		
<i>Heinemann</i>	<i>s/a</i>	<i>(r/-)</i>
<i>D 145.2</i>	<i>1.6</i>	
<i>p. c.</i>	<i>22.6</i>	
<i>p. c.</i>	<i>29.6</i>	
<i>p. c.</i>	<i>6.7</i>	

FIG. 33.—Borrower's Ticket as used at Croydon.

Showing the positions of the mnemonics described on pages 93, 95. Also the book-card which is inserted in the ticket, thus making the "charge"—the record which indicates which books are on loan and to whom.

withdrawn from the file, the expired register is referred to and the appropriate vouchers extracted if not already renewed. As it often happens that a ticket is not renewed immediately, all expired vouchers should be kept for about six months in order to satisfy any inquiry as to the date of expiry or the identity of the guarantor which may be made within the next few months owing to the ticket still being in use.

After the numbers have been allocated the tickets are made out in "India" or "Engrossing" ink, as illustrated by Figure 33.

LENDING LIBRARY METHODS

Date.	Burgess.		Non-Burgess.		Non-Resident.						Non-Fiction.	Music.	Total	
	C	S	C	S	Employee.	Student.	Subscriber.	Depositor.	C	S				C
New														
Total														
Cancelled														
Gd. Total														

FIG. 34.—Record of Tickets in Force.

The columns headed C and S are reserved for the libraries represented by those symbols.

Downloaded from www.dbraulibrary.org.in

They are then arranged, firstly, according to the library accepting the vouchers, and secondly, in the order of the headings on the invoice; the number of tickets in each category is entered in the lower half of the invoice, and each batch of tickets sent with the invoice to the respective libraries. Any differences between the number of tickets made out and the number asked for, indicate informal vouchers. At the end of the week the number of tickets made out is totalled, and entered in a book ruled as Figure 34, together with the total of the week's expired vouchers withdrawn. Thus the number of tickets made out in any period, the total number of tickets, and the number of each sort in force at any time in the history of the library system is readily ascertained. Separate records of junior and adult tickets are kept. This method is the most satisfactory one for keeping count of the tickets in force, and can be used with any registration method.

If it is desired to keep particulars of the work done by the registration staff at the administration department, a form similar to Figure 35 may be used.

Individual Registration.—The individual registration method consists of separate number, name, and expired registers at each library. The tickets are made out in the department as the vouchers are handed in or in bulk every morning. Generally the number register consists of an exercise book ruled as in Figure 36. When expired tickets are renewed, the name is written in the next vacant column. This is illustrated by No. 1 in Figure 36; No. 2 indicates that John J. Martin did not renew his ticket and so the number was used up and given to Frank W. Archibald. No. 3 suggests that Wm. H. Smart has not renewed his ticket, but that the number has not yet been utilized. To ensure that Mary F. Jones' and Frank W. Archibald's vouchers are not left in the voucher cabinet after the tickets have expired, the numbers are entered together with the batch of inclusive numbers for the day in the expired register.

The entries on the first two lines of Figure 37 show that tickets numbered 1, 2 and 450 to 488 expired on 24th October 1929. If any of these numbers has not been renewed by 24th April 1930 (six months' grace being given) it is used up at the first opportunity. This kind of expired register is obviously easier to keep than the one described on page 88. A new series of numbers should be commenced as frequently as tickets need renewing, but adding about six months to the period of validity. For example, if tickets are valid for two years, the new series of numbers should be commenced about every two and a half years.

When the tickets are to be made out, the vouchers are indexed and checked with the name register, which consists of the current

vouchers in alphabetical order, to see that there are no tickets already in force. They are then arranged in alphabetical order and

CROYDON PUBLIC LIBRARIES.

Work of Registration Department, week ending 19.....

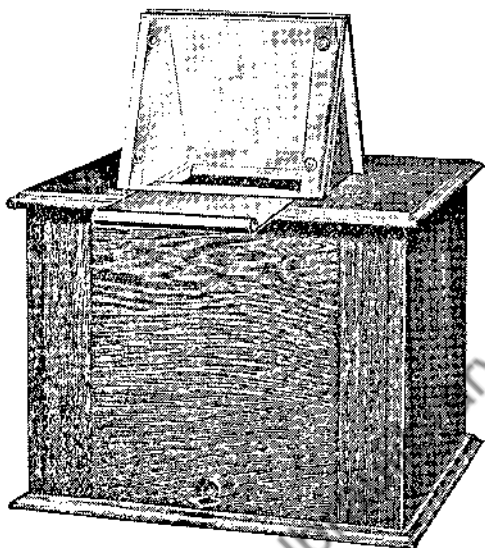
	C	S	T	A	V	Adult Total.	J	Sj	Tj	Aj	Vj	Junior Total.	Grand Total.
I. New Borrowers.													
New Tickets.													
II. Cancelled Borrowers.													
Cancelled Tickets.													
III. Borrowers in force.													
Tickets in force.													
IV. SPECIAL WORK: Road Index, Relief given, etc.													

.....
Registration Clerk.

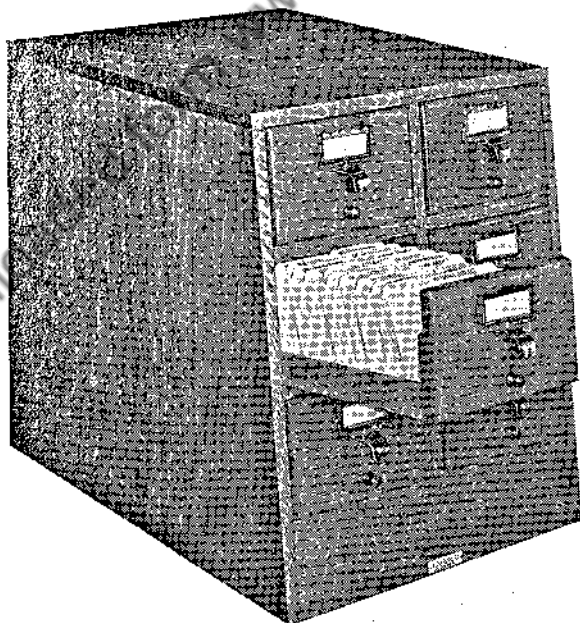
.....
Librarian-in-Charge.

FIG. 35.—Registration Department Work Report Sheet.

the surname, first Christian name, and initials of the other Christian names on the first voucher are inserted against the first unused



(a)—A Fines Box.



(b)—Card Catalogue.

number in the first column of the number register. This number is entered on both the voucher and the ticket. The date is placed just above the first number used each day, and, in the case of renewals, just above the name. Every voucher is treated in the same way. The tickets are then made out, the vouchers filed, and the numbers used up on one day entered in the expired register. The tickets are then filed alphabetically, waiting to be claimed.

At some libraries, immediately the voucher has been checked, the tickets are made out except for the number, and filed alphabetically.

No.	1929 NAME	1931 NAME	1933 NAME
24.10.27 1.	Jones, Mary F.	Jones, Mary F. May 1	
2.	Martin, John J.	Archibald Fred W. Aug. 3	
3.	Smart, Wm. H.		
4.			

FIG. 36.—Number Register.

cally. When a borrower calls to claim his ticket, he signs his name against a number in the number register, which number is then carried on to the tickets and the voucher. This register differs from the one just described in that the numbers are not used up again; only one column for signatures being placed parallel to the number column. In this way only tickets which are claimed are numbered.

Routine Common to Both Methods.—*Essential Information on Tickets.*—The essential information to be put on a ticket is the number, name, address, and date of expiry, but additional information can be put on with advantage. The tickets for burgesses have a small "B" placed in the top left-hand corner, and the number of tickets in force placed at the top right-hand corner of the general

Date.	Nos.	Date.	Nos.	Date.	Nos.
24.10.29.	1-2				
	450-88				
28.10.29.	4, 6, 10-12				
	459-501				

FIG. 37.—Expired Register.

Showing the numbers of the tickets which expire on any particular day.

ticket. Non-resident-employees and students have the fact indicated in red ink across the top of the ticket, and the place of employment or study is similarly indicated just below the date of expiry. A duplicate ticket can be indicated by placing a star at the left-hand corner or by writing or stamping a large "D" on the back. The initial of the library accepting the voucher is placed at the commencement of the line bearing the number. Figure 33 gives the appearance of a ticket with as many of these mnemonics as practicable.

It is usual to state on the guarantor's side of the application voucher and on the board label, that notification of withdrawal of a guarantee must be sent in writing to the chief librarian.

Withdrawal of Guarantee.—The first thing to be done on receipt of a notice of withdrawal is to make sure that the borrower's tickets are in force, that they are not at the library, and that there is no outstanding liability. If the tickets cannot be found, it is assumed that they are in use. The next thing is to trace the tickets. In the meantime a letter has been sent to the guarantor reminding him that his guarantee will remain in force until he hears that the borrower's tickets have been cancelled. There are several methods of tracing the tickets. In a small library the issue may be searched, looking for the borrower's tickets, or a notice may be put up in the staff enclosure asking the staff to look out for them. The former method is the more satisfactory, but it can only be used when the issue is not large. Where the size of the issue makes this search impossible, it is advisable to send a letter or messenger to the borrower's address. The borrower will probably have moved, but a messenger, by making inquiries, can often obtain some information which will assist in tracing the borrower. If the business address is given on the voucher, this will save much correspondence and trouble. When the borrower has been traced, he is then asked to fill up a new voucher. When this has been done and the old tickets cancelled, a letter is sent to the guarantor advising him that he is relieved of responsibility in respect of that particular borrower.

Routine Common in the Main to Both Methods.—Change of Address.—In many systems the borrowers' tickets bear a request that any change of address should be notified immediately. This avoids delay in tracing borrowers who have books overdue. In some libraries during a special fortnight every borrower is asked to check the address on his ticket.

With central registration, as soon as the assistant is notified of the new address, he writes it above the old one, or on the back of the ticket: he also enters particulars on a form similar to Figure 38 and sends it with the next batch of vouchers to the registration

SHEFFIELD PUBLIC LIBRARIES.

NOTIFICATION OF CHANGE OF ADDRESS, OR CANCELLATION OF BORROWER'S TICKET.

To the Librarian..... *Library.*

Particulars of } Name..... No.....
Borrower's Ticket } Address..... Issued at.....

CHANGE OF ADDRESS.

New Address.....

Altered by.....

Date.....

RECORDING LIBRARY.

Records corrected by.....

Date.....

CANCELLATION.

Cancellation by.....

Date.....

Signed.....

In Charge.

Forwarding Library.....

Completed Slips to be delivered at Administrative Dept. each Friday. Records are to be altered at the Library concerned immediately on receipt of notification, and the slips filed.

Fig. 58.—Change of Address Form used with the Individual Registration Method.

department where the new address will be entered on the voucher in red ink.

CHANGE OF ADDRESS.

DATE.	NUMBER.	NEW ADDRESS.	OLD ADDRESS.

FIG. 39.—Change of Address Card used with the Central Registration Method.

This card is filled out by the staff and sent to the registration department. A 5" X 3" card or foolscap paper may be used. As it is only a temporary record, it should be destroyed when all the vouchers have been altered.

Where individual registration is in use, the alteration is forwarded to the library possessing the voucher on a form similar to Figure 39.

Cancelling Tickets.—When tickets are to be cancelled, it is not sufficient merely to destroy them, for the vouchers in the name

register would indicate that such tickets were still in force. With central registration the routine is to stamp the tickets back and front with the word "cancelled" and send them to the registration department so that the vouchers can be extracted from the register. It is also advisable to enter the name and number of all tickets on a form similar to Figure 40, as a check for the registration clerks. If the borrower desires to take the ticket stamped "cancelled," this request should be granted, and noted beneath the entry on the list. When this is received at the registration department the clerk

CANCELLED TICKETS.

Date,	Name.	No. of Ticket.

FIG. 40.—Cancelled Ticket Form.

This is used as an invoice when sending tickets to the registration department to be cancelled.

withdraws the voucher and destroys it together with the ticket, and deletes the registration number in the expired register.

With individual registration this is done when the notification is received.

The Street Index.—A record of the number of borrowers in particular wards, parishes or streets, is useful for a librarian when considering extensions of his service, for it indicates which parts of his area have few borrowers, and which have many.

These statistics of wards or parishes—which would be kept in a similar way to those of the number of tickets in force, only substituting district names for the kinds of ticket (see Figure 34)—would show the extent of the increase of membership in any district due to lectures, advertising, the opening of delivery stations, or other measures adopted to this end.

The index of streets would be kept on cards similar to Figure 41. These would be duplicated or printed with as many numbers as one side would hold. A 5- by 3-inch card will hold 96 numbers on each side.

Before each voucher is finally filed in the voucher cabinet, the appropriate street index card is extracted, and a ring put round

the number of the house mentioned on the voucher. When vouchers are cancelled, the entry on the street index card must be altered to show this, or the record will in time become misleading. Each year the number of houses in every road at which borrowers resided would be entered on a map of the district, or each road coloured to give the same information.

The Voucher Cabinet.—The voucher cabinets should be placed on a base the height of an ordinary table and about 18 inches

PELHAM ROAD.

1	2	3	4	5	6	7	8	9	10	11	12
13	14	15	16	17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	32	33	34	35	36
37	38	39	40	41	42	43	44	45	46	47	48
49	50	51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70	71	72
73	74	75	76	77	78	79	80	81	82	83	84
85	86	87	88	89	90	91	92	93	94	95	96

FIG. 41.—Street Index Card.

wider than the cabinets, so as to allow the staff to remove a tray from the cabinet and work at the ledge without getting up.

Borrowers' Tickets.—*Form of Ticket.*—Borrowers' tickets are of two kinds: flat cards and pocket tickets. As they are both used in conjunction with the book-card—which is invariably a flat card, either kind may be used. With the flat borrowers' ticket a charging pocket may be used to keep ticket and book-card together. Those who have used both the flat and the pocket type of ticket agree that it is much easier to insert a book-card directly into a pocket which is also the borrower's ticket than it is to pick up a charging pocket, turn it the right way up, then arrange the book-card and ticket in the correct positions and insert them in the pocket. Because of its double thickness the pocket ticket will withstand more hard wear than the flat ticket. Some pocket tickets open at the top only, others at the top and the right-hand side. Figure 33 illustrates the best-shaped borrowers' ticket for speedy use in modern systems.

Expires.....

Issued at.....

MANCHESTER PUBLIC LIBRARIES.

This Ticket may be used at any of the Libraries.

Notify change of address without delay.

This Ticket is not transferable.

Return on or before Expiry date to issuing Library.

A

No.....

This ticket expires on.....

Bethnal Green Public Libraries

**ADULT'S
TICKET**

C

**Coventry Public Libraries
BORROWER'S TICKET**

Name

Address

Expires

AVAILABLE FOR ALL BOOKS

D

No.....

Expires.....19.....

Name

Address

A

A

F

Material.—The ticket must be as thin as possible, but strong enough to last two to five years, as may be desired. Thin cloth board is the best material which can be used, but hard manilla is the most popular.

Wordings.—The name and address on the front of the ticket should be so placed that it is not obscured when the book-card is inserted. When the numbering system described on page 88 is used, the number should be placed at the top of the card to facilitate the filing and finding of tickets. When the numeration does not correspond in sequence with the alphabetical, the borrower's surname should be placed at the top. The date of expiry—which should be in bold characters as on season tickets—and the kind of ticket are the other essential items for which provision must be made. It is desirable that borrowers should be conversant with certain rules and facilities which the libraries can offer, and the borrower's ticket is a good place to refer to some of these: one library draws attention to its large reference library by stating that no ticket is required for admission. As the space on the ticket is very limited, only what is really essential should be put on it. See Figures 33, 42.

Each kind of ticket (general, non-fiction and music) should be quickly recognizable by the staff and the public. This is best done by printing its kind in large type on the face of the ticket. Another method is to superimpose it across the ticket in a different coloured ink, but this increases the cost of printing. Another method is to use different coloured tickets, or the same coloured ticket but different coloured printing inks, for each kind. The different coloured ticket is good, but when the issue is divided into two parts (borrowers' names A—K and L—Z) this will mean that tickets of four—or, if separately printed music tickets are used, six—colours will be in use, and this is likely to cause as much confusion as it seeks to avoid. Borrowers who are given tickets of two or three colours frequently ask which is which—even when they have had them some time. Where the divided issue is used, it is by far the best method to use one colour for each half of the alphabet and to indicate what books can be borrowed on each in very large type, e.g., "This ticket is available for ANY KIND OF BOOK," or: "Available for MUSIC ONLY."

Number of Tickets permitted each Borrower.—Borrowers are usually allowed one general ticket, one non-fiction ticket, and one music ticket. The general ticket is issued to every borrower and is available for any kind of book: the others are usually only issued when applied for, and their use is restricted to the subjects indicated by their names. Some librarians allow music text-books to be issued on the music ticket, whereas others restrict its use to music

scores only. Only one work (irrespective of the number of volumes it occupies) is allowed on any ticket except under special circumstances when holiday or study issues (q.v.) are made. It is not possible to issue more than one book on a ticket when the charging method requires the borrower's ticket to be kept in the issue with the book-card of the book borrowed, unless reference cards (as used with the holiday issues) are used for the additional books.

The argument that is usually brought forward to support the issue of only one fiction or non-fiction ticket is that a borrower cannot use more than one book at a time, or one a week. Apart from the error of these statements, surely it is not in the interest of the library service to restrict unreasonably library facilities in this way. In practice, borrowers who can easily read one novel a day, and students who need several books at a time, use other people's tickets in order to obtain the books they want. A borrower who reads quickly and possesses only one ticket would probably have to wait a couple of days before it would be convenient to go to the library to get a fresh supply of books.

On the other hand, although the possession of a second fiction ticket would make it more convenient for such a borrower, it might mean that a book would not be read for a few days. It would be better if the book were returned to the library so that another borrower could have it. But this argument does not justify the restriction of tickets, because the same thing happens when a borrower uses other people's tickets.

Where a library is very well stocked with novels and shelving space is limited, the issue of two fiction tickets can be practised with advantage, for a greater number of novels will be circulated. It will also reduce the number of borrowers in the department at a time: this will give increased comfort to those selecting books. The charging of fines will prevent borrowers from keeping books an unreasonable time.

The number of non-fiction tickets which may be issued is governed by conditions different from those which govern the issue of fiction tickets. On the whole, non-fiction books are in less demand than fiction, and their prompt return is not so important. People may want books for their hobbies or occupations, for recreation or study; they may want several books for parallel use, or for comparison. Is a librarian justified in saying that a borrower shall only have one book for one of these purposes at a time? In several libraries arrangements have been in force for several years by which students, teachers and ministers can have additional books; but only recently have ordinary borrowers been

admitted to the same privileges. At Cardiff five special study tickets (which are valid for two years only, whereas the students' ticket is valid for two years, and the general ticket for three), are issued to any borrower who desires them. At Coventry two special students' tickets are issued when requested. At Sheffield four supplementary tickets are issued to students and educationalists in addition to the general ticket. Fiction, other than foreign or classic, cannot be borrowed on these tickets. Although a special voucher has to be filled in, the tickets expire at the same time as the general ticket. This is the usual practice. For further particulars see Figure 43. At Aberdeen any borrower may have as many as five non-fiction tickets if he wishes. By the courtesy of Mr G. M. Fraser, the librarian, I am able to give some idea of the effects these additional tickets have had on issues, fines, and the promptness of return. The number of non-fiction tickets a borrower may have is optional, but the maximum is five. It was formerly two. It might be supposed that one result of this increased number of tickets would be that borrowers who read mostly non-fiction and who read very quickly would take out more books than before, and thus reduce the frequency of their visits to the library. This would be an advantage in a cramped lending library, but Mr Fraser reports that books are not returned less frequently than before, and that there has been practically no difference to the receipts from fines. In other words, much more reading is done. The percentage of borrowers who take out the full number of non-fiction tickets—or even more than two—is small. During the year 1928-9 nearly 11,000 general tickets were issued and only 6520 supplementary tickets. In 1926-7 (the last full year under the old conditions) the figures were 10,859 and 3589 respectively.

Where an application by non-ratepayers for general tickets has to be guaranteed, it is essential for applications for supplementary tickets to be guaranteed also.

Charges for Tickets.—Despite the fact that the Public Libraries Act, 1892, states that "no charge shall be made for admission to the library or museum," many libraries *do* require payment for the use of the library, by charging for either the ticket or the voucher. In various libraries these charges vary according to the number or kind of ticket, but as far as I know the charge nowhere exceeds twopence, except in one system, where an annual subscription of sixpence is charged for a non-fiction ticket and one shilling for a music ticket. At one library a penny, and at another twopence, is charged for the first ticket only.

In some libraries where these charges are made the vouchers or tickets charged for are numbered by the printer with serial numbers.

SHEFFIELD PUBLIC LIBRARIES.

APPLICATION FOR EXTRA SUPPLEMENTARY TICKETS.

To the Chief Librarian,

I hereby apply for.....extra supplementary tickets and undertake that these tickets shall only be used by me personally for educational purposes.

Name.....

Address.....

Profession or Occupation.....

Particular kind of work or course of study interested in.....

Date..... [SEE OVER]

NOTE.—This application covers any number of extra supplementary tickets up to four, and is open to school teachers, clergy, settlement workers, W.E.A. tutors, Sunday school teachers, and bona fide students who can produce proof that they are undertaking a definite course of study. These tickets are issued on the clear understanding that in cases of abuse of the privilege the tickets will be cancelled.

This application must be renewed on the expiry of the Ordinary ticket.

APPLICATION APPROVED, (DISAPPROVED).

Date.....

[SEE OVER]

.....
Chief Librarian.

FIG. 43.—A Voucher for Supplementary Tickets.

This is to eliminate the issue of receipts, the number on the last ticket issued each day indicating the amount of cash received. It is because of this that at one or two libraries the tickets are not made out until called for.

Period of Validity.—Tickets are made out for a limited number of years. In England this period varies from one to five years, but two years is the usual. Tickets for non-resident students and non-resident employees are frequently made out for one year only, for the reason that a borrower who lives in an adjoining district, and whose library qualification has ceased, would be prepared—and perhaps be quite anxious—to visit the town at whose library he holds a ticket for the purpose of borrowing books. Supplementary tickets made out after the general ticket has been in use expire at the same time as the general ticket. The period of validity affects the total number of tickets in force, and for this reason comparison of the statistics of various libraries is not of much value unless the frequency of renewal is known. Even then, satisfactory comparison is difficult.

American Tickets.—The borrower's ticket in general use in America is quite different from the ticket already described, because of the more general use of charging systems based on the Newark, in which the books a borrower has out are noted by stamping the date of issue or return on the borrower's ticket, which he always keeps. To allow this to be done the borrower's ticket, which is a flat card, must be ruled with three columns to take the dates. For a description of the charging method see pages 112-115. Usually only one ticket is used by a borrower, and on this any number of all kinds of books may be borrowed. If it is desired to separate records of the issue of fiction from non-fiction books, this can be done by keeping all fiction in one column and all non-fiction in another, or it may be done by using different coloured inks, or one ticket can be issued for each class of book.

In a number of American library systems borrowers' tickets have been dispensed with. In some cases borrowers are given an identification card which has to be shown whenever books are borrowed; in others, particulars of borrowers are looked up at the library every time a book is borrowed.

Lost Tickets.—It is desirable that borrowers should realize the importance of not losing their tickets; the impression that the issue of duplicates causes the staff some trouble may therefore be given with advantage. If duplicate tickets can be easily obtained, many will be issued in consequence. Most libraries insist on a voucher being filled up before duplicate tickets will be issued: this is to show when and to whom duplicate tickets are issued. It may be an ordinary voucher with "Duplicate" or "Lost Ticket" or some

symbol indicating its use as a lost ticket voucher on it, or it may be a special form similar to Figure 44.

In some libraries penalties are enforced for the loss of tickets.

PUBLIC LIBRARIES.

To the Librarian,

I have lost my original ticket and hereby apply for another. I undertake to return the duplicate ticket to the Libraries immediately, should the original be found.

I understand that if the original ticket is found and used by another person, I am responsible for any book borrowed by means of it.

Date.....

Signed.....

Address.....

Previous address.....

Duplicate ticket issued.....

FIG. 44.—Lost Ticket Voucher.

In England it is usually a time penalty, although a few libraries make a charge of from one penny to threepence for each duplicate ticket. The time penalty is caused by the time taken to ascertain if the tickets are kept in the not-in-use file at any of the libraries by circularizing a list of the names, numbers and addresses of applicants

for new tickets on a form similar to Figure 45. The charge for a duplicate ticket is not a charge of the same kind as that made in some libraries for every ticket issued; it is a penalty.

In some places both a charge for the new ticket and a time penalty are made. For instance, at Croydon it was found that duplicate tickets were being applied for at the rate of over one hundred a month, so, to reduce this number, a charge of threepence was made for all duplicate tickets, in addition to the fortnight's delay before they were issued.

In America there are as many as twenty different kinds of penalties for losing tickets, but none is in use in more than six systems. They may be divided into four classes: (1) charges which vary in different systems from one to twenty-five cents; (2) delay which may extend to thirty days in making out tickets; (3) alternatives of these two classes; and (4) combinations of them.

In some libraries "lost" or duplicate tickets are made out immediately without question, with the risk of the originals being in a branch library. At others, books are issued on a temporary slip of paper and a note kept in the voucher register, then at the end of a fortnight a search is made, and if the ticket is not found a duplicate is made out with a symbol or the word duplicate or copy written on it so that if the original is found, and both are in use at the same time, the reason is quite obvious.

Tickets Not in Use Filed at the Library.—In most library systems it is the practice to require borrowers to keep their own tickets when no books are charged on them, unless there are fines owing. It sometimes happens that a borrower prefers the tickets to be kept at the library; they are then filed with unclaimed new tickets and those on which fines are owing in one alphabetical sequence in an issue tray kept at either the entrance or the inquiry side of the staff enclosure. This is called the "Not-in-use" file, or in its abbreviated form, N-I-U. Some libraries, however, retain all tickets, but the extra counter space required to hold them and the amount of time spent in looking for them when they are asked for, and in filing them when they are handed in, certainly do not justify this practice. It would be much easier and cheaper to re-write four or five tickets a day. At one library I was told that sixty or seventy tickets had to be looked for each day; probably most of this work has to be done when the library is busiest.

It is a very good practice to send the N-I-U tickets periodically to their owners with a duplicated letter saying that the tickets have been found in the file at the library and that it was thought that the borrower might like to make use of them. In any case it would remind him that he was not using the library. The autumn is the

best time to send out these tickets, for people's opportunities of reading are then greatest.

Re-registration.—Members whose tickets are still in force are considered to be "live" members. Re-registration is keeping the records of the library members up-to-date so that the number of live members can easily and quickly be ascertained.

A person whose ticket is cancelled cannot use the library until he re-registers. The methods of re-registering vary, but the most common one is to require the borrower to fill up a new form and obtain a guarantee if necessary as if he were making application for the first time. One of the chief reasons for requiring the renewal of a ticket is to make sure of the willingness of someone to be responsible for every borrower.

In English libraries the usual method of notifying the borrower that a ticket needs renewing is to look at the date of all tickets which show signs of age or wear when discharging books at the entrance counter, and to hand the borrower the necessary voucher. The ticket is stamped with the current day's date at this and any subsequent issue of a voucher. It is also stamped in another position when the voucher is handed in. If expired tickets are noticed when the borrower is not present, the ticket is stamped EXPIRED, so that the assistant who next attends will not omit to issue the voucher. A surer method of renewing all expired tickets is to circularize the owners on the day they expire, asking them if they wish to renew their tickets and thus continue uninterruptedly the use of the libraries, and enclosing a reader's handbook and the necessary voucher. This can be done daily by means of the expired register, and will result in a more prompt renewal of a large number of tickets and will prevent the temporary filing of many expired vouchers. The cost might make this impossible.

The routine at the registration department is to compare all new vouchers as received with the old ones, and if the numeration is of the decimal variety to carry the old number on to the new voucher. If the numeration is by serial number, the old numbers may be used up as described on page 91. The tickets are then made out.

Six months' grace is usually allowed for the renewal of a ticket, and if not renewed within this time the expired vouchers indicated by the expired register are destroyed.

No new tickets would, of course, be issued until any outstanding liabilities had been cleared up and until the old ones had been handed in.

The American method is to go through the number register a section at a time and to renew at once all the tickets held by the library which bear any of these numbers. An inclusive list of numbers of tickets still to be renewed is posted up in the enclosure

and the staff are expected to renew all tickets bearing these numbers during the course of their day's work. In this way a fairly accurate record of people using the library is kept. Borrowers do not have to fill up new vouchers, their tickets are simply renewed when they next visit the library. This method is not possible when old numbers in the number register are used up or when the sequence of numbers corresponds with the alphabetical order of the vouchers as described on page 88. By means of cancelling blocks of old numbers each day and recommencing the sequence when desirable, the numbers can be kept within reasonable limits.

This method is fully explained by Miss Maud Van Buren in her article.

At the American libraries, where guarantees are not required at all, tickets are renewed without formality on the presentation of the old one after ascertaining that the borrower's record is clean. The practice of not requiring the renewal of the guarantee when a borrower has proved trustworthy and has given no trouble is becoming much more frequent.

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CHAPTER VII

CHARGING SYSTEMS

The Fundamentals.—It is essential to keep accurate records of the issue of books and to be able to say which books are on loan, which are due for return on any particular day, and who has any particular book. To do this two records must be kept: (1) a *time record* showing when books are due for return, and formed by placing together all the charges representing books borrowed on any particular day, behind a date guide bearing the date due for return; and (2) a *book record* showing who has particular books, and formed by arranging in order the book-cards of the books borrowed, behind the date guide mentioned above. These two records must give all essential particulars of the books and the borrowers; they are usually combined, the book record being part of the time record. A third, called a *reader's record*, indicating the number of books a borrower has out at a time might be kept; but it is of no value to a librarian of a public library, although it might be of occasional use to a borrower who might like to know if he has out a book which ought to have been returned. In the absence of a reader's record the receipt of an overdue notice indicates any outstanding books. In college and reference libraries the time record may be less important than the book record, and the reader's record may assume greater importance. Thus we see that in various types of libraries the charging systems have to suit the conditions of loan. In public lending libraries where the period of loan is limited and the early return of books desired, the charging methods described in the following pages have proved to be the most suitable.

The Various Systems in Use.—There are only two systems of book charging in general use: these are the Newark and the Browne. They are both in use in America, but the former hardly at all in England. The latter is used almost exclusively in English open access libraries, but is not known by name, as there is no other system from which it can be distinguished.

Newark.—In order to charge a book by the original Newark system the following are necessary: a borrower's ticket—or card as it is called in America—which the borrower always holds, a book-card kept in a pocket at one end of the book when it is in the

library, and a date label or card which is always kept in the book. When a book is issued the date of issue or the date when the book is due for return is stamped on each of these three records, and the borrower's number is written on the book-card opposite the date. The charge consists of the book-card alone. The borrower's ticket is returned when it has been dated and the numbers of the books borrowed entered on it. All the cards representing books issued during one day are arranged in order behind a date guide corresponding with the dates on the date labels and the borrower's tickets. When a book is returned the borrower hands in his ticket to have the date of return stamped against the date of issue. Any fine due is then charged, and the borrower passes through to choose other books. At some convenient time the book is discharged by removing—from behind the date guide corresponding with the date on the label—the correct book-card which is then put into the book. This process is called slipping. The book is then ready for shelving.¹

The dates on his ticket indicate how many books a borrower has out and when they are due for return, but there is no indication of what they are. In this way the ticket becomes a reader's record. If a borrower omits to carry his library ticket with him when returning books, this record will become inaccurate as it will show books which have been returned still charged to him.

As only the borrower's number appears on the book-card, when overdue notices have to be written each original voucher in the registration file must be turned up to ascertain the name and address of the borrower.

In order to minimize the amount of time taken in charging books by this system, and to avoid mistakes caused by the careless copying of borrower's numbers, two machines have been put on the market. The first is called the Dickman Book Charging Machine, and it works on the principle of a hand stapler or punch.

Except for a small metal plate embossed with the borrower's number which is fastened to the borrower's ticket, and a date card which is kept in a pocket in the book instead of the usual date label, the ordinary charging stationery can be used.

Every morning a metal plate bearing the date to be stamped on the books is inserted at the left hand of the front of the stamper arm, the back of which is pivoted to the base of the machine. When books are issued for different periods the machine can be supplied with four dates, any one of which can be used at will by simply turning a knob.

When it is required to issue a book the book-card is placed on

¹ A full description of this system may be found in Vitz' *Circulation Work*, pp. 5-9.

the bed of the machine, the number plate on the borrower's ticket is inserted at the right hand of the stamper arm, the arm placed on the book-card and the tap-plate at the top of the arm gently pressed down. This causes the date and the borrower's number to be impressed side by side on to the card through a specially designed inking ribbon. An impression is made on the date card in the same way. The borrower's number plate is then removed from the machine and the date only stamped on the borrower's ticket.

When a book is returned the borrower's ticket is placed in another machine and the date of return stamped against the date of issue.

In this way correct particulars in duplicate are made on three records, thus making a perfectly legible, accurate, unmistakable record of the charge in triplicate.

To those who are used to the date label pasted in every book, it may seem that the date cards will frequently be lost; but we are told that not one of the 90,000 cards placed in the books of the Washington Public Library has been reported missing.

The second machine, called the Gaylord Electric Automatic Charging System, is very similar to the Dickman, except that it is worked by electricity.

A considerable improvement on the ordinary Newark method is a simplification introduced at Detroit, since when, this simplified Newark has been called the Detroit Self-Charging System. The simplification is that the borrowers themselves write their number on the records instead of waiting for the staff to do it and pass the books to the staff to be stamped and the recording checked. Borrowers are instructed what to do by a large notice which is placed near the staff enclosure. This is hailed as an advanced step in library science!

The Demco Supplies Company have improved upon this method. Two staff records are eliminated by doing away with stamping the date due on the book-card (this is entered when books become overdue) and getting borrowers to record their number on the card. Book cards of different colours are used to indicate different loan periods, and date cards in corresponding colours are used instead of date labels. These date cards are pre-dated over night or first thing in the morning to save stamping the date while the borrower is waiting. An identification card which does not require dating is used instead of a borrower's card.

These systems undoubtedly save much time where so much recording has to be done; but in a system such as the Browne where only one date has to be stamped in the two processes of charging and discharging, and no borrower's number has to be

written at all, the need for them does not arise. A combined Gaylord-Demco, or Dickman-Demco system, will probably eventuate, thus approximating as nearly as possible to the Browne system which has been used in England for many years. Such a system will then be almost as speedy as the Browne, but will have the advantage of permitting more than one book to be issued on one ticket.

Browne.—The Browne system uses the same three stationery items as the Newark, but two of them in slightly different ways. When a book is issued the date of issue or return is stamped only on the date label, and the book-card and the borrower's ticket are placed together, thus making the charge. Usually no other stamping or writing is done, although the borrower's ticket number and the date may be entered on the book-card if considered desirable.

When a book is returned the borrower hands it to the assistant and gives his name. The assistant notices the date on the label and the charging symbol, removes the charge from the issue, checks the name on the ticket with the name the borrower gave, and hands the ticket over to the borrower; he then checks the book-card with the charging symbol on the board label above, and places it in the book-pocket. The book is then ready for the shelf. So speedily can the charge be made that it takes less time to discharge a book than it takes you to read this sentence. To facilitate the charging operation, in libraries where pocket tickets are not used (the card tickets and book-cards being placed in corner pockets), the pockets are left on the ticket (or book-card). Any fine which may be due is noticed and asked for when the date is examined. In a few libraries borrowers do not wait for their tickets, but simply give their names, putting their books on the counter-top as they pass into the library. While they are choosing their books an assistant discharges the ones returned, filing the tickets in a flat square tray which is divided into about ten divisions. Any fines owing are noted and put on the tickets. It causes a slight inconvenience when queries arise and time is taken at the exit in looking for the tickets.

In America the Browne system is being gradually replaced by the Newark system because this is believed to be the more adaptable of the two. Browne is still used almost universally in England and will meet all demands made upon it.

These Systems Compared.—Advantages of Newark.—The advantages of the Newark system over the Browne are :

1. The unlimited number of books which may be borrowed at a time.
2. A permanent record of the use made of each book is kept on

the book-card and is therefore independent of the position of the book.

Some of the advantages of the Newark system mentioned on page 79 of Miss Flexner's book are common to both systems. These are :

"(1) The speed possible for the assistant to acquire, especially in discharging books. . . . (3) The use of the borrower's card at any point in the system ; (4) The ease of fixing varying periods . . . for which books may be drawn ; (5) the possibility of expansion to meet special local needs."

Disadvantages of Newark.—The disadvantages are :

1. The time taken in writing the borrower's number on one record and dating three.

2. The possibilities of making mistakes in copying borrowers' numbers on to the book-card ; this may result in the loss of the book or in sending an overdue notice to the wrong borrower.

3. The possibility of indicating the return of a book still "out" by dating the wrong line on the borrower's ticket. The mechanical charging systems already mentioned lessen or obviate these disadvantages.

4. The amount of time wasted when having to refer to the voucher register for the name and address of every person to whom an overdue notice has to be sent. This necessitates either individual registration, a union name register of borrowers at every library in a system, or the sending of overdue notices by the librarian who issued the tickets.

Two of the disadvantages mentioned by Miss Flexner are also common to both systems. These are :

"(2) The difficulties caused by the borrower's failure to bring his card when books are to be drawn . . . and (3) the loss of the borrower's cards." With the Newark system the former difficulty is overcome by replacing the borrower's ticket by an identification card which bears the borrower's name, address and number, and which is not stamped when making a charge. In very small libraries where no tickets or identification cards are issued, the borrower just gives his name, and the assistant obtains his number for charging purposes from the voucher index. With the Browne system, if a borrower has not his ticket with him he cannot borrow a book unless the practice of the individual library will allow him to post on his ticket after he has been identified by the registration records. When a ticket is lost a duplicate must be applied for.

Advantages of Browne.—The advantages of the Browne over the Newark system are :

1. Speed with which books can be charged, due to one record only having to be made ;

2. No borrower's number has to be copied on to the book-card ;
3. Ease with which overdue notices may be written ;
4. A receipt in the form of the borrower's ticket is given for every individual book returned.

Disadvantages of Browne.—The disadvantages of the Browne system are :

1. The limited number of books which may be borrowed unless the number of tickets a borrower may hold is not restricted to two or three. The modern practice of issuing as many as five additional non-fiction tickets overcomes this difficulty.

2. The greater amount of counter space the charges occupy.

The pocket-ticket charge takes about three times as much space as the single book-card charge, but, as far as I know, this has not become a really serious problem in any English library. When books are discharged at the rate of three or four hundred an hour, it is desirable to have the issue spaced out or the staff may get in each other's way.

The disadvantage that "no record of the number of books charged to any borrower is available," attributed to the Browne system by Miss Flexner, is only a theoretical one. In practice such a record is found to be unessential. If a reader is not sure if he has books out or not, the receipt of an overdue notice will assure him. Neither does the file of borrowers' tickets held at the library fill up as Miss Flexner mentions, for in most cases borrowers hold their own tickets while no books are out. I have not experienced the objection ; "that in a dispute a reader can never be asked for his pocket [ticket] since the library is supposed to have it," because such a demand would not be made. With the Browne system there is nothing to prevent a borrower using more than one library providing he has his ticket, or a substitute (such as a White Slip) with him.

The statement that "Except for very small libraries without much prospect of growth, this system would prove inadequate," is not true: the largest systems in England use this system, as described in the following pages, and some of these libraries issue two thousand books in a day from one department alone.

Browne System Explained.—I am convinced that, taking both charging and discharging into consideration, the Browne system is the superior of the two. It is true that with the Newark system a borrower is not kept waiting quite so long at the entrance, but at busy times the book has to be put on one side and picked up again later and the date label again examined before the book-card is found ; whereas, with the other system, the date is examined and the book handled once only.

Making the Charge.—When a borrower presents a book to be

“ issued ” or “ charged ” to him, the assistant takes the book-card out of the pocket on the inside of the front board and stamps the date the book is due for return on the date label which is pasted on the first fly-leaf. As the book-card is removed from the corner pocket its charging symbol is quickly checked with that on the board label above, to make sure that if by chance a wrong book-card has been placed in the book the mistake can be rectified at

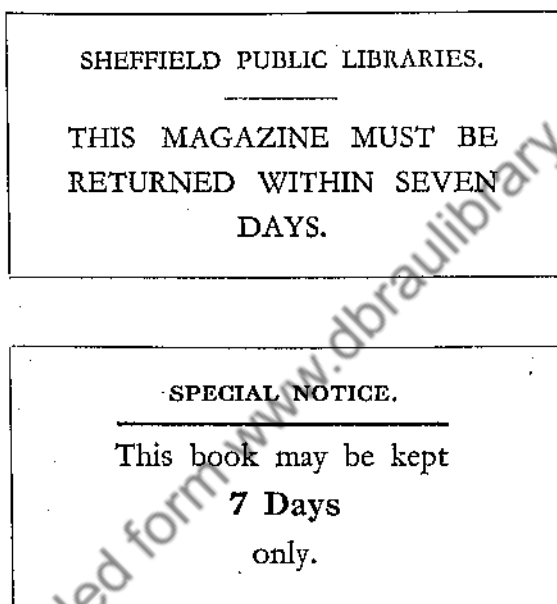


FIG. 46.—Types of Label inserted in seven-day and other short-loan Books.

once and no further trouble caused. The book-card is then placed in the borrower's ticket (or if the flat card type of ticket is used, both are placed in a charging pocket) and filed temporarily in a sorting tray. In some libraries the book-card also is stamped: this record is useful when judging the popularity of the book (which, however, can be seen from the date label), but it takes time, necessitates the continual rewriting of book-cards, and renders it impossible to enter on them records of overdues sent. Where book-cards are dated, records of overdue applications must be made on slips and kept in the charge.

At one library where the borrower's number is written on the book-card I was told that this record has been useful in tracing

malicious damage, but that owing to the amount of time taken in making the record, it would be discontinued if they were busier.

Period of Loan.—The usual period of issue is fourteen days; others are 15, 10, 9, 7 and 3. It is least confusing to borrowers if they know that a book is due for return on the same day of a subsequent week as that on which it was issued.

Although in the majority of English libraries *all* books are issued for two weeks, in several, to obtain prompt returns of magazines, new novels, and sometimes popular non-fiction, these are issued for a week only.

When two loan periods are used a date label with a note at the bottom pointing out the period of loan should be inserted in all

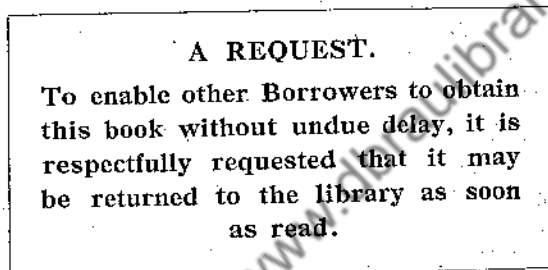


FIG. 47.—Label requesting the prompt return of Books.

the short-loan books. To make it clearer still, a small label of a different colour from the date label, bearing the words: "This book may be kept for seven days only," may be tipped-in above the date label.

In libraries where different dates are stamped, at least one dater must be used for each period of loan. The short-loan daters should be of a different make to the others so that there will be no confusion.

When books are in demand, or are popular, but are issued for the usual fourteen days, a small label similar to Figure 47 may be tipped-in at the first page of the text or by the date label.

Setting Daters.—The best type of dater—and the one in general use—is one for loose type. Revolving stamps are frequently used, so also are self-inking stamps. It is rather difficult sometimes to get a good impression with the self-inking stamp when the surface of the label is not absolutely flat owing to the book having been badly knocked up or heavily guarded with thick paper, otherwise this type is the most expedient to use.

Each assistant should change his dater as soon as he comes on

duty and stamp the diary with it. Every morning the diary should be examined by the head of the department before the library is opened to make sure that all daters are correct.

It is essential for clean impressions to be made, and to achieve this the inkpad should be cleaned and inked once a week. Saturday night is a suitable time, for then on Monday morning it will be moist, but not wet enough to cause blurred impressions.

Charging Borrowers' First Books (Applications).—It is usual, when new borrowers hand in vouchers, to allow them to take books as soon as the necessary examination of the signatures has proved satisfactory. There being no ticket on which to charge the book—unless it is the practice to make out tickets when the forms are handed in—a temporary ticket must be prepared. This may consist of a piece of paper the size of a book-card on which “A” followed by the number of tickets signed for is written in the top left-hand corner indicating that it is an application. The name and address of the borrower are then written on the slip. When books are issued the book-cards are put behind the slip—the bottom of which is folded under them to prevent it from falling out—and placed in a charging pocket. This slip—like all other temporary ticket slips—is dated, so that, when the ticket has been made out and put in place of the slip of paper, the correct date in which to insert the charge in the issue is known. This is called an Application Slip, and the charge, an Application.

The substitution of these application slips by the proper tickets can be done as the books are returned, or it may be a routine job. In the former instance, the applications are filed in the issue in the ordinary sequence; then when the books are returned the borrowers' tickets are looked for in the tray of not-in-use tickets and handed to the borrower. In the latter instance, the charges are placed behind an appropriate issue guide at the end of each day's issue. It is the duty of one member of the staff to replace these application slips with the tickets and to put the charges in their proper places in the issue. The second method is recommended, as it can be done at slack times and thus avoids the formation of queues at busy times.

When tickets already exist, or insufficient or incorrect information has been put on the voucher, it is returned to the lending library from the registration department with a note written on it stating why the tickets have not been made out. These informal vouchers are then filed in alphabetical order and the application slips on which books were issued are marked accordingly and the charges placed in proper sequence in the issue. When the books are returned, the assistant discharging them will see the note on the application slip, turn up the voucher and put things right.

Arrangement of Issue.—Whenever sorting large numbers of slips, forms, book-cards, tickets or charges into strict order, it is essential to sort them into rough order at first and to re-arrange each little group into strict order afterwards. This is the purpose of the sorting tray.

A numerical order is always easier and quicker to work with than any other. For this reason the charges are best arranged by their accession numbers, but there is one disadvantage. Because of the similarity of the figures it is easy to withdraw the wrong book-card from the issue when discharging, and the only safeguard against this is the care with which the book-card is checked with the number on the book label and the name on the ticket with the name given by the borrower before passing the book to be shelved. When accession order is used, fiction and non-fiction are all in one sequence.

The method which is in more general use is to arrange the non-fiction under the call numbers (the class number plus the author number of the individual book or the first three letters of the author's name), and the fiction under the author's name and title. To avoid confusion, supplementary copies of a title are indicated by a figure following the title. Great speed can be attained in discharging books when their charges are arranged in this order. Although the other method is still quicker, the difference is so very slight that the greater degree of accuracy of the slower method is ample compensation. Moreover, if a book has been wrongly discharged the mistake will almost certainly have been made with another book by the same author if fiction, or with another book of the same class if non-fiction. It is then frequently possible to go to the shelves and put the book-cards right. When the issue is arranged by accession number, this is seldom, if ever, possible. I have worked with both methods and know that fewer mistakes are made with the latter method. This order also permits stock-taking to be done by the easiest method.

Whichever is used, the method of arranging the charges is the same. The batches of charges are put into strict order and placed loosely in an issue tray, and issue guides placed in the issue at intervals of about 2 inches. These guides, which are the same width as the charges but project about $\frac{1}{2}$ -inch above them, have rounded corners so that they do not injure the fingers of the assistants using the issue, and are made of enamelled steel, xylonite, aluminium, or fibre—usually the last. They are numbered or lettered according to the arrangement of the issue. While the issue is being arranged, the small sorting tray, illustrated by Figure 8, is used to hold the new charges until they are inserted. When the date guide has been placed in front of the issue, its

arrangement is complete and the issue is placed at the entrance counter.

Time of Sorting.—The time of sorting the issue depends largely on the size of the staff, the number of books issued at various hours during the day, the method of arranging the charges, and the general conditions controlling the routine work of the department. On my tour I found that it was done first thing in the morning, at night, and at slack periods during the day. When it is done at night it is usual to relieve two assistants of counter work and shelving at seven o'clock for this purpose.

If the arrangement is by accession numbers, non-fiction and fiction will both be in one sequence. This will mean that the batches of charges in the sorting trays will have to be counted before they are arranged in strict order, and every charge subsequently made will have to be counted before insertion. The issue should be arranged in as short a period as possible to avoid numerous counts. When the arrangement is by call numbers for non-fiction and authors' names for fiction, the sorting may be spread over as long a period as desired and the whole issue counted when finally arranged.

Two records are necessary for the keeping of issues. The first is the daily issue sheet on which the counts are entered as made, and the other is the issue book. This should be ruled with fifty lines to the page, and have as many issue columns as the daily issue sheet. An illustration of this book appears in Sayers' *Revision of Stock*.

Discharging.—The method of discharging books has been already described and needs no further expansion, except to add that before every book is discharged it is briefly examined in the borrower's presence to see if the label is full, if there are any dog-ears, margin notes, loose pages or other damage.

All damage is submitted to the head of the department or the librarian for an assessment. If no charge is made, the borrower is cautioned and asked in future to point out any defect in a book when handing it to be stamped so that a note of the damage may be made, and the borrower not accused when the book is returned. When this brief examination reveals any books in too bad a condition to continue in circulation, they are put on the shelves reserved for them in the staff enclosure until next morning, when they are distributed as necessary. All damage which cannot be made good is noted on the top of the book label, dated and initialled.

There are several instances on record of people being summoned for wilfully damaging public library books. To quote one example: in 1926 the Coventry city magistrates fined a man two pounds for negligently soiling two books.¹

¹ L.A.R., 28, (N.S.), 4, 1926, 181.

Croydon Public Libraries. Daily Issue Sheet.

DATE.....

	TOTAL.		TOTAL.	TOTAL.
		Brought forward		Brought forward
Blind		660		900
000		670		
081		680		
100-20		690		
130-40		700		T
150		710		
160		720		
170		730		
180-90		740-60		B
200-10		770		
220		780		
230-80				
290				F(c)
300-10				
320-30		790		
340-60		800		
370		810		
380		820		F
390				
400		821		
500				
510		822		
520				
530		830		
540		F3		
550		840		
560		F4		
570				
580		850		
590		F5		
600		860		
610		F6		
620		870		
630		880		
640		890		
650		F9		
Carried forward		Carried forward		Total

FIG. 48.—The Daily Issue Sheet.

Work Checks.—It is easy for the careless assistant to make mistakes when discharging books. In small departments observation can be made and the particular offender singled out. But in a large department checks have to be made for each item of work in order to trace carelessness. The usual method is to allocate an initial or number to each assistant. When a book is returned the assistant discharging it puts this staff symbol in pencil on the last date on the label.

Another staff check is made when issuing; this consists of the symbol of the assistant issuing the book. It is usually placed in the date stamp between the month and the year, and thus enables one operation to cover two purposes; but it means that every assistant must have his individual dater. This is an advantage when rushes occur, as every assistant can attend if necessary and there will be a date stamp for each.

Examining for Expired Tickets.—When handing borrowers their tickets it is usual to glance at the dates to see if they have expired; and if so, to point this out and issue the appropriate vouchers. This takes very little time, as an assistant who is constantly handling tickets knows by the general appearance and feel of the ticket whether it is worth while examining the date.

Statistics.—In addition to simple statistics of issues and borrowers, librarians must keep records to show the use made of certain classes of books, their use in relation to the number of borrowers, the amount of routine work done, and its relation to the size of the staff and the issues. By comparing these records with those of previous years it is possible to ascertain which parts of the work need developing and which need restricting. Commercial firms keep very detailed statistics, and by studying them the directors know where to increase or lessen their activities, always with the object of providing the best service at the least cost. Librarians should do the same.

Though statistics are kept primarily for the use of the librarian so that he can see how the various activities of the library are being used, some of them are also of interest to his borrowers and to librarians of other towns. At most libraries the librarian prepares an annual report for the committee. This is usually printed and distributed to the members of the local council and to other librarians. It is to be regretted that in many towns the public rarely see a copy of the report or even know of its existence. They have a right to know what is being done with public funds, and if they see an illustrated and attractively printed report, a greater interest in the work of the library will be stimulated. A short précis of the report usually appears in the local papers

and this should serve to draw attention to the report itself. The presentation of figures in the report should show comparison with recognized standards or general averages when these exist.

Uniformity in Presentation.—Statistics are often considered to be simply a means of comparing library systems with one another; but, as they are now kept, they are of no value whatever for this purpose; they can only give rough ideas of the work that particular libraries are doing.

It is very necessary for comparative purposes that the statistics which are published in library reports should be presented in the same form. Both the A.L.A. and L.A. have devised forms, and these are printed in the L.J. for March 1916, pp. 180-1, and the L.A.R., 19, 1917, 280-4. Most libraries of a progressive nature use the forms recognized by the appropriate association. Mention of a few of the different methods that I have noticed in various libraries will indicate some of the ways in which statistics for comparative purposes are misleading. At one library all novels published prior to 1900 and all new novels by the authors of these are classified as literature and counted as non-fiction, but at another all books which are considered to have literary merit are classified as literature. At a third, all omnibus books which show the development of a form and are of value to the student are classified as literature, but whenever it is possible to classify a book as fiction, this is done: in this way books by William Long and Seton Thompson are counted as fiction. The classification of translations of foreign fiction also shows several divergencies in practice. Of eleven libraries of which I have particulars, six count translations of foreign fiction as fiction, four as non-fiction, and one as a separate class. Then there is the question of counting music textbooks; in some libraries they are issued on music tickets and counted as music; in others they are counted as books. At some libraries reference and lending issues are put together to indicate a greater use of non-fiction books; this is misleading when no explanation is given.

Another misleading item is the recording of the borrowers. Is everyone who has ever joined the library to be considered a borrower, or only those people who have tickets in force? In this connection the period for which the ticket is issued makes some difference to the total. If tickets are valid for five years a much larger proportion will be out of use than in a system where they are valid for only two years, and the percentage of borrowers will consequently appear much higher than if they were valid for two years only.

These few examples are by no means all which might be given.

to illustrate the worthlessness for comparative purposes of statistics as at present kept in England. While these different ways of classifying and counting are practised, statistics will be of use only to the librarians compiling them.

Census of Books on Issue.—On one particular day of the year a count is made in many libraries of all the books on loan, according to their class numbers. Thus, on the 14th March, say, each lending library in a system will count all the charges in the issue trays. This is done on the same day of the same week—not the same date—each year. The totals of fiction and non-fiction on loan are worked out in relation to the total daily average issue at each library. By comparison year by year, various deductions can be made and the value of the work of each library can be more accurately calculated. For instance, in 1928-9 the total issue at Fulham¹ decreased by 26,397, but the count of books on loan on one day in 1929 revealed an increase of 356 over the previous year. This indicated that books were being retained for a longer period than formerly; thus it was seen that, although the library issued a smaller number of books, the work was of greater value.

Statistics of Work Done.—Statistics of another nature are those of the work done in the department. These are kept in the departmental diary if one is used, or in a specially ruled register. They indicate how much time is spent on various items in the routine and the value of the latter to the service as a whole; also the amount of work done in relation to the size of the staff. Such statistics indicate what routine work should be curtailed or transferred to a clerical or specialized staff.

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¹ Fulham Public Libraries Committee. Annual Report of the Libraries Committee. 1929.

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CHAPTER VIII

OVERDUES AND FINES

OVERDUES

OVERDUE notices are sent to remind borrowers that they have kept books beyond the time allowed, and that fines are thereby being incurred.

Development of Method.—The original English overdue routine was to send three notices to the borrower and one to the guarantor, then to send a messenger, and if necessary hand over the matter to the town clerk, who would serve a lawyer's letter. Although most librarians still adhere to this lengthy routine, many librarians now send only two notices to the borrower.

At Birmingham borrowers under sixteen years of age (the only members requiring guarantors) receive only one notice. This states briefly but emphatically that if the book is not returned within one week application will be made to the guarantor. The first application to the guarantor is a request to see that the book is returned at once; the second is a demand to replace the book, now presumed to be lost. Adult borrowers receive two notices only, followed by a visit from a member of the staff. If a borrower moves away and does not notify his change of address, a printed letter is sent to the recommender asking if he would be good enough to write the new address, with "remarks," if any, on the other side of the letter and return it in the enclosed stamped and addressed envelope.

The report of an article on "Delinquent Borrowers," by S. V. Lewis, in *Public Libraries*, 1922, page 561, records the results of the adoption of more modern methods in recovering overdue books. In the method there described only one notice is sent, and that within the first week the book is overdue: after fourteen days a 'phone call is made to the borrower or guarantor. Instead of the visit of the messenger, a registered letter is then sent to the borrower, and if this is ineffective, the matter is handed over to the city attorney. A gain of 28 per cent. of books collected and a reduction of nearly 85 per cent. in cost recommends the new system. From this result, and the general American practice, it may be presumed that the third notice to the borrower will be discontinued as a general practice. The fewer the number of

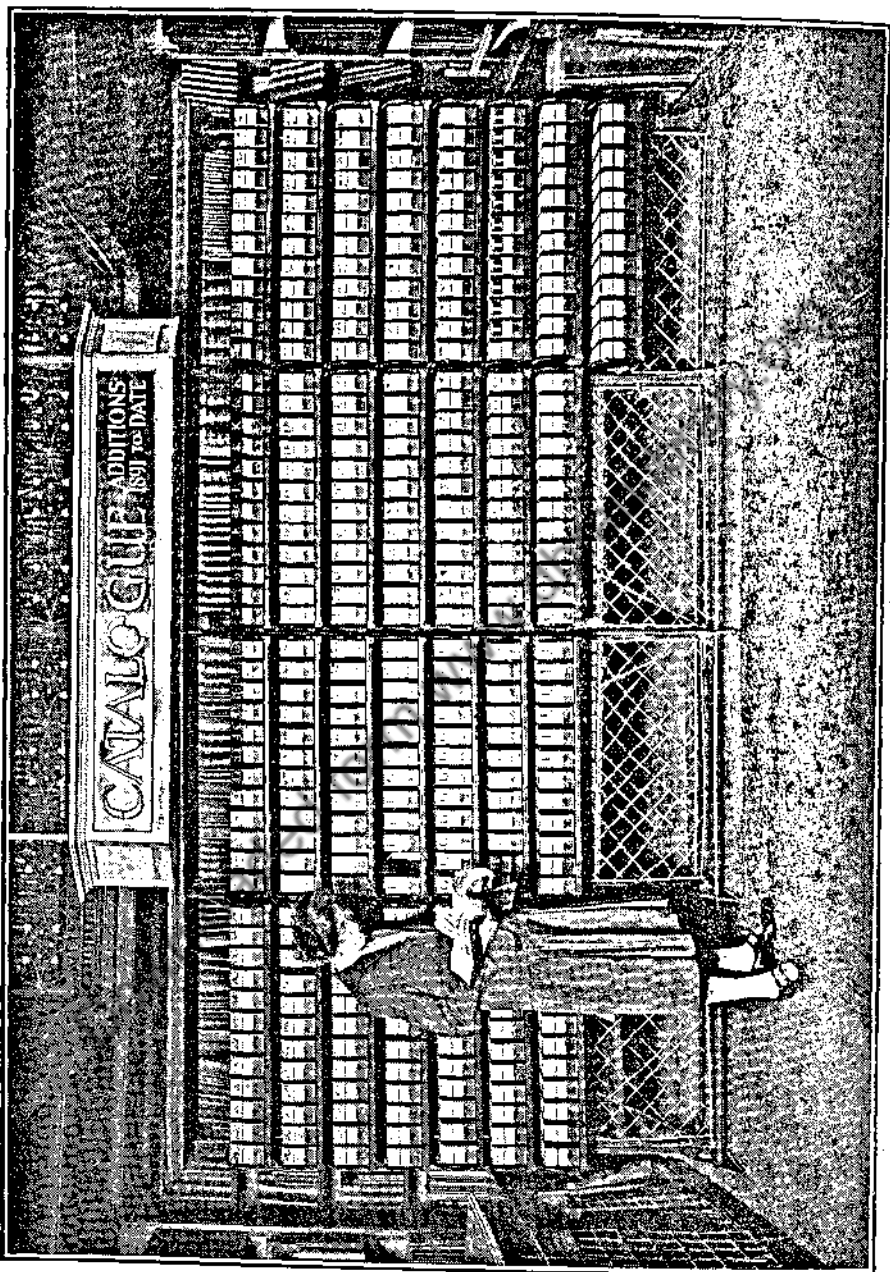


PLATE XII.—The Sheaf Catalogue at the Liverpool Reference Library.

notices sent, the sooner is the greatest pressure put upon borrower and guarantor.

Clerical Routine.—In some libraries overdue notices are written every day, and in others only once a week. The frequency depends of course on the number to be written. The assistant responsible for the work should see that the notices are dispatched regularly, for the whole success of the overdue system depends on their prompt dispatch and quickness in the "follow-up."

It frequently happens that after notices have been written by an assistant who has had to attend at the counter, one or two are not quite complete, or that other assistants have removed charges and not destroyed the notices. They should therefore be checked before being sent out. Before any notice is sent, the shelves should be carefully checked to see that the books have not been returned and erroneously discharged.

Records of Applications.—Some record of the attempts to recover overdue books must be made, for when making out a messenger's overdue call slip or reporting to the town clerk, it is important to be able to give full particulars of every step in the procedure. This record can be made on the book-card of the overdue book as each notice is written, or in a special overdues register when each batch of notices has been written. With the former method, which is the most satisfactory, the number of the borrower's ticket is placed in the left-hand column, and the date on which the book was due for return, in the right-hand column. Immediately underneath these entries are placed "p.c." in the left-hand column, and the date of sending the notice in the right. (See Figure 33.) It has been suggested that such records on the book-card must necessitate much rewriting of book-cards, but this has not often occurred in a library where this method has been in use for over forty years.

The disadvantages of the register are: Time is wasted making unnecessary records; before subsequent entries can be made, the original entry must be found; when every book for which application has been made is returned, the entries have to be searched for, and the "Result" column completed.

It is more satisfactory also to use the overdue call book in conjunction with the book-card record of notices sent than with the old-fashioned register. The register can of course be ruled to contain most of the information which appears in the overdue call book; but even so, particulars of the book, and the name and address of the borrower, will have to be written out for the messenger, unless he is entrusted with the charge—an inadvisable course.

Sometimes a combination of both book-card and register is

used. This is unnecessary, because several if not all the entries have to be written twice. Some librarians using the combined method use the register only when writing the third notice.

Frequency of Applications.—Approximately a quarter of the American libraries send the first notice when the book is seven

PUBLIC LIBRARY.

The Librarian appeals to borrowers to return books before an application is necessary. By so doing, the circulation of the books will be quickened and the staff relieved of much unnecessary work.

.....LENDING DEPARTMENT,

.....193.....

DEAR SIR OR MADAM,

I beg to remind you that, according to our records, you have not yet returned..... due for return on.....193..... and that the fines for the detention of the same, together with the cost of this application, now amount to..... For the first three weeks a charge of 1d. per week or part of a week is made for books kept over the time allowed for reading. One week after the receipt of this notice, fines at the rate of 1d. *per day* will be charged.

Yours faithfully,

Chief Librarian.

FIG. 49.—First Overdue Notice.

If desired, this notice can be used for supplementary applications by stamping across it with a rubber stamp *Second Application* or *Final Application*, but it is better to have a differently worded notice for each application.

days overdue. In England the period varies from seven to twenty-eight days, the usual being fourteen days. Subsequent notices are usually sent at intervals of seven days.

The Notices.—*General.*—It is desirable to limit the varieties of overdue notices as much as possible, making one form serve for all categories of borrower and for more than one overdue book in the possession of one borrower. The wording for successive applications should be varied, each subsequent notice being more emphatic than the previous one.

First Notice.—To assist in tracing borrowers who have moved, every notice should have the name of the library on the address side so that it will be returned if undelivered. If, after the sending of any notice, the fines accumulate at special rates, this should be distinctly stated on the notice, so that borrowers may know what fine to expect to pay if the book is not returned before the receipt of the next notice. Any charges for postage and messenger fees should also be mentioned on the notices.

Two forms of notice are in use, the postcard and the letter. As sensitive borrowers sometimes object to a postcard, this form should bear simply a request for the return of the books, there being no mention of the fines. The letter form may be sent in a patent envelope which is accepted by the postal authorities for the halfpenny rate, but which will indicate if it has been tampered with. The usual type of notice is illustrated by Figure 49.

At a few libraries borrowers are permitted to renew overdue books. When this is done, a note of the fine owing at the time of renewal is made and inserted in the charge.

Final Notice to Borrower.—Where it is the practice to make written application to the guarantor, the borrower should be warned of this in the last notice he will receive: if the next application is a personal one, and a fixed charge is made for the visit of the messenger, it is only fair that a borrower should be warned of this also. For an example of the final notice, see Figure 50.

Messengers.—With the guarantee system in general use, the whole question of personal application for overdue books is very debatable. One objection to sending messengers to the borrower is that as the guarantor has agreed to make good any liabilities incurred by the borrower, application should be made direct to him, and that when there is no guarantor the matter should be handed over to the town clerk. Should the library pay someone to travel round the district calling on defaulting borrowers? Some librarians believe a substantial charge of, say, one shilling, should be made partly to recover these expenses. This might be a hardship to some borrowers, but it would certainly secure the early return of overdue books. In few English libraries, however, are these charges made, although actual expenditure is usually charged.

The messengers employed may be janitors or other members of the staff. In addition to accomplishing the immediate purpose of the visit, an assistant can sometimes do effective publicity work when thus coming into contact with non-users of the library. The advantages of sending two selected assistants together in a car on these visits in Washington have been described by Grace B. Finney, the chief of the circulation department in that city, in

PUBLIC LIBRARY.

LENDING DEPARTMENT,

19.....

FINAL APPLICATION.

DEAR SIR or MADAM,

Application having already been made to you for the return of.....

due on.....19..... failure to return it/them within 7 days will entail application to your guarantor. The fines together with the charges for this and the previous notices amount to.....

Yours faithfully,

Chief Librarian.

If undelivered please return to

CENTRAL LIBRARY,
TOWN HALL.

Printed Paper
Rate
1/4 Stamp.

FIG. 50.—Final Application to Borrower, combined Notice and Envelope Form.

Size 10" x 8". This is the most popular form of overdue application in use; it can be folded down the middle, then in three. At libraries where no guarantee is required, or where the borrower is his own guarantor, the wording at the end of the first sentence can be altered to "application will be made to the Town Clerk, who will take proceedings to recover same and all charges due."

PUBLIC LIBRARY.

.....
 PUBLIC LIBRARY,
 19.....

Remarks.

OVERDUE CALL SLIP.

Borrower's Name.....
 " Private Address.....
 " Business Address.....
 Guarantor's Name.....
 " Address.....
 Class.....No.....Author.....
 Title.....
 Borrowed.....Due.....

Overdues sent ((Value))
		Fine		
		Postages		
		Charges		

Books returned to T.C. on..... Signature

Fine Paid on..... "

Black Listed on..... "

FIG. 51.—Overdue Call Slip.

an article called "Circulation Short Cuts," in *Public Libraries*, for October 1921, p. 466.

The messenger who calls for overdue books must have full particulars of each. These are given on what is called an overdue call slip or defaulter slip, which is made out in duplicate by an assistant at the library. A manifold book is used; it contains

PUBLIC LIBRARIES.

..... *Library.*
..... 193.....

No..... *Author*.....

Title

Borrowed..... *Fine to date*.....

DEAR SIR OR MADAM,

After two postal applications for the return of the above book, our messenger called on you to-day and could get no reply. As the retention of the book will prevent its use by another borrower, you are requested to return it at your earliest convenience. The fines now amount to....., and accumulate at the rate of one penny per day.

Yours faithfully,

Chief Librarian.

FIG. 52.—Messenger's Memorandum.

about 200 pages numbered in duplicate, alternate pages being perforated.

When the messenger returns, his report is copied on to the duplicate in the book and the slip placed in the charge, which is then kept in the orderly board, or behind a guide marked **DEFAULTERS**, in the issue.

Any further developments are also written on the duplicate in the book and on the loose slip, so that if the messenger has the slip with him the staff can see the history of the case by referring to the duplicate.

It frequently happens that a messenger calls and can get no reply. It is usual under such circumstances for him to fill up and seal a printed letter and leave it in the letter box.

CITY PUBLIC LIBRARY.

Lending Library.

..... 19.....

Borrower's name..... Address.....

Business address.....

Overdues sent ()

This is to certify that a library messenger called for the undermentioned books but could obtain no reply. Please return them together with this notice at your earliest convenience.

Book No.	Author.	Title.	Due.	Value.	Fines.	Post-ages.	Charges.	Total.
1.								
2.								
3.								
4.								

TOTAL:

Received..... Books and £ s. d. cash.

Still due..... " " " "

Messenger's signature.

" A "

CITY PUBLIC LIBRARY.

Lending Library.

..... 19.....

Borrower's name..... Address.....

Business address.....

Overdues sent ()

REPORT.

REMARKS.

Book No.	Author.	Title.	Due.	Value.	Fines.	Post-ages.	Charges.	Total.
1.								
2.								
3.								
4.								

TOTAL:

Received..... Books and £ s. d. cash.

Still due..... " " " "

Messenger's signature.

" B "

Fig. 53.—Combined Overdue Call Slip and Messenger's Memorandum.

Size 6" x 9". " A " is left with borrower as a receipt when the books and fines are collected, or as a messenger's letter when no reply can be received. " B " is returned by the messenger to the library; the permanent copy and one duplicate are printed in this form.

This letter should of course be sent in a sealed envelope. It is usual to send only one such letter to the guarantor. If this is

Defaulter at	No. of book		
Author			
Title			
Issued	Postcards		
Result	No answer	Gone	Undelivered
9.4.29			

Janitor's visit.	
Result: no result.	Recovered book—fine—costs.
Letter to Defaulter.	
Result: no answer.	Recovered book—fine—costs.
Letter to Guarantor.	
Result: no answer.	Recovered book—fine—costs.
Report to Town Clerk.	
Result.	Signature and date.
Defaulter card written for Reg. Dept.	
Defaulter card filed at Reg. Dept.	

FIG. 56.—Verso and recto of Black-List Slip for use with the Centralized Registration Method.

ignored, a second one may be specially written, or the matter handed over at once to the town clerk.

Report to Town Clerk.—When it is decided to put the case of a defaulting borrower in the hands of the town clerk, a report showing the whole history of the case is made out in duplicate as in

Figure 55. Any further developments must be left to the town clerk.

✓ Black List.—Nearly all libraries black-list borrowers who have outstanding liabilities. The minimum amount for which a borrower is black-listed varies from a penny to a shilling: where the second of the following methods is used, it would seem advisable to make a fairly high minimum—say ninepence—owing to the large amount of clerical work involved.

When the trays of borrowers' tickets are examined in order to destroy the tickets which have expired, those on which fines are owing are extracted and black-listed at once. In some libraries letters are sent to defaulting borrowers and the tickets re-inserted in the tray, but behind a special guide. This file is examined a few weeks later and all the tickets which have not been redeemed are black-listed by one of the following methods:

1. Where there is one registration department for the entire library system, a form similar to Figure 56 (the wording of course depending on the various processes used) is made out and sent, together with the ticket, overdue call slip and any other record, to this department, where they are fastened to the voucher. This is done so that, if at any time the borrower fills in another voucher, he can be reminded that he has a liability to settle.

2. Where each library has its own registration department, particulars of defaulting borrowers at each library are entered in alphabetical order on a form similar to Figure 57. This form is sent in to the administration department where particulars of defaulting borrowers received from all over the system are listed, and a copy distributed to every library. On receipt of a copy of this complete list of defaulting borrowers, an assistant at each branch library copies out particulars on cards of the same size as the vouchers in use, but of a distinctive colour, one card for each defaulter, and inserts them in the voucher cabinet. The ticket and all records are filed at the library possessing the original voucher. Then if a defaulting borrower hands in a new voucher at a library he had never used before, immediately the files are consulted it is seen that he is a defaulter. Where it is the practice for the registration file to be consulted before a book is issued, he will be informed at once of his liability, but if a book is borrowed when the voucher is checked without reference to the register, a note of the default must be put on the application slip. When a defaulting borrower has redeemed his ticket, notice of this must be sent to the administration department where the information is duplicated and circulated to all libraries, so that the black-list cards can be removed from every registration file.

Although called a weekly return it may not be necessary to send

PUBLIC LIBRARY.

Date.....

Weekly Return of Defaulting Borrowers.

Name and Address	No.	Author	Title	Due	Book Returned	Liabilities			Library	Remarks
						Value	Fines	Costs		

Fig. 57.—Weekly Return of Defaulting Borrowers.

Size 8" X 13".

one in every week, but it is not advisable to delay this work, as a borrower may go to another district library and take out a ticket shortly after a liability has been incurred. It would then be difficult to trace him.

Lost Books.—Every library loses books, and the losses usually fall into two groups : (1) Books which disappear from the shelves and whose absence is not noticed until stock is taken ; and (2) Books lost by borrowers.

Books lost by the former means are considered as missing, and after a thorough search has been made, they are replaced.

Borrowers who lose books either report the loss at once to the library, or wait until they receive an overdue notice. In order to avoid loss of time and misunderstanding it is the practice in some libraries to put a note on the board label asking borrowers to report any loss immediately.

When a book is reported lost and the borrower has remembered its title, the charge is traced in the issue, a note of the place and date of the loss is then written on a slip of paper which is dated and placed in the charge which is re-filed in either (1) a special sequence for lost books ; (2) the original date due for return ; or, (3) the date the borrower will call. A special file, either in the orderly board, or in the tray containing the overdues is the most satisfactory method, as it saves a subsequent search for the charging symbol, and can easily be found in the event of the book being returned.

If the borrower thinks that there is some possibility of the book being found and returned, he is asked to call in two weeks' time to see if there have been any developments, and to be prepared to pay for the book. If, in the meantime, notice of its possession by a public vehicle company or the police is received, this is sent to the borrower so that he may claim the book ; or the library may claim it and inform the borrower that the ticket will be handed over on the payment of any liability.

There seems to be much variety in the methods used to assess the value of a lost book. Some librarians take into consideration the purchase price, the cost of binding, and the number of issues the book has received, and then make a calculation ; others charge the amount it will cost the library to replace the volume, irrespective of the condition of the lost one.

A good method for assessing the value of lost books is to calculate the cost of the book and of the binding from the information on the book-card, and to charge what it would cost to replace the lost book, making an allowance for the condition of the book at the time of loss. This can be estimated from the date of the binding or by questioning the borrower.

Opinions differ as to whether any fines and expenses which may have been incurred before the book was reported lost should be paid or not. Some librarians think that if the book was reported lost with the intention of paying for it, the value of the book should be the maximum charge. Others think that if the library has been put to any unnecessary expense, or ordinary fines (which would not have been excused if the book had not been lost) have been incurred, the borrower should pay them.

It is in assessing the value of the book that the advantage of keeping records of issues on the book-cards is realized, and of the costs of the book and of re-binding. The original cost need not necessarily be kept on the book-card as it can be obtained from the accessions register; but it takes little room and can be written on as in Figure 33. In order to save referring to more than one record, all the information needed in assessing the value of a book should be kept on the book-card. If kept in the books the records will be of no use, for they will be lost with them.

The purpose of the process stamp is not to give information that will help in assessing the value of a book, but to show the relative values of certain editions and of the work of particular binders.

When the book is paid for, a receipt is written out in the miscellaneous receipts book. It should give the author, title, and accession number, for this information will be useful if at some future time it may be necessary to verify any item of the transaction.

The head of the department then considers the replacement or the withdrawal of the book.

It sometimes happens that, after having paid for the book, a borrower finds it, returns it to the library, and asks for the replacement charge to be refunded. This is usually done, although many librarians make a small charge for the expenses incurred. As an official receipt was given for the replacement charge the repayment must also be made officially. If there is a petty cash account a petty cash voucher may be signed by the borrower, or a special one may be used.

Stocktaking.—Stocktaking, or taking an inventory, as the work is termed in America, is comparing the shelf list with the books on the shelves and with the records of books on loan or at binding, in order to ascertain if any books are missing. In some libraries stocktaking is never done at all, in others it is done occasionally, and in a few it is done annually. The work is usually carried out during the summer months. Two assistants work together, one calling over the titles of the books on the shelves, while the other marks them off in the shelf list. After checking about 500 books they then go to the issue and repeat the process, examining in the

Library.....

Date.....

LOST BOOK—Receipt for Refund of Value.

Received from the Chief Librarian the sum of.....shillings

and.....pence (.....) being money refunded for book No.....

title.....author.....previously

reported lost and paid for (see receipt No.....), the book having now been returned.

Received the above-named sum:—

FIG. 58.—Form used for Refund of Payment for Lost Book.

same way each of the records which indicate the position of books. If the shelf list is on cards, a signal should be fixed to the tops of the cards to indicate books not traced: in this way much time will be saved when the shelf list is again compared with the shelves about a month later. When the second and subsequent checks are made, the method of checking is reversed, the assistant with the shelf list calling out the titles. In this way the missing books—indicated on the cards by the signals or on the sheets by the absence of the strokes—are looked for. When the shelves and records have been gone over in this way three or four times, the titles of the books which are still missing may be entered on standard size slips. Several months afterwards the missing books should be looked for again, and if not found they may be replaced. For this method of checking the issue, it is essential for the charges to be arranged in classified order. It is impossible to check each class systematically if the issue is arranged by accession number, unless the method which is used at Walthamstow is adopted. This is to have two book-cards for each book; one red and the other green. Each June all the book-cards in the books in the library are changed, the red ones taking the place of the green ones. As every book is returned its card is changed. When all the cards have been changed in this way, the red cards still outstanding indicate missing books. The next year the process is reversed, the green cards replacing the red.

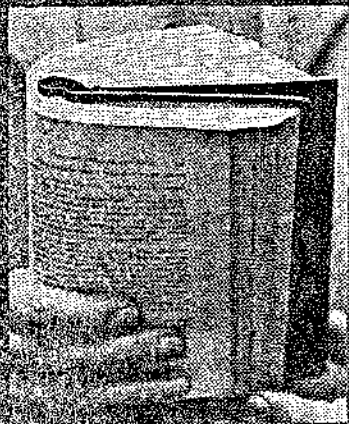
FINES

Their Purpose.—A fine is a penalty deliberately inflicted on people who retain books for an unreasonable time.

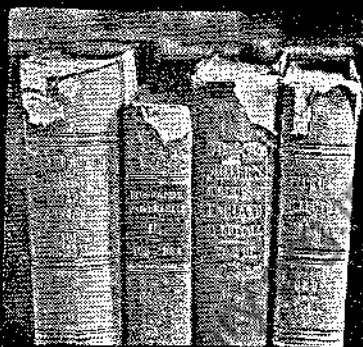
Fines are charged to ensure the early return of books. Many borrowers believe that the major portion of a library's finances consists of the money which accrues from fines; but, as a matter of fact, taking the averages from eight of the latest annual reports of English public libraries, the income from fines represents only 5·8 per cent. of the total income.

Table 33 of the Public Libraries Committee Report, 1927, states that the income from the rates of 188 libraries in areas with a population over 20,000 represents 92·9 per cent. of the total income. The income from other sources—which include fines—is only 7·1 per cent. The figures for areas of less than 20,000 are 83·7 per cent. from the rates and 16·3 per cent. from other sources. The L.A. Report on the Municipal Library System of London and the Home Counties, 1929, gives 6·5 per cent.

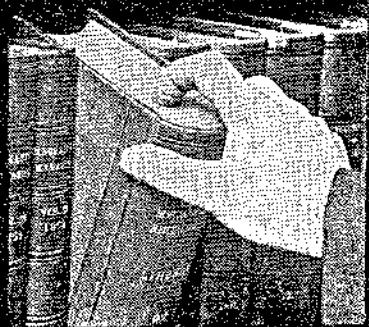
Reasons for Abolishing Them.—The hope was expressed that, when the rate limitation was abolished, fines on overdue books would



When a book is held as shewn in the illustration its sewing is strained, and the leaves very soon become loose and torn. Every binding destroyed means a reduction in the sum set apart for new books, — a sum already limited and always insufficient.



PULLING BOOKS FORWARD BY THE TOP EDGE OF: THE BACK TEARS THE BINDING: :: :: ::



PUT THE FOREFINGER ON THE TOP OF THE PAGES & PULL FORWARD · BINDINGS ARE THUS PRESERVED ::

be abolished. This has been done at Dagenham—a new library district—with quite good results. Instead of charging fines borrowers are warned that repetitions of the offence of keeping books out longer than the time allowed will lead to a suspension of their tickets.

In a paper¹ entitled, *Why continue the fines system*, Miss C. Van Dine gives several reasons for discontinuing the fines system. The author admits that the discontinuance of the fines system is in opposition to both tradition and practice, but adds that it must be tried to be proved impractical.

Reasons for Retaining Them.—The chief reason for the levying of fines is that they remind borrowers of their obligations to their fellow-citizens in that while they have out books which should have been returned, someone who may be urgently needing to use those particular books is unable to do so. Some applications for the return of overdue books emphasize this.

This useful notice is exhibited at the entrance of the Nottingham Libraries :

"The system of fines is enforced to deter any borrower from retaining books longer than the specified time, to the inconvenience of other borrowers who may require the volumes. A penny is charged for a week and twopence for any further week."

The fine is looked upon as compensation to the library or, indirectly, to the person who wishes to borrow the book and is unable to do so. Some librarians hold the view that it is a monetary compensation to the community for the extended use of the book, and that the inconvenience caused is counterbalanced by the fact that additional books can be bought with the accumulated fines.

Fines for keeping books overdue should be considered as "a business or administrative regulation to ensure a reasonable punctuality in the discharge of the borrower's contract to return the book on or before a specified date";² not as a fee for the extension of a time limit, as a purchasable privilege, or as a sum extorted to overlook a breach or an important rule.

One librarian who has realized the difficulties of securing the prompt return of books and who disagrees with the system of fines, has described the method he has adopted at Woburn, U.S.A. He says that the usual American fine of two cents a day is charged, but the total fine payable is limited to twenty cents in all. If this fine is not paid, the borrower's ticket is withheld for only one month and then the fine is automatically cancelled. The reason for withholding the ticket for one month and then cancelling the

¹ L.J., 41, 1916, 322-3.

² G. H. Evans. *The Remittance of Fines*. L.J., 38, 1913, 406.

fine is that the borrower is wanted at the library before other influences get a hold over him.

The Amounts.—One penny for the first week is the usual charge in England, although in some places it is as much as one penny a day. The usual charge in America is two cents a day: this is levied in approximately 75 per cent. of the libraries. Two or more volumes of one work, and all the books issued on one ticket—when the Browne charging system is used—are charged for as one book.

As such fines are nominal, and in no way compensate for the expense of book-keeping, writing overdue notices and providing receipts, many English librarians feel justified in making a small charge for each notice sent. Here again there is considerable variation in practice. Some libraries charge just the postage of a halfpenny, others charge one penny for two notices or less to each person, and the majority one penny for every notice sent.

To make borrowers realize that they are detracting from the valuable work of the public library by preventing other borrowers from reading the books they have kept overdue, some librarians enforce special fines after the first notice has been sent. Borrowers should be warned of these on the notice immediately preceding the one which demands the special fine.

Three examples of these special fines are given. In each case the usual fine is one penny per week. (1) For the second and each successive week twopence is charged; (2) one penny per day is charged when the book is eight weeks overdue; (3) twopence is charged for the second week and sixpence for the third.

Whatever the amounts decided upon, they must be incorporated in the rules of the library and be clearly placed on the board label, or date label, or both, so that delinquent borrowers cannot say that they were unaware of the rule. Owing to the fact that borrowers refer to the date label when they want to know when a book is due for return, this appears to be the most suitable place for the note. Most libraries have a legend above the dating columns of the label to the effect that "This book is returnable on or before the last date stamped below." This should be followed by some such wording as the following: "If kept beyond that date, a fine of (so much) per week will be incurred." It is surprising that only a quarter of the libraries I visited put this important notice on the date label, while a sixth had no indication in the book of the levying of fines. If charges are made for the posting of notices this also should be stated on the date label.

Maximum Fines.—Fines in excess of the value of a book are rarely charged; it is therefore the practice in a few American libraries to fix a maximum beyond which fines cannot accumulate.

This amount varies from twenty cents to one dollar. The rule of the New York Libraries in this connection is: "In no case shall the fine exceed the published price of the book, but any messenger fees, car fare, postages, etc., may be added to the fine." The argument for a maximum of a stated amount as against the value of the book is that it is unjust for a person who has locked up two books at work or college while on holiday for a few months—one valued at 2s. 6d. and the other at 15s.—to be charged fines exceeding the value of the books.

Books are usually issued for seven or fourteen days. This means that the borrower can have the books out for so many clear days and that fines are not incurred until the eighth or fifteenth day is reached; if a book is issued on a Tuesday the fine is due on a subsequent Wednesday.

Assistants can usually tell whether or not a fine is due as soon as they look at the date on the date label, but to avoid any omissions and to save calculations every time a fine has to be charged, several devices are in use.

Fine Computers.—If the fines are not large and do not increase by larger amounts at certain periods, fine guides are placed in the issue immediately in front of the charges to which they refer. In order to be quite prominent they should project one inch higher than the date guides, and the colour of the figures should contrast with that of the date guide figures. Libraries which charge large fines (*i.e.* so many halfpence or cents a day) find it necessary to use a fine computer. When a fine is due, the assistant compares the date on the label with the computer, and charges the correct fine indicated. There are two types of computer in general use, one is horizontal and the other perpendicular, and both are quite simple.

The computer illustrated by Figure 59 consists of a piece of cardboard with the amounts of the fines entered at the right-hand side. A strip of paper typed so that each date is parallel to the fine amount is then placed to the left of them, between guides. This strip is moved up every day. The horizontal type of computer is constructed on the same principle except that both fine amounts and dates are horizontal. It is made from wood, the dates consisting of little blocks of wood which slide along a groove.

The actual charging of fines is occasionally a delicate piece of work, and the policy to be followed should be clearly set out in the staff instructions. It should always be done fairly and strictly, and under ordinary circumstances all borrowers should receive equal, similar, and impartial treatment. In cases where misunderstanding has been caused and the records are not conclusive, consideration must be given; but where a borrower objects to paying

	SEPT. 3	
	2	
	1	
	AUG. 31	TO-DAY
	30	$\frac{1}{2}$
	29	1
	28	$1\frac{1}{2}$
	27	2
	26	$2\frac{1}{2}$
	25	3
	24	$3\frac{1}{2}$
	23	4
	22	$4\frac{1}{2}$
	21	5
	20	$5\frac{1}{2}$
	19	6
		8
		7
		$1/0\frac{1}{2}$
		1/1
		$1/1\frac{1}{2}$
		1/2
		$1/2\frac{1}{2}$
		1/3
		$1/3\frac{1}{2}$
	JULY 31	
	30	
	29	
	28	
	27	
	26	
	25	
	24	
	23	

FIG. 59.—A Fine Computer, which can be made as described on page 147.

This type of computer is hung up in the staff enclosure, where it can easily be seen by the discharging staff.

not be larger than the borrower's ticket nor so small that it can be overlooked if inserted in the pocket form of ticket.

If the borrower does not want to take another book he is told to ask for the ticket the next time a book is desired. The ticket is then filed in the not-in-use tray with the fine-owing slip attached.

Remission of Fines.—The remission of fines as practised falls into two main groups: individual and collective.

1. *Individual.*—It is sometimes desirable to remit fines in cases of illness or death. If the insistence on the payment of a large fine is likely to mean hardship, it is advisable for the head of the department to give special consideration to the case. Arrangements may be made for the fine to be paid by instalments, or to be reduced; or a time penalty may be substituted, the period for which the ticket is withheld depending on the amount of the fine.

2. *Collective.*—One method of obtaining the return of overdue books—and at the same time remitting fines—in America is to hold what is called a Free Book Week or Book Home-Coming Days. Numbers of libraries have used this method and it appears to work very satisfactorily.

Briefly, the method is to advertise in the daily papers, schools, colleges, factories and elsewhere that on certain specified days no fine will be charged on any book returned and that no questions will be asked. This period of free return varies from one day to an entire week, and is usually held once a year. The first time Minneapolis held its free book week, in 1921, \$1,000 worth of property was returned! Syracuse held an Overdue Book Day in 1916, when 160 books were returned. Some of these had been considered as lost the previous year and the necessary steps to replace or withdraw them had been taken. This experiment indicated that one day was not sufficient and that it was necessary to advertise the privilege widely. In 1918 the Newark Libraries discontinued sending overdues as a war economy and substituted an Overdue Book Week, which was so popular that it was extended by another ten days. In 1932 10,000 individuals had their cards cleared of fines—amounting to 3500 dollars—and full library privileges restored to them. Many "lost" books found their way back to the library also.

Whether the need for such a scheme is due to the charging method, together with the absence of wickets in open access libraries, or to the high fines charged, it is difficult to judge. It is quite certain that such a scheme is unnecessary in England.

In some libraries, when going through the not-in-use tray of borrowers' tickets in order to remove out-of-date tickets, those on which fines are owing are extracted and a sealed letter similar to Figure 62 is sent to the owner before black-listing him, the

amount of the postage being entered on the fine-owing slip. In some libraries all tickets held are sent to the owners, or the owners are asked to collect them, which is the better plan as they might otherwise fall into the wrong hands. This is usually done once a year—in the early autumn.

Receipts.—*Are they Essential.*—Most librarians consider the issue of receipts a great nuisance, but they are not such a necessary evil as many suppose. Several libraries issue receipts only when

PUBLIC LIBRARIES.

193

DEAR SIR (OR MADAM)

Our records indicate that you have been unable to use the libraries since probably because a fine of remains unpaid. We should like you to be able to avail yourself of the services of the lending library without hindrance, and should be pleased if you would call at the library at your convenience.

Yours faithfully,

Chief Librarian.

FIG. 62.—Letter sent to Borrowers whose Tickets are held at the Library owing to Unpaid Fines.

If the policy of the library permits—as it does in many—fines may in some cases be reduced and borrowers allowed to resume the use of the library. A person who has his fine reduced in this way should be made to feel that it is a special privilege which would not again be granted.

specially asked to do so; then they have to be written out and are given simply to oblige borrowers. The form receipts shall take depends on the local authority's auditor, although consultation between the auditor and the librarian frequently has the effect of putting into use the most convenient method for the library.

It is not essential for cash checking purposes to give receipts for reserved book postcards, borrowers' tickets, or vouchers, as these can be delivered by the printer numbered with consecutive numbers which can be used to calculate the amounts received from such items.

It is most business-like for receipts to be given and for each assistant to keep his takings separate; but as there is no commission, no goods are to be sold, no payment has to be made at a cash desk, and admission to the library does not depend on the

possession of a receipt, many librarians feel that the issue of receipts is unessential, and a waste of time. The difficulty so far has been to satisfy the auditor that fines are properly charged, and that all the money received is being paid in. This has been overcome in several libraries where no receipts are issued, by using a specially manufactured receptacle for the monies received. It consists of a box about 9 inches square built into the entrance counter, preferably half-way along its length, with a lid which slides to the inside of the staff enclosure. This sliding lid also forms the base of an

CROYDON PUBLIC LIBRARIES.

RECEIPT.

No.

.....19

RECEIVED of.....

the sum of.....pounds

.....shillings.....pence being

W. G. BERWICK SAYERS,
Chief Librarian.

£ : : per.....

FIG. 63.—Manuscript Receipt used for Sale of Special Publications, Lost Books, Etc.

They are made up in books of 150 receipts, three to a page, the pages being numbered in pairs and alternate ones duplicated.

immovable glass pyramid with an open top through which the coins are dropped. When fines have to be paid borrowers drop the money through the opening at the top of the glass pyramid and it falls on to the lid. When the coins have been examined and change given by the staff, the lid is pulled and the coins drop into the box beneath. Once the coins are dropped into the glass pyramid they can be touched by no one except the auditor, who keeps the key of the box. Cash is kept separately for the purpose of giving change. This method has been accepted by at least two auditors in England and works very satisfactorily: its great advantage is that no recording at all is necessary.

Forms of Receipt.—A manuscript receipt book similar to Figure 63 may be kept with a till of this nature so that receipts may be given to

anyone who asks for them. These require the name and address of the borrower, and in the case of lost books, the accession number, author and title, and take the longest time of any to issue. They should not be used for fines but for subscriptions and all items for which roll receipts are not provided.

The roll receipt is the quickest to issue and is used for fines, bulletins, bespoken postcards, etc. A cash register is in use in one or two libraries: this ensures the issue of standard receipts and correct totalling, but it is prohibited in many libraries by the very heavy initial outlay involved, especially if a "key" is to be provided for every item for which receipts are given. All amounts for which manuscript receipts have to be given, such as subscriptions and payments for lost books, can be passed through the cash register for totalling purposes. Self-analysing registers can be bought, but they are very expensive.

If each assistant has his own till, receipts with counterfoils—which must be initialled by the assistants issuing the corresponding receipts—must be provided. Every day all the signed counterfoils must be analysed and checked with the amounts in each assistant's till. This work is usually done by a senior who keeps the keys of the individual drawers. This form of receipt can be used for the same items as the roll form. It was found by one library that the cash total was very little out each day, but that there were discrepancies in the tills: this indicated that assistants had put their takings into their colleagues' tills! When a new auditor was appointed the roll form of receipt and an open till were reverted to, much to the satisfaction of the staff.

Whatever form of receipt is used each must be numbered with a running number for statistical and checking purposes; all counterfoils must bear duplicate numbers.

Every morning the number of receipts issued the previous day must be recorded. A book similar to Figure 64 is used for this purpose.

Tills.—The type of till to be used is closely associated with the form of receipt given. In a cash register the till and the receipt-issuing mechanism are combined. Many libraries use an open till into which an unvarying amount of change (usually five shillings in copper) is put every morning. This is kept just beneath, or conveniently near, the receipts container, and all monies received during the day are dropped into it. It should contain basin-shaped wells of various sizes for each coin value, and a narrow container with lid hinged at one end to contain Bank of England notes.

Paying in Monies.—Methods of paying in monies by branch librarians to the central administration department and by this department to the borough accountant also depend upon the

PUBLIC LIBRARIES.

.....Library.

Cash Receipts for Week-ending Thursday.....19.....

	Last No. Used Last Week.	Last No. Used This Week.	Total Used.	£ s. d.	£ s. d.
Catalogues at					
Library Bulletin at 1d.					
do. Subscriptions					
Borrower's Tickets, 1d.					
Scholar's Tickets, 1d.					
Postcards, 1d.					
Fines, 4d.					
" 2d.					
" 1d.					
Waste Paper					
Lost Books					
Damaged Books					
Reserve Fees					
Lavatory Fees					
Subscriptions					
Deposits					
.....					
.....					
.....					
			Total:	£	£

FIG. 64.—Branch Cash Receipts Form.

These are supplied in manifold books, numbered in duplicate, and alternates ones perforated.

requirements of the accountant's department. In some systems the amount to be paid in by the branch librarian is simply entered in a bank paying-in book and signed by the administration department, which keeps the slips torn from the paying-in books. From these branch paying-in slips one slip for the entire system is made out and forwarded with the money to the accountant's department. In others a form similar to Figure 64 is handed in by every branch librarian. This goes with the cash to the accountant's department and later brought to the branch library, when the books are audited. Branch monies are usually paid in to the administration department every week.

For the library's permanent records it is desirable to use a book similar to Figure 65. There should be thirty-five lines to the page; the reason for the four extra lines is to allow an empty line following the "Brought Forward" entry and one between the "Carried Forward" and monthly total entries, to avoid confusion. There should be a column for each item for which a receipt is given, and one or two columns should be headed "Library Publications," as most libraries occasionally have some handbook or special publication on sale for a short time. Each month's total will be carried forward to a summary page following the last monthly page of the financial year. Quarterly and annual totals will be shown here.

Each branch will keep its own record in this form, and will send any necessary annual and quarterly statements to the administration department, where all such statements will be combined for the whole system.

SELECT LIST OF REFERENCES

- Batterson, M. A. Remission of Overdue Fines. P.Libs., 27, 1922, 559-60.
(Report of a paper read at the Pacific N.W.L.A. Conference, Washington.)
- Lewis, S. V. Delinquent Borrowers. P.Libs., 27, 1922, 561-2.

CHAPTER IX

SERVICE TO BORROWERS

The Catalogue.—Cataloguing does not come within the scope of this book, but a few observations on the catalogue (provoked by continuous experience in lending libraries) and a short consideration of the relation between the catalogue and the general work of the department may not be out of place.

Every library should have classified and author catalogues or a dictionary catalogue of its own stock, and in the case of a branch library a union author catalogue of non-fiction in addition, except where a branch exchange service is in operation, in which case one such catalogue at the administration department is sufficient.

The catalogue should be placed in a central position near the staff enclosure. It may be either one unit, or parts of the classified catalogue may be placed on the shelves with their subjects. The author and the dictionary form cannot be dispersed in this way.

Title entries for all plays, operas, oratorios, and many long essays of importance should be included in the catalogues. Borrowers frequently ask for such when they know only the title, and it is often difficult to trace the authors or composers, especially if what is required is published as part of another book. Where title entries are not included, printed catalogues of other libraries which contain title entries, gramophone record catalogues (for music), and such reference books as those by Firkins and Granger, mentioned on page 46 should be kept for staff use in the department.

The allocation of books in branch libraries should be indicated in any form of catalogue by the initial letter of each library; not by stars or similar symbols which need an index or key to interpret them.

The advantages and disadvantages of the sheaf and card forms are too well known to require repetition here, although it may be mentioned that the sheaf catalogue is gaining much favour.

To prevent damage to the tops of cards in a card catalogue and to keep them clean, the inside of every tray may be slotted at both ends to take a sheet of plate glass about $\frac{1}{4}$ -inch above the cards. This compels handling the cards by their sides. The sheaf

catalogue becomes dirty much more quickly than does the card catalogue, and there is no means of preventing this.

Card catalogues, with drawers raised at the front so that the cards fall back, can now be obtained.

For the guidance of the public the catalogues should have prominent notices on or near them indicating how they are arranged. Cards or pages explaining how to use the catalogue may be placed inside, but such guides are not essential, and are rarely used by borrowers, who prefer to go to an assistant for help.

It is well to place an index to the classification on the catalogue and another copy on a small reading slope amongst the shelves.

Co-operation between Public Libraries.—In addition to the inter-availability of borrowers' tickets described on page 167 there are two other methods by which the unification of the library services in this country is being brought about. Both are concerned with the inter-library loaning of books. One is by means of co-operation with the National Central Library, the other is by arrangements made between librarians in adjoining districts or in a specified area.

During the last seven years there has been co-operation between so many county and municipal libraries, and the forms of co-operation are so varied that only a few of the outstanding schemes can be described here. The Carnegie United Kingdom Trust's Annual Reports, the *Year's Work in Librarianship*, and the Annual Reports of the Central Library for Students (as the N.C.L. was previously known), and the N.C.L. give further particulars.

Many libraries have become "outlier" libraries of the National Central Library, and lend books to any other library on request from the N.C.L. They form a vast book reserve, which is many times greater than the stock of the national library.

The practice regarding the payment of postages on books varies in different libraries. In some, postage is paid by the library one way; in some, both ways; and in others, entirely by the borrower. It may be argued that, as a library is enabled through the N.C.L. to provide a book without purchasing it, the borrowing library should pay the postage both ways. In small libraries this would probably be a drain on the income.

There are various forms of co-operation between county and municipal libraries. In addition to the Nottinghamshire-Newark arrangement mentioned on page 159, there is an arrangement between the Middlesex County Library and the small municipal library at Hanwell by means of which the latter receives a deposit of a thousand books annually in return for a payment of fifty pounds. Leicester municipal library lends special books to the

County Library for a payment of twopence per volume. There are many other arrangements of a similar nature.

Inter-Library Loan Schemes.—One of the most gratifying aspects of modern British librarianship is the willingness of librarians to lend each other their books. This is expressed by unofficial methods whereby a librarian will telephone the librarian of a neighbouring borough and ask to borrow a book which he cannot supply, by organized schemes in small areas, and by the large regional systems.

In three districts the librarians have come to an arrangement whereby books are sent between their libraries: borrowers' tickets are available at any of the libraries. The three districts are: Mansfield, Worksop, and Newark; East Anglia; and Blackburn, Accrington, and Burnley.

A committee, consisting of the librarians and the chairmen of the various libraries concerned in each scheme, meet periodically to consider its working.

The stationery is of course standardized for each library in a scheme, the cost being shared proportionally.

Such co-operation between adjoining libraries need not be restricted to the inter-lending of books and the use of borrowers' tickets, but may include the selection of reference library and expensive text-books, and the filing of periodicals. At Newark there is, in addition, an arrangement with the Notts County Library whereby a financial grant is made so that the Newark library may serve four parishes adjoining the boundaries of the town. This means that four branches are added to the library service. Any member of the Newark Library may borrow books from any of the centres, and any person residing in the combined area may borrow from the Central Library in Newark. The stock of the Newark Library is also available to any member of the county library on application to the county librarian. This co-operation is highly commendable, and it is the only means by which a completely efficient book service can be provided in areas where there are several medium-sized or small libraries under different authorities, not included in a regional scheme.

In the Mansfield-Worksop-Newark scheme, when a book is asked for at one of the three co-operating libraries but is not available, if the applicant is prepared to pay a fee of 2d. a 'phone call is made or particulars are entered on a form similar to Figure 66, which is sent to one of the other libraries. Here the shelves are examined and the requisite books are parcelled up and sent by bus to the requesting library, a consignment note (see Figure 67) being sent under separate cover. The carrier makes a moderate charge of threepence for every parcel of six or fewer books. If

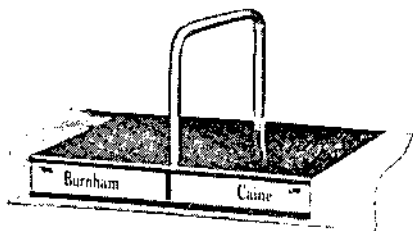
MANSFIELD—WORKSOP—NEWARK INTER-LIBRARY LOANING SCHEME.

THE FOLLOWING BOOKS ARE REQUIRED BY THE PUBLIC LIBRARY AT

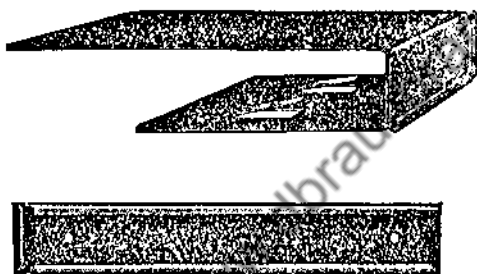
Please forward this form to

Class No. if known.	Author.	Title.	Supplied by

Fig. 66.—Request Form used in the Mansfield—Worksop—Newark Inter-Library Loan Scheme.



(a) A Combined Book Support and Shelf Guide. Made by Lib. Co.



(b) Shelf Guides made by Demco Library Supplies, Madison, Wisconsin.



(c) Display Case. Made by Demco.

some of the books are not available the list is forwarded to the other library.

A union catalogue in each of the libraries participating is considered an essential part of this scheme. A paper dealing with this subject was read by Mr Arthur Smith at the Library Association Conference in 1929.¹ Not only is union cataloguing in practice in this group of libraries, but union book-listing also. From the union catalogue a union book-list on any subject can be made.

The libraries participating in the E. Anglian scheme are Ipswich, King's Lynn, Lowestoft, Norwich and Great Yarmouth. A union catalogue is considered impracticable in this scheme owing to the size of the libraries. Books are lent at a charge of fourpence per book. Carriage is by post, the borrowing library paying postage both ways. Any non-fiction books in the lending libraries and reference libraries (at the discretion of the librarians of the loaning libraries) are lent. Reference books may only be consulted in the reference rooms of the borrowing libraries. To avoid the duplication of expensive books for which a considerable demand is not anticipated, each librarian circulates a list of such books it is proposed to purchase.

In the Blackburn-Accrington-Burnley scheme, which is similar, the conveyance of books is by post, the borrowers having to pay the postage one way only.

A well-organized and successful scheme of inter-library lending is in force in Cornwall, where there are nine small libraries, eight of which have entered into an agreement whereby they send to the county library catalogue cards of all the books in stock, which are incorporated in the union catalogue of the county. Thus, when a book not in stock is asked for at any of these libraries, a request is sent to the county library. If not in stock there, the union catalogue is consulted and the book obtained from one of the other libraries. If none of them has a copy, application is then made to the National Central Library. By this arrangement many books which otherwise would be obtained by the individual libraries from the N.C.L. are supplied from the Cornwall libraries.

Regional Library Bureaux.—These schemes were the forerunners of the more ambitious regional schemes covering much larger areas. The object of these schemes is to make greater use of existing library facilities within specified areas before drawing upon the National Central Library. The first of these was the Northern Regional Library System, which was commenced at the instigation of the Newcastle Literary and Philosophical Society. A committee was formed, on which the Carnegie United

¹ Smith, Arthur. Towards Union Cataloguing. In Papers read at the 52nd Annual Conference (of the Library Association), 1929, pages 48-51.

Kingdom Trust, the National Central Library, and the public, university, and institutional libraries of the northern counties were represented. A catalogue was considered essential, and for this purpose the Carnegie Trustees made a grant of £3000, spread over three years. The scheme comprises twenty urban, three county and two university and eight special libraries, and during the second year of operation 2490 applications were received. Of these, 1575 were dealt with by libraries in the scheme, and 672 were forwarded to the National Central Library. The remaining 243 applications (11 per cent.) could not be dealt with as they were for books unobtainable by, or not within the scope of, the National Central Library. The headquarters of the scheme bears the same relation to the participating libraries as the county library in the Cornwall scheme just mentioned.

The sheaf entry is typed in duplicate and the duplicate (which is not "squared" and is of a distinctive colour, each bureau having a special colour) is sent to the National Central Library to be incorporated in the master catalogue. The transportation of books between the libraries is by carrier, as this has been found to be considerably cheaper and frequently more speedy than by post.

A national committee on regional co-operation, consisting of the chairman and secretary of each regional system, together with representatives of the National Central Library, the Carnegie United Kingdom Trust, and the Library Association, exists to co-ordinate methods in regional co-operation and to advise on the formation of new systems. It is through this committee that the methods of the various bureaux and the stationery used are the same as that used by the National Central Library. A similar form to Figure 69 is distributed to all participating libraries.

When this form is filled in, particulars are entered on a 5×3-inch card or in an exercise book ruled for Date, Borrower's Name and Address, Author, Title, Date Received, Expenses, Borrower Notified, Date of Issue, Date of Return, Book Returned, Remarks. The columns are filled in as each stage of the transaction is completed.

When application is received at the bureau, the catalogue is consulted and requests for the book sent out. The library providing the book charges it to the borrowing library in the usual way, and may, in addition, keep particulars in an exercise book.

A similar form to Figure 70 is sent out with each book, and on the return of the book to the library which lent it, is returned endorsed as a receipt to the borrowing library.

The library which borrows the book sends the borrower a bespoke postcard and makes the necessary charge to cover expenses when issuing it to him.

APPLICATION FORM

From (<i>Name of Library</i>)		Latest date (if known) on which the book will be of use	
To the NORTHERN REGIONAL LIBRARY BUREAU, LITERARY & PHILOSOPHICAL SOCIETY, NEWCASTLE UPON TYNE, 1			
Author (<i>block letters</i>)	Title	Date or approximate date of book	
A separate form must be used for each book			
Date	Signature of Librarian	Place of Publication	Publisher
Name and address to which book is to be sent (<i>only to be given in case of County Libraries</i>)			
FOR USE OF BUREAU Received	FOR USE OF LENDING LIBRARY Received	FOR USE OF N.C.L. Received	
Forwarded	Waiting list	Acknowledged Waiting list	
	Book sent	Book ordered	
	Postage	Book sent	
		Reason not sent	

FIG. 69.—Form used when applying to a Regional Bureau for a Book.

NORTHERN REGIONAL LIBRARY BUREAU.

Literary and Philosophical Society, Newcastle upon Tyne. INTER-LIBRARY LOANS.

To.....Date

Please receive on loan :

Due for return on.....
(or previously if required.)

Received the above Books

(I undertake to replace lost or damaged volumes.)

THIS FORM MUST BE SIGNED AND RETURNED IMMEDIATELY

Postage to be refunded
with this form.....

Signed.....(Date)

FIG. 70.—Form sent with Book to the Borrowing Library.

A similar, but larger, scheme for the West Midlands is worked from the Birmingham Public Libraries, and a scheme for the Home Counties has been established.

Inter-availability of Borrowers' Tickets.—Many librarians cherish the hope that the library movement in this country will be so unified that any person possessing a library ticket may walk into the library of a town in which he is staying, and on showing his ticket, be allowed to borrow books. This ideal is already being realized.

Several libraries have made known their willingness to honour the tickets issued at other libraries providing that these libraries reciprocate. A clause to this effect is included in the new by-laws of the Sheffield Public Libraries. By April 1930 twenty-nine libraries had consented to honour the Birmingham tickets, and at the same time eighteen libraries had consented to honour the Oxford tickets.

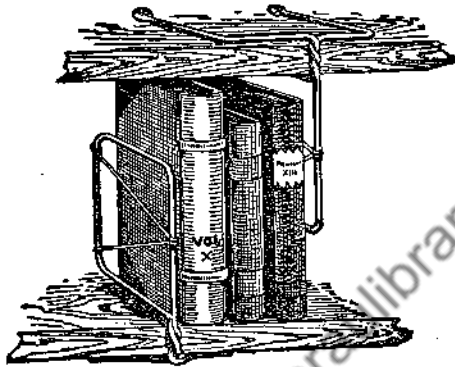
Branch Libraries and Distributing Agencies.—Every librarian has at some time to face the problem of the extension of his library services to meet the growing needs of his district. The three most important considerations which affect his decision are the type of service to be provided, its scope, and the geographical position of the district, and these are themselves influenced by a number of forces and conditions which differ in every town.

One of the most important factors which determines the establishment of an extension service is the density of the population. If the population is patchy or sparsely distributed over a large area, several deposit or distributing stations are better than one branch library. On the other hand, if the population is dense, it is better to provide a few large libraries. Not more than one mile should separate any two library deposits, whether branches or deposit stations.

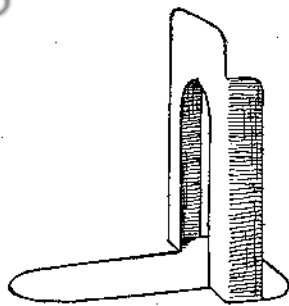
The position of the branch greatly influences the amount of work it can do: issues are usually greater at libraries in residential than in purely business districts in the same town. A branch library should be placed in the centre of the district if possible. It may even be an advantage to experiment with temporary quarters until the best position is found.

Four agencies are used in extending the library service. They are: (1) Travelling libraries; (2) Delivery Stations; (3) Deposit Stations; (4) Branch Libraries. These may be used separately or in combination. It frequently happens that a branch library has evolved through each of these stages.

The Travelling Library.—In places where there is a limited demand for books, and where it is not economical to provide a permanent collection and an assistant to issue the books, twelve to fifty books



(a) Wire Book Support for wooden shelves. Made by Demco.



(b) The Non-losable Support. Made by The Library Bureau.

PLATE XV.—Book Supports.

may be deposited for a few weeks and then changed. They are kept in boxes and left in the charge of such people as schoolmasters, clergymen, and club leaders. The system has been used a good deal in America, but in England it has been confined mainly to local societies and to school library systems.

At Manchester, in order to provide a book service for new districts pending the building of branch libraries, a large road vehicle, measuring 19 feet 10 inches, exclusive of driver's cab, has been equipped as a travelling library. The two sides of the book-bus are shelved with books, and at the back a small counter has been built, on either side of which are the entrance and exit. The bus visits certain parts of the city at specified hours during the week for periods of five hours, and obtains its electric lighting from the street mains. A stock of 1300 books is carried, and is replenished from a special collection of 4000 books, which in turn is kept fresh by loans from other libraries.

Delivery Stations.—In places where circulation is not likely to warrant the expense of a branch library, and where a travelling library or deposit station is not practicable, delivery stations are sometimes opened. These are book-depots where particular books from the main library stock may be asked for by people who find it impossible to go to the library. The agent in charge of the station forwards the request to the library and holds the book until called for. The "charge" and all records are at the library. Delivery stations are frequently placed in shops; and the proprietor receives compensation by an annuity, by payment for every book issued, or merely by the additional trade which it may bring. The disadvantages of the system are these: the borrower has to depend on the catalogue or his own book-knowledge; if the book asked for is not in, the substitute sent may be of no use; two visits have to be made for every book; and what is most important, there is no contact with library assistants or the books. The scheme is American, and, I believe, not practised in this country at all.

Deposit Stations.—A deposit station consists of a collection of from fifty to two hundred books placed in such a centre as a factory, hospital, tenement, school hall, institution, fire-station, or prison, and the books are available for issue during certain hours of the day. Like travelling library deposits, they are in the charge of the person responsible for the place in which they are located. A deposit placed in a factory is usually very successful, especially if the management shows an interest in it; in fact success depends on the enthusiasm of those responsible, and the degree of co-operation with the library. It is usually found that the issues from a deposit in a factory are high where the welfare work is successful.

In many places volunteers issue the books ; but it is more satisfactory if a library assistant attends for this purpose.

Branches.—The branch library is the most highly developed of these forms of distribution.

It has been estimated that ¹ a branch library should be provided for every 25,000 to 40,000 population. As the maximum influence of a library is said to be within the mile radius branches should not be closer than this.

Branch libraries need not necessarily occupy entire buildings—although it is undoubtedly better if they do—but may be placed in rented halls or rooms.

They have permanent stocks of books (sometimes supplemented by loans in bulk from the central library), they are open most of the day, are staffed by library assistants, and are often fully equipped for all forms of library work, possessing lecture halls, reference collections, study rooms, children's departments, and magazine and newspaper rooms. The routine methods are those of the whole system.

A recent development of this work in America has been the establishment in the very large cities of what are called regional branches. These are branches comprising reference, children's, magazine and lending departments, the latter with a stock of not less than 60,000 books, which act as centres of supply and direction for the smaller libraries within a certain radius. There may be three or four such libraries in a city. The smaller branches send reference queries to the respective regional library, which in turn forwards them to the chief library when unable to deal with them. The regional library acts as an advisory and supervisory agent, as a laboratory where new routine methods are worked out in detail, reports being sent to the chief library, and arranges exhibitions, publicity and window displays on behalf of the smaller branches.

The Administration of a Library System.—For the effective administration of a library system consisting of a number of branch libraries and other agencies, there must be a certain amount of centralization, but only enough to ensure a satisfactory and efficient service. Centralization insures uniform methods and requires the performance of important work by a specialist staff. Such work as classifying, cataloguing, the keeping of statistics, the formation of rules and regulations, and book ordering, are best done at the administrative department, which is the hub of a system of distributing agencies. Book selection (subject to revision at headquarters), binding, book processing, and decisions depending on local policy and conditions, should be left largely in the hands of the branch librarians.

¹ Eastman, L. A. *Branch Libraries and Other Distributing Agencies.*

In systems where there are a number of branch libraries administered from a central office, it is usual to appoint a supervisor of branch libraries whose duty it is to see that the work of the branches is well co-ordinated. The union catalogue, the exchange service, the allocation of books to the various libraries, the withdrawal of books, staff matters, binding, black-listing, and reports of various kinds are all under his supervision. He sees that the policy of the library is carried out in every department, and for this purpose he visits each branch periodically, making out a report on the state of the building and the work, after each visit.

Routine Work in connection with Distributing Agencies.—Routine work and the keeping of records in connection with the various distributing agencies depends on the type of agency, the amount of work done, and the people issuing the books—whether volunteers or staff.

When books are sent regularly to such places as factories, tenements, literary and scientific societies, almshouses, convalescent homes, etc., and when no special needs have to be supplied, each box of books can be sent from one station to the next immediately after checking and examination of the books for repairs. As it is essential that no title be duplicated in any box, it is best if the books are selected from a special extension stock.

The library's record of all books sent to such centres may consist of the ordinary library book-cards, of large ones similar to those sent with the books, or simply a list of the books. A list should be made in duplicate of every batch dispatched, one copy being sent with the books and the other retained at the library: this enables the person in charge of the centre to check the batch on receipt and when returning it. A hole should be punched at the bottom of the book-cards retained by the library, and a locking ring inserted so that none may be lost, each packet being kept in a cloth-covered cardboard box similar to a map case, with a label on the front indicating the number of the box, and ruled similar to the issue cards to indicate the centres to which the batch was sent and the dates of issue and return. The issue cards are larger than the ordinary book-cards, and are ruled for Name and Date Due.

If there is no organized service of this nature and only a few batches of books are occasionally lent, the ordinary book-cards may be kept in bundles in issue trays with a card at the front stating the number of books, to whom lent, and when due for return.

When all charging and recording is done at the administration department the agent at a delivery station simply signs for the receipt of the book.

Following an impetus given at the conference of the Library

PUBLIC LIBRARIES.

LIBRARY EXTENSION SERVICE.

No.

BOX ISSUE CARD.

Author

Title

Book No.

Date of Issuc	NAME OF READER	Date Returned

CONTINUED OVER

PUBLIC LIBRARIES.

LIBRARY EXTENSION SERVICE.

—

This Pocket is to hold the Book Issue Card when the book is not on loan.

When a book is issued, the date of issue and the borrower's name is to be entered on the Issue Card, which should then be filed until the return of the book, when the date of return is to be entered, and the card replaced in this pocket.

FIG. 72.—Book-Pocket and Book-Card used with the Extension Service.

Association in 1930, several municipal libraries now maintain small libraries at local hospitals. A small manual on this subject is being issued by the Library Association.

At deposit stations and branches where there are permanent stocks the method of issue described in Chapter VII is used.

Adolescents and the Intermediate Library.—Some librarians assert that children should not be transferred from the children's library to the adult library at the age of twelve or fourteen, but that they should be introduced gradually to the larger adult library with its stock of more difficult books. Thus has come about the intermediate library, through which the children may pass before becoming regular borrowers in the adult lending library. It is stocked with some children's books, with selected adult books, and with books of special value and interest to adolescents. But not only are the books in this department available; any book may be obtained from the other two departments. Special exhibitions or loans of books on popular subjects from the other departments are also made from time to time. When the individual so desires, he can pass on to the adult library. The intermediate library is worked as a separate department, having its own staff enclosure. Intermediate libraries of this type are in use in only a few libraries. The idea was first put into operation at Walthamstow, and has proved very satisfactory.

Where junior, intermediate and adult departments are placed in one room, adults should not be allowed to wander into the juniors' department for books for themselves.

Child borrowers sometimes lose touch with the library when they leave school. One way of preventing this is to introduce them to the adult library by showing them over that department in groups, explaining the facilities of which they can avail themselves if they wish, and inviting them to continue using the libraries.

Another method is to write a personal letter to them, treating them as adults and pointing out the advantages of the library to young men and women. Such a letter can also be addressed to members of evening schools and to older scouts, guides, and members of similar youth organizations.

Inter-branch Loans.—In a town in which there are two or more libraries there should be a scheme by means of which a borrower who asks for a book at any library can have the book obtained from any other library and sent to the one most convenient for him to use. Such a system gives the maximum amount of book service at a very reasonable cost.

Books wanted are inquired for by telephone or by the method to be described, and are charged by the lending library to the borrowing library by writing the initial of the requesting library

on the book-card and dating it. The label is dated as usual, the next space is left for the stamp of the issuing library, and "Loan to" and the initial of the borrowing library written in the third space. The borrowing library makes out in red ink a temporary book-card on which to charge the book to the borrower, indicating from which library it is borrowed. The borrowing library will count the issue of the book, because statistics are kept primarily to show the use made of the library, not of the stock. In addition, the number of exchange books issued each day is entered in red ink in a column of the issue book headed: EXCHANGE. This number is of course not counted in the total, it having already been done.

The conveyance of books between libraries is direct or *via* the central library, according to conditions. Several methods are in use. In small systems janitors or assistants carry them, or they are sent on trams or buses in wooden or composition boxes, canvas bags, or parcels covered with waterproof wrappers and tied with rope. Corporation tram or bus services often carry such parcels free.

In large systems conveyance is by a small van fitted with divisions, each measuring about 18 inches square, one for each library in the system.

In a large system of many branches all the arrangements for the interchange of books between the libraries are made from a central office, which may be either the central library or the administration department. This office must have a telephone connected to all departments, and a union catalogue of all the books in the branch libraries of the system.

When a borrower asks at any branch for a book which is out or not in stock, a request form, similar to Figure 73, is filled up. A separate form is used for each book. The form is sent at night to the central office where the title is checked with the union catalogue, a stroke being placed through the symbol of every library possessing a copy. Inquiries are then made by 'phone, first at the libraries preceding the requesting library on the van route. For every library which cannot supply a copy, the stroke is made into a cross. When a library replies that a copy is in, the stroke is turned into an "R" and instructions are given as to which library the book is to be sent.

This is done first thing in the morning. When all the inquiries have been made, the van commences its journey to the branches. If a book is not available at any library the slip is returned marked: "Not available at present." All requests for books not in stock are considered as suggestions for future purchase.

Where there are only three or four branches, assistants can them-

PUBLIC LIBRARIES.

EXCHANGE REQUEST.

Author.....

Brief Title.....

Vol. or Part.....

Borrower's Name.....

Address.....

Date.....

This space is for official use only.

A	B	C	D	E	F	G	H
I	J	K	L	M	O	P	Q
R	S	T	U	V	W	X	Y

I=POSSESSERS.

X=OUT.

R=REQUISITIONED.

LIBRARY.

PUBLIC LIBRARIES.

EXCHANGE REQUEST.

Use the OTHER side of this slip if you want a particular book. This side is for application by subject only.

Subject required.

If Text-book, state if Elementary or Advanced.

Borrower's Name.

Address.

FIG. 73.—Request Form used in connection with the Book Exchange Service.

selves telephone the other libraries. But in order to be able to do this a union non-fiction author catalogue must be placed at each library. This makes cataloguing more expensive, but enables an assistant to tell a borrower immediately whether or not a book can be obtained next day.

This inter-branch loan scheme gives branches with a comparatively small book stock a service which cannot be surpassed by the largest single public library. Not only are special collections formed and housed where most needed, but expensive books for

CENTRAL LENDING LIBRARY.

.....19.....

To.....LIBRARY.

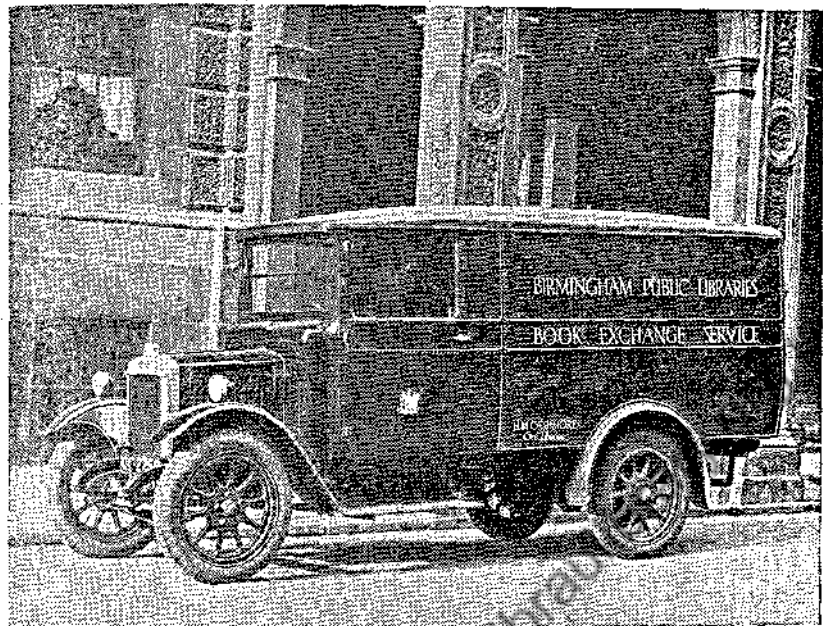
The above book, for which you recently made an exchange request, has now been added to the Central Lending Library. If your borrower still requires the book, will you please send another request slip ?

FIG. 74.—A Form used at Birmingham in connection with the Book Exchange Service.

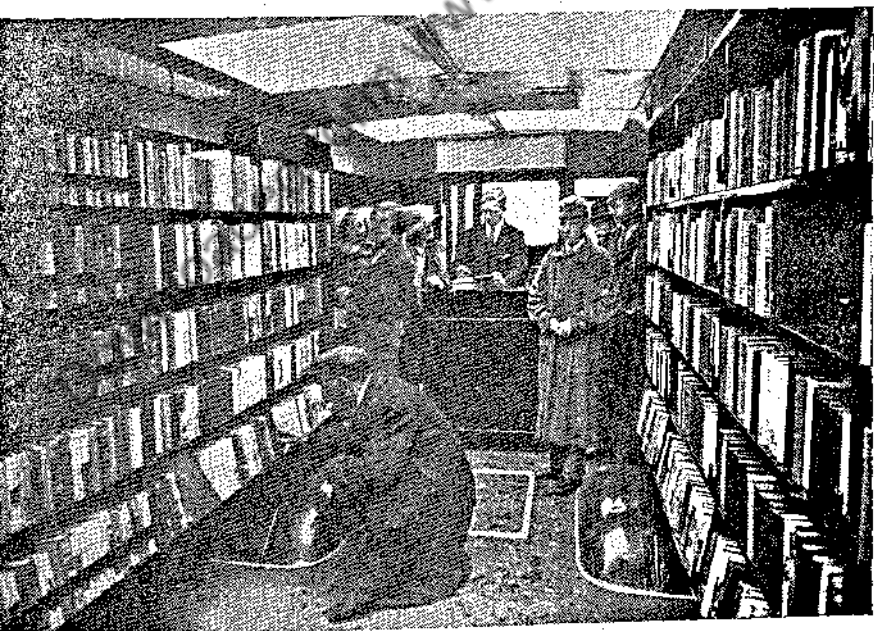
which there may be only a small demand are bought very sparingly and placed where they will be most used. This leads to the utmost use of such books, and makes it possible to provide a wider selection of titles.

Return of Books to Libraries other than those from which they are borrowed.—It is convenient for people to be able to change their books at any library in a system, irrespective of where they borrowed them. Most librarians allow tickets to be used at any library in a system, but there are few who permit books to be returned at a library other than that from which they were issued.

With the Newark system of card charging little trouble or inconvenience is caused by returning books at a library other than that from which they were borrowed, providing that the borrower carries his ticket. In order that the books can be discharged within



(a)—The Birmingham Book Van.



(b)—Interior of the Manchester Travelling Library.

PLATE XVI.

(Copyright by Manchester Guardian.)

a day or so and to avoid sending unnecessary overdue notices, there must be a rapid return service to the issuing library.

Vitz, in referring to the interchange service, says¹ that "the Browne and most other systems do not make this possible, except by the use of an additional universal or inter-branch card."

The following description of the method in use at Croydon, where the Browne charging system is in operation, shows that it is possible.

Borrowers are permitted to return a book at any library irrespective of where it was borrowed. The two essentials for working the scheme are: (1) a daily carrier service, and (2) telephonic communication between all the libraries in the system.

When a book issued by another library is returned, the symbol representing that library (*e.g.* S. for South Norwood) is written in the top right-hand corner of a pink slip (the same size as a borrower's ticket) and the borrower's name just below it. The library which issued the book is then asked, by telephone, to discharge it. When the borrower's ticket number is given through, it—together with any note about unpaid fines, expired tickets, etc.—is added to the pink slip, which is now used as if it were an ordinary ticket. The returned book is put on one side, to be sent to the library which issued it.

At every library an orderly board is fixed against the wall near the telephone. It consists of a number of little boxes called exchange boxes, open at the top, one of which is reserved for each library in the system. Each box contains three guide cards, the front one being lettered TICKETS TO COME; the middle one BOOKS TO COME; and the rear one TICKETS TO BE SENT. When a book, which has been returned at another library, is discharged, the book-card is placed behind the guide BOOKS TO COME in the exchange box lettered with the symbol of the library at which the book has been returned, and the ticket is placed behind TICKETS TO BE SENT in the same box. When a book has been issued, the charge is placed in the sorting tray in the ordinary way. After it has been counted, it is put behind the guide TICKETS TO COME in the exchange box bearing the same symbol as that on the top of the pink slip.

Every morning the tickets and books are sent to the libraries requiring them. When the books are received, the book-cards are removed from the exchange box and inserted in the books. As soon as the ticket is received, it is placed behind the pink slip and inserted in the issue according to the date of return which was stamped on the pink slip when the charge was made.

¹ Vitz, C. P. P. *Loan Work*. Preprint of Manual of Library Economy, No. 21, 1914, pp. 9, 21; new edition, p. 20.

Sometimes borrowers return books at libraries other than those from which they borrowed them and do not take other books. Some receipt for the book must be given, and as the usual one—the borrower's ticket—is not at the library, a temporary ticket, called a white slip, is issued.

Owing to the amount of space occupied by the exchange boxes and "branch" shelves in the staff enclosure, this scheme can only be adopted in a system with not more than four or five branches.

**CROYDON PUBLIC
LIBRARIES.**

Your ticket,

No. is at

..... Library.

**But you may obtain a book
at any of the Libraries on
presentation of this voucher.
To prevent error the bearer
should state the name on
the ticket.**

Date

FIG. 75.—A White Slip.

So called to distinguish it from the pink slip used in the same service. These slips are cyclostyled and made into little pads by gluing a strip of linen the width of the slips on to the piece of card which forms the base of the pad and on to the top edges of the slips.

Special Issues.—Holiday Issues.—Holiday issues are of two kinds: those which permit a borrower to take away more than the usual number of books from his home town, and those which permit a temporary visitor to borrow from the library at a holiday resort on production of his home town ticket.

Some libraries do not permit borrowers to take away any additional books for the holidays, while others have no limit to the number which may be so borrowed. The period for which they are lent varies from two to six weeks.

The book-cards of holiday issues may be charged together or separately. If together, the first charging symbol should be

MR—MRS—MISS _____ of _____, Croydon, is a registered borrower of the Croydon Public Libraries, who is proceeding to _____ on a visit of _____ week/s. I recommend that the Applicant be admitted as a temporary borrower from the Public Library, on repeating his/her signature to the Declaration at the back of this card.

Holiday address: _____ (Signed) _____

Chief Librarian.

Date _____

I hereby undertake to abide by the rules and regulations governing the home use of books at _____ and not to allow my ticket to be used by any other person.

(Signed in presence of the Librarian of Croydon or his representative.)

(Signed in presence of the Librarian of the Library named above or his representative.)

FIG. 76.—Holiday Voucher issued to Croydon Residents to enable them to borrow Books at Holiday Resorts.

placed in front (so that the discharging assistant shall know where to find the charge straight away), and a slip of paper bearing the words HOLIDAY ISSUE and the date due for return inserted.

When more than the usual number of books are issued on one ticket, it is usual to make a condition that all the books must be returned together to save inconvenience in discharging.

A scheme was started many years ago at Croydon, by means of which a borrower fills up the form illustrated by Figure 76, and takes it, when signed by the chief librarian, to the library at the town where he is spending his holiday. There, an ordinary ticket or a slip similar to an application slip is made out and the Croydon borrower permitted to use the library. This arrange-

The accompanying card, signed by the Chief Librarian, and by the Applicant, must be taken to the Public Library therein named *by the Applicant in person*, and on again signing the requisite Declaration at the Library, a Borrower's Ticket will be issued to him/her, on which books may be borrowed for the duration of the stay. As the privilege is a courtesy one, and is granted on the signature of the Chief Librarian of Croydon, it is hoped that the local rules will be *punctiliously observed*, and any fines or other dues incurred promptly paid. The ticket must be *returned* to the Library before leaving the town.

FIG. 77.—Instruction Slip issued with the Voucher illustrated by the previous figure.

ment still works very satisfactorily, and only a very few librarians refuse to recognize it. Together with the voucher, the borrower is given an instruction slip explaining how the voucher is to be used.

Many holiday resorts allow visitors to use their libraries without any introduction of this kind. At others they are considered as non-residents and have to pay the usual non-resident subscription. At others they pay a special fee which varies from one shilling a week to three shillings for three months plus a deposit, and may be as much as a pound. At some libraries any visitor may borrow free. If the stay exceeds three months, he is considered, in some towns, as a resident, and is accordingly entitled to a resident's privileges. When a visitor proposes to use the library for several months, it is advisable to make out a ticket; otherwise books are issued on temporary tickets or slips of paper.

Study Issues.—It should be possible for students, teachers and ministers to borrow more books than the ordinary reader. Six is a reasonable limit for a special study issue. There should also be

an extended issue period during which books may be retained without fines accruing; a month or six weeks is usual, with the ordinary renewal facilities if needed. Popular books and fiction would under ordinary circumstances be excluded from such privileges. No ticket is usually required for such issues, the name and address of the student being written on a piece of thin card projecting about an eighth of an inch above the charge.

As the date will differ from that used for the ordinary books, it should be impressed with a revolving date stamp to indicate to the discharging assistant that it is not an ordinary issue, care being taken to see that the date is also stamped on the piece of card, or overdues will be sent long before they are due. Only books which will be used and returned together should be issued in this way.

To people who may need more books than their tickets will ordinarily allow, but who do not need all the books for the same extended period, additional tickets, up to five in number, are sometimes issued. A special application voucher (see Figure 43) is used, and all books issued on these tickets are considered as ordinary issues and are subject to the same rules.

Some libraries make no provision of this kind at all; others issue additional tickets as a special concession only when asked to; some issue a limited number of such tickets and others have no limit at all. In at least one library where a charge is made for the general tickets, the supplementary ones (to the number of five) are free.

Privilege Issue.—At many of the libraries at which lectures are regularly given, it is the practice to exhibit a number of books on the subject of the lecture and to issue them with or without tickets. When this is done, the person taking the book is asked to write his name and address either on a piece of paper the size of a borrower's ticket, or a special privilege ticket printed on thin paper, or on an ordinary voucher. The book is stamped with a different coloured ink from that ordinarily used, and a typed or printed form such as that illustrated by Figure 78 is inserted in the book. If the person does not possess a library ticket, a voucher also is inserted. The charge is afterwards worked into the day's issue. Books issued in this way are subject to the rules of the library.

An extension of the privilege issues made at library lectures is the supply of books to individual lecturers or to societies or organizations arranging lectures in the town. The loan so made may consist of a number of specially selected books, those not issued being returned to the library next day, or it may consist of a number of books sent at the beginning of a course and retained until the series of lectures is completed. In the former case the

(2) *Automatically*.—In America books are often automatically renewed by stamping fourteen-day books with the twenty-eight day stamp or by writing "Ren." below the borrower's number on

Public Libraries.

RENEWAL FORM.

To the Librarian Library

Please renew Book, number Author

Title

Date due for return

Name of borrower

Address

Date Renewed to

A fresh form must be used for each book.

Please keep this form until the book is returned.

Please produce this form at each renewal, and when returning the book.

FIG. 79.—Renewal Form.

Size $3\frac{1}{2}'' \times 4''$.

the book-card. This indicates to the assistant who writes the overdues that the book-card must be inserted either in the issue, fourteen days ahead of the date stamped on the book-card, or in a special renewals file. As far as I know this method is not used in England, except when making holiday or study issues.

The way in which the issue is sorted and the various routine

methods in use in individual libraries will determine the method of counting renewals.

Reserving Books.—The old objections against reserving books do not nowadays carry much weight. One of these was that class distinctions were made between borrowers who could afford the copper or two charged, and those who could not. Another was that, while books were waiting to be called for, they were out of use. A third—this time from the librarian's point of view—was the enormous amount of work it entailed for the staff.

If unable to reserve books many borrowers find it impossible to obtain those they specially need, and become dissatisfied with the library service provided.

Books can be reserved in three ways: (1) by keeping books which are on the shelves on one side for a few days, or sending them to another branch to be called for; (2) by tracing single books in the issue for individuals and notifying them when the books are returned and ready for issue; and (3) by stopping all books on a particular subject and keeping them at the library to be used as reference books by members of a University Extension or other study course, or by reserving them for loan only to such members.

The first method comes under the heading of inter-branch loans, and is described on pages 173-176; the third needs no further elucidation. The second method is the one usually referred to when we talk of bespeaking or reserving books.

Because of the extra work involved, many librarians refuse to reserve fiction, but if the special collection of fiction described on pages 51-52 is kept, the reservation of "classical" fiction causes no difficulty. There are books which are often asked for, but which cannot be called literary or "classical," and which are therefore not included in this special collection. In order to permit borrowers to reserve these books, but at the same time to prevent long lists of reserves for new and popular titles, a ban may be placed on the reserving of books which have been published within recent years. Fiction should not be reserved unless a sufficient number of copies of very heavily reserved books can be provided to meet the demand. It is better to let people take their chance than to keep them waiting for three months after they have "put their names down."

The following figures show the effect of the partial ban on reserving fiction. At the first library, all books (except novels which have been published less than ten years) can be bespoken, a charge of twopence being made for any book. At the second, all books may be reserved, a charge of one penny being made for fiction, non-fiction being free.

	First Library.	Second Library.
Total books reserved at Central Library during one month	62	540
Income from these reserves	10s. 4d.	£2, 5s.
Total issue of lending library books during the same month	29,903	24,124

Of the ten reserves taken at the second library on one particular day, only four were non-fiction.

BESPOKEN BOOK.

Class No.	Date
Author	Due back
Title	
Accession No.	Book stopped
Borrower's Name	
Address	
Taken by	Issue., rep., withd., res.
Postcard sent	Ord. bd., bindg.
Issued	Rep. to L.-i.-C.

FIG. 80.—A Bespoken Form.

Bespoken

FIG. 81.—Slip inserted in charges of Reserved Books to remind the Discharging Assistant to put them on one side.

At most libraries some charge is made for this service, and the usual amount is one penny for each book. Some librarians reserve non-fiction free and one or two reserve fiction free. In both cases a charge is made for the other class.

The usual method of reserving books is to use a 5- by 3-inch slip similar to Figure 80, which, according to its position behind guides in the reserve file, indicates the stage which the reservation has reached.

The assistant responsible for the work takes the new slips every

morning and traces the books, fastening to each charge a dis-

Croydon Public Libraries.

BESPOKEN BOOK.

.....
.....
The Chief Librarian regrets to inform you that the above book is not available for the following reason:—

It has been discarded and cannot be replaced.

It is being re-bound and may not be available for some weeks.

The Bespoken Fee will be refunded on presenting this card.

C.A. 1000. o/c. 13-4-28.

FIG. 82.—Notification sent when Reserved Books are not available.

tinctively coloured strip of card with RESERVED boldly printed or written on it.

If many reserves have to be searched for, duplicate lists of the charging symbols may be made, and a copy given to each assistant to check a few trays. The slips for books which cannot be traced in the issue are then handed to the assistant responsible so that he can check the other places indicated in the bottom right-hand corner of the slip, ticking off each one as he does it. When the book is traced, the result of the search is written on the slip, which

From THE PUBLIC LIBRARY, TOWN HALL, OXFORD.

The Librarian regrets that.....
reserved by you, is worn out
 and unobtainable in an edition suitable for library purposes.

Should you care to reserve another book, either by the same
 or a different author, and will let us know before.....
 we shall be pleased to notify you in the usual manner without
 extra charge.

FIG. 83.—Another Notification sent to Borrowers when reserved
 Books are not available.

is then filed behind the guide STOPPED, NOT AVAILABLE, or BINDING, as the case may be. If the book is withdrawn and cannot be replaced, or is at the bindery and not likely to be returned for some time, a notification to this effect may be sent to the borrower.

When a reserved book is returned, the assistant knows by the slip in the charge that the book must neither be renewed nor put into circulation, but must be placed on the shelf for reserved books in the staff enclosure. A notification is then sent to the borrower, and the slip is placed in the book, where it will remain until it is issued, when it will be stamped with the date, and re-filed in alphabetical order behind a guide COMPLETED. If the book is

reserved again, the new date due must be entered on the next

Croydon Public Libraries.

BESPOKEN BOOK.

.....
.....
The Chief Librarian begs to inform you that the above book is now available, and will be reserved for you until 9 p.m. on.....

.....
at the.....Library.

.....
Please bring a Reader's Ticket or another book in exchange when applying for this book.

The Lending Library closes at 1 p.m. on Wednesdays.

C.A. 3000. o/c. 16-9-29.

FIG. 84.—Notification informing Borrower that a Reserved Book is available.

slip in the file. Reserved books are usually kept for 48 hours only.

In some systems the notification cards are received from the printer numbered with running numbers. These are filled up when books are reserved and fees paid, and serve as receipts.

Please return this book as
soon as possible, as several
readers have reserved it.

FIG. 85.—Slip inserted in Books which have been bespoken.
This is a useful practice when there is a long waiting list for a particular book.

Cardiff Public Libraries.

Book No. Author

Title

Borrowed Due Back

PLEASE RETURN AS SOON AS POSSIBLE.

Since other library borrowers have bespoken this book will you kindly return it as soon as you have finished with it even if your time limit has not expired.

The hearty co-operation of our readers is desired in order to enable the library to meet requests for books in great demand.

HARRY FARR, LIBRARIAN.

Date

Per

FIG. 86.—Postcard sent to Borrowers who have Books
which have been bespoken.

This should not be done as part of the routine of reserving, but only in exceptional circumstances, as the expense is great.

When books are popular and there is a long waiting list, it is useful not only to ask the borrower to return the book as soon as possible, but also to insert a slip in the book similar to Figure 85.

A letter or postcard may be sent to borrowers who have bespoken books which are overdue, asking them to return them, as

other borrowers are waiting for them. But this is an expensive practice, and should only be done in exceptional cases.

When a reserved book is issued through a branch library, and there is a waiting list for it, a useful procedure is to enclose a note, similar to Figure 87, to the branch librarian.

The Loan of Periodicals.—Most libraries in England lend periodicals for home reading after they have been removed from

Public Libraries, William Brown Street, Liverpool,.....
The Librarian-in-Charge, Branch Library.
<i>Class</i> <i>Author and Title</i>
<p>The above-named book, issued to your Library from the..... Library, should be returned as soon as practicable. You should communicate at once with the reader who applied for the book and ask him to call for it without delay. On no account should you renew the period of loan, nor lend the book to any other reader.</p>

FIG. 87.—Form sent with "Exchange" Books which are bespoke.

the magazine room. Usually only the most popular and the literary magazines are so issued.

They may be issued in addition to, or instead of, books. In the former case, a special periodical ticket may be issued, and in the latter case, they should be charged on tickets in the usual way. They are issued for from four to fourteen days.

When the period of loan differs from that for books, they should—together with all short-loan material—have a printed label on the front cover or the date label stating the period. A distinctive date stamp should be used to avoid confusion when dating them.

All the processing needed will be the library's stamp on a few

pages—this is usually done before they are placed in the magazine room—a date label, an indication of the library issuing it, and a book-card bearing the charging symbol, which should be a number. Charging them by name and date tends to cause mistakes, but these particulars must of course appear on the book-card. When a periodical is discarded, the old book-card can be used again by altering the date of publication. Those which consist chiefly of

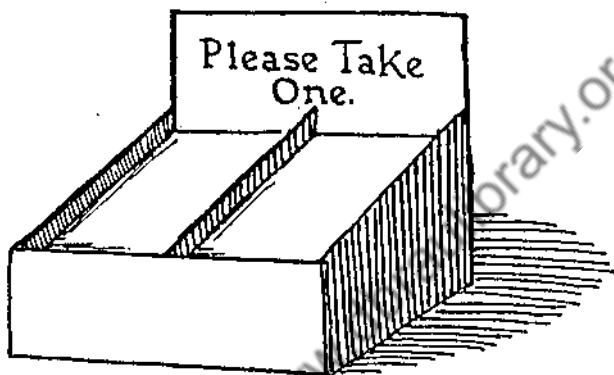


FIG. 88.—Exhibition Box for Periodicals or Handbills.

These boxes may be made with millboard and covered with binder's cloth. They can be made in the repair department in various sizes to hold from one to six different kinds of bills or periodicals. The floor may be sloped or flat according to the use to be made of the box; if sloped, a ledge should be provided at the front to prevent the contents slipping off. When the boxes are used for files of periodicals, the divisions between each file should be much higher to prevent the different sets from becoming mixed. The board at the back of the box is not essential, but can be effectively used to attract attention to its contents.

advertisements may have the advertising matter removed, and the remainder of several issues stapled together.

In order to make them last for many issues they need strengthening so that they will withstand the hard wear to which they will be subjected. If the issues do not warrant the removing of the cover and mounting it on manilla paper or mull and refixing it to the periodical, a strip of white adhesive linen or mull should be placed over the spine so as to project about $\frac{3}{4}$ -inch over the back and front covers. The fore-edges of the covers should be protected in the same way. A quicker, neater, and equally satisfactory method is to paste the covers down to the adjoining page of advertisements.

Suggestions.—Some librarians encourage their borrowers to make suggestions concerning the library, its contents and use, and for this purpose provide forms or an exercise book in which the suggestions can be entered. Every suggestion must be considered

by the committee, and their decision conveyed by letter to

Public Library.

SUGGESTION FORM.

I {
Mr
Mrs
Miss}

of (full address)

beg to suggest that

FOR USE OF THE CHIEF LIBRARIAN.

Considered by the Libraries Committee

19

Decision of the Committee

FIG. 89.—A Suggestion Form.

This should not be used for books.

the suggester. For a consideration of book suggestions, see page 55.

Notifying Borrowers of New Books.—Select lists, consisting of authors and brief titles of new books, class numbers, and symbols indicating the libraries which have copies, may be circulated amongst selected members. They may be prepared periodically or intermittently, and may cover general or specific subjects.

For the purpose of forming a vocational index—which is the basis of the distribution—a place is provided on the application vouchers for applicants to indicate subjects in which they have a special interest. This is done in only a few libraries, as the whole scheme is expensive to work. Postal publicity forms a large and important part of modern commercial practice, and the notifying of selected borrowers in this way of recent additions, is bound to have an influence on the use made of the non-fiction stock. This index may also serve as an aid to book selection.

When a voucher is filed into the voucher cabinet, the subject and the name and address are entered on a 5- by 3-inch slip, which is filed in a special cabinet, first under the subject or class number, and then under the applicant's name. If a person expresses an interest in several subjects, a card must be made out for each.

Names of local authors, lecturers, university professors, company directors and managers, officials of local societies and teachers can also be put into this register.

If the cost of forming this vocational index is considered too high, the book lists can be addressed direct from the name register, borrowers' numbers having been listed under the subject headings.

A less detailed scheme is in use at Oxford. By means of a post-card similar to Figure 90, individuals known to be interested in certain subjects are notified when new books on those subjects are added. This method is only possible when the staff know their public very well and where staff changes are not frequent.

Book Restriction.—Books banned from the open shelves are expensive art books, fine editions, books on sex and certain medical subjects, keys to mathematical books, and fiction of a questionable moral tone.

There are many ways of dealing with books to which borrowers take exception. At one library I was told that any book which could cause the slightest offence to anyone was removed from the shelves and the entries also removed from the catalogue, but that the book would be issued when asked for if not considered impolitic. This rule included Hardy's *Jude the Obscure*. Doubtful fiction is classified as non-fiction at two of the libraries I visited; while at two others, the books are kept on one side and not catalogued in the public catalogues. At another library I was told that if objections to any particular book were raised, it would be withdrawn according to the author's prestige. In another library

system, all books reported by borrowers as being unsuitable for the open shelves are read by a senior member of the staff who reports to the Chief Librarian: the book is dealt with accordingly.

All books kept on one side should be marked in the catalogue: TO BE OBTAINED ON APPLICATION.

Staff Issues.—The staff are expected to know the contents of books, and a generous policy is desirable when regulating the use

CITY OF OXFORD.

This card must be produced when application is made for the work.

PUBLIC LIBRARY,
TOWN HALL,

.....19.....

M.....

The undermentioned work may be of interest to you and will be reserved until....., to give you an opportunity to see it in case you desire to do so.

Librarian.

FIG. 90.—Postcard informing Borrowers of recent accessions on Subjects in which they are known to have an interest.

of books by the staff. In some large systems, copies of popular books are set aside for staff use until the staff demand has decreased, when they are put on to the library shelves. In many libraries, unprocessed books are lent to the staff before they are put in the hands of the public. Such generosity needs strict supervision.

Making known the Facilities of the Library.—Where borrowers sign on the voucher their promise to obey the rules, it is essential that a copy of the rules of the libraries be given with the voucher. Several librarians go further than this and issue a handbook which gives particulars of the facilities offered, and contains a copy of the rules. It should be complete for the whole system,

and deal with all departments, for only by this means can borrowers be informed satisfactorily of the facilities available.

Although the rules must state limitations, they should constantly suggest library privileges rather than restrictions. The words "Information for readers" or "Guide to the Libraries," make better titles for the handbook than "Rules and Regulations."

In order to keep the public conversant with the facilities the library has to offer, it is a good plan to have an attractive notice

ISSUED DURING PROCESS.

Author

Title

Copy

C S T A N

Accession No.

Condition. Cata. Access. Process Fin.

Slips attached

Borrower's Name

Issued

Make ring round word or letter that applies.

FIG. 91.—Form on which Books "in Process" are issued.

board in a prominent position and to place a fresh notice on it every few weeks. In this way borrowers can be reminded of the reserve stock; of the possibility of bespeaking particular books; of the National Central Library; of the suggestions book; of the public lectures; and of any other of the library's activities.

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