



Service To Industry By Professional and Trade Association Libraries

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THE AIM OF THIS CHAPTER is to cover service to industry in applied research in science and technology by libraries of professional and trade associations, but to exclude (1) service to government agencies, (2) service to labor, (3) service to business (as opposed to science and technology), and (4) service to the libraries' own parent agencies. Only those familiar with trade associations can know how difficult it is to separate business and economic aspects from the science and technology aspects of the work of their libraries, but such separation has been made here as far as possible.

The scarcity of published information on this subject made it necessary, despite a general aversion to questionnaires, to prepare and circulate one to get needed information. So far as could be found, there is not a directory or list which makes it easy to identify the libraries or other information facilities operating within the prescribed area. A search of directories of associations, libraries, and information sources, as well as inquiries made of informed persons, developed a list of twenty-six libraries to which questionnaires were sent in December 1964. With each questionnaire was sent a list of the twenty-six names, and each recipient was asked to name other appropriate libraries; none was named. The list might be divided into three categories—libraries of professional associations, nine; trade associations, twelve; and organizations which appear to combine both professional and trade association type activities, five. Replies were received from fifteen of the twenty-six. Available information on the eleven which did not respond indicates that most of them probably do not provide services to industry within the stated qualifications.

Of the fifteen responding libraries, seven indicated that they did

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not qualify for inclusion. The other eight which provide services more or less generally available to industry, and which supplied usable information are covered in the following summaries of each.

I. Sponsoring organization: American Gas Association

Name & address of library: American Gas Association Library
605 Third Avenue
New York, N.Y. 10016

Mrs. Edith W. Finch, Librarian

Services provided in fiscal year ended December 1964 included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders	200	75
Loans of materials	3,000	50
Literature searches (requiring one hour or more)	1,000	85
Reference services (requiring less than one hour)	4,500	50
Reading Room (total attendance)	1,750	50
Translations (letters, memos, etc.)	50	50

Library is open to the public

Per cent of industry users served:

In library	20
By mail	40
By telephone	40

Publications:

For staff and 55 member companies only

New In The Library, an occasional accessions list
List of Periodicals (received currently) biennial
List of House Organs (received currently) biennial
Bibliographies and indexes on various subjects

Library established: 1919

Number on staff:

Doing professional work (Both have library school degrees.)	2
Doing non-professional (clerical) work	2

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Subjects covered:

Gas (manufactured and natural); technology of gas distribution, transmission, production and utilization; and economics, statistics, management, promotion, history, accounting, etc.

Holdings: (about 50 per cent are scientific and technical)

4,000 books Accessions last year: 200 volumes
1,000 volumes of periodicals
550 periodical titles currently received; half are company house organs
200 file drawers of reports, pamphlets, patents, etc.; 200 items added last year

Note: Librarian is U.S. delegate on the Documentation Committee (and active on the Classification Subcommittee) of the International Gas Union.

American Gas Association archives are part of the Library's collection.

Member companies have full loan privileges, and more research is done for them. Non-members are lent material more selectively, and literature searches are limited.

2. **Sponsoring organization:** American Institute of Aeronautics & Astronautics

Name & address of library: Pacific Aeronautical Library
7660 Beverly Boulevard
Los Angeles, California 90036

Mrs. Nan McCandless, Director

Services provided in fiscal year ended October 1964 included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders (outside sources only: no count is kept of PAL material copied)	7,682	100
Loans of materials	38,000	100
Literature searches (requiring one hour or more)	24	
Reference services (requiring less than one hour)	35,370	
Reading Room (total attendance)	unknown	

Library is not open to the public

Per cent of industry users served:

In library 1

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By mail Material is sent by mail or delivery service, the latter being used for 99 per cent of service to industry users.
By telephone Not supplied

Publications:

Uniterm Index to Periodicals, with coordinate-type index, cumulated, bimonthly subscription \$250 a year; annual cumulated volume \$50. Anyone may purchase these.
For subscribing industrial firms only, Pacific Aeronautical Library (PAL) distributes, twice a week, a checklist of current periodical articles arranged in subject groups. The list includes new books and unclassified reports.

Library established: 1941

Number on staff:

Doing professional work (Of these, one has degree in science or engineering and two others have library school degrees.)	4
Doing non-professional (clerical) work	5

Subjects covered:

Aerospace metallurgy, electronics, aeronautics, astronautics, physics, chemistry, mathematics—the last is most comprehensive.

Holdings:

6,000 books Accessions last year: 420 volumes
No recent inventory of volumes of periodicals
325 periodical and serial titles currently received
38,000 reports, pamphlets, patents, etc.; 3,011 added last year
Complete unclassified collection of National Aeronautics and Space Administration (NASA) microforms.

Note: Of interest are PAL's charges to subscribing industrial firms. Each unit of service is \$1.00, with a minimum of \$21.00 a month. A two-unit charge is made for all circulating items. Requests filled from outside sources are four units. Maximum unit charge is five units for research items. Photocopies from outside sources are charged at cost, plus the appropriate service charge.

3. **Sponsoring organization:** American Petroleum Institute

Name & address of library: API Library
1271 Avenue of the Americas
New York, N.Y. 10020

Virginia M. Smyth, Librarian

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Services provided in fiscal year ended December 1964 included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders	600	75
Loans of materials	550	90
Literature searches and reference services (combined)	6,000	50
Reading Room (total attendance)	1,440	50

Library is open to the public

Per cent of industry users served:

In library	20
By mail	40
By telephone	40

Publications:

Library Accessions List, mailed to industry people who request it

Library established: 1932

Number on staff:

Doing professional work	2
(Of these, neither has a degree in science or engineering, or from a library school.)	
Doing non-professional (clerical) work	1

Subjects covered:

Petroleum and allied subjects.

Holdings:

3,750 books Accessions last year: 227 volumes
1,706 volumes of periodicals
240 periodical and serial titles currently received.
18,000 reports, pamphlets, patents, etc.; 674 added last year.

4. Sponsoring organization: American Pharmaceutical Association

Name & address of library: Library, American Pharmaceutical Association
2215 Constitution Avenue, N.W.
Washington, D.C. 20037

Cedric R. Flagg, Librarian

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Services provided in fiscal year ended December 1964 included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders	600	2
Loans of materials	1,500	1
Literature searches (requiring one hour or more)	625	5
Reference services (requiring less than one hour)	1,800	3
Reading Room (total attendance)	not supplied	

Library is open to the public

Per cent of industry users served:

In library	5
By mail	45
By telephone	50

Publications:

Printed bibliographies.

Library established: 1934

Number on staff:

Doing professional work (Of these, one has degrees in science and from library school.)	2
Doing non-professional (clerical) work	2

Subjects covered:

Pharmacy, pharmacology, pharmaceutical analysis, and pharmaceuticals (especially foreign).

Holdings:

20,000 books Accessions last year: 2,500 volumes
10,000 volumes of periodicals
1,500 periodical and serial titles currently received
36 file drawers of reports and pamphlets
108 file drawers of archives.

Note: This library is believed to have the best drug reference collection in the United States.

Priorities of service are as follows: (1) members, (2) students, (3) non-member pharmacists, (4) U.S. officials and embassies, (5) physicians, and (6) others.

5. Sponsoring organization: American Society for Metals

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Name & address of service: ASM Documentation Service
American Society for Metals
Metals Park, Ohio

Norman E. Cottrell, Director

Includes: ASM Information Retrieval Service
ASM Library

Barbara Ladd, Librarian

Services provided last year included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders	522	80
Microfilm orders	259	80
Loans of materials	0	
Literature searches (requiring one hour or more)	172	75
Reference service (requiring less than one hour)	300	
Reading Room (total attendance)	unknown	

Library is open to the public

Per cent of industry users served:

In library
By mail Large proportion by mail
By telephone

Publications:

ASM Review of Metal Literature

Monthly Abstract Bulletin—2,000 subscribers

Annual bound volume —1,600 subscribers

ASM-SLA Metallurgical Literature Classification

World Information Files, 1960, 1961, and 1962 (collected abstracts on eleven metallurgical subjects.)

Library established: 1959; *ASM Review of Metal Literature* established 1944; Information Retrieval Service established: 1960.

Number on staff:

Doing professional work	15
(Of these, nine have degrees in science or engineering, one has library school degree, and one more has both.)	
Doing non-professional (clerical) work	18

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Subjects covered:

All aspects of metallurgy and related materials.

Holdings:

5,000 books Accessions last year: 212 volumes
40 volumes of periodicals (remainder on microfilm)
837 periodical and serial titles currently received
700 pamphlets
4 file drawers of industrial and association literature

6. Sponsoring organization: The Chemists Club

Name & address of library: Chemists Club Library
52 East 41st Street
New York, N.Y. 10017

Helen S. Pandelakis, Librarian

Services provided in fiscal year ended March 1964 included:

Provide photoprints, loans of materials, reference service, and translations. No figures supplied.

Library is open to the public

Publications: none

Number on staff:

Doing professional work	2
(Both have degrees in science or engineering.)	
Doing non-professional (clerical) work	4

Subjects covered:

Chemical field (theoretical, applied, engineering, etc.)

Holdings:

60,000 books and bound volumes of periodicals.
350 titles of periodicals and serials currently received.

7. Sponsoring organization: United Engineering Trustees, Inc.

Name & address of library: Engineering Societies Library
345 East 47th Street
New York, N.Y. 10017

Ralph H. Phelps, Director

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The twelve societies that contribute to the support of the Engineering Societies Library are:

American Society of Civil Engineers
American Institute of Mining, Metallurgical and Petroleum Engineers
American Society of Mechanical Engineers
Institute of Electrical and Electronics Engineers
American Institute of Chemical Engineers
American Society of Heating, Refrigerating, and Air-Conditioning Engineers
Illuminating Engineering Society
American Institute of Consulting Engineers, Inc.
American Welding Society
American Institute of Industrial Engineers
Society of Women Engineers
Municipal Engineers of the City of New York

Services provided in fiscal year ended September 1964 included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Photoprint orders	8,439	95
Microfilm orders	721	95
Loans of materials	3,392	0
Literature searches (requiring one hour or more)	130	95
Reference service (requiring less than one hour)	30,000	80
Reading Room (total attendance)	21,000	50
Translations (technical articles) (correspondence, etc.)	1,300	50
Rentals of motion picture research films on flow	81	50

Library is open to the public

Per cent of industry users served:

In library	15
By mail	45
By telephone	40

Publications:

Classed Subject Catalog, 13 volume reproduction by G. K. Hall & Company of 240,000 cards in subject catalog and its index through 1963

Flow Visualization Research Data, 1962, with two supplements 1964-1965, a catalog of films in the film library of the American

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Society of Mechanical Engineers and the Engineering Societies Library

The Library's staff writes most of the book reviews published in the journals of its supporting societies

Bibliographies of general engineering interest

Library established: 1913 by amalgamation of the separate collections of societies formed at much earlier dates.

Number on staff:

Doing professional work	17
(Of these, three have degrees both in science or engineering and from library school, and ten others have library school degrees.)	
Doing non-professional (clerical) work	17

Subjects covered:

All fields of engineering and related physical sciences.

Holdings:

90,000 books Accessions last year: 3,600 volumes

100,000 volumes of periodicals

3,700 periodical and serial titles currently received

5,000 reports, pamphlets, maps, etc. added last year.

Note: It is believed that the Engineering Societies Library has the most complete collection available of the unpublished papers of the societies which maintain the Library, as well as of some other societies. The collections of such papers for some societies go back many years, but the number of these papers has been increasing rapidly in recent years, the collection having grown from about 5,000 in 1960 to over 25,000 by 1965.

The *Engineering Index* is produced by a separate organization, but it is based on publications received and retained by the Engineering Societies Library. As an indication of the close relationship of the two organizations, it may be noted that the Director of the Library is President of the Board of the *Index*.

The Director of the Library is Consulting Editor of the series of books known as Engineering Societies Monographs which are published by McGraw-Hill Book Company after approval by the Engineering Societies Monographs Committee, of which the Director of the Library is the Chairman.

At about the time the last fiscal year ended, "Company Membership" in the Library was made available to companies and other non-membership organizations. Such members may borrow books. This is the first extension of book lending to other than individual members of the supporting societies.

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8. **Sponsoring organization:** Manufacturing Chemists Association

Name & address of library: Manufacturing Chemists Association Library
1825 Connecticut Avenue, N.W.
Washington, D.C. 20009

D. Miller Simpson, Librarian

M. V. Campbell, Director
Information Service

Services provided last year included:

<i>Services</i>	<i>Number</i>	<i>Per Cent to Industry</i>
Literature searches and reference services (combined)	1,500	50

Library is open to the public

Library established: 1954

Number on staff:

One person, with library school degree, doing both professional and clerical work.

Holdings:

1,500 books Accessions last year: 100 volumes
65 periodical and serial titles currently received.

Although a small group, these eight libraries have substantial differences in size of collection, and in amounts and types of services furnished to industry.

Pacific Aeronautical Library is a subscription library serving member companies in a restricted geographical area. Several libraries primarily, but not exclusively, serve their members who are widely scattered geographically. The widest service coverage is that of the Engineering Societies Library which answers inquiries in all areas of engineering and the related physical sciences. It provides a variety of services to anyone in any location. A charge is made for many of its services.

ASM Library and PAL both publish index services available on a subscription basis. Both are using computers to assist in producing

indexes to the services. ASM Library also provides for retrieval service through the use of a computer.

The libraries of some other associations, as for example, Western Oil and Gas Association, Wine Institute, Automobile Manufacturers Association, and the American Iron and Steel Institute appear to restrict their services more closely to their own membership, but otherwise they serve industry in much the same way as some of the eight previously listed libraries.

Many associations provide services for industry but not through a library. Some of these are closely akin to the services provided by libraries, and most of them are widely used by libraries in serving industry. No attempt is here made to be inclusive, but only to cite examples of some types of these association services.

The Royal Society of London *Catalogue of Scientific Papers*, 1800-1900, is one of the early bibliographies of science provided by an association. Services provided by other associations include *Chemical Abstracts* by the American Chemical Society, *Geoscience Abstracts* by the American Geological Institute, *ASM Review of Metal Literature* by the American Society for Metals, *International Aerospace Abstracts* by the American Institute of Aeronautics and Astronautics, and *Applied Mechanics Reviews* by the American Society of Mechanical Engineers.

Specifications and standards of world renown are issued by the American Standards Association, American Society for Testing Materials, American Gear Manufacturers Association, American Association of State Highway Officials, and American Society of Mechanical Engineers.

Many of the best known and widely used handbooks are the result of the efforts of associations. Some examples are the *Metals Handbook* by American Society for Metals, *ASME Handbook* (having four volumes entitled *Metals Engineering Design*, *Metals Properties*, *Metals Engineering Processes*, and *Engineering Tables*) by American Society of Mechanical Engineers, *Welding Handbook* by American Welding Society, *IES Lighting Handbook* by Illuminating Engineering Society, and *ASHRAE Guide and Data Book* by American Society of Heating, Refrigerating and Air-Conditioning Engineers.

The Engineer's Council for Professional Development is responsible for accreditation of engineering curricula which industry uses as a guide in seeking employees. The Engineers Joint Council is responsible for the development of the *Thesaurus of Engineering Terms*. The

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Special Libraries Association maintains the Translations Center, containing 100,000 translations, at the John Crerar Library, and the Special Classifications Center at Western Reserve University. Special Libraries Association has sponsored a variety of guides and bibliographies of value to industry.

Let us now consider trends, problems, and opinions. Several years ago Louis Hammett, then Chairman of the Board of Directors of the American Chemical Society, wrote ". . . much too much of the current discussion assumes that the whole problem is that of supplying the engineer or scientist with every document which has any possible bearing on the subject with which he is concerned. In fact however we have already reached the point where selectivity is more valuable than completeness."¹ This is even more true today.

The professional societies should put more emphasis on selection and evaluation, and also on condensation of papers before publication. They should emphasize quality rather than quantity of publications, and expend more effort on summary, review, and state-of-the-art papers and surveys. Libraries of professional societies should participate in these efforts, and should also give more attention to selective bibliography. All of these require more and better trained library staff personnel, with time for more work and consultation with specialists. There exists a peculiar dilemma of more and more specialization and at the same time more crossover between subject disciplines. Well-staffed technical libraries are and should increasingly be the leavening agents in the crossover area.

The Engineering Societies Library is the largest of the association libraries studied, and as it is the library of twelve engineering societies whose membership aggregates 345,500, its problems may be typical of those of other association libraries. The membership growth of the engineering societies with which the Engineering Societies Library is associated has, for the last ten years, averaged 2.86 per cent per year, but for the current year is only 1.1 per cent. This drop indicates the effect of fluctuations in industrial activity.

The competition for funds among society activities, e.g., publications, meetings, membership, promotion, etc., is a serious problem for association libraries, and especially so when the rate of society membership growth is below the general rate of increase of costs of personnel, materials, and services. Under such circumstances something has to give and it may be the library. One point of interest is that in general those societies with which the ESL has had the longest as-

sociation are the most sympathetic to its needs. It scarcely need be pointed out that this attitude does not take the place of steadily increasing dollar support.

While a single case does not necessarily indicate a trend, it should be noted that one association library, among those queried, recently was directed by its governing body to discontinue, because of costs, the limited service the library had provided to those outside the association's membership.

Returning to the need for good staff in technical association libraries, the scarcity of competent personnel has so increased salary rates that it is difficult or impossible for some association libraries to secure needed librarians. Considering the use industry makes of association libraries, it is unfortunate that they are not in better financial position to compete for top-rated information personnel. Fortunately some such persons find satisfaction in working in association libraries, but this does not wholly solve the problem. The ESL staff, for example, includes some superbly qualified persons. Its problem is that it needs more of them for the additional work it should be in a position to do, as well as for the work load which continually increases in quantity, and which in the last decade has increased many fold in technological complexity.

Over the years the ESL has developed services for which charges are made to cover costs. This has had an important part in making possible substantial growth in services provided to industry and others, but it is more difficult to get sufficient funds to cover the high costs of acquiring and organizing for use the growing number of publications needed.

Many groups in the engineering societies are expending thousands of man hours in planning for an expanded and mechanically assisted engineering information center in the United Engineering Center, and also for a national engineering information system. The Engineering Societies Library and the *Engineering Index* will be basic to the center. The *Engineering Index* is already engaged in a pilot program in the plastics and electrical/electronics engineering areas. Two new monthly bulletins are being produced. Each has subject and author indexes prepared by computer manipulation. Deep indexing is being put into a computer to make possible various future services including selective dissemination of information and retrospective searching by machine. When proven, the program will be extended to other subject areas in engineering. All publications indexed in the two new

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monthly bulletins, as well as in the regular basic services of *Engineering Index*, are being acquired and retained in the ESL, as has been the regular practice for many years. The programs to be coordinated for the whole engineering profession require not only great organizational and technical effort, but planning for continued financial support on a scale which has never been undertaken outside the federal government.

From the foregoing it appears that industrial organizations are heavy users of the reference, bibliographical, and related services of the libraries of professional and trade associations; that industry uses the services most often by mail and telephone, and less often by personal visit; and that there is generally a staff of several professional and clerical assistants to assist users. Further, it appears that the membership and consequently income of professional societies is not increasing at a rate sufficient to continue services under the same conditions as in the past; that selectivity and evaluation should be emphasized in publications and also in the libraries of associations; that services have changed to meet demands; that services may change more as mechanization takes over; that the information services being planned by the engineering profession will be of great value to industry and others, but will only be available when their technology and finance are adequately developed.

References

1. Hammett, Louis. "Men With Ideas: Selection of Excerpts, Significant, Thoughtful, or Stimulating from Statements in which Scientists and Engineers Have Put Their Ideas on View," *International Science and Technology*, no. 5, May 1962, pp. 75-76.