

Reference/Information Services in Iowa Libraries

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by

Michael Phipps

Charles L. Frieden

Frederick Wezeman

The University of Iowa
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INTRODUCTION

During the last fifteen years there have been great changes in the role and image of the American public library. Services have been expanded and new demands have been placed on the library's collections and on the services of the librarian. This new interest coupled with funds available from the Library Services and Construction Act of 1956 has resulted in a spurt of growth in many Iowa libraries and in the demands placed upon them. In larger libraries part of this growth has been in the area of reference and information services, and in many smaller libraries it has marked the beginning of reference and information service where before these services were minimal or nonexistent. The Iowa State Traveling Library has been actively involved in helping libraries to acquire and use basic reference collections, and since 1958 they have organized and urged libraries to join ten regional cooperatives which provide the framework for sharing of library resources as well as a variety of services.

In response to this increased interest and demand for reference and information service, the Iowa State Traveling Library requested The University of Iowa School of Library Science to survey reference and information services in Iowa libraries. The study began in the fall of 1967 and was financed by a grant from the State Library. While some information, principally the population and economic background, is based on secondary published sources, the majority of the data were gathered by direct-mail questionnaire especially for this report.

Questionnaires were sent to 462 public libraries, 59 college and university libraries, and 50 special libraries. Responses were received from 389 public libraries, 51 college and university libraries, and 42 special libraries—an overall return of 84 per cent. In addition, graduate students in professor Wezeman's class in Advanced Reference during November and December of 1968 visited 23 public libraries to interview the librarians and examine the physical facilities and reference collections first hand. An attempt was made to include both large and small libraries in our interview schedule with an emphasis on the larger libraries, especially the ten libraries that are also cooperative headquarters. However, difficulties in scheduling resulted in visits to only five of the ten. A list of the libraries visited and the person who made the visit appears directly below.

Ames Public Library	Shirley Meridith
Atlantic-Carnegie Library — Atlantic	Harriet Bell
Burlington Public Library	Scott Bruntjen
Cedar Falls Public Library	Pamela Imhoff
Cedar Rapids Public Library	Katherine Belgum
Clinton Public Library	Lolly Eggers
Council Bluffs Free Public Library	Andrew Boysen
Davenport Public Library	Linda Gunther
Decorah Public Library	Harlan Sanderson
Des Moines Public Library	James Leonardo
Carnegie-Stout Public Library — Dubuque	Sharon Lee Stewart
Fairfield Public Library	Mary Jane Striegel
Cattermole Memorial Library — Fort Madison	Michael Phipps
Stewart Memorial Library — Grinnell	Alan Lewis
Iowa City Public Library	Ellen Caplan
Marion Public Library	Elizabeth Kaschins
Marshalltown Public Library	Harold Malm
Mount Pleasant Public Library	Janice Horak
P. M. Musser Public Library — Muscatine	Pauline Iacono
Ottumwa Public Library	Rosella Berg
Shenandoah Public Library	Sharon Baker
Sioux City Public Library	Evelyn Murphy
Waterloo Public Library	Kathy Edwards

The purpose of this report is two-fold. First, an attempt has been made to give a comprehensive picture of reference services and facilities in Iowa libraries with an emphasis on public libraries. This information gives Iowa librarians a clearer look at what their colleagues are doing in the area of reference and may suggest some possible innovations that they might make in their own reference service. Secondly, on the basis of the data collected, suggestions have been made for future planning and development of reference and information service in Iowa libraries.

This report is based on a survey of Iowa libraries conducted by the University of Iowa School of Library Science in the fall of 1967. The study was financed by a grant from the State Library. While some data were obtained from published sources, the majority of the data were gathered by direct mail questionnaires especially for this report.

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Questionnaires were sent to 103 public libraries, 50 college and university libraries, and 50 special libraries. Responses were received from 323 public libraries, 51 college and university libraries, and 43 special libraries—an overall return of 84 per cent. In addition, questionnaires were sent to Advanced Reference during November and December of 1968 visited 23 public libraries to interview the librarians and examine the physical facilities and reference collections first hand. An attempt was made to include both large and small libraries in our interview schedule with an emphasis on the large libraries, especially the ten libraries that we also cooperative headquarters. However, difficulties in scheduling resulted in visits to only five of the ten. A list of the libraries visited and the person who made the visit appears directly below.

Ames Public Library	Shelby Township
Atlantic-Cambridge Library - Atlantic	Harmon East
Burlington Public Library	Scott Burlington
Cedar Falls Public Library	Parish Indian
Cedar Rapids Public Library	Katharine Belgium
Clinton Public Library	Lilly Eggs
Council Bluffs Free Public Library	Andrew Boyer
Des Moines Public Library	Linda Guntter
Des Moines Public Library	Helen Gardner
Des Moines Public Library	James Leonardo
Des Moines Public Library	Frank Lee Stewart
Des Moines Public Library	Mary Jane Striegel
Des Moines Public Library	Michael Pripps
Des Moines Public Library	Alan Lewis
Des Moines Public Library	Ellen Caplan
Des Moines Public Library	Elizabeth Kasper
Des Moines Public Library	Harold Mann
Des Moines Public Library	Janice Horn
Des Moines Public Library	Pauline Larson
Des Moines Public Library	Rosella Day
Des Moines Public Library	Sharon Baker
Des Moines Public Library	Evelyn Murphy
Des Moines Public Library	Kathy Edwards

ACKNOWLEDGMENTS

A thank you to the following people who helped us to complete this project. Dr. Guy Garrison of the University of Illinois gave much useful advice and valuable assistance in the development of the questionnaires sent to the libraries. Hoping to do some comparing of reference holdings in Iowa and Wisconsin, it was decided to use the same basic check lists used in Dr. Garrison's report, *Regional Reference Service for Wisconsin Libraries*.

Katherine Houser, research assistant, did much of the preliminary literature searching and some of the preliminary compilation of socio-economic data as well as helping in the planning of the survey. Paul Wolfe, operations manager, and Joan Pinkvoss Elan, computer programmer, of The University of Iowa Computer Center helped us set up our questionnaires for machine tabulation. Special thanks are due Mrs. Elan for her hard work during the long and sometimes frustrating months of computer programming.

Mrs. Jeanne Phipps of the Ogden Public Library, Mrs. Ethel M. Albin and Mrs. Donna Dean of the West Branch Public Library, Mrs. Ralph M. Akers of the West Liberty Public Library, Miss Jean Paige of the Veterans Administration Hospital Library in Iowa City, and Mrs. Nellie Neafie of the Iowa State Traveling Library took part in a trial run of our questionnaires and made suggestions for improving them before the final version was agreed upon.

Scott Bruntjen, graduate student in the School of Library Science, read one of the last drafts of the survey and made suggestions for further changes and improvements.

Finally, the writers thank the faculty of The University of Iowa's School of Library Science — Donald Empson, Clyde Greve (now at the University of Northern Iowa), Andrew Hansen, Donald Langworthy and Mrs. Louane Newsome — who freely gave their advice and assistance at all stages of this project.

Chapter I

A SOCIO-ECONOMIC PROFILE OF IOWA

Iowa has been undergoing significant economic and social changes during the last few years as a result of the transition from a rural-agricultural based economy to an urban-industrial economy. Although this transition is not peculiar to Iowa, it has been of major significance because the Iowa economy has been so heavily dependent on agriculture, and the displacement of farm workers as a result of improved farm technology has affected such a large percentage of the population.

Population Growth

The Iowa population generally has been increasing at a relatively slow rate as compared to the nation as a whole. During the fifteen-year period, 1950-1965, the Iowa growth rate was 0.3 per cent while the national growth rate increased more than 1.7 per cent. Whereas in 1950 Iowa's population was 1.7 per cent of the United States total, by 1965, Iowa's population had declined to 1.4 per cent of the United States total. (see Table 1).

Table 1*

POPULATION INCREASE

Area	1950 Population (000)	1960 Population (000)	1965 ^a Population (000)	Per cent Increase 1950-65
Iowa	2,621	2,757	2,760	5.0
United States	151,325	179,323	193,818	21.9
Iowa as a % of U.S.	1.73	1.53	1.42	

^aEstimated

*Source: *Economic and Statistical Review of Iowa, 1950-1965*, Bureau of Business and Economic Research, The University of Iowa, 1967.

Population Migration

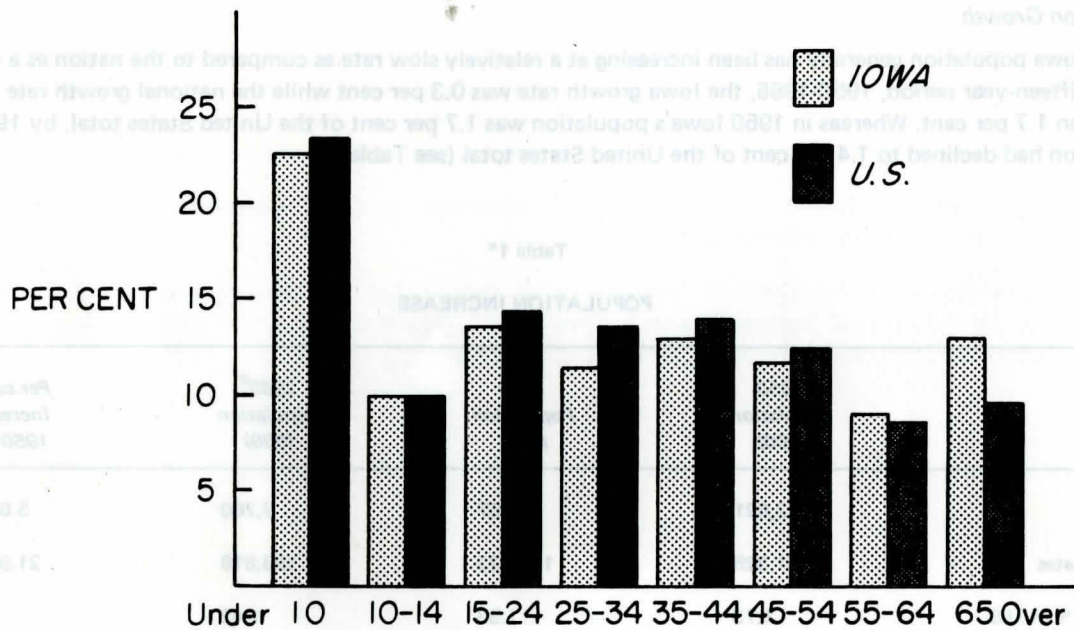
Although the Iowa birth rate is higher than the national average and more than double the Iowa death rate, the slow overall population growth in Iowa has resulted because of the large number of people who have continued to move out of the state. In 1950, the Iowa-born population residing in Iowa totaled 2,029,800 while the Iowa-born population residing in other states totaled nearly 1.2 million persons.

This large degree of population migration has resulted in a lower-than-normal proportion of the total population in the 20- to 50-year-old age group. The persistent migration from Iowa over several decades and its effect in reducing the most productive age group (20-50 years of age) is apparent in the larger-than-normal proportion of persons in the 55-years-of-age-and-older age group (see Table 2).

Several factors account for the large number of people who leave the state. One of the factors is, of course, improved farm technology which results in the displacement of approximately 6,900 farm workers each year. Other factors include better job opportunities and better salaries in other regions in contrast with a lack of new employment opportunities in Iowa.

TABLE 2*

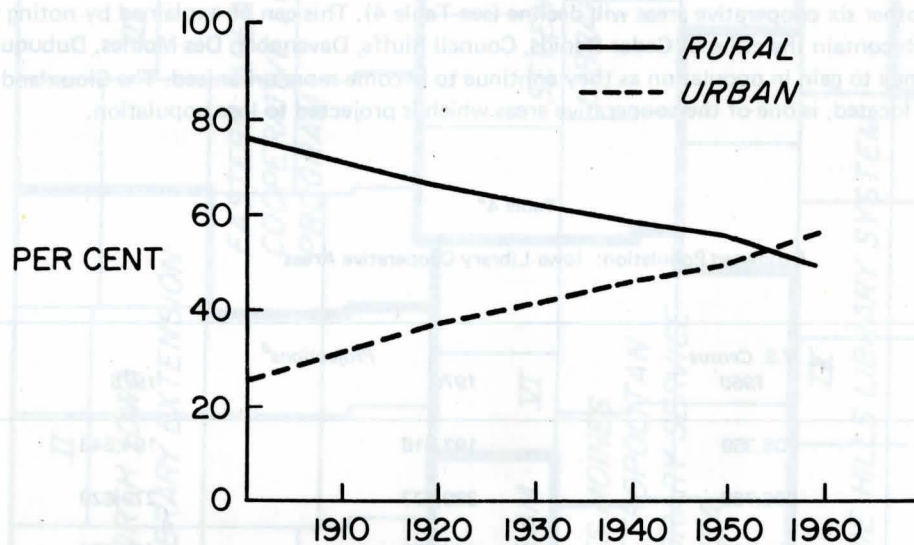
AGE DISTRIBUTION OF THE POPULATION, IOWA AND THE UNITED STATES, 1960



Source: Economic and Statistical Review of Iowa 1950-1965, Bureau of Business and Economic Research, University of Iowa, 1967.

TABLE 3 *

IOWA POPULATION, PROPORTION URBAN AND RURAL
1900-1960



* Source: Economic and Statistical Review of Iowa 1950-1965,
Bureau of Business and Economic Research,
University of Iowa, 1967.

Urbanization

Related to the large amount of population migration out of the state is the large number of people who move within the state. Many of the workers released from agriculture do not leave the state but instead migrate to urban areas (population of 2,500 or more) within the state. In 1960, 53 per cent of the total Iowa population lived in urban areas (1,462,500 people) in contrast to 47.7 per cent in 1950 (See Table 3). The population projection figures indicate that by 1975 about 85 per cent of the total population will live in urban areas. The cities of Cedar Rapids, Council Bluffs, Davenport, Des Moines, Dubuque, Sioux City and Waterloo have absorbed the largest amount of this population shift. Using population projection figures based on the natural increase of births over deaths and also the migration patterns of the past, it is possible to project a total Iowa population of 2,864,714 by 1970 and 2,937,504 by 1975 (see Table 4). This constitutes 1.33 per cent and 1.28 per cent respectively of the total United States estimated population for these years.

Population Projections: Iowa Library Cooperative Areas

In applying these population projections to the ten Iowa Library cooperative areas (see Map 1), it appears that five of these areas — Eastern, Des Moines, Seven Rivers, Southwest, and Keosippi — will gain in total population while the population in the other six cooperative areas will decline (see Table 4). This can be explained by noting that the cooperative areas which contain the cities of Cedar Rapids, Council Bluffs, Davenport, Des Moines, Dubuque, and Waterloo will all continue to gain in population as they continue to become more urbanized. The Siouxland cooperative, in which Sioux City is located, is one of the cooperative areas which is projected to lose population.

Table 4*

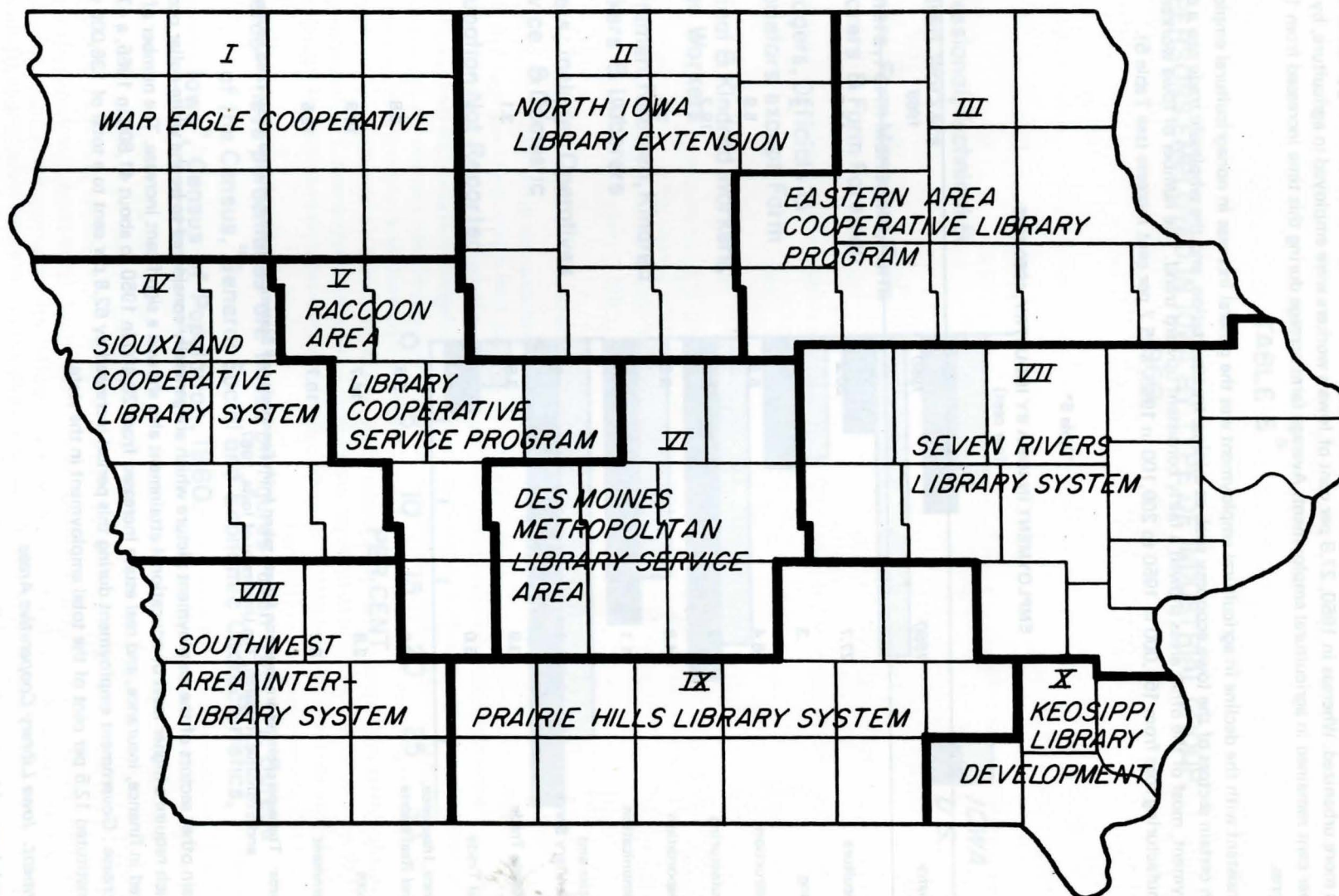
Estimated Population: Iowa Library Cooperative Areas

Library Cooperative Region	U.S. Census 1960	Projections ^a	
		1970	1975
1. War Eagle	208,359	197,918	194,543
2. North Iowa	286,766	280,477	279,629
3. Eastern	411,956	444,080	467,784
4. Siouxland	194,947	184,952	182,178
5. Raccoon	123,277	112,853	108,650
6. Des Moines	472,041	531,558	569,336
7. Seven Rivers	567,994	657,014	720,447
8. Southwest	177,599	178,484	182,388
9. Prairie Hills	197,821	173,627	164,001
10. Keosippi	116,777	115,423	115,810
Total	2,757,537	2,864,714	2,937,504

^aThe cooperative region population projections are not additive to the projected totals.

*Source: Doerflinger, Jon and Ron Klimek, *Iowa's Population: Recent Trends, Future Prospects*, Iowa State University of Science and Technology, 1966.

MAP I
GEOGRAPHIC REGIONS AND AREA COOPERATIVES



MAP I
GEOGRAPHIC REGIONS AND AREA COOPERATIVES

Labor Force and Employment

Closely related to the population shift in Iowa is the economic transformation which is taking place as the state becomes more urbanized. Whereas in 1950, 27.8 per cent of Iowa's workers were employed in agriculture, by 1965 only 16.4 per cent remained in agricultural employment. Average farm acreage during this time increased from 169 acres to 210 acres.

Consistent with the decline in agricultural employment was the general increase in nonagricultural employment. Although certain sectors of the Iowa economy such as mining, transportation, and the wholesale trade saw a decline in employment, most of the other areas showed a fairly consistent upward trend. The number of Iowa workers employed in manufacturing rose from 154,000 in 1950 to 209,100 in 1965, a 35.7 per cent increase (see Table 5).

Table 5*
EMPLOYMENT IN IOWA BY INDUSTRY, 1950-1965
(per cent)

Industry	1950	1960	1965
Agriculture	27.7	20.2	16.3
Mining	.3	.2	.2
Construction	6.4	5.9	5.9
Manufacturing	15.2	18.8	19.2
Transportation	4.8	3.8	3.3
Communication	1.1	1.2	1.0
Utilities and Sanitary Services	1.1	1.2	1.0
Wholesale Trade	3.9	3.5	3.1
Retail Trade	15.0	15.7	16.2
Finance, Insurance, and Real Estate	2.8	3.5	3.8
Services	12.8	14.7	16.9
Government	8.2	10.7	12.5

*Source: These percentages are based on figures taken from *Economic and Statistical Review of Iowa 1950-1965*, Bureau of Business and Economic Research, The University of Iowa, 1967.

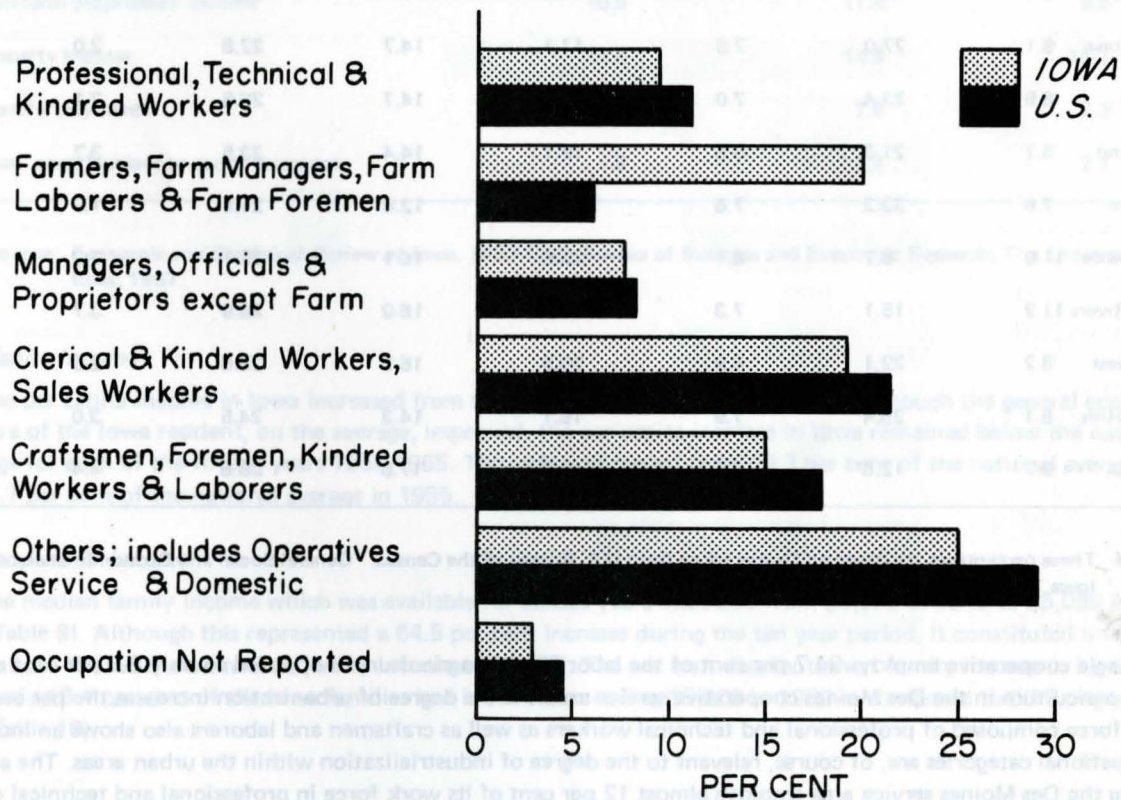
Certain other sectors of the employment picture which are generally considered to be the white-collar occupations and which require a higher level of educational attainment also showed a significant increase. The number of people employed in finance, insurance, and real estate increased from 28,400 in 1950 to about 41,800 in 1965, a 47.2 per cent increase. Government employment during this period increased by 62.8 per cent to a total of 136,000 workers. This constituted 12.5 per cent of the total employment in the state.

Employment: Iowa Library Cooperative Areas

A breakdown of Iowa employment figures by library cooperative areas indicates the variation which is especially evident between the rural areas as opposed to the more urbanized areas (see Table 7). The area of the state composing

TABLE 6*

PERSONS EMPLOYED IN IOWA BY TYPE OF INDUSTRIAL GROUP,
1960



*Source: These percentages are based on figures taken from U.S. Bureau of the Census, "General Social and Economic Characteristics, Iowa", Census of Population, 1960.

Table 7*

PER CENT OF TOTAL EMPLOYMENT IN EACH INDUSTRIAL GROUP
BY IOWA LIBRARY COOPERATIVE AREA, 1960

Cooperative Area	Professional, Technical & Kindred Workers	Farmers, Farm Managers, Farm Laborer & Farm Foremen	Managers, Officials & Proprietors Except Farm	Clerical & Kindred Workers Sales Workers	Craftsmen, Foremen, Kindred Workers & Laborers	Other (Includes Operatives, Service & Domestic Workers)	Occupation Not Reported
1. War Eagle	8.3	34.7	7.7	14.5	11.4	20.7	2.1
2. North Iowa	8.1	27.0	7.8	17.1	14.7	22.8	2.0
3. Eastern	8.5	23.4	7.0	17.1	14.7	26.5	2.1
4. Siouxland	8.7	21.3	8.6	19.1	14.4	23.5	3.7
5. Raccoon	7.6	33.2	7.6	14.8	12.8	21.5	1.9
6. Des Moines	11.9	8.7	8.7	25.6	16.1	25.1	3.3
7. Seven Rivers	11.2	15.1	7.3	19.3	16.0	26.9	3.7
8. Southwest	8.2	22.1	6.9	20.5	16.2	23.6	2.0
9. Prairie Hills	8.1	25.4	7.9	16.1	14.3	24.5	3.0
10. Keosippi	9.2	12.6	7.5	19.3	17.6	28.6	4.4

*Source: These percentages are based on figures taken from U.S. Bureau of the Census, "General Social and Economic Characteristics, Iowa," *Census of Population, 1960*.

the War Eagle cooperative employs 34.7 per cent of the labor force in agriculture as opposed to only 8.7 per cent employed in agriculture in the Des Moines cooperative service area. As the degree of urbanization increases, the per cent of the labor force composed of professional and technical workers as well as craftsmen and laborers also shows an increase. The occupational categories are, of course, relevant to the degree of industrialization within the urban areas. The area composing the Des Moines service area employs almost 12 per cent of its work force in professional and technical employment and 16 per cent of its work force as craftsmen and laborers in industrial employment. This can be contrasted with the Raccoon cooperative area which employs 7.6 per cent of its labor force as professional and technical workers and 12.8 per cent as craftsmen, foremen, and laborers.

Personal Income

The level of personal income in the state of Iowa nearly doubled between 1950 and 1965, but it continued to remain below the national growth rate (see Table 8). The average annual rate of growth in Iowa during the fifteen-year period 1950-1965 was 4.2 per cent as compared to 5.7 per cent for the United States. Although the personal income of the Iowa agricultural worker exceeded the national average, the nonagricultural workers' income continued to remain below the national average. Wages and salaries which constituted the largest source of personal income made up 52.3 per cent of the total personal income in Iowa as compared with 66.8 per cent in the United States. The only other source of personal income in Iowa which showed a substantial variance from the national average was the farm proprietor's income which constituted 15.0 per cent of the total Iowa personal income, while on the national level it amounted to only 2.8 per cent.

Table 8*

DISTRIBUTION OF PERSONAL INCOME BY MAJOR SOURCE, IOWA, 1950-1965
(Per Cent)

	1950	1960	1965
Wages and salary	44.9	54.7	52.3
Other labor income	1.1	2.3	2.6
Farm proprietors' income	27.1	11.1	15.0
Non-farm proprietors' income	10.9	11.4	9.6
Property income	11.4	14.8	15.1
Transfer payments	5.1	7.5	7.3
Less: contributions to social insurance	.8	2.1	2.1

*Source: *Economic and Statistical Review of Iowa, 1950-1965*, Bureau of Business and Economic Research, The University of Iowa, 1967.

Per Capita Income

The per capita income in Iowa increased from \$1,485 in 1950 to \$2,675 in 1965. Although the general economic welfare of the Iowa resident, on the average, improved, the per capita increase in Iowa remained below the national average for each of the fifteen years 1950-1965. The variation ranged from 99.3 per cent of the national average in 1950 to 85.7 per cent of the national average in 1955.

Median Family Income

The median family income which was available for census years increased from \$3,079 in 1949 to \$5,069 in 1959 (see Table 9). Although this represented a 64.5 per cent increase during the ten year period, it constituted only 89.6 per cent of the United States median family income of \$5,675. The per cent distribution of family income in Iowa showed that only 18.4 per cent of the Iowa families had incomes exceeding \$5,000 in 1950 as compared to 50.9 per cent in 1960 (see Table 10).

Table 9*

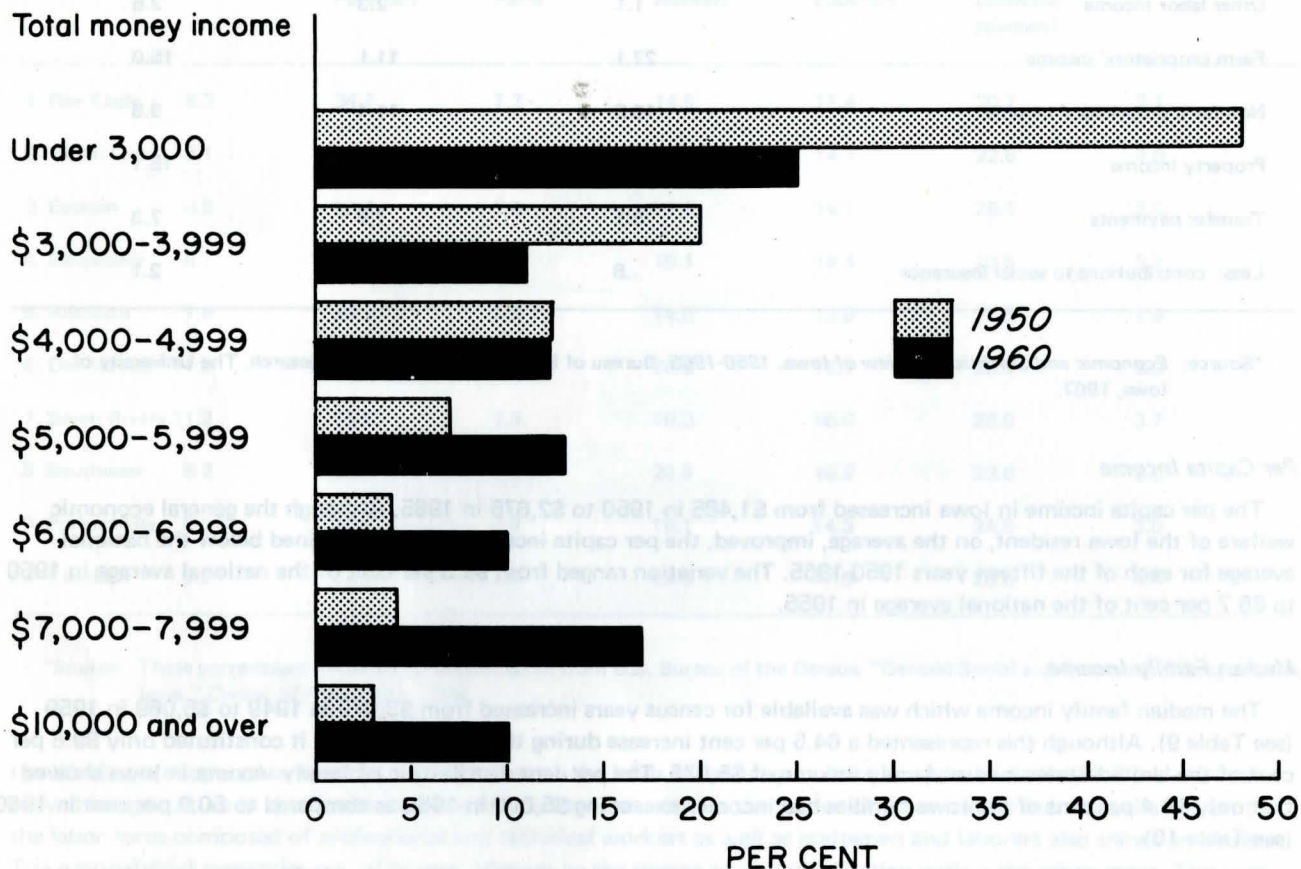
FAMILY INCOME, 1960

	Median Family Income	Less Than \$3,000 Per Cent	\$10,000 or More Per Cent
Iowa	\$5,069	36.5	10.7
United States	\$5,657	21.4	12.2

*Source: U.S. Bureau of the Census, "General Social and Economic Characteristics, United States Summary, *Census of Population, 1960*."

TABLE 10*

DISTRIBUTION OF FAMILY INCOME IN IOWA, 1950, 1960



* Source: These percentages are based on figures taken from Economic and Statistical Review of Iowa 1950-1965, Bureau of Business and Economic Research, University of Iowa, 1967.

Family Income: Iowa Library Cooperative Areas

An analysis of family incomes in the individual library cooperative areas in 1960 indicates that a substantial number of families in each of the library cooperative areas had an income below \$3,000. An average of 39.5 per cent of the families in the thirteen counties composing the Prairie Hills cooperative area had an income of less than \$3,000 as compared to an average of 23.6 per cent of the families in the Des Moines cooperative area. Of those families having an income of more than \$10,000, the Des Moines library cooperative area had the highest average per cent as compared with the Prairie Hills cooperative area which had the lowest average per cent (see Table 11).

Table 11*

FAMILY INCOME BY LIBRARY COOPERATIVE AREA, 1960

Library Cooperative Region	Mean Per Cent of Income	
	Less Than \$3,000	\$10,000 or More
1. War Eagle	34.8	7.3
2. North Iowa	28.2	9.0
3. Eastern	33.3	8.2
4. Siouxland	35.1	7.9
5. Raccoon	34.5	7.1
6. Des Moines	23.6	10.6
7. Seven Rivers	26.8	9.7
8. Southwest	36.8	6.3
9. Prairie Hills	39.5	5.9
10. Keosippi	28.2	9.4

*Source: These percentages are based on figures taken from U.S. Bureau of the Census, "General Social and Economic Characteristics, Iowa", *Census of Population*, 1960.

Education

The educational level of the citizens of Iowa is generally above the national average. Some evidence of this can be seen in the fact that in 1960 the median number of school years completed by persons 25 years old and over in Iowa was 11.3 years as compared to 10.6 years for the rest of the nation (see Table 12). Forty-six per cent of the people in this age classification in Iowa have completed four years of high school as compared to 43.6 per cent of the nation (see Table 13). Iowa falls behind the national average, however, for the number of people of this age group who have completed four or more years of college. Sixteen per cent of the Iowa citizens over 25 years of age have completed four or more years of college as compared to 16.5 per cent for the rest of the nation.

Table 12*

YEARS OF SCHOOL COMPLETED BY PERSONS 25 YEARS OLD AND OVER, 1960

	Total				
	Both Sexes	Male	Female	White	Nonwhite
Iowa	11.3	10.4	12.0	11.3	9.5
United States	10.6	10.3	10.9	10.9	8.2

*Source: U.S. Bureau of the Census. "General Social and Economic Characteristics, United States Summary," *Census of Population*, 1960.

Table 13*

EDUCATIONAL LEVEL OF PERSONS 25 YEARS AND OLDER, 1960

	Completed 8 Years of School or less Per Cent	Completed 1 Year or More of High School Per Cent	Completed 1 Year or More of College Per Cent
1. Iowa	38.0	46.0	16.0
2. United States	39.7	43.8	16.5

*Source: These percentages are based on figures taken from U.S. Bureau of the Census, "General Social and Economic Characteristics, Iowa," *Census of Population, 1960*.

Public School Enrollment

The public and private school enrollment in Iowa reflects the slow population growth which has taken place in Iowa. The elementary schools in the state experienced a surge in enrollment in the early 1950s associated with the postwar baby boom, and have since witnessed a general decline in enrollment (see Table 14). The increased enrollment has shifted to the secondary schools in the state causing them to experience a 27.6 per cent increase from 1960 to 1966. This rapid increase should level off within the next few years as the declining enrollment in the elementary schools begins to be felt at the secondary level.

Education Expenditures

Although the educational level of the citizens of Iowa is generally above the national average, the expenditures for public schools in the state is below the national average. Iowa ranks thirtieth in the nation with an average per-pupil expenditure of \$580 per year as compared to a national average per-pupil expenditure of \$623 per year.

Education: Iowa Library Cooperative Areas

The educational level of the people in the library cooperative areas generally coincides with the degree of urbanization within the areas (see Table 15). The Des Moines and Seven Rivers library cooperative areas, which are more urbanized, achieved a higher educational level with 20.3 and 17.7 per cent, respectively, of the persons 25 years and older having completed one year or more of college as compared to only 12.4 per cent of the persons of this age group in the Prairie Hills Cooperative Area, where the degree of urbanization is considerably less.

School consolidation has had a pronounced effect upon many smaller communities.

Summary

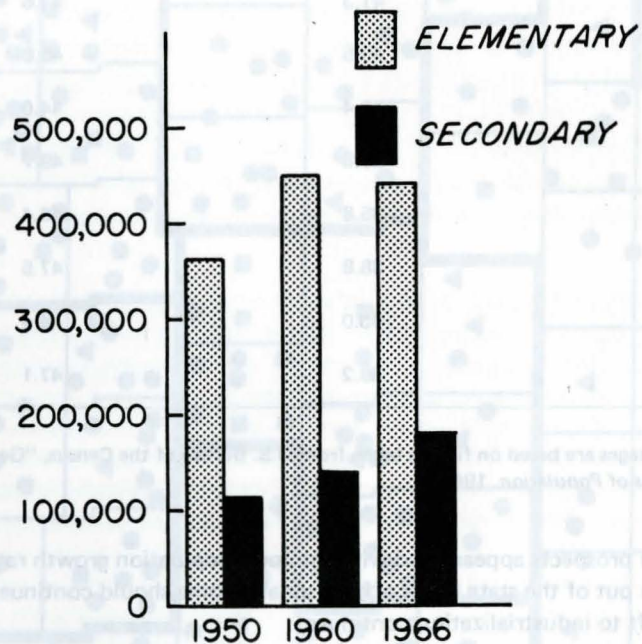
The economic and social changes which have been taking place as a result of the transition from an agricultural to an industrial economy will continue as more workers leave the farms. The population migration out of the state should slow down since industrial job opportunities within the state have improved and more of the agricultural workers are being assimilated into industry.

Economic growth as measured by changes in population, employment, and personal income shows Iowa to be lagging behind the national average. This is not to say, however, that the general economic condition of the state has not improved. The level of personal income in the state has continued to increase indicating a substantial improvement in the economic welfare of the residents of the state.

Iowa is becoming more urban oriented with more urban information needs generated. It is important to note that agro-business is, and will continue to be, an important activity.

TABLE 14*

IOWA PUBLIC ELEMENTARY AND SECONDARY SCHOOL
ENROLLMENT, 1950 to 1966



* Source: Economic and Statistical Review of Iowa 1950 - 1965,
Bureau of Business and Economic Research,
University of Iowa, 1967.

Table 15*

EDUCATIONAL LEVEL OF PERSONS 25 YEARS AND OLDER
BY LIBRARY COOPERATIVE AREA, 1960

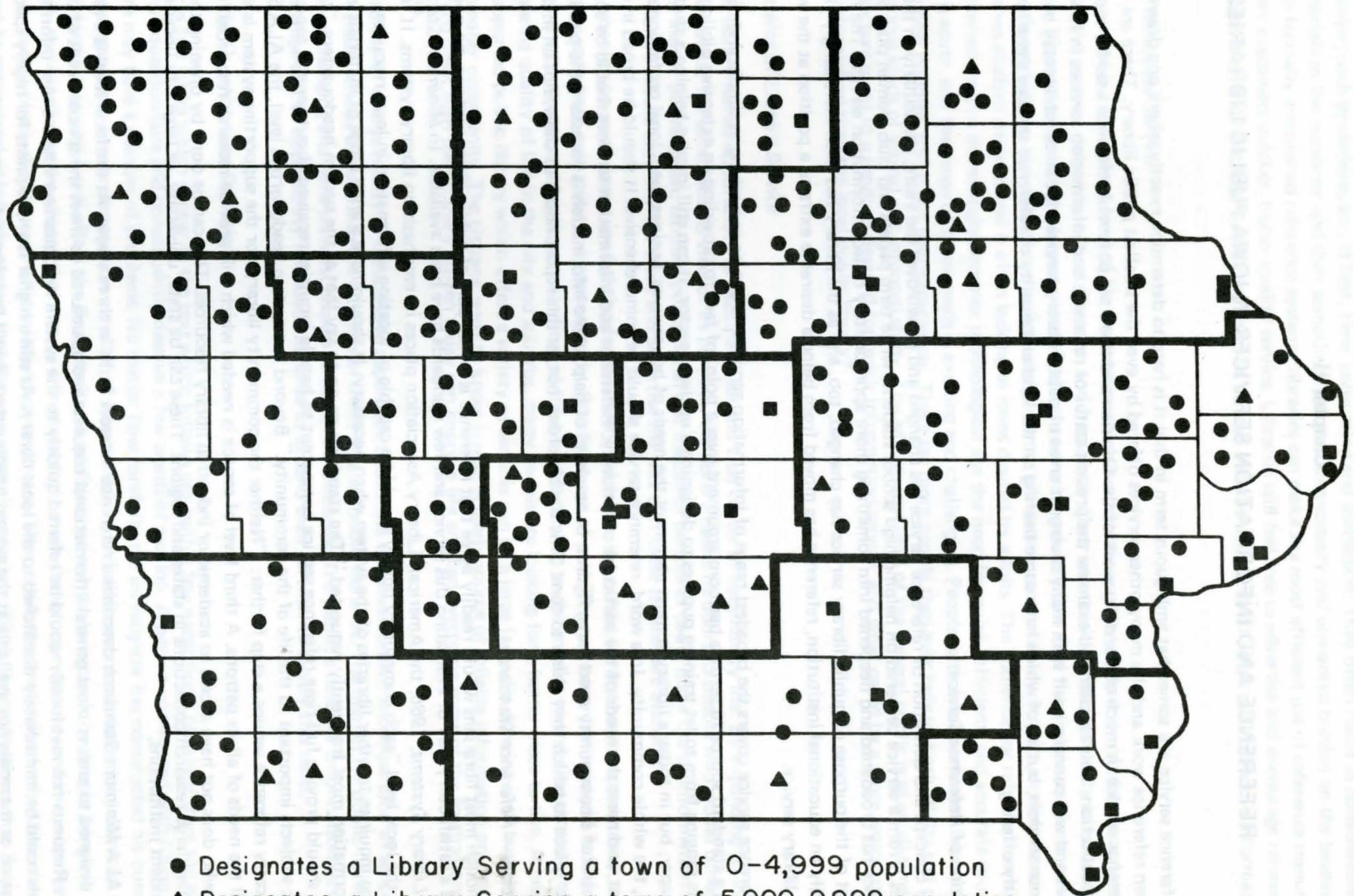
	Completed 8 Years of School or less Per Cent	Completed 1 Year or More of High School Per Cent	Completed 1 Year or More of College Per cent
1. War Eagle	43.4	41.7	14.8
2. North Iowa	37.8	45.9	16.1
3. Eastern	41.3	43.6	14.9
4. Siouxland	40.5	45.8	13.6
5. Raccoon	42.4	44.6	12.8
6. Des Moines	29.8	49.7	20.3
7. Seven Rivers	35.8	46.4	17.7
8. Southwest	38.8	47.5	13.6
9. Prairie Hills	43.0	44.4	12.4
10. Keosippi	39.2	47.1	13.6

*Source: These percentages are based on figures taken from U.S. Bureau of the Census, "General Social and Economic Characteristics, Iowa," *Census of Population, 1960*.

Iowa's future growth prospects appear good with the Iowa population growth rate expected to reach the national average as the migration out of the state levels off. Personal income should continue to increase along with employment opportunities as the shift to industrialization continues.

This brief profile of Iowa reveals a sufficient economic base for support of a superior reference-information network. With a high and improving level of education, there is a definite need for expanded and effective reference service for every citizen of the state.

MAP 2
PUBLIC LIBRARIES IN IOWA



- Designates a Library Serving a town of 0-4,999 population
- ▲ Designates a Library Serving a town of 5,000-9,999 population
- Designates a Library Serving a town of 10,000- population

MAP 2
PUBLIC LIBRARIES IN IOWA

Chapter II

REFERENCE AND INFORMATION SERVICES IN IOWA PUBLIC LIBRARIES

Reference service is a somewhat ambiguous term in that it is hard to determine exactly where one draws the line between reference work and the many other services offered by even the smallest public library. There are elements of reference service in much of the daily work of the librarian and there are potential reference uses for most of the library collection. This chapter will examine the present status of reference and information services in Iowa public libraries and will concern itself with many divergent areas of public library service, not all of which may be called reference services, but all of which have some bearing on the kind and quality of reference services these libraries are presently offering.

Definition of Reference Service

The concept and definition of reference service has changed and grown over the years, particularly in the last two decades. From a service centered on helping high school students write term papers and club women plan programs, reference has broadened and deepened into something more appropriately called information service. The fundamental concept of the purpose of public library service has changed, too, and as the library has been increasingly viewed as primarily an educational institution, reference has moved from being a desirable extra to a position at the very heart of public library service.

Reference service covers the broadest range of information services. It can be something as simple and direct as consulting a standard source to settle a barroom argument over a point of fact to providing an extensive bibliography on subjects ranging from toilet training puppies to designing a nuclear reactor. It can still involve helping a student with a term paper, but in today's library it must also meet the needs of housewives, businessmen, local professional people—indeed, the whole community. In a word, reference service should be comprehensive. It should be broad in scope, quick, efficient, and meet the needs of the particular community. Reference and information services should be such that when the people of a community need facts, figures, or any kind of help where information is necessary the public library is the *first* place to which they think to turn. This is a big order, but, as this report hopes to show, not an impossible one.

Evaluation—Reference Standards

Although most librarians would readily agree that reference is a vital part of public library service, no one has as yet devised a satisfactory way of evaluating this service and few standards have been available. In *Minimum Standards for Public Library Systems, 1966*, the American Library Association places its emphasis on library systems. It recommends that at the local level "each community library should be capable of locating information in local resources and of referring inquiries to other libraries of the system when necessary. It should have a wide range of materials which furnish the information most frequently requested." The standards go on to say that at the system headquarters, "the library system should provide full-time reference service competent to handle inquiries received about general topics and specific subjects important to the life of the community." Beyond the system headquarters level, the ALA *Standards* would carry reference service a step further: "Neither the community library nor the supporting system is expected to meet all the needs of all its patrons. A third level of service is needed which will provide research resources for the patron who does not have access to academic or industrial library resources. This can be done by opening the reservoirs of selected large research collections in states and regions. These can be state, university, or large city libraries, or even independent institutions."

The ALA *Minimum Standards* describes a reference network built in three stages. At the local level is a reference collection designed to answer most general informational requests and structured to meet the special needs of the community. Requests not met locally would be referred quickly to the system headquarters where either information or materials could be immediately dispatched to the local library. At still a higher level, requests for highly specialized information or materials not available at the system headquarters would be referred to appropriate library agencies at the state or regional level. The important point here is that the reference network must be formal and systematic. Many Iowa libraries presently follow a similar procedure through informal requests to nearby large public or academic

libraries. However, such procedures are, at best, time consuming and inefficient. They often result in considerable delay in getting materials to the customer and they sometimes place an unnecessary and unwanted burden on the lending agencies. With formally established reference systems, libraries can make the most efficient use of reference resources and give library customers quicker, higher quality service. Libraries will feel free to advertise and encourage reference business because they will have high quality material to consult and specially trained personnel to handle information requests.

Audience for Reference Service

Reference service is a specialized kind of library service which is presently used by a minority of library customers. Students make the greatest demands in most libraries, and frequently librarians think of reference only in terms of these demands. Since students are the largest users of reference service, adults often find themselves squeezed out by overflow crowds working on high school and college assignments. Librarians unconsciously acquire a reference stock which best serves student demand and is often lacking in items desired by adults. The audience for reference service is, however, unlimited. In this increasingly complex technological age the need for quick, efficient, and accurate sources of information is acute, and the range of these needs is exciting and challenging. People with more and more leisure time are taking up new hobbies, trying out new experiences. There are more people than ever before, both adults and children, engaged in various kinds of formal and informal study. The educational level of the general public is at an all-time high. All of these factors point to a limitless demand for quick information service, and what could be a more logical place to provide this information than the local public library?

Changing Patterns of Library Service

The public library has an opportunity to become a real and vital center of community life. By expanding its information service and at the same time its view of its purpose, the library opens its doors to people who would otherwise never set foot inside. Businessmen, farmers, professional and industrial personnel could make use of information services if the public library would only provide them and advertise the fact that these services are available.

In a time when many small towns are fighting for their very existence, the public library has an opportunity to be a real community asset both culturally and economically. Ours is an age of mobility and many business and industrial firms, tired of the congested and hectic surroundings of the city, are moving to the smaller towns. Concerned with the rapidly decreasing quality of life in the city and suburbs, many people are looking for a better place to live. A healthy, busy, well-supported public library which offers a variety of services can be a large factor in drawing such businesses and people to a smaller community. The citizens' need to know is real. A ready source of reliable information on the many problems which beset even the ordinary citizen today can improve life and can overcome some of the frustrations of modern living.

The availability of a large variety of inexpensive paperback books and the development and expansion of school libraries have made serious inroads into the business of many smaller public libraries. The market for public library service has been changing and libraries must change to meet new demands. The public's need for information service is both a challenge and an opportunity for public libraries to expand their services to satisfy this need.

Interpreting the Questionnaire Statistics

The figures and tables which appear in the text which follows are, with a few exceptions, obtained from the results of our direct mail questionnaire and consequently deserve a few words of caution. A person confronted with filling out a questionnaire may have a number of problems. No matter how carefully the investigator has constructed his questions, there will be some whose answer depends on a matter of interpretation, and different respondents may come up with different interpretations which will affect the final results. In addition, no matter how carefully people answer a questionnaire, there is always the chance that they will inadvertently mark the wrong response, and the investigator has no way to double check the accuracy of any individual responses. Thus, while the precision of any particular figures cannot be guaranteed, it is fairly certain that they are generally accurate. When the table shows that 35 public libraries serving populations of 4,000 to 9,999 own the second edition of Benet's *The Reader's Encyclopedia*, it may be that this figure is actually 37 or 38 or even 40. The important point is that approximately 76 per cent of the libraries

of this size own this book, and this, imperfect though it may be, tells a great deal. In general the figures are reliable.

Regions-Cooperative Areas-Population Groups

A few methodological notes are also necessary at this point to help the reader interpret some of the data which appears. For purposes of comparison the state was divided into areas (see Map 1). This enabled us to see if library service is fairly uniform throughout the state and in cases where it is not, these divisions give us some basis for analyzing the difference. For administrative and service purposes, the Iowa State Traveling Library has divided the state into ten cooperative areas. These preestablished geographical boundaries were used for the regions of this report. When referring to a region, we mean that geographical entity and all of the libraries in that region who responded to our questionnaire. When referring to a cooperative, we mean only those libraries in that geographical region which are cooperative members. Also, for purposes of comparison, public libraries were divided into groups based on the population which they serve, and that division is as follows:

pop. group I	—	25,000 — up
pop. group II	—	10,000 — 24,999
pop. group III	—	4,000 — 9,999
pop. group IV	—	2,000 — 3,999
pop. group V	—	1,000 — 1,999
pop. group VI	—	0 — 999

It is important that the reader keeps these three concepts distinct and separate in his mind since his correct interpretation of much of the data that follows will depend upon his understanding of:

- 1) the *regions*, which are purely geographic distinctions and include all the libraries within those geographic boundaries;
- 2) the *cooperatives*, which are identical geographically to the regions but contain only those libraries which are cooperative members; and
- 3) the *population groups*, which merely group the libraries according to the number of people they serve and have no geographic limitations. It should be noted that the tables which deal with regions also have the towns and cities indicated. The tables which deal with cooperatives indicate the numbers of the cooperatives as well as the names. In the tables dealing with population groups, the groups are labeled I through VI with notation of the specific populations concerned.

Hours of Service

What are the hours of service of the public libraries in Iowa? Are these hours convenient for the public library customers? In an attempt to serve most effectively, libraries have traditionally kept different hours from ordinary business firms, keeping their doors open for longer hours and attempting to be open at times which are most convenient for their customers. There is, as one might expect, a direct correlation between the number of hours per week Iowa public libraries are open and the population served. In population group I with 18 libraries reporting, the average number of hours of service per week is 65. For the other population groups the figures are 11 libraries in Group II open an average of 59 hours, 46 libraries in Group III open an average of 43 hours; In groups IV, V, and VI with 58, 97, and 158 libraries, respectively, the average number of hours open per week is only 27, 17, and 12, respectively. Obviously in population groups IV, V, and VI and even, to an extent, in group III, the hours of service place some rather severe limitations on the usefulness of the libraries' resources. This limitation might be eased by a flexible schedule which would open the library in the evenings and on weekends. At present, however, we find the smaller libraries which are open a limited number of hours per week are also less frequently open in the evening and on weekends than are the larger libraries.

Evening and Weekend Hours

In population group I the average number of evenings per week that the libraries are open is 4, and the average number of evening hours (after 6:00 p.m.) per week is 13. In population group II the average number of evenings is 5 and

Table 16

Basic Public Library Data, by Population Served

Size Group	No. of Libraries Reporting ^a	Total Receipts ^a	Total Bookstock ^a	Circulation ^a	Staff ^b	
					Nonpro.	Pro.
1 25,000 —	18	\$2,746,157	1,739,757	6,761,947	43	32
2 10,000 — 24,999	12	611,542	529,851	1,706,194	58	8
3 4,000 — 9,999	44	915,559	962,921	2,954,797	201	6
4 2,000 — 3,999	61	536,870	651,128	1,443,456	137	1
5 1,000 — 1,999	98	199,476	696,586	1,247,182	68	0
6 0 — 999	151	218,712	643,849	1,061,590	220	0

^a These figures are taken from *The Iowa Library Quarterly*, "Statistics of Iowa Public Libraries for the Year January 1, 1966, to December 31, 1966," Vol. 20, No. 7, Jan., 1967.

^b These figures are taken from answers to our questionnaire and represent the total staff in public libraries doing *some reference* work. They should not be interpreted as a report of the total number of professional and nonprofessional librarians in the state. We define professional in this table as a person having a graduate degree in library science.

Table 17

Basic Public Library Data, by Region

Region	No. of Libraries Reporting ^a	Total Receipts ^a	Total Bookstock ^a	Circulation ^a	Staff ^b	
					Nonpro.	Pro.
1 Sheldon	60	\$ 329,880	527,518	1,094,104	116	1
2 Mason City	60	590,952	667,725	1,613,772	135	4
3 Cedar Falls	66	607,587	730,154	2,498,149	140	6
4 Sioux City	23	448,402	363,925	1,102,789	46	5
5 Jefferson	33	217,573	302,516	675,803	69	2
6 Des Moines	30	1,208,673	766,425	2,483,363	74	7
7 Iowa City	52	1,241,279	868,649	3,118,119	113	14
8 Shenandoah	25	288,821	337,391	768,338	43	1
9 Ottumwa	21	216,006	301,335	765,881	56	2
10 Keokuk	17	216,098	248,586	586,189	48	4

^a These figures are taken from *The Iowa Library Quarterly*, "Statistics of Iowa Public Libraries for the Year January 1, 1966, to December 31, 1966," Vol. 20, No. 7, Jan., 1967.

^b These figures are taken from answers to our questionnaire and represent the total staff in public libraries doing *some reference* work. They should not be interpreted as a report of the total number of professional and nonprofessional librarians in the state. We define professional in this table as a person having a graduate degree in library science.

Table 18

Basic Public Library Data, by Cooperative Membership

Cooperative	No. of Libraries Reporting ^a	Population Served ^a	Total Receipts ^a	Total Bookstock ^a	Circulation ^a	Staff ^b	
						Nonpro.	Pro.
1 War Eagle	30	100,232	\$897,915	273,290	598,830	76	1
2 North Iowa	50	174,576	508,251	375,090	871,202	81	3
3 Eastern Area	49	319,414	906,548	625,956	2,160,181	112	6
4 Siouxland	6	99,428	359,667	190,322	600,032	10	5
5 Raccoon Area	22	113,167	189,654	196,578	367,753	43	1
6 Des Moines	1	214,094	854,256	375,647	1,116,776	8	5
7 Seven Rivers	26	134,311	333,326	251,564	597,830	57	6
8 Southwest	9	34,367	120,135	112,898	263,381	17	0
9 Prairie Hills	5	79,187	231,861	119,860	432,100	22	1
10 Keosippi	14	40,875	152,737	133,176	286,136	35	4

^a These figures are taken from *The Iowa Library Quarterly*, "Statistics of Iowa Public Libraries for the Year January 1, 1967, to December 31, 1967," Vol. 20, No. 12, April, 1968.

^b These figures are taken from answers to our questionnaire and represent the total staff in public libraries in regional cooperatives doing *some reference* work. They should not be interpreted as a report of the total number of professional and nonprofessional librarians in the cooperatives. We define professional in this table as a person having a graduate degree in library science.

the hours 14. In group III the evenings drop back to 4 and the hours to 10. In groups IV, V, and VI the average number of evenings are 3, 2, and 1 and the average evening hours per week are 7, 4, and 3, respectively. This same pattern is apparent in the number of hours these libraries are open on weekends with a range from 10 hours in population group II to 4 hours in group VI.

Sunday Hours

Only five public libraries in the entire state reported being open on Sunday. Two were in population group I, one in group II, one in group V, and one in group VI. Public libraries which have opened during the winter months on Sunday afternoon have found a responsive and most appreciative public. This report urges public libraries to consider Sunday afternoon hours during the winter months (November through April — 2:00 to 5:00 p.m.) for both circulation and reference.

Iowa's public libraries are urged to examine their hours of service. Is the public library open at times convenient for the employed adult? Are there sufficient evening, late afternoon, and Saturday hours? It is possible that restricted hours or having only daytime hours seriously hinders adult use, and that by opening the library more hours and at more varied times the librarian will be better able to reach a greater variety of people. More men will be able to use the library. More working people will be able to come, and more families will be able to use the library together as a family.

Who May Use the Library

Beyond the question of hours of service, an equally important issue is that of who is eligible for service. Because of the nature of Iowa library laws, this is often a vexing and troublesome problem. Rural residents of counties without

Table 19

Total Books Added to Public Libraries in 1966, by Region

Region	Books Added	Libraries Reporting	Mean/Library
1 Sheldon	27,339	60	455
2 Mason City	29,348	59	497
3 Cedar Falls	49,336	69	715
4 Sioux City	29,632	24	1251
5 Jefferson	22,417	34	600
6 Des Moines	70,802	37	1913
7 Iowa City	70,344	55	1278
8 Shenandoah	16,083	24	670
9 Ottumwa	15,206	24	633
10 Keokuk	11,355	16	709

Table 20

Total Books Added to Public Libraries in 1966, by Population Size Group

Population Size Group	Books Added	Libraries Reporting	Mean/Library
1 25,000 — up	150,694	17	8864
2 10,000 — 24,999	33,784	13	2598
3 4,000 — 9,999	46,862	44	1065
4 2,000 — 3,999	38,542	63	611
5 1,000 — 1,999	31,893	102	312
6 0 — 999	36,883	153	241

county library support are often denied free library service. Even within counties which have library support, residents of small incorporated areas without libraries are not eligible for free library service. Great strides have been made toward improvement of this situation in the last ten years, but it is still a problem in many areas.

County and State Support

One solution to this problem that has already worked in a number of counties is direct county support for library service on a contract basis with already existing library agencies. This has the advantage of using, and indeed strengthening, already existing library facilities while extending their services to more people. It does not, however, solve the problem of small incorporated communities without libraries. These, too, have in some cases contracted with a nearby public

library for service, but if the library is to be adequately compensated they must charge an amount that will be a financial burden on the small community. Such contracts are generally on a year-to-year basis, subject to renewal or cancellation annually and thus lack the continuity provided by regular library service. It would seem that this is one of the many areas where direct state aid to libraries would be valuable in meeting the citizens' library needs.

Borrowing Privileges

Of the libraries responding to our questionnaire, 32.9 per cent indicated that they provide free borrowing privileges to anyone who asks for them. All of the rest placed some restrictions on borrowing. The most common limitation was to residents of the town or city, with 58.4 per cent of the libraries checking this response; in addition, 26.5 per cent indicated that they served all residents of the township, and 17.5 per cent served all residents of the county. Other groups given free borrowing privileges (please note that any library may have checked several of these responses) are as follows: 1) all rural residents of the township, excluding residents of another town — 8 per cent; 2) all rural residents of the county, excluding residents of another town — 6.9 per cent; 3) resident school children grades K-12 and faculty — 35.2 per cent; 4) students, regardless of place of residence, who attend school in the community — 29 per cent; 5) college and university students, faculty and staff — 11.8 per cent.

This full breakdown of responses is given not because the figures themselves give any significant insight, but because they graphically demonstrate the complexity of determining just who is eligible for library service in some communities and the great variety of service patterns which exist throughout the state.

Reference Service

Reference service in the library or by phone is provided free by 70.4 per cent of the libraries reporting. Only 18.8 per cent limit it to residents of the town or city, and only 10.5 per cent limit it to residents of the township. Response to any of the other choices was negligible, and we can safely conclude that the majority of Iowa public libraries make their reference services available to all.

Some of the libraries which place restrictions on who is eligible for free reference service apparently make the libraries' resources available to anyone who wants to use them without staff assistance. Nearly all of the libraries indicated that they allow people ineligible for free borrowing privileges to consult material in the library without charge. Even so, some of these libraries require special identification before doing so. Librarians in 256 out of the 389 responding libraries said they require no identification when making their resources available for use in the library by people ineligible for free borrowing privileges, but 17 said they required a driver's license or other ID card, 29 required a cooperative area identification card, 11 required a borrower's card from the customer's home library, 2 required a letter or phone call from a librarian, and 23 indicated that they required some other identification or special procedure. Fifty-three libraries did not answer.

In the case of free reference service for people not entitled to free borrowing privileges, 258 libraries indicated that they required no identification or special procedures; 52 required either a driver's license or other ID, a letter or phone call from a librarian, or some other form of identification or procedure; 79 did not answer this question.

Nonresident Fees

A little more than half of the libraries indicated that they make their full range of services available on an established nonresident fee basis so that a person not entitled to free service can use the library if he is willing to pay, but even here there are limitations. Only 80.9 per cent of the libraries with an established nonresident fee make this service available to anyone who is willing to pay, while 19 per cent place some restrictions on nonresident service. These fees range from less than a dollar to more than fifteen dollars per year with the majority of them falling within the range of \$0.25 to \$3.00 (see Tables 21 and 22). One interesting, though perhaps obvious, fact demonstrated by Table 21 is that the smaller the public library, the lower the nonresident fee is likely to be.

Table 21

Nonresident Fees for Individuals in Public Libraries, by Population Size Group

<i>Population Size Group</i>	<i>Libraries Reporting</i>	<i>Number of Libraries Charging the Indicated Amounts</i>	
1 25,000 — up	15	5	\$0.25 - 3.00
		7	3.01 - 5.00
		2	5.01 - 10.00
		1	10.01 - 15.00
		2	No response, but do charge nonresident fee
2 10,000 — 24,999	9	4	\$0.25 - 3.00
		5	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		2	No response, but do charge nonresident fee
3 4,000 — 9,999	44	33	\$0.25 - 3.00
		7	3.01 - 5.00
		4	5.01 - 10.00
		0	10.01 - 15.00
		2	No response, but do charge nonresident fee
4 2,000 — 3,999	35	31	\$0.25 - 3.00
		4	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		4	No response, but do charge nonresident fee
5 1,000 - 1,999	38	37	\$0.25 - 3.00
		1	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		14	No response, but do charge nonresident fee
6 0 — 999	35	35	\$0.25 - 3.00
		0	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		9	No response, but do charge nonresident fee.

The great majority of the public libraries in the state make their resources available to anyone who is willing to pay a modest fee. In many cases this fee does not cover the cost of the service provided. It is unrealistic to expect one unit of government to provide free library service to another unit of government. It is not common, nor financially desirable, for one school district to accept students from another school district without the payment of a tuition fee, nor do students from a non-high school district attend high school in another district without the payment of a tuition fee. Public libraries have no recourse but to charge a nonresident fee approximating the cost of the service, and further, if the situation demands, to discourage use of reference and information service by nonresidents who do not purchase a nonresident card. The cooperative movement is an excellent solution to the problem for it provides for area-wide use of library facilities and resources and also provides means for reimbursing libraries for nonresident use.

Telephone Reference Service

Reference service by telephone is playing an increasingly important role in libraries across the country. As the pace of our society steadily accelerates, so do the information needs of its citizens. People need quick and ready access to information. Many people no longer feel they can spare the time to make a trip to the library to look up information for themselves or get help from the reference librarian. This is especially true in the larger urban areas where a trip to

Table 22

Nonresident Fees for Individuals in Public Libraries, by Region

Region	Libraries Reporting	Number of Libraries Charging the Indicated Amounts	
1 Sheldon	26	24	\$0.25 - 3.00
		2	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		6	No response, but do charge nonresident fee
2 Mason City	22	16	\$0.25 - 3.00
		3	3.01 - 5.00
		3	5.01 - 10.00
		0	10.01 - 15.00
		4	No response, but do charge nonresident fee
3 Cedar Falls	27	24	\$0.25 - 3.00
		2	3.01 - 5.00
		1	5.01 - 10.00
		0	10.01 - 15.00
		3	No response, but do charge nonresident fee
4 Sioux City	10	8	\$0.25 - 3.00
		1	3.01 - 5.00
		1	5.01 - 10.00
		0	10.01 - 15.00
		0	No response, but do charge nonresident fee
5 Jefferson	15	10	\$0.25 - 3.00
		5	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		3	No response, but do charge nonresident fee
6 Des Moines	15	10	\$0.25 - 3.00
		5	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		4	No response, but do charge nonresident fee
7 Iowa City	29	24	\$0.25 - 3.00
		4	3.01 - 5.00
		0	5.01 - 10.00
		1	10.01 - 15.00
		7	No response, but do charge non-resident fee
8 Shenandoah	13	13	\$0.25 - 3.00
		0	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		2	No response, but do charge nonresident fee
9 Ottumwa	12	10	\$0.25 - 3.00
		1	3.01 - 5.00
		1	5.01 - 10.00
		0	10.01 - 15.00
		2	No response, but do charge nonresident fee
10 Keokuk	7	6	\$0.25 - 3.00
		1	3.01 - 5.00
		0	5.01 - 10.00
		0	10.01 - 15.00
		2	No response, but do charge nonresident fee

the library may mean battling heavy traffic and making a long search for a place to park only to end up blocks from the library building. The need for information must be pressing indeed to make a potential library customer face this ordeal. This is also true in sparsely populated rural areas of the state where the library may be located more than 15 miles from some of its customers. People in this situation must have a critical need for information to make a round trip of 30 miles or more to visit the library in person.

In view of the importance which telephone reference service has proved itself to be, it was shocking to discover that only 66.9 per cent of Iowa's public libraries even have telephones, and that only 57.5 per cent answer questions by telephone. Telephone reference is an excellent community service which the public library can perform, and yet only a little more than half of the public libraries in the state are providing it.

Amount of Telephone Reference Business

In an attempt to discover just how much reference business was conducted by telephone, libraries were asked to report how many telephone questions they answered in a twelve-month period (see Tables 23, 24 and 25). Since only 7 (3.1 per cent) of the libraries providing this service keep statistics, the numbers are approximate, but we think they reveal some interesting patterns.

Table 23
Number of Telephone Reference Questions Reported Last Year in Public
Libraries, by Population Size Group

<i>Population Size Group</i>	<i>Libraries Reporting</i>	<i>No. of Telephone Questions</i>	<i>Mean/Library</i>
1 25,000 — up	15	176,937	11,796
2 10,000 — 24,999	9	11,445	1,271
3 4,000 — 9,999	39	11,904	305
4 2,000 — 3,999	41	5,445	132
5 1,000 — 1,999	37	831	22
6 0 — 999	49	1,440	29
Totals	190	208,002	1,095

As one might expect there is a direct correlation between the size of libraries and the number of telephone reference questions they handle. In population group I (see Table 23) the mean number of telephone reference questions per library per year is 11,796. In population group VI this figure drops to 29. There are also regional differences as demonstrated by Table 24, but these regional variations can be attributed to the same population factor demonstrated in Table 23, since those regions reporting larger mean figures per library are in most cases those regions with large metropolitan centers.

An interesting comparison can be made between the figures in Table 24 and those in Table 25 which indicates that libraries in cooperatives handle more telephone reference questions per library than the total library population in the same region. Regions 5, 7, and 8 are exceptions to this trend, but this is partly explained by the fact that some of the

Table 24

Number of Telephone Reference Questions Reported
Last Year in Public Libraries by Region

Region	Libraries Reporting	No. of Telephone Questions	Mean/Library
1 Sheldon	21	3,455	164
2 Mason City	27	3,653	135
3 Cedar Falls	35	15,980	456
4 Sioux City	12	28,053	2,338
5 Jefferson	21	3,775	179
6 Des Moines	11	85,834	7,803
7 Iowa City	32	58,660	1,833
8 Shenandoah	10	5,195	519
9 Ottumwa	12	2,208	184
10 Keokuk	9	1,189	132
Totals	190	208,002	1,095

largest libraries in each of these regions have not yet joined the cooperatives. Thus, while the total number of telephone reference questions handled by the 110 libraries in cooperatives which reported is 149,083 as compared to 208,002 in all 190 libraries reporting on this item, the mean per library of cooperative members is 1,355 while the mean per library of all libraries reporting is 1,095.

Unanswered Requests for Information

An important matter that is related to telephone reference service, although it is much broader in scope, is the policy of the library on unanswered requests for information when no other material is available in the library (see Table 26). Only 2 libraries out of 389 indicated that they make no attempt to follow-up and obtain the answer. Two hundred twenty-four libraries said they make an attempt to obtain the answer from another library or some other source. Seventy-two said they suggested other libraries or resources that the customer might turn to, 42 said they had no standard policy, and 49 did not answer.

Telephone Use for Assistance in Answering Questions

In many cases, the answer to a reference question the local library is not equipped to handle may be obtained in a matter of minutes by using the phone to tap some other resources. Taking advantage of this can often mean the difference

Table 25

**Number of Telephone Reference Questions Reported Last Year in Public Libraries
by Cooperative Area**

<i>Cooperative Area</i>	<i>Libraries Reporting</i>	<i>No. of Telephone Questions</i>	<i>Mean/Library</i>
1 War Eagle	11	2,678	243
2 North Iowa	19	2,761	145
3 Eastern Area	26	15,524	597
4 Siouxland	2	27,606	13,803
5 Raccoon Area	15	1,230	82
6 Des Moines	1	82,758	82,758
7 Seven Rivers	19	13,065	687
8 Southwest	4	980	245
9 Prairie Hills	5	1,317	263
10 Keosippi	8	1,164	145
Totals	110	149,083	1,355

Table 26

**Policy in Public Libraries on Unanswered Requests for Information When No
Further Material Is Available in the Library**

<i>Policy</i>	<i>Number of Libraries Checking This Response</i>	<i>Per Cent of Libraries Checking This Response</i>
Make no attempt to follow up and obtain answer	2	0.005
Make an attempt to obtain answer from other library or sources	224	57.7
Suggest to patron the resources of another library	72	18.5
No standard policy	42	15.9
No response	49	12.5

between satisfying the customer's request and sending him away empty handed. In an attempt to find out to what extent Iowa public libraries are supplying this service, the libraries were asked to rank their use of various agencies either often, occasionally, or never. The results are reported in Table 27. While the terms often and occasionally are imprecise to say the least, it is interesting to note how few libraries felt that they had used the phone often to get outside help from any agency and the number of them who reported they had never used it.

Table 27

Use of the Telephone by Public Libraries in Getting Outside Help on Reference Inquiries

(Based on 259 libraries reporting they have phones)

Source of Help	Call Often	Call Occasionally	Call Never	No Response
Public libraries in your area cooperative	9	107	125	18
Other public libraries in the area	3	81	159	16
College or university libraries in the area	2	50	167	40
Special libraries	11	50	164	34
Local agencies (e.g., insurance agencies, banks, university extension, etc.)	8	107	126	18
Local individuals	17	180	57	5

Some librarians justify this infrequent use of the phone for help because of the expense involved in making long distance calls. Many of these libraries have an extremely small budget to work with. However, given the premise that the library's reason for existence is service, then surely the expense involved is more than justified. The process by which a book is selected or not selected is at best an imperfect one. Whether a book has been rejected for financial reasons or other considerations, it seems unfair to penalize the customer who needs that book to answer his particular question. It is true that some needs can be met through interlibrary loan and other slower though less expensive methods, but for the customer with a specific information need and whose need is pressing, long distance phone calls are not only justifiable but necessary.

Interlibrary Loan

Interlibrary loan is a service closely related to that of using the telephone for help in answering questions beyond the scope of the local library collection. This long established method of supplementing local collections is not as commonly used among Iowa public libraries as one might expect. Only 56 per cent of the libraries returning questionnaires reported that they had borrowed or lent materials on interlibrary loan during the past year. Unfortunately the per cent steadily drops as the size of the library decreases. In population group I, 100 per cent of the libraries had borrowed or lent materials in the past year. In group II, 90 per cent had done so. In group III this drops to 80 per cent and in groups IV, V, and VI to 67 per cent, 45 per cent, and 44 per cent, respectively. In other words, those libraries which we could reasonably expect to have the most need to borrow because of the limitations of their small collections are the libraries which are making the least use of this service. Two explanations come immediately to mind. Either these libraries do not borrow items for customers or they have no requests. If the first case is true, they are denying their customers the minimum level of library service and should seriously reevaluate their policy. If the second is true, then the public needs more information as to the kinds of services and resources the library can provide. Requests for information will come only when the library actively publicizes its service and then makes every effort to supply the information swiftly and efficiently.

Table 28

Items Borrowed by Public Libraries on Interlibrary Loan, by Population Size Group

<i>Pop. Size Group</i>	<i>Items Borrowed</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>	<i>No Loans or No Response</i>
1				
25,000 - up	2,042	17	120	1
2				
10,000 - 24,999	1,338	7	191	4
3				
4,000 - 9,999	3,084	30	102	16
4				
2,000 - 3,999	3,134	32	97	26
5				
1,000 - 1,999	2,358	31	76	66
6				
0 - 999	3,281	48	68	111
TOTALS	15,237	165	92	224

Table 29

Items Borrowed by Public Libraries on Interlibrary Loan, by Region

<i>Region</i>	<i>Items Borrowed</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>	<i>No Loans or No Response</i>
1				
Sheldon	639	14	45	41
2				
Mason City	2,526	24	105	42
3				
Cedar Falls	2,918	34	85	34
4				
Sioux City	1,018	10	101	12
5				
Jefferson	1,615	19	85	16
6				
Des Moines	1,685	11	153	17
7				
Iowa City	1,505	28	53	26
8				
Shenandoah	1,241	8	155	12
9				
Ottumwa	1,922	9	213	13
10				
Keokuk	168	8	21	11
TOTALS	15,237	165	92	224

Table 30

Items Borrowed by Public Libraries on Interlibrary Loan, by Cooperative Membership

<i>Cooperative</i>	<i>Items Borrowed</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>
1 War Eagle	456	9	50
2 North Iowa	2,228	18	123
3 Eastern Area	2,540	27	94
4 Siouxland	290	3	96
5 Raccoon Area	1,226	15	81
6 Des Moines	525	2	262
7 Seven Rivers	822	18	45
8 Southwest	188	4	47
9 Prairie Hills	1,436	5	287
10 Keosippi	118	7	17
TOTALS	9,829	108	91

Table 31

Items Loaned by Public Libraries on Interlibrary Loan, by Population Size Group

<i>Population Size Group</i>	<i>Items Loaned</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>
1 25,000 — up	4,284	14	306
2 10,000 — 24,999	889	6	148
3 4,000 — 9,999	927	16	57
4 2,000 — 3,999	195	16	12
5 1,000 — 1,999	178	10	17
6 0 — 999	148	13	11
TOTALS	6,621	75	88

Table 32

Items Loaned by Public Libraries on Interlibrary Loan, by Region

Region	Items Loaned	Libraries Reporting	Mean/Library
1 Sheldon	183	10	18
2 Mason City	2,915	8	364
3 Cedar Falls	1,127	10	112
4 Sioux City	108	5	21
5 Jefferson	720	8	90
6 Des Moines	187	4	46
7 Iowa City	1,193	17	70
8 Shenandoah	41	6	6
9 Ottumwa	93	3	31
10 Keokuk	54	4	13
TOTALS	6,621	75	88

Quantity of Borrowing

As with the incidence of borrowing, the quantity of borrowing is also related to the size of the library (see Table 28). The mean number of items borrowed per library in population group I is 120. It is interesting to note that this figure rises to a peak of 191 in population group II and declines steadily thereafter, reaching a low of 68 in group VI. Note that these figures are based on the number of libraries reporting items borrowed and loaned during the past year and not on the total number of libraries in each group. For the exact number of libraries involved in each case consult the appropriate tables. The same relationship exists with the number of items loaned (see Table 31). In population group I this figure is 306. In group II it has declined to 148, and by the time we reach group VI it has fallen to 11. This group of figures is understandable since the smaller the collection, the less likely it is to have an item needed by another library. What is interesting to note is where the proportion of books borrowed to books loaned changes. Population group I is the only group of libraries which loans more items than it borrows with a proportion of 306/120. In population group II this proportion switches to 148/191 and so on down the line.

These figures along with those quoted previously give some statistical evidence that there is a distinct break between the type and variety of reference services generally offered in the libraries in the first two population groups and those in the remaining four. One would expect the libraries in the first two groups to show the largest amount of business in interlibrary loan because of the populations involved. One would also expect the figures for items borrowed to remain fairly constant or at least to decline more slowly as the size of the library decreases due to the decreasing amount of materials in the local collection which require the smaller libraries to depend more heavily on loans. This is not the case, however, which indicates that the smaller libraries do not offer the same variety of services that the larger libraries do, and, what is more important, they do not offset this lack of facilities through use of interlibrary loan.

From Whom Do They Borrow?

Almost without exception, the members of cooperatives indicated that their first source of materials for interlibrary loan was the cooperative headquarters. The second source, if the cooperative failed to meet the need, was generally the Iowa State Traveling Library. For libraries who are not members of the cooperatives, the first and in many cases the only choice was the Iowa State Traveling Library. Those libraries located near large public libraries or near one of the three state universities mentioned them as well but usually only as second or third choices.

No such clear-cut generalizations can be made about the lending of materials. Cooperative members generally listed the cooperative headquarters or mentioned other members of the cooperative collectively without singling out any particular libraries. With noncooperative members, the answer to this question appears to depend largely on local conditions with no clear patterns emerging.

For Whom Do They Borrow?

High school students make up the largest part of the group which makes use of interlibrary loan service (see Table 33). We asked librarians to check those kinds of customers for whom they most frequently borrowed items, and 50.6 per cent of 389 libraries responding indicated high school students. The second largest group, listed by 49.1 per cent of the libraries, consisted of club women and leaders, and the third largest group of borrowers, general adult readers, was mentioned by 44 per cent of the libraries. Other groups with significantly large showings were teachers, housewives, adult education students, college students, and hobbyists. What is even more interesting to note, however, are those groups

Table 33
Groups Requesting Interlibrary Loan Service in Public Libraries
(389 Libraries Reporting)

<i>Types of Patrons Requesting Loans</i>	<i>% of Libraries Borrowing Materials for These Groups</i>
High school students	50.6
Club women and leaders	49.1
General adult readers	44.0
Teachers	38.0
Housewives	36.5
Individuals participating in adult education	31.4
Hobbyists	30.3
College students	30.8
Professional people	14.1
Farmers	11.6
Business and industry	10.0
Skilled labor	9.0
City officials	4.4
Others	2.6

which rated low on the scale. Professional people, farmers, business and industry, skilled labor, and city officials were each checked by less than 15 per cent of the libraries. These figures point once again to the fact that our public libraries are actually reaching only a fraction of their potential market. Women and students make up the bulk of the business in many public libraries, especially in the smaller ones. It is disappointing to see how infrequently business, labor, and

professional people make demands. Since in most of the libraries in our survey the collections in these areas are weak, it would be interesting to know if these groups fail to use the library because they have been there before and have been disappointed or if it has simply never occurred to them that the public library can be a source of not only recreational materials but also of information which can be of direct aid in their business or profession. In either case the library needs to engage in an active publicity campaign to let these groups know what is available to them and then see that not only are their own collections strengthened but that they do everything possible to tap the resources of other libraries and agencies to meet their customers' needs.

It is particularly interesting that city officials rank lowest of all in terms of demand for interlibrary loan. The public library in most places is a branch of city government. It would in turn seem logical that the best and most efficient place to get information and materials needed to carry on city business would be the public library. Not only would it be more economical for the city to make use of its library in this way, but the library also stands to gain. What better advertising and public relations could one have at budget time than a group of satisfied library customers on the city council and in the city offices. Libraries would do well to seek out the business of city officials, and in the process educate them to the needs of the library.

Types of Material Requested on Interlibrary Loan

In addition to the frequency of interlibrary loan and the market for it, it is interesting to examine the types of materials that are requested (see Table 34). The most impressive thing about the figures in Table 34 is the diversity they show. A sizable volume of loan business is apparently done in a large variety of areas. General nonfiction ranks first with 40.9 per cent of the libraries indicating that they had borrowed this material in the last year. Technical books came next. Third is recent fiction followed by reference books, and juvenile books and best-seller nonfiction.

Table 34

Types of Materials Requested by Public Libraries on Interlibrary Loan

(389 libraries reporting)

<i>Type of Material Requested</i>	<i>% of Libraries Requesting This Material in the Last Year</i>
General nonfiction	40.9
Technical books	34.2
Recent fiction	31.4
Reference books	26.0
Best-seller nonfiction	24.7
Juvenile books	24.7
Single issues of periodicals	18.3
Professional books	15.4
Films or microfilms	15.4
Bound periodicals	12.1
Textbooks	10.8
Government documents	4.6
Music scores	4.1
Theses	3.3
Rare or expensive books	2.3
Others	7.5

The most significant thing about the figures is that they do not reveal any obvious pattern of interlibrary loan service. Some will be distressed to see recent fiction and best-seller nonfiction rank high on the list since a fairly common sentiment in library circles is that these things should either be purchased locally or not provided at all. At the same time people of this persuasion should be delighted to see that general nonfiction, technical books, and reference books rank so high. Many juvenile books were requested, and it would be interesting to know what types of books these are and for what purpose they are borrowed. It is curious that periodicals, both single issues and bound volumes, were relatively low on the scale since they are an invaluable source for current reference information, and since periodical collections, which will be discussed in more detail later in this report, are generally inadequate in Iowa public libraries. Government documents, named by only 4.6 per cent of the libraries, were also disappointingly low since they are often an excellent resource for specific reference requests. Perhaps they were checked infrequently because they are often inexpensive and most libraries prefer to purchase them rather than borrow them, but it seems even more likely that this low figure merely reflects the lack of interest which so many librarians show toward government publications. This lack of interest is particularly unfortunate in the smaller libraries where book budgets are almost uniformly low. Government publications cover a tremendous range of subjects, and many libraries which could not afford to purchase a book on a particular subject might easily find government pamphlets and paperbound publications for less than a dollar which would adequately meet their needs.

Limitations of Interlibrary Loan

Useful though it is, interlibrary loan has some serious defects as a method of supplementing local collections. It is often painfully slow and is almost always relatively expensive. Without union catalogs, it is often a hit-and-miss affair. Not the least of its drawbacks are restrictive loan policies in libraries. Over 75 per cent of the libraries which engaged in interlibrary loan during the past year indicated that there were some types of items in their collections which they would not loan. Just 80 per cent of those libraries which had restrictions would not loan reference books. Over 22 per cent would not loan single issues of periodicals nor loan bound volumes of periodicals. Eleven per cent would not loan newspapers. Of less significance in terms of reference service are some other types of materials which these libraries will not lend: rare or expensive books — 70.9 per cent; recordings — 10.5 per cent; microfilms — 6.4 per cent; motion pictures — 4.1 per cent; music scores — 4.1 per cent; film strips — 3.5 per cent; juvenile books — 2.3 per cent; and general adult books — 1.2 per cent.

The fact that such significant numbers of libraries place restrictions on the loan of the very materials that would be of most value in reference service points to the need for greater cooperation among libraries in this area, and the need for greater speed in interlibrary loan also must be emphasized. Interlibrary loans which take weeks are common in Iowa libraries, and waiting periods of more than a month from the time materials are requested until they are received are not unheard of. It is in the nature of library users to wait until the last minute to come to the library for materials they need. When these materials must be borrowed on interlibrary loan, the customer needs them in a matter of days or sometimes hours — not weeks or months. Librarians are not magicians and cannot work miracles; but they can, by joining together in cooperatives, establish quick, efficient interlibrary loan procedures; and by using the telephone as frequently as users' needs warrant it, manage, in all but a few cases, interlibrary loans that get the materials to the customer when he needs them.

Photocopy Service

One technological advancement, the development of low-cost photocopy techniques, has been a great aid to cooperation among libraries. Small libraries can make especially good use of copy services. While many libraries are quite justifiably unwilling to loan copies of reference materials which they need themselves, they are often willing to make a copy of the needed materials and to forward it at little or no cost to the borrower.

The same can be applied to periodical articles. While many smaller libraries cannot afford to subscribe to a large number of periodicals, they can attempt to provide the necessary indexes for the customer to use and request photocopies of the needed articles from a larger library.

Use of photocopy equipment need not, of course, be limited to materials owned by other libraries. All libraries have many routine jobs that could be made easier by the purchase and use of these machines. Library customers will also

make good use of them for copying sections of noncirculating materials for use outside the library. At present, however, these facilities are owned by only a small minority of Iowa public libraries.

When asked what arrangements they have for supplying photocopies of their materials to customers, public libraries responded as follows:

done in the library with our own equipment	8.0%
done commercially, library makes the arrangements	4.9%
done commercially, customer makes the arrangements	3.1%
no facilities in the library	71.2%
no arrangements are made	15.7%
no copying facilities in the entire community	9.0%

Sixty libraries did not respond at all.

We also asked what arrangements the libraries made for securing photocopies of materials owned by other libraries and needed for their customers. About one-fourth said they request photocopies from the other library while a handful borrow the material and make copies in their own library and an even smaller number borrow the material and have the customer make arrangements to have it copied. A large number of libraries (42.9 per cent) said they made no arrangements at all and 109 libraries or 28 per cent did not respond. We are inclined to think that when libraries did not respond, it is either because they did not understand the question or because they did not want to record a negative response that might reflect on the library. In the cases where the librarian did not understand the question, the chances are that it was because the library does not offer the services with which the question is concerned. Granted the validity of these assumptions, the per cent of libraries making no arrangements to secure photocopies from other libraries is closer to 75 than it is to 50, indicating a clear need for expanded service in this area. It seems inevitable that no matter what the final legal status of photocopying turns out to be, photocopy service will continue to play a significant role in public libraries and particularly in reference service.

Who Uses Reference Service?

Earlier in this report the audience for reference service and the specific groups who frequently requested interlibrary loan service were analyzed. What specific groups make the most demands for reference service as a whole? Libraries were asked to rank the following five groups according to their demand for reference and information service in the library: 1) high school students; 2) general adult customers; 3) college and adult education students; 4) business and industry; 5) professional people. Because of a misunderstanding about how to answer the question, only the extremes can be reported — that is, the number of times each group was rated as making the most demand and the number of times each group was rated as making the least demand.

Predictably enough, high school students were the largest group. Out of 389 libraries reporting, 318 ranked high school students as highest and only 3 ranked them as lowest. Only 59 libraries ranked general adult patrons highest, and 26 ranked them lowest. College and adult education students were also fairly low with 32 libraries ranking them highest. At the same time only 17 ranked them lowest, indicating that they generally make some demand for reference service. With business and industry the figures make a dramatic change. Only 5 of 389 libraries ranked them highest, and 145 ranked them lowest. The same is true with professional people; 5 ranked them highest, and 156 ranked them lowest.

A significant pattern emerges when we break these figures down by population size group. All groups consistently rank high school students highest, indicating that they make heavy use of public libraries regardless of size. General adult patrons and college and adult education students are ranked at roughly similar ratios throughout. For example, in population group I with 18 libraries, 2 ranked general adult patrons highest and 1 lowest. The rest of the libraries responded as follows:

pop. group II	(11 libraries)	4 highest/1 lowest
pop. group III	(46 libraries)	4 highest/2 lowest
pop. group IV	(58 libraries)	6 highest/5 lowest
pop. group V	(97 libraries)	13 highest/7 lowest
pop. group VI	(158 libraries)	30 highest/10 lowest

A very different pattern applies to business and industry. Here in group I the ratio is 3 highest to 4 lowest, and the rest of the groups are as follows:

pop. group II	1 highest/2 lowest
pop. group III	1 highest/21 lowest
pop. group IV	0 highest/27 lowest
pop. group V	0 highest/37 lowest
pop. group VI	0 highest/54 lowest

Professional people ranked uniformly low in all population groups.

These figures only demonstrate what has been pointed out before in this report — namely, that library reference service is only reaching a part of its potential market. Business and industry are often overlooked by the public library. The majority of the libraries on our questionnaire serve small rural communities; nevertheless, it is disturbing to find that businessmen make so little use of the library. No matter how small the community, businessmen need reference and information service.

Service to Schools and Teachers

Considering how heavily high school students depend upon the public library for reference service, the relationship between the schools and the public library becomes even more important than it might otherwise be. This is sometimes a rather sensitive area, for the relations between the public library and school have not always been as cordial as they might have been.

Until about ten years ago, school libraries in most Iowa communities were poor to nonexistent. Whatever library services students had, in many cases, came from the public library or not at all. In some cases the librarian viewed the student as an unwelcome burden thrust upon him—a burden that took up more of his time and budget than he felt was justified. The librarian felt that with his limited budget he was forced to choose between serving the schools or serving the adults of the community, and where he chose to serve the schools, the adults suffered.

At about this same time, however, there was a movement underway to improve school library facilities which would radically change the relationship between the public library and the school. This movement was encouraged by the availability of federal funds and forced to a culmination by the State Department of Public Instruction's policy of requiring each school to have a trained librarian and a library to meet the Department's minimum standards. The public library in some cases was instrumental in this change by gradually withdrawing its services in the hope that it could encourage the school to develop its own library. In other cases the public library found that its services were no longer needed by the schools, and at the same time, because it had directed all of its attention toward students in the past, it was not prepared to serve well other groups. Alarmed by sagging circulations, some public librarians proclaimed the doom of the public library and looked with envy at their suddenly affluent neighbors in the schools.

Time has shown in almost all cases that the callers of doom were mistaken and that there is indeed a place for strong school and strong public libraries. What has been necessary is a reevaluation of the role of each in the total picture of community library service. What has also been shown is that the public library, though now free to concentrate more heavily on service to adults, still has a very important role to play in service to young people and students. It is then all the more necessary to have a good working relationship between the public library and the schools.

Loaning Books to Classroom Collections

A summary of public library service to schools and teachers appears in Table 35. The figures in this table indicate that public libraries are still very actively involved in school service — perhaps in some cases more than they should be. Nearly 60 per cent of the libraries, for example, report that they still loan books to the school library or classroom collections. While this may be a good thing when done on an interlibrary loan basis, it seems somewhat questionable when done on this more permanent basis. The goal in all cases should be to provide the best possible service to the largest num-

Table 35

Public Library Service to Schools and Teachers

<i>Services</i>	<i>No. of Libraries Providing Them</i>	<i>% of Libraries Providing Them</i>
Loan books to school library or classroom collections	211	59.6
Place books on reserve in the library for student use	230	64.7
Provide nonbook material to enrich school courses	204	60.3
Make extended loans to individual teachers	266	73.8
Give formal instruction or explanation of library skills in the library	192	56.9
Buy any duplicate copies or added titles with school assignments in mind	164	47.1
Receive early notice of school assignments	63	18.5
Borrow books on interlibrary loan for school assignments	137	39.8

ber, and this end hardly seems best served by tying up public library materials in collections that are accessible to only a limited group for a limited number of hours. If certain titles are needed frequently in the school, then perhaps they should be purchased by the school library with the knowledge that additional copies are available in the public library and are available to the general public—including students—on a first-come, first-serve basis.

Reserve Books for Student Use

Closely related to this is the practice of placing books on reserve in the library for student use, done by 64.7 per cent of the libraries. This is a practice which is perhaps at times justified but which can easily make excessive demands on the limited resources of the public library. It would seem that the public library's role in service to the school is basically a supplementary one done on an individual basis. If the school is going to make assignments requiring the use of library materials, it is their responsibility to provide enough basic materials for the students to satisfactorily complete the assignment, and the public library's responsibility is to provide supplementary materials for those individuals who wish to pursue the subject in a slightly different way or in more depth. Extensive collections of reserve books again makes for limited access and does not properly encourage the school to upgrade their own collection.

Early Notice of School Assignments

"If I had only been given notice so that I could have had the materials ready," seems to be the regular wail of school librarians as well as public librarians. This problem comes up again and again whenever librarians get together to discuss their troubles. That it is a problem is borne out by the results of the questionnaire. Only 63 or 18.5 per cent of the libraries indicated that they receive early notice of assignments. Countless librarians wrote notes in the margins to the effect that they wished desperately that they could get such notice because it would make their jobs much easier, and especially because they could give more satisfactory service. A number indicated that they had tried to convince the local teachers of this and had met with almost total failure. It seems like such a simple problem and such an easy one to solve, but apparently this is not the case. In most other areas the relationship between the library and the schools seems to be a fairly good one with every likelihood of improving steadily as time goes by.

Cooperation Among Libraries

Time after time in this report the subject of cooperation among libraries has arisen. This topic is important in almost all areas of public library service. All across the country successful systems of cooperative book buying, technical processing, reciprocal borrowing privileges, interlibrary loan, and reference services are presently in operation.

Steps toward improving reference services have been taken here in Iowa in some of the regional cooperatives. The first of these cooperatives, now 10 in all, was the North Iowa Library Extension established with its headquarters in Mason City by the Iowa State Traveling Library in 1958. The purpose of this trial cooperative was to improve library service in the area through cooperative book buying and rotating collections. The services of a consultant from the staff of the Iowa State Traveling Library were also available to help with such problems as book selection, weeding, cataloging, budgeting, inservice training, and public relations. Since that time cooperatives have been established in every other area of the state — the latest being the Des Moines Metropolitan Library Service Area with headquarters in the Des Moines Public Library.

The organizational and administrative details of these cooperatives vary somewhat from area to area, but the basic policies and purposes are the same. Each cooperative is a loose federation of member libraries. Membership is purely voluntary and takes the form of a contractual agreement between the member library and the cooperative headquarters. Membership requirements are few and are easily met.

Cooperative Membership Requirements

To join a cooperative, a library must be a legally organized public library under Iowa law. The library must agree not to decrease its local operating appropriations and seek to secure maximum tax millage. It must agree to extend its services to appropriate areas around it — county and/or townships — on a tax basis. It must have adequate physical facilities, and a well selected and organized book collection based on standard lists. It must be open at least a minimum number of hours per week based on the population served. It must agree to spend at least 15 per cent of its total budget or \$200.00, whichever is greater, through the center library. Finally, the library must cooperate in the development of cooperative service programs in such areas as reciprocal borrowing privileges, book selection, uniform lending policies, loan of materials to other libraries, and rotation of general books purchased by the central office.

The minimum requirements for cooperative membership are not difficult to meet, and the contract signed can be canceled by either party at any time so the member library gives up no local control by joining the cooperative. Library policies are still determined and book selection is still done at the local level. The help of a trained consultant is available at any time at the request of the local library, but decisions are still made locally. Thus, a library has nothing to lose by joining a cooperative, and most libraries have a great deal to gain.

Cooperative Reference Services

As the cooperatives have become more firmly established, their services have expanded, and some of the newer projects are telephone reference networks with the cooperative headquarters acting as a reference center. Cooperative members, in addition to working toward building a useful local reference collection, are given a telephone credit card and are encouraged to phone requests for information or materials from the headquarters library. These pilot reference projects include in some cases the designation of specific libraries as special reference centers for specific subject fields. The designated libraries then, with the help of federal funds, strengthen their reference collections in these areas and cooperative members are encouraged to direct questions in these areas to the designated library rather than working through the system headquarters.

These pilot reference networks have not been in operation long enough to be evaluated fully; however, two points can be made. This type of reference system is a necessity in a state which has more than 400 public libraries, most of which are too small to begin to provide adequate reference service on their own. In addition, these reference networks must be viewed not as ends but as small first steps toward the kinds of systems needed to meet the reference needs of the state.

Cooperative Services

We asked public libraries to check whether or not they had working agreements or formal cooperative arrangements with other libraries for the various services listed in Table 36. These figures include all libraries whether they belong to a State Traveling Library cooperative or not. The per cents are figured on a basis of 389 libraries reporting. No allowance is made for no response. If a library left an answer blank, we have counted it as a negative response.

Table 36

Cooperative Service Among Public Libraries (libraries reporting working agreements or formal cooperative arrangements with other libraries for the following services)

(389 libraries reporting)

Cooperative Services	No. of Libraries	% of Libraries
Reciprocal borrowing privileges	165	42.4
Storage of little used materials	15	3.9
Centralized processing of materials	138	35.5
Photocopy service	67	17.2
Referral of unanswered reference questions	119	30.6
Maintain union catalogs or union lists	20	5.1
Discards and duplicates are made available to other libraries	109	28.0
Teletype service for locating books and answering questions	2	0.5

It is significant to note that the more basic kinds of library service (lending, technical processing and reference) have the highest percentages. Photocopy service, which can so greatly expand a library's resources, was checked by only 17.2 per cent of the libraries.

While checking through the questionnaires, it was noticed that quite a number of cooperative members gave a negative response to services we had thought the cooperatives provided. Some said they did not have reciprocal borrowing privileges for their customers and some indicated that they did not have centralized processing of materials, photocopy service, or referral of unanswered reference questions — all of which we had thought were provided by all of the regional cooperative headquarters. In examining questionnaires from one particular cooperative where all of these services are provided, some libraries within this cooperative answered negatively. This would seem to indicate that some cooperative members are not taking advantage of the services offered to them or still do not understand fully what services are available. In either case, the regional headquarters should make every effort to educate all of its members to the advantages it offers. The heart of the cooperative idea is a sound understanding of each others' problems and resources.

Reference Statistics

It is difficult to evaluate reference service in Iowa quantitatively since the majority of Iowa libraries do not keep any record of reference inquiries. Out of 389 libraries responding, only 42 reported that they kept reference statistics. Even these figures are difficult to use because there is little uniformity among the libraries as to what is counted as a reference question. Some include readers' advisory questions (help in selecting books, planning programs, advice on

reading) while others do not. Some include questions asked in the children's room or other departments while others limit it to questions asked in the adult department. Some include requests for assistance in using the card catalog.

Reference statistics are difficult to keep. When the librarian is busy, he often does not have time to write them down as they come in and must estimate later. If more detailed and analytical types of statistics are being kept, it is often difficult to classify a question and the decision may be quite arbitrary. All of this takes a good deal of time and work.

However, in spite of their shortcomings, reference statistics can be valuable to almost any library. They can give the librarian a much clearer picture of just who is making use of reference service and when they are using it. They can give a better idea of what kinds of questions are being asked, and thus give a better basis for book selection. Finally, they can be very helpful when making budget requests. A healthy and active reference business can be an impressive aspect of public library service. Support for this is given by the fact that 22 of the 42 libraries keeping reference statistics said they had used them as the basis for budget requests and of these 22 libraries, 17 reported they had been helpful.

Periodicals

Some of the most exciting publishing done in America today appears in the form of periodicals, and these important information sources play a vital role in any reference collection that pretends to be a source of current information. In the last 10 years, the scope and variety of periodicals available has mushroomed.

Magazines are versatile materials. They are often attractive to the nonreader and provide bait to get him into the library and a bridge to his use of the rest of the library's collection. They are colorful and attractive and make excellent tools to brighten a somber old building. They attract people of all reading levels and interests and provide stimulating material for discussion and study.

Reference Use of Periodicals

One of the most important uses of magazines is for reference work. They provide an approachable source for information on a great variety of subjects. For topics of current interest, they are the most convenient and often the only source. With the proper indexes and back files of older issues, they can be the backbone of the public library's reference collection.

In view of the value of magazines in reference work and the many helpful ones available, we were disappointed to see that Iowa public libraries are not generally taking advantage of them (see Tables 37 and 38). One library reported subscribing to 1000 periodicals. The next highest figure was 500, and as Table 37 shows, the average figure for libraries in the largest population group (25,000 and up) is only 260 — not an unreasonable figure for a fair sized high school, but low for a large public library. Naturally this figure drops rapidly as the size of the library decreases, and when all the libraries in the geographical regions are combined, the averages range (see Table 38) from 81 (includes the Des Moines Public Library) to 29.

Back Files of Periodicals

To be of much reference value, periodicals must be held in readily available back files for a number of years and there must be some method of sharing resources. There is little or no uniformity among Iowa libraries in holding policies of periodicals. The majority of libraries reported that they keep all titles five years or more and selected titles 10 years or more, but a significant minority reported that they keep none more than 5 years. We have no way of knowing which periodicals are selected to be kept and which discarded, but in a number of visits to libraries we discovered set after set of the *National Geographic* which, whatever its decorative value, is of limited reference use, and all too frequently the same libraries that had 50-year runs of *National Geographic* kept *Time* and *Newsweek* for from one to five years.

Table 37

**Total Periodicals received on a Regular Basis
in Public Libraries, by Population Size Group**

<i>Population Size Group</i>	<i>Total Titles Received</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>
1 25,000 — up	4,688	18	260
2 10,000 — 24,999	1,216	11	110
3 4,000 — 9,999	3,653	46	79
4 2,000 — 3,999	2,741	58	47
5 1,000 — 1,999	2,179	97	22
6 0 — 999	1,808	157	11

Table 38

Total Periodicals Received on a Regular Basis in Public Libraries, by Region

<i>Region</i>	<i>Titles Received</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>
1 Sheldon	1,843	55	33
2 Mason City	2,151	66	32
3 Cedar Falls	2,422	68	35
4 Sioux City	828	22	37
5 Jefferson	1,047	35	29
6 Des Moines	2,281	28	81
7 Iowa City	3,263	54	60
8 Shenandoah	736	20	36
9 Ottumwa	1,163	22	52
10 Keokuk	555	19	29

Given the small average number of periodicals available in Iowa libraries, it is particularly important that there be a generous sharing of resources. This does not, however, seem to be the case. Of the libraries answering this question, 79 per cent placed some restrictions on interlibrary loan of periodicals, and 45 per cent would not lend them at all. Since photocopy equipment is available to a minority of libraries, it would seem that access to periodical literature is extremely limited in most Iowa libraries.

The public libraries of Iowa can make much more use of periodicals than they are presently doing. Periodicals can be a means not only of strengthening the reference collection but of expanding and enriching the entire collection. They can provide a tool for reaching out to the reluctant reader and a bridge to the rest of the library's collection.

The Reference Collections

Perhaps the most significant and revealing part of this report is the results from the checklists of reference and bibliographical tools. While many elements make up good reference service in public libraries, the fact remains that no library can hope to give adequate service without a satisfactory reference collection. Advertising, interlibrary loan, cooperative services are all important, but the heart of reference service remains the local collection manned by librarians who are intimately familiar with that collection and its contents. Without the local collection, all other reference activities are doomed to failure.

Before we examine the checklist results, a few words of explanation are necessary concerning the checklists themselves. Because of the scope of our survey, it was necessary to construct our questionnaire in such a way as to enable us to analyze the results by machine. This, in turn, made it necessary to send the same questionnaire to all libraries regardless of size. Obviously this presents some problems. Some of the books on our lists are quite appropriate for large libraries but not really practical for smaller libraries — the Library of Congress Catalogs, for example. Nevertheless, the majority of the books on our two lists are useful and desirable in public libraries regardless of size. The results on those few items peculiarly suited to larger libraries should be interpreted accordingly.

Selected Reference Books

Very little commentary on the checklist results seems necessary since the figures in the tables (Tables 39-42 and 43-46) tell their own story. Table 39 shows the number and per cent of libraries reporting ownership of at least one copy of each of the selected reference titles. A certain amount of flexibility was allowed in terms of dates and editions of books owned. In the case of encyclopedias, the range of allowable dates is indicated. In other books the investigator may have counted an older edition if, in his judgment, it was still of reasonable reference value. For example, while it would probably be better to own the third edition of Kane's *Famous First Facts*, the second edition can still be a useful reference tool of comparable value to the later edition. On the other hand, *Webster's Third New International Dictionary* is a vastly different dictionary from *Webster's Second New International Dictionary*. Because of the markedly different editorial policy and philosophy of lexicography which formed *Webster III* and distinguish it from its predecessor, we did not count libraries who reported owning only *Webster II*. Numerous other decisions of this type were made in compiling these figures.

It is interesting to see that the most widely held book on the list is *The World Book Encyclopedia* with 71.2 per cent of the libraries owning a copy dated 1964 or later. The most infrequently held title is Ramsey and Sleeper's *Architectural Graphic Standards* with only 1.8 per cent reporting ownership.

A few generalizations can be made about the holdings of Iowa public libraries based on these figures. Reference collections are strongly weighted toward general reference works, biographical and literary tools to the detriment of scientific, statistical, business, and financial information. For example, only 6 out of 64 reference titles were held by more than 50 per cent of the libraries, and those titles are: *Booklist and Subscription Books Bulletin* — 61.2 per cent; *Encyclopedia Britannica* (1964 or later) — 52.7 per cent; Gardner's *Art Through the Ages* — 50.6 per cent; *Twentieth Century Authors* (with Supplement) — 59.9 per cent; *Webster's Third New International Dictionary* — 65.3 per cent;

Table 39

Number and Per Cent of Public Libraries Reporting Ownership of at
Least One Copy of Each of 64 Selected Reference Titles

(389 libraries reporting)

<i>Selected Reference Book</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order Of Frequency Owned</i>
1. American Council on Education. American Colleges and Universities. 9th ed., 1964	34	8.7	37
2. American Men of Science. 11th ed., 1965. Supp. 2 – Fall 1966. Sup. 3 – Spring 1967	19	4.9	48
3. Benet, W. R., ed. The Reader's Encyclopedia. 2nd. ed., 1965.	163	41.9	11
4. Book of the States (current volume)	51	13.1	32
5. Book Review Digest	106	27.2	20
6. Booklist and Subscription Books Bulletin	238	61.2	3
7. Brady, G. S. Materials Handbook. 9th ed., 1963	12	3.1	52
8. Cambridge History of English Literature	134	34.4	16
9. Catholic Encyclopedia (1959 or 1967)	65	16.7	29
10. Chamberlin, Mary. Guide to Art Reference Books, 1959	11	2.8	53
11. Chambers, Robert. Book of Days	63	16.2	30
12. Clark, R. L. and R. W. Cumley, eds. The Book of Health. 2nd. ed., 1962	74	19.0	27
13. Collier's Encyclopedia. 2nd ed., 1965	95	24.4	21
14. Columbia Lippincott Gazetteer of the World. 1952	33	8.5	38
15. Commager, H. S. Documents of American History. 7th ed., 1962	157	40.4	12
16. Current Biography	177	45.5	9
17. Dictionary of American Biography (with Supplements)	150	38.6	13
18. Dictionary of National Biography (with Supplements)	24	6.2	44
19. Dictionary of American History	165	42.2	10
20. Drake's Cyclopedia of Radio and Electronics. 14th ed., 1955	34	8.7	37
21. Encyclopedia Americana (1964 or later)	191	49.1	7
22. Encyclopedia Britannica (1964 or later)	205	52.7	5
23. Encyclopedia of Associations. 4th ed., 1964	27	6.9	41
24. Encyclopedia of the Social Sciences.	40	10.3	34

Table 39 (Continued)

<i>Selected Reference Book</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order Of Frequency Owned</i>
25. Facts on File.	28	7.2	40
26. Gardner, Helen. Art Through the Ages. 4th ed., 1959	197	50.6	6
27. Grove's Dictionary of Music and Musicians. 5th ed., 1954	95	24.4	21
28. Guide to Historical Literature. 1961	21	5.4	47
29. Handbook of Chemistry and Physics. 48th ed., 1967.	53	13.6	31
30. Harris, C. W. Encyclopedia of Educational Research. 3rd ed., 1960	11	2.8	53
31. Hopkins, A. A. The Standard American Encyclopedia of Formulas. 1953	10	2.6	54
32. Interpreter's Bible. 1951-57	112	28.8	18
33. Jane's All the World's Aircraft (1966 or later)	14	3.6	51
34. Julian, John. Dictionary of Hymnology. 2nd rev. ed.	25	6.4	43
35. Kane, J. N. Famous First Facts. 3rd ed., 1964	144	37.0	14
36. Kent's Mechanical Engineer's Handbook. 12th ed., 1950	10	2.6	54
37. McSpadden, J. W. Operas and Musical Comedies. 1954	23	5.9	45
38. Menke, F. G. Encyclopedia of Sports, 3rd rev. ed., 1963	138	35.5	15
39. Moody's Manual of Investments (current subscription)	22	5.7	46
40. Municipal Yearbook (current volume)	41	10.5	33
41. New Century Cyclopedia of Names	73	18.8	28
42. Official Congressional Directory (current volume)	83	21.3	24
43. Radio Engineering Handbook. 5th ed., 1959	21	5.4	47
44. Ramsey, C. G. and H. R. Sleeper, Architectural Graphic Standards. 5th ed., 1956	7	1.8	55
45. Rand McNally Commercial Atlas	132	33.9	17
46. Shepherd's Historical Atlas. 9th ed., 1964	36	9.3	35
47. Spiller, R. E. Literary History of the United States	36	9.3	35
48. Statesman's Yearbook (current volume)	79	20.3	25
49. Strong, James. Exhaustive Concordance of the Bible	30	7.7	39
50. Times Atlas of the World, 1955-59, 5 vol.	26	6.7	42
51. Thomas' Register of American Manufacturers	35	9.0	36
52. Twentieth Century Authors (with Supplement)	233	59.9	4
53. Ulrich's International Periodicals Directory. 11th ed., 1965	16	4.1	50

Table 39 (Continued)

Selected Reference Book		Number of Libraries Owning One Copy	% of Libraries Owning One Copy	Rank in Order of Frequency Owned
54.	U.S. Bureau of the Census. Statistical Abstract of the United States	88	22.6	23
55.	U.S. Government Organization Manual (current volume)	78	20.1	26
56.	U.S. Library of Congress. A Guide to the study of the United States of America	18	4.6	49
57.	Universal Jewish Encyclopedia	10	2.6	54
58.	Van Nostrand's Scientific Encyclopedia. 3rd ed., 1958	110	28.3	19
59.	Webster's Third New International Dictionary	254	65.3	2
60.	Who's Who	89	22.9	22
61.	Who's Who in America	180	46.3	8
62.	World Book Encyclopedia (1964 or later)	277	71.2	1
63.	Wright, G. E. Westminster Historical Atlas to the Bible	41	10.5	33
64.	Yearbook of the United Nations (1966 or later)	25	6.4	43

and *World Book Encyclopedia* (1964 or later) — 71.2 per cent. On the other hand, *Van Nostrand's Scientific Encyclopedia* is held by only 28.3 per cent of the libraries, *Handbook of Chemistry and Physics* by 13.6 per cent, *Moody's Manual of Investments* by 5.7 per cent, and *Hopkins' Standard American Encyclopedia of Formulas* by 2.6 per cent.

More disturbing, however, are the small percentages of libraries owning such inexpensive and indispensable reference items as *Book of the States*, *Municipal Yearbook*, *Official Congressional Directory*, *Statistical Abstract of the United States*, *U.S. Government Organization Manual* and the Library of Congress' *A Guide to the Study of the United States of America*. Apparently, as we have noted before, librarians are not taking advantage of the many excellent and inexpensive government publications available. Many of these publications are essential in a good reference collection and supply information not available from any other source.

As one could easily predict, the larger the library, the greater the percentage of titles on the list the library owned. Table 40 shows the average number of titles owned by each population size group ranging from 47 in the largest libraries to 6 in the smallest, and Table 41, perhaps the most interesting and important table in the whole report, shows the number and per cent of libraries in each population size group reporting ownership of each individual title. It is by careful examination of this table that one can clearly see the differences in the kinds of reference collections held by the larger and smaller libraries. Finally, Table 42 breaks the figures down by geographic region and merely shows that there are no significant regional differences in holdings of reference titles. All of the regions are uniformly low with a range of 11 to 16 titles per library.

Selected Bibliographic Titles

The results of the checklist of bibliographic titles was even less encouraging than that of the selected reference books (see Tables 43-46). It is understandable that most smaller libraries would not own many of the more specialized periodical indexes and subject bibliographies, and certainly none but the largest libraries have need of the Library of Congress catalogs, British Museum catalogs, and such items as the *Union List of Serials* and *A Guide to Archives and Manuscripts in the U.S.* There are some items on the list, however, which are indispensable in any library regardless of its size —

Table 40

Public Libraries Reporting Ownership of at Least One Copy of
64 Selected Reference Books, by Population Size Group

Population Size Group	Total Titles Held	Libraries Reporting	Mean/Library
1 25,000 — up	850	18	47
2 10,000 — 24,999	411	11	37
3 4,000 — 9,999	1,126	46	24
4 2,000 — 3,999	955	58	16
5 1,000 — 1,999	850	97	8
6 0 — 999	963	158	6

Table 41

Number and Per Cent of Public Libraries Reporting Ownership of at Least One Copy
of Each of 64 Selected Reference Titles, by Population Size Group

Selected Reference Book	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1		Pop. 2		Pop. 3		Pop. 4		Pop. 5		Pop. 6	
	25,000 — up		10,000 — 24,999		4,000 — 9,999		2,000 — 3,999		1,000 — 1,999		0 — 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1. American Council on Education. American Colleges and Universities. 9th ed., 1964	13	72.2	5	45.5	10	21.7	3	5.2	1	1.0	2	1.3
2. American Men of Science. 11th ed., 1966. Supp. 2 — Fall, 1966. Supp. 3 — Spring, 1967	9	50.0	4	36.4	2	4.3	2	3.4	2	2.1	0	0.0
3. Benet, W. R., ed. The Reader's Encyclopedia, 2nd ed., 1965	15	83.3	11	100.0	35	76.1	32	55.2	27	27.8	42	26.6
4. Book of the States (current volume)	16	88.9	7	63.6	13	28.3	4	6.9	6	6.2	5	3.2
5. Book Review Digest	16	88.9	10	90.9	34	73.9	26	44.8	12	12.4	8	5.1
6. Booklist and Subscription Books Bulletin	17	94.4	11	100.0	45	97.8	49	84.5	54	55.7	61	38.6
7. Brady, G. S. Materials Handbook, 9th ed., 1963	9	50.0	9	81.8	1	2.2	0	0.0	0	0.0	0	0.0
8. Cambridge History of English Literature	16	88.9	6	54.5	27	58.7	26	44.8	27	27.8	32	20.3

Table 41 (Continued)

Selected Reference Book	18 lib. rep.		11 l. r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1 25,000 – up		Pop. 2 10,000 – 24,999		Pop. 3 4,000 – 9,999		Pop. 4 2,000 – 3,999		Pop. 5 1,000 – 1,999		Pop. 6 0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
9. Catholic Encyclopedia (1959 or 1967)	14	77.8	8	72.7	22	47.8	9	15.5	9	9.3	3	1.9
10. Chamberlin, Mary. Guide to Art Reference Books, 1959	8	44.4	10	90.9	0	0.0	0	0.0	1	1.0	1	0.6
11. Chambers, Robert. Book of Days	14	77.8	4	36.4	16	34.8	10	17.2	11	11.3	5	3.2
12. Clark, R. L. and R. W. Cumley, eds. The Book of Health. 2nd ed., 1962	15	83.3	7	63.6	19	41.3	16	27.6	10	10.3	7	4.4
13. Collier's Encyclopedia. 2nd ed., 1965	17	94.4	11	100.0	24	52.2	17	29.3	15	15.5	11	7.0
14. Columbia Lippincott Gazetteer of the World. 1952	17	94.4	7	63.6	4	8.7	3	5.2	2	2.1	0	0.0
15. Commager, H. S. Documents of American History, 7th ed., 1962	17	94.4	8	72.7	34	73.9	34	58.6	29	29.9	34	21.5
16. Current Biography	18	100.0	11	100.0	42	91.3	42	72.4	34	35.1	30	19.0
17. Dictionary of American Biography (with Supplements)	17	94.4	11	100.0	35	76.1	24	41.4	20	20.6	43	27.2
18. Dictionary of National Biography (with Supplements)	11	61.1	3	27.3	4	8.7	3	5.2	2	2.1	1	0.6
19. Dictionary of American His- tory	17	94.4	11	100.0	35	76.1	24	41.4	23	23.7	54	34.2
20. Drake's Cyclopedia of Radio and Electronics, 14th ed., 1955	7	38.9	6	54.5	9	19.6	8	13.8	1	1.0	3	1.9
21. Encyclopedia Americana (1964 or later)	17	94.4	11	100.0	43	93.5	39	67.2	39	40.2	42	26.6
22. Encyclopedia Britannica (1964 or later)	18	100.0	10	90.9	42	91.2	44	75.9	49	50.5	41	25.9
23. Encyclopedia of Associations 4th ed., 1964	15	83.3	5	45.5	6	13.0	1	1.7	0	0.0	0	0.0
24. Encyclopedia of the Social Sciences	14	77.8	6	54.5	12	26.1	4	6.9	2	2.1	2	1.3
25. Facts on File	13	72.2	2	18.2	2	4.3	4	6.9	3	3.1	4	2.5
26. Gardner, Helen. Art Through the Ages. 4th ed., 1959	16	88.9	9	81.8	36	78.3	40	69.0	42	43.3	53	33.5
27. Grove's Dictionary of Music and Musicians. 5th ed., 1954	16	88.9	10	90.9	27	58.7	17	29.3	16	16.5	9	5.7

Table 41 (Continued)

Selected Reference Book	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1 25,000 – Up		Pop. 2 10,000 – 24,999		Pop. 3 4,000 – 9,999		Pop. 4 2,000 – 3,999		Pop. 5 1,000 – 1,999		Pop. 6 0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
28. Guide to Historical Literature. 1961	11	61.1	2	18.2	1	2.2	2	3.4	3	3.1	2	1.3
29. Handbook of Chemistry and Physics. 48th ed., 1967	5	27.8	7	63.6	21	45.7	9	15.5	2	2.1	1	0.6
30. Harris, C. W. Encyclopedia of Educational Research. 3rd ed., 1960	10	55.6	0	0.0	1	2.2	0	0.0	0	0.0	0	0.0
31. Hopkins, A. A. The Standard American Encyclopedia of Formulas. 1953	5	27.8	3	27.3	2	4.3	0	0.0	0	0.0	0	0.0
32. Interpreter's Bible. 1951 - 1957	16	88.9	9	81.8	28	60.9	24	41.4	19	19.6	16	10.1
33. Jane's All the World's Aircraft (1966 or later)	11	61.1	1	9.1	1	2.2	1	1.7	0	0.0	0	0.0
34. Julian, John. Dictionary of Hymnology. 2nd rev. ed.	11	61.1	4	36.4	4	8.7	3	5.2	2	2.1	1	0.6
35. Kane, J. N. Famous First Facts. 3rd ed., 1964	15	83.3	10	90.9	34	73.9	28	48.3	24	24.7	33	20.9
36. Kent's Mechanical Engineer's Handbook 12th ed., 1950	7	38.9	0	0.0	1	2.2	2	3.4	0	0.0	0	0.0
37. McSpadden, J. W. Operas and Musical Comedies. 1954	8	44.4	2	18.2	7	15.2	4	6.9	2	2.1	0	0.0
38. Menke, F. G. Encyclopedia of Sports. 3rd rev. ed., 1963	15	83.3	10	90.9	33	71.7	30	51.7	21	21.6	29	18.4
39. Moody's Manual of Investments (current subscription)	13	72.2	5	45.5	3	6.5	1	1.7	0	0.0	0	0.0
40. Municipal Yearbook (current volume)	13	72.2	6	54.5	11	23.9	3	5.2	5	5.2	3	1.9
41. New Century Cyclopedia of Names	15	83.3	9	81.8	29	63.0	15	25.9	3	3.1	2	1.3
42. Official Congressional Directory (current volume)	16	88.9	8	72.7	18	39.1	14	24.1	13	13.4	14	8.9
43. Radio Engineering Handbook. 5th ed., 1959	9	50.0	2	18.2	4	8.7	3	5.2	2	2.1	1	0.6
44. Ramsey, C. G. and H. R. Sleeper. Architectural Graphic Standards. 5th ed., 1956	6	33.3	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0

Table 41 (Continued)

Selected Reference Book	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1 25,000 – Up		Pop. 2 10,000 – 24,999		Pop. 3 4,000 – 9,999		Pop. 4 2,000 – 3,999		Pop. 5 1,000 – 1,999		Pop. 6 0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
45. Rand McNally Commercial Atlas	14	77.8	9	81.8	14	30.4	20	34.5	29	29.9	46	29.1
46. Shepherd's Historical Atlas. 9th ed., 1959	10	55.6	8	72.7	10	21.7	8	13.8	0	0.0	0	0.0
47. Spiller, R. E. Literary History of the United States	16	88.9	6	54.5	9	19.6	3	5.2	0	0.0	2	1.3
48. Statesman's Yearbook (current volume)	16	88.9	10	90.9	23	50.0	17	29.3	11	11.3	2	1.3
49. Strong, James. Exhaustive Concordance of the Bible	10	55.6	4	36.4	11	23.9	3	5.2	1	1.0	1	0.6
50. Times Atlas of the World, 1955-59, 5 vol.	10	55.6	11	100.0	7	15.2	3	5.2	4	4.1	2	1.3
51. Thomas' Register of American Manufacturers	14	77.8	8	72.7	10	21.7	2	3.4	0	0.0	1	0.6
52. Twentieth Century Authors (with Supplement)	18	100.0	10	90.9	43	93.5	48	82.8	54	55.7	60	38.0
53. Ulrich's International Periodicals Directory. 11th ed., 1965	10	55.6	3	27.3	2	4.3	1	1.7	0	0.0	0	0.0
54. U.S. Bureau of the Census. Statistical Abstract of the United States	16	88.9	9	81.8	25	54.3	18	31.0	13	13.4	7	4.4
55. U.S. Government Organization Manual (current volume)	17	94.4	9	81.8	21	45.7	18	31.0	8	8.2	5	3.2
56. U.S. Library of Congress. A Guide to the United States of America	10	55.6	1	9.1	2	4.3	3	5.2	1	1.0	1	0.6
57. Universal Jewish Encyclopedia	7	38.9	3	27.3	0	0.0	0	0.0	0	0.0	0	0.0
58. Van Nostrand's Scientific Encyclopedia. 3rd ed., 1958.	14	77.8	7	63.6	23	50.0	23	39.7	25	25.8	18	11.4
59. Webster's Third New International Dictionary	18	100.0	11	100.0	38	82.6	45	77.6	54	55.7	87	55.1
60. Who's Who	15	83.3	8	72.7	21	45.7	18	31.0	19	19.6	8	5.1
61. Who's Who in America	16	88.9	11	100.0	42	91.3	43	74.1	32	33.0	35	22.2
62. World Book Encyclopedia (1964 or later)	17	94.4	11	100.0	41	89.1	55	94.8	62	63.9	90	57.0
63. Wright, G.E. Westminster Historical Atlas to the Bible	16	88.9	4	36.4	7	15.2	7	12.1	4	4.1	3	1.9
64. Yearbook of the United Nations (1966 or later)	10	55.6	3	27.3	4	8.7	2	3.4	6	6.2	0	0.0

Table 42

Public Libraries Reporting Ownership of at Least One Copy of 64 Selected
Reference Books, by Region

<i>Region</i>	<i>Total Titles Held</i>	<i>Libraries Reporting</i>	<i>Mean/Library</i>
1 Sheldon	631	55	11
2 Mason City	807	66	12
3 Cedar Falls	805	68	11
4 Sioux City	245	22	11
5 Jefferson	476	35	13
6 Des Moines	457	28	16
7 Iowa City	849	54	15
8 Shenandoah	329	20	16
9 Ottumwa	330	22	15
10 Keokuk	235	19	12

Table 43

Number and Per Cent of Public Libraries Reporting Ownership of at Least
One Copy of Each of 48 Selected Bibliographical Titles
(389 libraries reporting)

<i>Selected Bibliographical Title</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
NATIONAL AND TRADE BIBLIOGRAPHIES			
1. United States Catalog, 4th ed., 1928	17	4.4	10
2. Cumulative Book Index, 1928 — date	40	10.3	5
3. Books in Print (current volume)	87	22.4	3
4. Subject Guide to Books in Print (current volume)	67	17.3	4
5. Paperbound Books in Print (current subscription)	27	7.0	6
6. Reference Catalog of Current Literature, 1961	13	3.4	11
7. U.S. Superintendent of Documents. Monthly Catalog of U.S. Govt. Publications, 1895-date	25	6.4	7

Table 6 (Continued)

<i>Selected Bibliographical Title</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order Of Frequency Owned</i>
8. British National Bibliography, 1950 - date	0	0.0	22
GENERAL AND SUBJECT INDEXES			
9. Reader's Guide to Periodical Literature, 1900 - date (unabridged)	177	45.6	1
10. Poole's Index to Periodical Literature, 1802 - 1902. Vols. 1 - 6 and Supplements	19	4.9	9
11. International Index (now titled Social Science and Humanities Index), 1907 - date	5	1.3	17
12. New York Times Index, 1913 - date	12	3.1	12
13. American Theological Library Association. Index to Religious Periodical Literature, 1949 - date	0	0.0	22
14. Art Index, 1929 - date	9	2.3	13
15. The Music Index, 1949 - date	3	0.8	19
16. Applied Science and Technology Index, 1958 - date	9	2.3	13
17. Engineering Index, 1884 - date	0	0.0	22
18. Agricultural Index (now titled Biological & Agricultural Index), 1916 - date	7	1.8	15
19. Public Affairs Information Service Bulletin, 1915 - date	17	4.4	10
20. Business Periodicals Index, 1958 - date	9	2.3	13
21. Education Index, 1929 - date	8	2.1	14
22. Bibliographic Index, 1938 - date	6	1.5	16
23. Besterman, T. World Bibliography of Bibliographies, 4th ed., 1965.	0	0.0	22
SUBJECT BIBLIOGRAPHIES			
24. Cambridge Bibliography of English Literature	20	5.2	8
25. Blanck, J. Bibliography of American Literature, 1955 -	9	2.3	13
26. English Association. The Year's Work in English Studies, 1921 - date	1	0.3	21
27. U.S. Copyright Office. Motion Pictures. 4 vols. 1951 - 1960	4	1.0	18
28. Granger's Index to Poetry, 5th ed., 1962	92	23.7	2
29. Hawkins, R. R. Scientific, Medical and Technical Books, 1958	3	0.8	19
30. Writings on American History, 1902 - date	6	1.5	16

Table 43 (Continued)

<i>Selected Bibliographical Title</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order Of Frequency Owned</i>
31. International Bibliography of Political Science, 1953 — date	0	0.0	22
32. International Bibliography of Sociology, 1951 — date	1	0.3	21
33. Handbook of Latin American Studies, 1935 — date	2	0.5	20
UNION LISTS AND CATALOGS OF LIBRARIES			
34. U.S. Library of Congress. A Catalog of Books Represented by Library of Congress Printed Cards Issued to July 31, 1942 (167 vols.)	1	0.3	21
35. _____ Supplement, 1941-1947 (42 vols.)	2	0.5	20
36. _____ The Library of Congress Author Catalog, 1948-1952 (24 vols.)	1	0.3	21
37. _____ The National Union Catalog, a Cumulative Author list, 1953-1957 (28 vols.)	2	0.5	20
38. _____ The National Union Catalog, 1952-1955 Imprints (30 vols.)	0	0.0	22
39. _____ The Library of Congress Catalog — Books: Subjects 1950-1954 (20 vols.)	1	0.3	21
40. _____ The Library of Congress Catalog — Books: Subjects 1955-1959 (22 vols.)	0	0.0	22
41. British Museum. General Catalog of Printed Books, 1931 — 1954, 1959 —	0	0.0	22
42. _____ Catalog of Printed Books 1881 — 1900, and Supplements, 1900 — 1905	0	0.0	22
43. Paris. Bibliotheque Nationale. Catalogue General des Livres Imprimes, 1900 —	0	0.0	22
44. Metropolitan Museum of Art. Library Catalog, 1960	1	0.3	21
45. Union List of Serials in Libraries of the United States and Canada, 3rd ed., 1965	5	1.3	17
46. New Serial Titles: 1950-1960, 2 vols., 1961	5	1.3	17
47. American Newspapers, 1821 — 1936: A Union List, 1937	1	0.3	21
48. U.S. National Historical Publications Committee. A Guide to Archives and Manuscripts in the U.S., 1961	2	0.5	20

Table 44

Number and Per Cent of Public Libraries Reporting Ownership of at Least One Copy
of Each of 48 Selected Bibliographical Titles, by Population Size Group

Selected Bibliographical Title	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1		Pop. 2		Pop. 3		Pop. 4		Pop. 5		Pop. 6	
	25,000 – Up		10,000 – 24,999		4,000 – 9,999		2,000 – 3,999		1,000 – 1,999		0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
NATIONAL AND TRADE BIBLIOGRAPHIES												
1. United States Catalog, 4th ed., 1928	12	66.7	2	18.2	1	2.2	1	1.8	1	1.0	0	0.0
2. Cumulative Book Index, 1928 – date	16	88.9	7	63.6	11	23.9	4	7.0	2	2.1	0	0.0
3. Books in Print (current volume)	16	88.9	10	90.9	27	58.7	15	26.3	13	13.4	6	3.8
4. Subject Guide to Books in Print (current volume)	16	88.9	9	81.8	22	47.8	10	17.5	5	5.2	5	3.2
5. Paperbound Books in Print (current subscription)	12	66.7	3	27.3	8	17.4	3	5.3	1	1.0	0	0.0
6. Reference Catalog of Current Literature, 1961	1	5.6	1	9.1	1	2.2	2	3.5	4	4.1	4	2.5
7. U.S. Superintendent of Documents. Monthly Catalog of U.S. Government Publications, 1895 – date	11	61.1	3	27.3	1	2.2	5	8.8	3	3.1	2	1.3
8. British National Bibliography, 1950 – date	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
GENERAL AND SUBJECT INDEXES												
9. Reader's Guide to Periodical Literature, 1900 – date (Unabridged)	16	88.9	10	90.9	39	84.8	46	80.7	34	35.1	31	19.6
10. Poole's Index to Periodical Literature, 1802 – 1902. Vols. 1 – 6 and Supplements	9	50.0	3	27.3	5	10.9	2	3.5	0	0.0	0	0.0
11. International Index (now titled Social Science and Humanities Index), 1907 – date	5	27.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12. New York Times Index, 1913 – date	8	44.4	1	9.1	1	2.2	1	1.8	1	1.0	0	0.0
13. American Theological Library Association. Index to Religious Periodical Literature, 1949 – date	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14. Art Index, 1929 – date	8	44.4	0	0.0	1	2.2	0	0.0	0	0.0	0	0.0

Table 44 (Continued)

Selected Bibliographical Titles	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1 25,000 – Up		Pop. 2 10,000 – 24,999		Pop. 3 4,000 – 9,999		Pop. 4 2,000 – 3,999		Pop. 5 1,000 – 1,999		Pop. 6 0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
15. The Music Index, 1949 – date	1	5.6	0	0.0	0	0.0	0	0.0	1	1.0	1	0.6
16. Applied Science and Technology Index, 1958 – date	7	38.9	1	9.1	0	0.0	0	0.0	1	1.0	0	0.0
17. Engineering Index, 1884 – date	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
18. Agricultural Index (now titled Biological & Agricultural Index), 1916 – date	4	22.2	0	0.0	0	0.0	1	1.8	1	1.0	1	0.6
19. Public Affairs Information Service Bulletin, 1915 – date	7	38.9	1	9.1	4	8.7	1	1.8	1	1.0	3	1.9
20. Business Periodicals Index, 1958 – date	8	44.4	0	0.0	0	0.0	0	0.0	1	1.0	0	0.0
21. Education Index, 1929 – date	7	38.9	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0
22. Bibliographic Index, 1938 – date	5	27.8	0	0.0	0	0.0	0	0.0	1	1.0	0	0.0
23. Besterman, T. World Bibliography of Bibliographies, 4th ed., 1965	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

SUBJECT BIBLIOGRAPHIES

24. Cambridge Bibliography of English Literature	4	22.2	2	18.2	2	4.3	5	8.8	1	1.0	6	3.8
25. Blanck, J. Bibliography of American Literature, 1955 –	3	16.7	0	0.0	0	0.0	3	5.3	1	1.0	2	1.3
26. English Association. The Year's Work in English Studies, 1921 – date	0	0.0	0	0.0	0	0.0	1	1.0	0	0.0	0	0.0
27. U.S. Copyright Office. Motion Pictures. 4 vols. 1951 – 1960	3	16.7	0	0.0	0	0.0	0	0.0	1	1.0	0	0.0
28. Granger's Index to Poetry. 5th ed., 1962	17	94.4	11	100.0	37	80.4	21	36.8	5	5.2	1	0.6
29. Hawkins, R. R. Scientific, Medical and Technical Books, 1958	3	16.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
30. Writings on American History, 1902 – date	1	5.6	0	0.0	2	4.3	0	0.0	1	1.0	2	1.3
31. International Bibliography of Political Science, 1953 – date	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
32. International Bibliography of Sociology, 1951 – date	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.6

Table 44 (Continued)

		L8 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
<i>Selected Bibliographical Titles</i>		<i>Pop. 1</i>		<i>Pop. 2</i>		<i>Pop. 3</i>		<i>Pop. 4</i>		<i>Pop. 5</i>		<i>Pop. 6</i>	
		25,000 –		10,000 –		4,000 –		2,000 –		1,000 –		0 – 999	
		<i>Up</i>		24,999		9,999		3,999		1,999			
		<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
33.	Handbook of Latin American Studies, 1935 – date	1	5.6	0	0.0	0	0.0	0	0.0	0	0.0	1	0.6
UNION LISTS AND CATALOGS OF LIBRARIES													
34.	U.S. Library of Congress. A Catalog of Books Represented by Library of Congress Printed Cards Issued to July 31, 1942, (167 vols.)	1	5.6	0	0.0	1	2.2	0	0.0	0	0.0	0	0.0
35.	_____. Supplement, 1941 – 1947 (42 vols.)	2	11.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
36.	_____. The Library of Congress Author Catalog, 1948 – 1952 (24 vols.)	1	5.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
37.	_____. The National Union Catalog, a Cumulative Author List, 1953 – 1957 (28 vols.)	2	11.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
38.	_____. The National Union Catalog, 1952 – 1955 Imprints (30 vols.)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
39.	_____. The Library of Congress Catalog – Books: Subjects 1950 – 1954 (20 vols.)	1	5.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
40.	_____. The Library of Congress Catalog – Books: Subjects 1955 – 1959 (22 vols.)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
41.	British Museum. General Catalog of Printed Books, 1931 – 1954, 1959 –	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
42.	_____. Catalog of Printed Books, 1881 – 1900, and Supplements, 1900 – 1905	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
43.	Paris. Bibliotheque Nationale. Catalogue des Livres Imprimés, 1900 –	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
44.	Metropolitan Museum of Art. Library Catalog, 1960	0	0.0	0	0.0	0	0.0	1	1.8	0	0.0	0	0.0
45.	Union List of Serials in Libraries of the United States and Canada, 3rd ed., 1965	5	27.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Table 44 (Continued)

Selected Bibliographical Titles	18 lib. rep.		11 l.r.		46 l.r.		58 l.r.		97 l.r.		159 l.r.	
	Pop. 1		Pop. 2		Pop. 3		Pop. 4		Pop. 5		Pop. 6	
	25,000 – Up		10,000 – 24,999		4,000 – 9,999		2,000 – 3,999		1,000 – 1,999		0 – 999	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
46. New Serial Titles: 1950 – 1960, 2 vols., 1961	4	22.2	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0
47. American Newspapers, 1821 – 1936: A Union List, 1937	0	0.0	0	0.0	0	0.0	0	0.0	1	1.0	0	0.0
48. U.S. National Historical Publications Committee. A Guide to Archives and Manuscripts in the U.S., 1961.	2	11.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Table 45

Public Libraries Reporting Ownership of at Least One Copy of 48
Selected Bibliographical Titles, by Population Size Group

Population Size Group	Total Titles Held	Libraries Reporting	Mean/Library
1 25,000 – up	217	18	12
2 10,000 – 24,999	66	11	6
3 4,000 – 9,999	163	46	3
4 2,000 – 3,999	121	57	2
5 1,000 – 1,999	81	97	0
6 0 – 999	66	158	0

such items as the current issue of *Books in Print*, which is held by only 22.4 per cent of the libraries; *Subject Guide to Books in Print* – 17.3 per cent and *Paperbound Books in Print* – 7 per cent. It is hard to imagine how a library, no matter how small, could get along without these three basic items.

Even in the largest libraries (see Table 44) the current volumes of *Books in Print* and *Subject Guide to Books in Print* are held by only 88.9 per cent and *Paperbound Books in Print* by only 66.7 per cent. While there is a marked drop in the number of titles held as the size of the library decreases as is shown in Table 44, generally all Iowa public libraries, regardless of size, are severely deficient in basic bibliographic tools. Table 45 indicates that the average number of bibliographic titles from our list held by Iowa public libraries ranges from 12 in the largest libraries to 0 in the smallest libraries. Finally, as was the case with the selected reference books, Table 46 shows that there are no significant regional variations in holdings of bibliographic titles. It shows also that for libraries of all sizes, the average number of bibliographic titles held from our list is a shocking 1 to 2 titles per library (see Table 46).

Table 46

Public Libraries Reporting Ownership of at Least One Copy of 48 Selected
Bibliographical Titles, by Region

Region	Total Titles Held	Libraries Reporting	Mean/Library
1 Sheldon	85	55	1
2 Mason City	91	66	1
3 Cedar Falls	86	68	1
4 Sioux City	43	22	1
5 Jefferson	52	35	1
6 Des Moines	71	28	2
7 Iowa City	153	54	2
8 Shenandoah	52	20	2
9 Ottumwa	50	21	2
10 Keokuk	32	19	1

In summary then, the reference collections in Iowa public libraries are uneven in quality, showing a tendency toward literary and biographical titles, and were weak in the areas of science and business. Government publications are for the most part ignored, and reference collections in general need to be greatly improved both by purchasing more titles and by keeping the collections up to date with the latest editions of titles already held. Lack of bibliographical tools is a serious weakness in all Iowa public libraries large and small. It is a weakness which hampers the libraries in their own book selection and in the effective use of interlibrary loan for items and information not included in local collections, and it is a weakness which must be overcome before effective reference systems can be established in the state.

Publicity in Public Libraries

The last topic to be examined in this chapter is publicity and special services. Publicity is frequently a neglected or completely overlooked area in public libraries. Too many librarians still work under the assumption that their job is to provide materials and services and the public's job is to discover and make use of them. This attitude is carried to the extreme in some communities where the library not only seeks little or no publicity, but the library building itself is in no way marked to let the potential user, the newcomer, or visitor know that it is in fact a public library.

Promotion of reference services is particularly important in most communities since the majority of the people do not know what reference service is and are unaware of the many ways the library can help them. The best reference collection in the world will be of no use whatever if the people do not know it is there and that librarians will help them use it. The majority of the librarians participating in this survey felt that most of the people in their communities knew what reference services were available to them. One must seriously question whether this is actually true.

Table 47

Advertising of Public Library Services

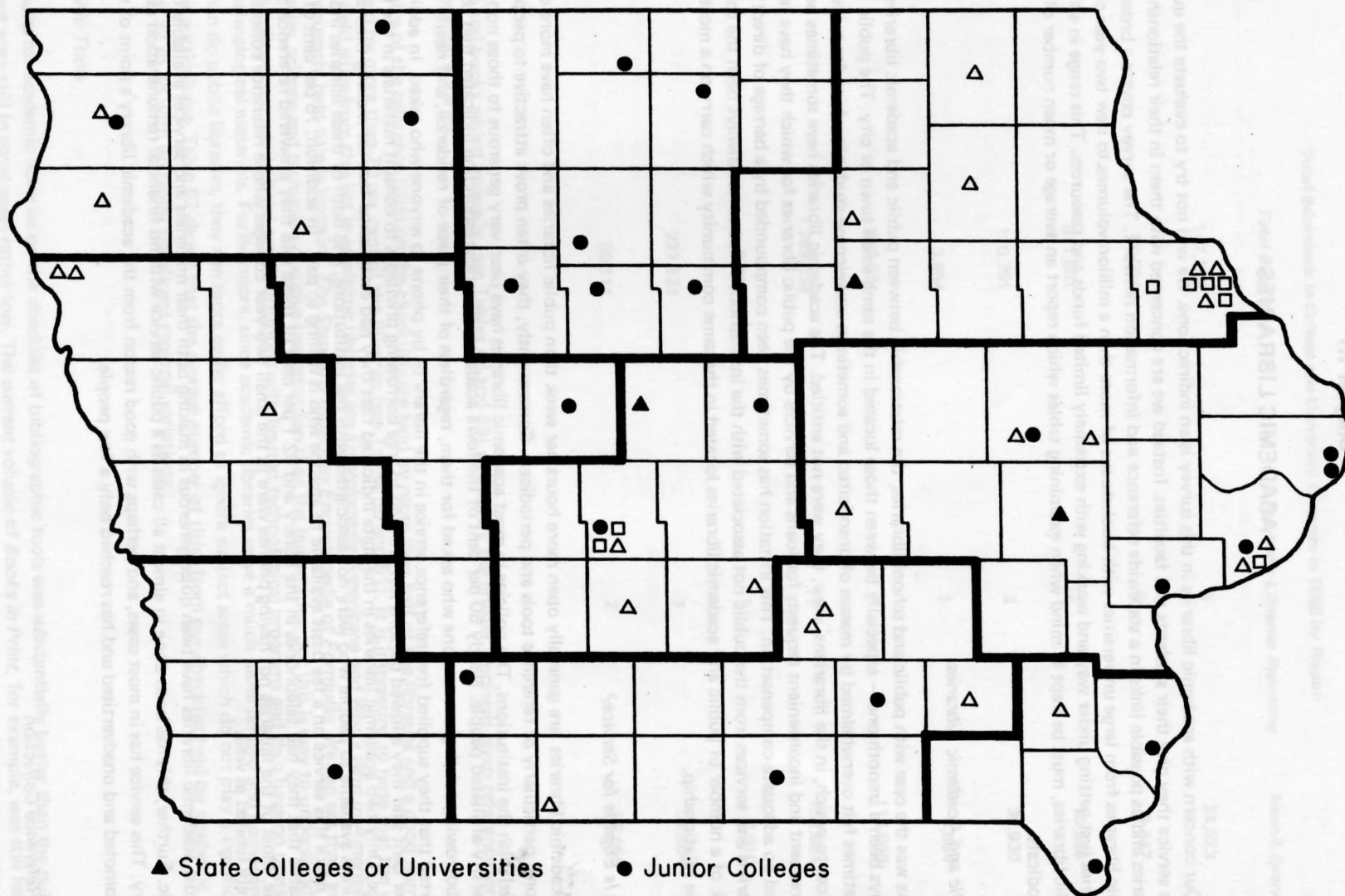
Type of Advertising	No. of Libraries Reporting	% of Libraries Reporting
Newspapers	350	90.0
Radio	75	19.3
Television	9	2.3
Posters	175	45.0
Pamphlets	37	9.5
Speaking engagements	109	28.0
No advertising	19	4.9
No response	13	3.8

Table 47 shows that almost all of Iowa public libraries participate in some kind of advertising of library services, and a number of libraries, particularly larger ones, are doing a good job in this area. Apparently there is need for a more intensive and dynamic approach that will reach out to the nonusers. All libraries, including the smaller ones, must regard library use promotion as an essential activity. Obviously the small library by itself will never be able to supply first hand the full range of information needed by its customers, but through cooperation with other libraries, through the regional cooperative systems and through the use of the telephone, photocopy service and interlibrary loan, even the very small library can be an active and important information center of its community. The library must actively promote this development, however. The public will not just stumble upon the library. The library, like any other business or service, must seek out customers. It cannot wait for them to come in on their own.

Conclusion

In this chapter, reference and information services in Iowa public libraries have been examined as well as those other services which seem to us significantly related to reference and information service. We have presented a substantial body of statistical and factual information obtained from our questionnaires and interviews. Our conclusions and recommendations based on these findings will be found in the final chapter of this report.

MAP 3
LOCATIONS OF ACADEMIC LIBRARIES



MAP 3
LOCATION OF ACADEMIC LIBRARIES

Chapter III

ACADEMIC LIBRARIES

Our concern with academic libraries in this survey is an indirect one. We will not try to evaluate the quality of reference service they give their students and faculties. Instead we are concerned with them in their relationship to public libraries and as possible links in a statewide reference and information network. The survey covers a broad range of academic libraries from large universities with bookstocks of more than a million volumes to new two-year colleges with libraries just getting under way and working with extremely limited funds and resources. This range in size, as with the public libraries, must be kept in mind when examining tables which report an average or mean number of books or periodicals.

Public and Academic Libraries

As was the case with public and school libraries, the relationship between public and academic libraries has not always been a smooth one — especially between those located in the same small town or city. The public library has sometimes felt overwhelmed by masses of unsolicited and sometimes unwelcome students asking for materials and services to which, in the librarians' view, they were not entitled. The academic libraries have sometimes been irritated by frequent and inconvenient requests for loans and services by the public libraries for which they have felt they received no adequate compensation. This irritation has sometimes been compounded by a barrage of direct requests for materials and services from the public not associated with the institution. This has not always been the case. One can think of a number of public and academic libraries located in the same community which carry on a most cordial and active relationship.

Who Is Eligible for Service?

Academic libraries are generally open more hours per week than public libraries and often have more extensive collections, particularly of reference tools and periodicals. Consequently, they often prove attractive to people not connected with the institutions. The policies in most academic libraries have been very generous to those noncollege or university-affiliated people. Nearly 50 per cent of the Iowa academic libraries responding indicated that they granted free borrowing privileges to anyone who asked for them, regardless of their place of residence, and nearly 80 per cent reported that they supplied free reference service in the library or by phone to anyone who asked. In addition, nearly 98 per cent said they allowed persons not entitled to free borrowing privileges to consult materials in the library without charge. Only two academic libraries in the state indicated that they had established fees for making their services and resources available to people who were not associated with the institutions, and both of these libraries indicated that they make this service on a fee basis available to anyone who is willing to pay. In addition, 75 per cent of the libraries indicated that they had telephones in the library and 92.1 per cent of these said they answered reference questions by phone. Most of the libraries not having phones were in the small two-year colleges whose reference collections are often severely limited as well.

Most academic libraries have been quite generous in making both their materials and services available to the general public. Further, this has been done in almost all cases as a public service with no financial remuneration asked by the library. This service has in most cases, and perhaps with good reason from the academic library's point of view, gone unpromoted and unadvertised and has reached only a few people.

The Reference Collection

The reference collections in the college and university libraries made a considerably better showing on the checklists of selected reference and bibliographical titles than did the public libraries. This is partly a reflection of the larger total

Table 48

Total Bookstock in College and University Libraries in 1966 by Region

Region	Total Bookstock	Academic Libraries Reporting	Mean/Library
1 Sheldon	147,138	6	24,523
2 Mason City	56,684	6	9,447
3 Cedar Falls	911,601	12	75,966
4 Sioux City	110,791	3	36,930
5 Jefferson	3,654	1	3,654
6 Des Moines	919,571	8	114,946
7 Iowa City	1,789,639	11	162,694
8 Shenandoah	6,910	1	6,910
9 Ottumwa	227,533	7	32,504
10 Keokuk	50,111	2	25,055

bookstocks and books added annually (see Tables 48 and 49) and partly the greater emphasis given reference service in most academic libraries.

A majority of the reference titles on the checklists are held by more than half of the libraries and a good number of titles are held by more than 70 per cent of the libraries (see Tables 50 and 51). It is interesting to note that the most frequently held titles from this list in academic libraries are *Encyclopedia Americana* and *Who's Who in America* while the least frequently held title is Hopkins' *The Standard American Encyclopedia of Formulas*. We can see that, as in the public libraries, science and technology receive less attention than the humanities, but this is easy to understand since many Iowa colleges are small liberal arts institutions with limited technological programs and thus have no pressing need for technological materials. Furthermore, since academic libraries serve a much more limited and homogeneous clientele than do public libraries, they can more easily afford to ignore subject areas which do not play a significant role in their curriculums. Table 52 shows that the average number of titles from our checklist held by academic libraries ranges from 32 to 46 with no really significant regional variations.

Bibliographic Tools

The results for academic libraries on the checklist of bibliographic tools was substantially better than the public libraries, but were still in some cases rather low. The current volume of *Books in Print*, for example, was still held by only 90.4 per cent of the libraries and *Subject Guide to Books in Print* by only 82.7 per cent. *Paperbound Books in*

Table 49

Total Books Added to College and University Libraries in 1966 by Region

<i>Region</i>	<i>Books Added</i>	<i>Academic Libraries Reporting</i>	<i>Mean/Library</i>
1 Sheldon	22,282	6	3,713
2 Mason City	7,781	6	1,296
3 Cedar Falls	73,605	12	6,133
4 Sioux City	12,458	3	4,152
5 Jefferson	647	1	647
6 Des Moines	48,184	8	6,023
7 Iowa City	107,892	11	9,808
8 Shenandoah	2,913	1	2,913
9 Ottumwa	20,228	7	2,889
10 Keokuk	3,463	2	1,731

Table 50

Number and Per Cent of College and University Libraries Reporting Ownership of at Least One Copy of Each of 64 Selected Reference Books

(52 academic libraries reporting)

<i>Selected Reference Book</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
1. American Council on Education. American Colleges and Universities. 9th ed., 1964	40	76.9	8
2. American Men of Science. 11th ed., 1965. Supp. 2 — Fall 1966. Supp. 3 — Spring 1967	32	61.5	15
3. Benet, W. R., ed. The Reader's Encyclopedia. 2nd ed., 1965	39	75.0	9
4. Book of the States (current volume)	38	73.1	10
5. Book Review Digest	37	71.2	11

Table 50 (Continued)

<i>Selected Reference</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
6. Booklist and Subscription Books Bulletin	40	76.9	8
7. Brady, G. S. Materials Handbook. 9th ed., 1963	9	17.3	27
8. Cambridge History of English Literature	41	78.8	7
9. Catholic Encyclopedia (1907 or 1967)	32	61.5	15
10. Chamberlin, Mary. Guide to Art Reference Books	20	38.5	23
11. Chambers, Robert. Book of Days	25	48.1	21
12. Clark, R. L. and R. W. Cumley, eds. The Book of Health. 2nd ed., 1962	13	25.0	24
13. Collier's Encyclopedia. 2nd ed., 1965	38	73.1	10
14. Columbia Lippincott Gazetteer of the World. 1952	31	59.6	16
15. Commager, H.S. Documents of American History. 7th ed., 1962	42	80.8	6
16. Current Biography	45	86.5	3
17. Dictionary of American Biography (with Supplements)	44	84.6	4
18. Dictionary of National Biography (with Supplements)	33	63.5	14
19. Dictionary of American History	44	84.6	4
20. Drake's Cyclopedia of Radio and Electronics. 14th ed., 1955	11	21.2	26
21. Encyclopedia Americana (1964 or later)	50	96.2	1
22. Encyclopedia Britannica (1964 or later)	49	94.2	2
23. Encyclopedia of Associations. 4th ed., 1964	34	65.4	13
24. Encyclopedia of the Social Sciences	41	78.8	7
25. Facts on File	29	55.8	17
26. Gardner, Helen. Art Through the Ages. 4th ed., 1959	39	75.0	9
27. Grove's Dictionary of Music and Musicians. 5th ed., 1954	45	86.5	3
28. Guide to Historical Literature. 1961	33	63.5	14
29. Handbook of Chemistry and Physics. 48th ed., 1967	44	84.6	4
30. Harris, C. W. Encyclopedia of Educational Research. 3rd ed., 1960	36	69.2	12
31. Hopkins, A. A. The Standard American Encyclopedia of Formulas. 1953	2	3.8	31
32. Interpreter's Bible. 1951-57	29	55.8	17

Table 50 (Continued)

<i>Selected Reference Book</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
33. Jane's All the World's Aircraft (1966 or later)	9	17.3	27
34. Julian, John. Dictionary of Hymnology. 2nd rev. ed.	28	53.8	18
35. Kane, J. N. Famous First Facts. 3rd ed. 1964	40	76.9	8
36. Kent's Mechanical Engineer's Handbook. 12th ed., 1950	3	5.8	30
37. McSpadden, J. W. Operas and Musical Comedies, 1954	7	13.5	29
38. Menke, F. G. Encyclopedia of Sports. 3rd rev. ed., 1963	38	73.1	10
39. Moody's Manual of Investments (current subscription)	13	25.0	24
40. Municipal Yearbook (current volume)	31	59.6	16
41. New Century Cyclopedia of Names	41	78.8	7
42. Official Congressional Directory (current volume)	38	73.1	10
43. Radio Engineering Handbook. 5th ed., 1959	8	15.4	28
44. Ramsey, C. G. and H. R. Sleeper. Architectural Graphic Standards. 5th ed., 1956	11	21.2	26
45. Rand McNally Commercial Atlas	28	53.8	18
46. Shepherd's Historical Atlas. 9th ed., 1964	40	76.9	8
47. Spiller, R. E. Literary History of the U.S.	39	75.0	9
48. Statesman's Yearbook (current volume)	42	80.8	6
49. Strong, James. Exhaustive Concordance of the Bible	27	51.9	19
50. Times Atlas of the World, 1955-59, 5 vol.	26	50.0	20
51. Thomas' Register of American Manufacturers	24	46.2	22
52. Twentieth Century Authors (with Supplement)	44	84.6	4
53. Ulrich's International Periodicals Directory. 11th ed., 1965	38	73.1	10
54. U.S. Bureau of the Census. Statistical Abstract of the United States	43	82.7	5
55. U.S. Government Organization Manual (current volume)	38	73.1	10
56. U.S. Library of Congress. A Guide to the United States of America	29	55.8	17
57. Universal Jewish Encyclopedia	12	23.1	25
58. Van Nostrand's Scientific Encyclopedia. 3rd ed., 1958	40	76.9	8
59. Webster's Third New International Dictionary	49	94.2	2
60. Who's Who	40	76.9	8

Table 50 (Continued)

Selected Reference Book	Number of Libraries Owning One Copy	% of Libraries Owning One Copy	Rank in Order of Frequency Owned
61. Who's Who in America	50	96.2	1
62. World Book Encyclopedia (1964 or later)	28	53.8	18
63. Wright, G. E. Westminster Historical Atlas to the Bible	34	65.4	13
64. Yearbook of the United Nations (1966 or later)	31	59.6	16
65. English Language in World's Literature, 1921 - date	20	38.5	2
66. Cumulative Book Index, 1921 - date	20	38.5	3
67. Books in Print, current volume	20	38.5	4
68. Subject Guide to Books in Print, current volume	20	38.5	5
69. Paperbound Books in Print, current edition	20	38.5	6
70. Between Catalogs of Current Literature, 1921 - date	21	40.2	7
71. U.S. Superintendent of Documents, Monthly Catalog of U.S. Government Publications, 1921 - date	21	40.2	8
72. British National Bibliography, 1920 - date	21	40.2	9
73. General and Subject Indexes	21	40.2	10
74. Reader's Guide to Periodical Literature, 1900 - date	21	40.2	11
75. U.S. Library of Congress, A Catalog of Books Received by the Library of Congress, 1800 - 1900	21	40.2	12
76. International Index (now titled Social Sciences and Humanities Index), 1900 - date	21	40.2	13
77. New York Times Index, 1913 - date	21	40.2	14
78. American Theological Library Assn. Index to Religious Periodical Literature, 1949 - date	21	40.2	15
79. Art Index, 1929 - date	21	40.2	16
80. The Music Index, 1949 - date	21	40.2	17
81. Applied Science and Technology Index, 1929 - date	21	40.2	18
82. Engineering Index, 1924 - date	21	40.2	19
83. Agricultural Index (now titled Biological & Agricultural Index), 1918 - date	21	40.2	20
84. Public Affairs Information Service Bulletin, 1912 - date	21	40.2	21
85. Business Periodicals Index, 1928 - date	21	40.2	22
86. Education Index, 1929 - date	21	40.2	23
87. Geographic Index, 1928 - date	21	40.2	24

Table 51

Number and Per Cent of College and University Libraries Reporting
Ownership of at Least One Copy of 48 Selected Bibliographical Titles

(52 academic libraries reporting)

<i>Selected Bibliographical Titles</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
NATIONAL AND TRADE BIBLIOGRAPHIES			
1. United States Catalog, 4th ed., 1928	28	53.8	10
2. Cumulative Book Index, 1928 — date	40	76.9	5
3. Books in Print (current volume)	47	90.4	2
4. Subject Guide to Books in Print (current volume)	43	82.7	3
5. Paperbound Books in Print (current subscription)	36	69.2	6
6. Reference Catalog of Current Literature, 1961	11	21.2	24
7. U.S. Superintendent of Documents, Monthly Catalog of U.S. Government Publications, 1895 — date	32	61.5	8
8. British National Bibliography, 1950 — date	4	7.7	30
GENERAL AND SUBJECT INDEXES			
9. Reader's Guide to Periodical Literature, 1900 — date (unabridged)	49	94.2	1
10. Poole's Index to Periodical Literature, 1802 —1902. Vols. 1-6 and Supplements	20	38.5	16
11. International Index (now titled Social Science and Humanities Index), 1907 — date	36	69.2	6
12. New York Times Index, 1913 — date	28	53.8	10
13. American Theological Library Assn. Index to Religious Periodical Literature, 1949 — date	8	15.4	26
14. Art Index, 1929 — date	15	28.8	21
15. The Music Index, 1949 — date	11	21.2	24
16. Applied Science and Technology Index, 1958 — date	16	30.8	20
17. Engineering Index, 1884 — date	2	3.8	31
18. Agricultural Index (now titled Biological & Agricultural Index), 1916 — date	12	23.1	23
19. Public Affairs Information Service Bulletin, 1915 — date	22	42.3	14
20. Business Periodicals Index, 1958 — date	20	38.5	16
21. Education Index, 1929 — date	33	63.5	7
22. Bibliographic Index, 1938 — date	20	38.5	16

Table 51 (Continued)

<i>Selected Bibliographical Titles</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
23. Besterman, T. <i>World Bibliography of Bibliographies</i> , 4th ed., 1965	15	28.8	21
SUBJECT BIBLIOGRAPHIES			
24. <i>Cambridge Bibliography of English Literature</i>	31	59.6	9
25. Blanck, J. <i>Bibliography of American Literature, 1955 -</i>	26	50.0	11
26. English Association. <i>The Year's Work in English Studies</i> , 1921 - date	20	38.5	16
27. U.S. Copyright Office. <i>Motion Pictures</i> . 4 vols. 1951 - 1960	5	9.6	29
28. Granger's Index to Poetry, 5th ed., 1962	42	80.8	4
29. Hawkins, R. R. <i>Scientific, Medical and Technical Books</i> , 1958	12	23.1	23
30. <i>Writings on American History, 1902 - date</i>	19	36.5	17
31. <i>International Bibliography of Political Science, 1953 - date</i>	12	23.1	23
32. <i>International Bibliography of Sociology, 1951 - date</i>	12	23.1	23
33. <i>Handbook of Latin American Studies, 1935 - date</i>	16	30.8	20
UNION LISTS AND CATALOGS OF LIBRARIES			
34. U.S. Library of Congress. <i>A Catalog of Books Represented by Library of Congress Printed Cards Issued to July 31, 1942, (167 vols.)</i>	21	40.4	15
35. _____ . <i>Supplement, 1941-1947 (42 vols.)</i>	19	36.5	17
36. _____ . <i>The Library of Congress Author Catalog, 1948-1952 (24 Vols.)</i>	21	40.4	15
37. _____ . <i>The National Union Catalog, a cumulative Author list, 1953-1957 (28 Vols.)</i>	24	46.2	13
38. _____ . <i>The National Union Catalog, 1952 - 1955 Imprints (30 vols.)</i>	13	25.0	22
39. _____ . <i>The Library of Congress Catalog - Books: Subjects 1950 - 1954 (20 vols.)</i>	11	21.2	24
40. _____ . <i>The Library of Congress Catalog - Books: Subjects 1955 - 1959 (22 vols.)</i>	12	23.1	23
41. British Museum. <i>General Catalog of Printed Books, 1931 - 1954, 1959 -</i>	9	17.3	25
42. _____ . <i>Catalog of Printed Books 1881 - 1900, and Supplements, 1900 - 1905</i>	6	11.5	28
43. Paris. <i>Bibliothèque Nationale. Catalogue General des Livres Imprimés, 1900 -</i>	2	3.8	31

Table 51 (Continued)

<i>Selected Bibliographical Titles</i>	<i>Number of Libraries Owning One Copy</i>	<i>% of Libraries Owning One Copy</i>	<i>Rank in Order of Frequency Owned</i>
44. Metropolitan Museum of Art. Library Catalog, 1960	2	3.8	31
45. Union List of Serials in Libraries of the United States and Canada, 3rd ed., 1965	25	48.1	12
46. New Serial Titles: 1950 — 1960, 2 vols., 1961	17	32.7	19
47. American Newspapers, 1821 — 1936: A Union List, 1937	7	13.5	27
48. U.S. National Historical Publications Committee. A Guide to Archives and Manuscripts in the U.S., 1961	18	34.6	18

Table 52

College and University Libraries Reporting Ownership of 64 Selected Reference Titles, by Region

<i>Region</i>	<i>Total Titles Held</i>	<i>Academic Libraries Reporting</i>	<i>Mean/Library</i>
1 Sheldon	267	6	44
2 Mason City	173	5	34
3 Cedar Falls	397	10	39
4 Sioux City	93	2	46
5 Jefferson	30	1	30
6 Des Moines	312	8	39
7 Iowa City	394	9	43
8 Shenandoah	36	1	36
9 Ottumwa	259	8	32
10 Keokuk	112	3	37

Print was owned by only 69.2 per cent. These three tools are so basic that it is difficult to conceive of any academic library getting along without them. In addition, it is difficult to imagine an academic library without at least the unabridged *Reader's Guide to Periodical Literature*, even if they owned no other periodical indexes, but some apparently

do. Thus, while academic libraries are stronger bibliographically than most public libraries, there are still many weak spots. Table 53 indicates that the average number of bibliographic titles from our checklist held by academic libraries ranges from 5 to 26. These marked differences from region to region can be accounted for by the size of the institutions located in them. Regions 3, 6, and 7 which contain the three state universities, for example, also report the largest average number of titles held. Also, the averages here and in Table 52, which seem quite low, would be considerably higher if we had not included the two-year colleges, many of which have extremely limited library resources.

Table 53

College and University Libraries Reporting Ownership of 48 Selected Bibliographical Titles, by Region

Region	Total Titles Held	Academic Libraries Reporting	Mean/Library
1 Sheldon	76	6	12
2 Mason City	53	5	10
3 Cedar Falls	219	10	21
4 Sioux City	37	2	18
5 Jefferson	5	1	5
6 Des Moines	169	8	21
7 Iowa City	239	9	26
8 Shenandoah	7	1	7
9 Ottumwa	88	7	12
10 Keokuk	39	3	13

Periodicals

Periodical literature plays an even larger role in the reference collection of an academic library than it does in a public library. Academic libraries, quite naturally, are considerably richer in periodical resources than are public libraries. Table 54 shows that the average number of periodicals subscribed to on a regular basis ranges from 178 to 709. Here, as with bibliographic tools, we can see a marked difference in the size of collections between the larger and smaller institutions. While some of the larger colleges and universities have impressive periodical collections, many of the small colleges and most of the two-year colleges are severely deficient in this area.

Academic libraries generally keep more extensive back files of periodicals than do public libraries. While the majority of the libraries in our survey indicated that they kept only selected titles more than 10 years, visits to various libraries indicate that college and university libraries keep more titles than do public libraries and have longer runs of the titles kept. These relatively rich collections should be kept in mind by public librarians who could request photocopies of

Table 54

Total Periodical Titles Received by College and University Libraries, by Region

Region	Titles Received	Academic Libraries Reporting	Mean/Library
1 Sheldon	2,169	6	361
2 Mason City	890	5	178
3 Cedar Falls	5,033	10	503
4 Sioux City	1,173	2	586
5 Jefferson	0	0	0
6 Des Moines	3,863	8	482
7 Iowa City	6,381	9	709
8 Shenandoah	200	1	200
9 Ottumwa	2,134	7	304
10 Keokuk	769	4	192

periodical materials needed by their own customers and not held in their local collection. We would emphasize the use of photocopy equipment here because the great majority of the academic libraries indicated that they will not send out either single copies or bound volumes of periodicals on interlibrary loan.

Interlibrary Loan

In addition to serving many noncollege or university people locally, academic libraries have also been serving citizens of the state not directly connected with their institutions through interlibrary loan of materials to public libraries. The three state universities were frequently listed as a second or third choice by public libraries seeking material on interlibrary loan. In cases where the public library was close to the academic library, they were sometimes listed as the first choice.

Most large academic libraries do considerably more loaning than borrowing, and most of the borrowing is done from other academic or research libraries while the loaning is done both to other academic and research libraries and public libraries as well. Public libraries which borrow from academic libraries often complain that the service is very slow and sometimes far less than satisfactory, all of which points to the basic problem in the relationship between public and academic libraries.

Academic libraries naturally feel that their first job is to serve the academic community, and they gear their entire operation to this end. Public library requests for materials and services are thus put aside until the local needs are met.

Academic libraries continue to serve public libraries — some grudgingly, some gladly — as a public service and not because the academic library has anything to gain or any direct responsibility to do so. The public library is placed in the position of a poor relation who has no ground for complaint when service is slow or unsatisfactory. The academic library, in turn, does not feel it necessary to consider the possible needs of the public libraries when planning their collections and programs. Thus the two types of institutions continue to exist side by side with very little communication and next to no coordination of their programs.

Academic Library Resources Essential to the Interlibrary Loan Needs of Iowa

Academic libraries, and especially the resources of the state-supported institutions, are essential to the interlibrary loan needs of Iowa. If the cooperative areas are strengthened and quick communications established, then perhaps the public libraries themselves can meet the major interlibrary loan needs. However, there will always be a small percentage of titles which must be borrowed from the universities. In this area there is need for continued communication and understanding of common problems. An increased awareness on both sides of what the two types of libraries are doing cannot help but lead to a better and more useful relationship between them.

Loan Restrictions Need Revision

In addition to the above mentioned difficulties, interlibrary loan from academic libraries suffers from the same restrictions as it does in public libraries. Often the very materials which the requesting library needs are the ones which the potential lender has a policy against lending. For example, 92.9 per cent of the academic libraries indicated they will not loan reference books. Single issues of periodicals are not loaned by 69 per cent of the academic libraries and bound volumes of periodicals by 73.8 per cent.

Conclusion

Academic libraries are presently playing a limited but important role in meeting the reference and information needs of the citizens of the state. At present there is a movement toward more cooperation among academic libraries (see Table 55) to meet the needs of their respective students and faculties, but little or nothing is being done to increase cooperation with the public libraries except in isolated cases where an academic and public library located in the same community have established a particularly felicitous relationship. In those instances where cooperation does exist it is on a very informal basis with no contractual or financial obligations to establish clear lines of mutual responsibility.

Table 55

Cooperative Service Among Academic Libraries (libraries reporting working agreements or formal cooperative arrangements with other libraries for the following services)

(51 academic libraries reporting)

<i>Cooperative Services</i>	<i>No. of Libraries</i>	<i>% of Libraries</i>
Reciprocal borrowing privileges for patrons	15	29.4
Storage of little used materials	3	5.9
Centralized processing of materials	1	1.9
Photocopy service	11	21.6
Referral of unanswered reference questions	5	9.8
Maintain union catalogs or union lists	15	29.4
Discards and duplicates made available to other libraries	22	43.1
Teletype service for locating books and answering questions	2	0.5

Academic libraries could play a much more active role in serving the public than they are now doing. They, even more than the public libraries, neglect to advertise their services. More than 50 per cent report that they do not advertise at all, and most of the rest of them do so only on a limited basis. At the same time only a third of the academic libraries feel that the people in their communities know what reference services are available to them.

While realizing that their major responsibility is to their own students and faculties, academic libraries can perform a public service by making their services more generally available to the public through active cooperation with public libraries, and by making this service more generally known through regular publicity. The back-stopping role presently played by the academic libraries, particularly in the three state universities, could be intensified. Without formal arrangements, academic libraries will continue to play a valuable but still limited and unsatisfactory role in helping public libraries meet the information needs of the citizens of the state.

In addition to the above mentioned difficulties, interlibrary loan from academic libraries suffers from the same restrictions as it does in public libraries. Often the very materials which the requesting library needs are the ones which the potential lender has a policy against lending. For example, 92.9 per cent of the academic libraries indicated they will not loan reference books. Single issues of periodicals are not loaned by 89 per cent of the academic libraries and bound volumes of periodicals by 73.8 per cent.

Loan Restrictions Need Revision

Conclusion

Academic libraries are presently playing a limited but important role in meeting the reference and information needs of the citizens of the state. At present there is a movement toward more cooperation among academic libraries (see Table 88) to meet the needs of their respective students and faculties, but little or nothing is being done to increase cooperation with the public libraries except in isolated cases where an academic and public library located in the same community have established a particularly friendly relationship. In those instances where cooperation does exist it is on a very informal basis with no contractual or financial obligation to establish clear lines of mutual responsibility. Most libraries are hesitant to establish a similar plan or to adopt rights

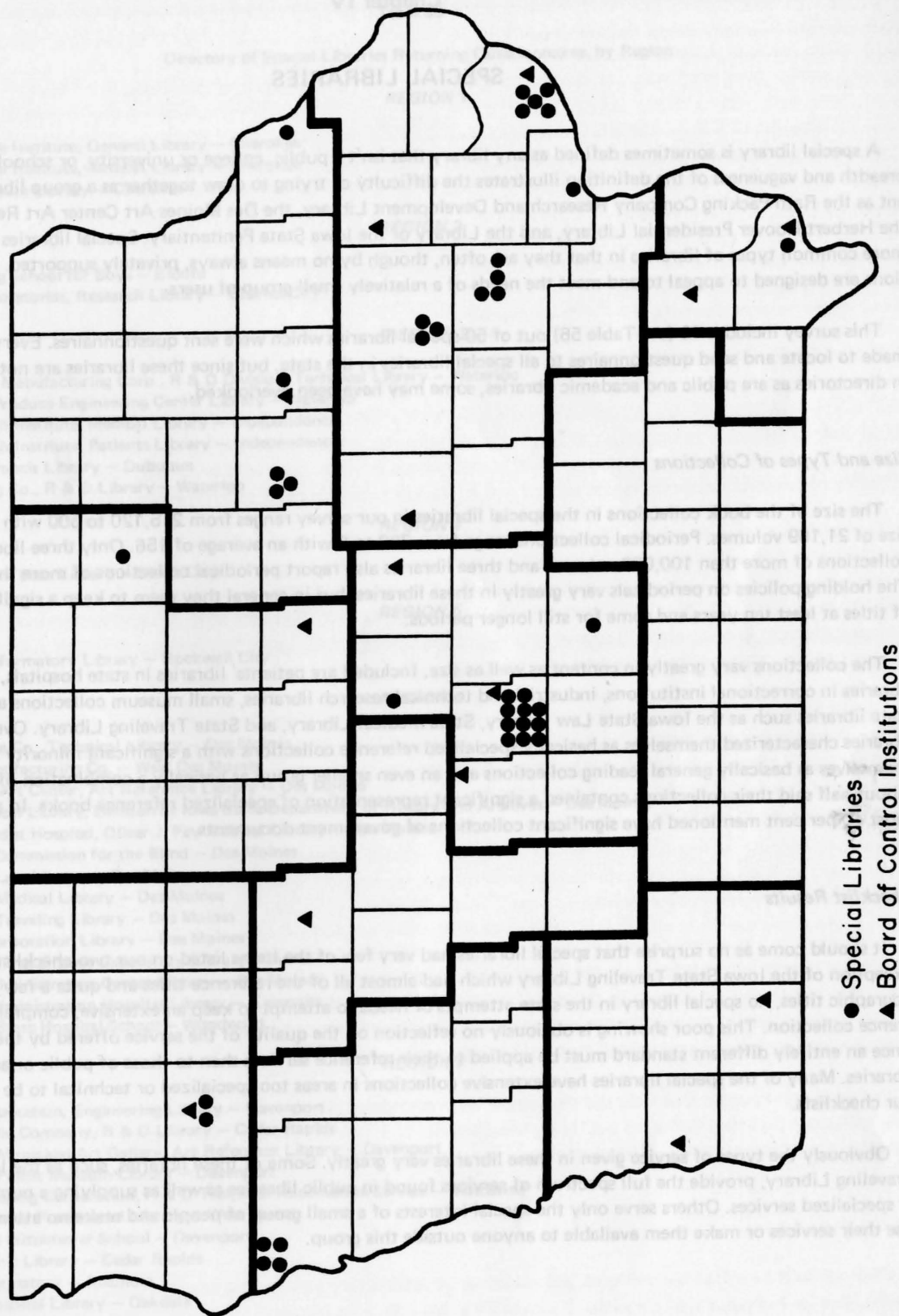
Interlibrary Loan

Table 88

Cooperative Service Among Academic Libraries Reporting Working Agreements or Formal Cooperative Arrangements with Other Libraries for Interlibrary Loan	
Library	No. of Libraries
1. Formal cooperative agreement with public library	18
2. Formal cooperative agreement with other academic library	11
3. Informal cooperative agreement with public library	23
4. Informal cooperative agreement with other academic library	3
5. No cooperative agreement with any library	20
6. No response	2
Total	77

MAP 4 LOCATIONS OF SPECIAL LIBRARIES

MAP 4
LOCATIONS OF SPECIAL LIBRARIES



Chapter IV

SPECIAL LIBRARIES

A special library is sometimes defined as any library that isn't a public, college or university, or school library. The breadth and vagueness of the definition illustrates the difficulty of trying to draw together as a group libraries as different as the Rath Packing Company Research and Development Library, the Des Moines Art Center Art Reference Library, the Herbert Hoover Presidential Library, and the Library of the Iowa State Penitentiary. Special libraries differ from the more common types of libraries in that they are often, though by no means always, privately supported. Their collections are designed to appeal to and meet the needs of a relatively small group of users.

This survey includes 42 (see Table 56) out of 50 special libraries which were sent questionnaires. Every effort was made to locate and send questionnaires to all special libraries in the state, but since these libraries are not as well listed in directories as are public and academic libraries, some may have been overlooked.

Size and Types of Collections

The size of the book collections in the special libraries in our survey ranges from 215,120 to 500 with an average size of 21,169 volumes. Periodical collections range from 799 to 0 with an average of 156. Only three libraries report collections of more than 100,000 volumes and three libraries also report periodical collections of more than 500 titles. The holding policies on periodicals vary greatly in these libraries, but in general they seem to keep a significant number of titles at least ten years and some for still longer periods.

The collections vary greatly in content as well as size. Included are patients' libraries in state hospitals, inmates' libraries in correctional institutions, industrial and technical research libraries, small museum collections and large state libraries such as the Iowa State Law Library, State Medical Library, and State Traveling Library. Over half of the libraries characterized themselves as basically specialized reference collections with a significant minority describing themselves as basically general reading collections and an even smaller group as basically a combination of the two. About half said their collections contained a significant representation of specialized reference books. In addition, almost 40 per cent mentioned have significant collections of government documents.

Checklist Results

It should come as no surprise that special libraries had very few of the items listed on our two checklists. With the exception of the Iowa State Traveling Library which had almost all of the reference titles and quite a few of the bibliographic titles, no special library in the state attempts or needs to attempt to keep an extensive, comprehensive reference collection. This poor showing is obviously no reflection on the quality of the service offered by these libraries since an entirely different standard must be applied to their reference services than to those of public or academic libraries. Many of the special libraries have extensive collections in areas too specialized or technical to be covered on our checklists.

Obviously the types of service given in these libraries vary greatly. Some of these libraries, such as the Iowa State Traveling Library, provide the full spectrum of services found in public libraries as well as supplying a number of highly specialized services. Others serve only the special interests of a small group of people and make no attempt to advertise their services or make them available to anyone outside this group.

Table 56

Directory of Special Libraries Returning Questionnaires, by Region

REGION 1

Mental Health Institute, General Library — Cherokee
Mental Health Institute, Medical Library — Cherokee
Sanford Museum Library — Cherokee

REGION 2

Iowa Training School for Boys — Eldora
Salsbury Laboratories, Research Library — Charles City

REGION 3

Chamberlain Manufacturing Corp., R & D Division, Technical Library — Waterloo
John Deere Produce Engineering Center Library — Waterloo
Mental Health Institute, Medical Library — Independence
Mental Health Institute, Patients Library — Independence
Mount St. Francis Library — Dubuque
Rath Packing Co., R & D Library — Waterloo

REGION 4

Sioux City Air Base Library — Sioux City

REGION 5

Women's Reformatory Library — Rockwell City

REGION 6

Banker's Life Co., Technical Library — Des Moines
Delavan Manufacturing Co. — West Des Moines
Des Moines Art Center, Art Reference Library — Des Moines
Iowa Historical Library, Division of Iowa State Department of History and Archives — Des Moines
Iowa Methodist Hospital, Oliver J. Fay Medical Library — Des Moines
Iowa State Commission for the Blind — Des Moines
Iowa State Law Library — Des Moines
Iowa State Medical Library — Des Moines
Iowa State Traveling Library — Des Moines
Meredith Corporation Library — Des Moines
National Animal Disease Laboratory Library — Ames
Veterans Administration Center Library — Des Moines
Veterans Administration Hospital Library — Knoxville
Woodward State Hospital-School — Woodward

REGION 7

Bendix Corporation, Engineering Library — Davenport
Collins Radio Company, R & D Library — Cedar Rapids
Davenport Municipal Art Gallery, Art Reference Library — Davenport
Davenport Public Museum Library — Davenport
Grain Processing Corporation, R & D Technical Information Service — Muscatine
Herbert Hoover Presidential Library — West Branch
Iowa Annie Wittmeyer School — Davenport
Iowa Masonic Library — Cedar Rapids
Men's Reformatory — Anamosa
Oakdale Hospital Library — Oakdale
State Juvenile Home Library — Toledo
V.A. Hospital Medical Library — Iowa City
V.A. Hospital Patients Library — Iowa City

REGION 8

Glenwood State Hospital — School Medical Library
Mental Health Institute — Clarinda

REGION 9

None

REGION 10

Iowa State Penitentiary — Fort Madison
Mental Health Institute, General Library — Mount Pleasant
Mental Health Institute, Professional Library — Mount Pleasant
W. A. Scheaffer Pen Co., Technical Library — Fort Madison

Who May Use Special Libraries?

The services offered by special libraries are for the most part so unusual or technical as to be beyond the use of the general public. Nevertheless, there are occasions when someone not connected with the institution does need the kind of information and service that only they can provide. The majority of the special libraries, however, indicated that they gave free borrowing privileges to company employees or organization members only. A significant minority said that they gave them to individuals with special references, but only a handful said they make this service available to all residents of their community or to anyone who asks.

Special libraries were more generous with their reference services. While the emphasis is on meeting the needs of company employees or organization members, 71 per cent of these libraries said they allow the public to consult materials in the library without charge and that they welcomed reference questions from the public either in person or by phone. No special library had an established fee for making its facilities and staff available to people not ordinarily entitled to use them.

Contact With Other Libraries

In response to a question concerning their policy on unanswered requests for information when no further material is available in their own libraries, special libraries were nearly evenly divided in their reply. About half of the libraries stated that they make an attempt to obtain the answer from other libraries or sources and the other half said they suggest the resources of another library to their customers. One library said that it made no attempt to follow-up and obtain an answer while four said they had no standard policy.

The majority reported that they use the telephone occasionally to get outside help in solving reference problems. They indicated that they called on public libraries, college or university libraries, other special libraries, local agencies and offices, and local individuals with an almost equal degree of frequency.

Interlibrary Loan

When asked if they had borrowed or lent materials on interlibrary loan during the past year, 64 per cent of the special libraries indicated that they had. Considerably more libraries reported having borrowed than having loaned, and in each case there was a great deal of difference in the volume of interlibrary loan business from library to library.

One library reported borrowing more than 2,000 items, and a number of libraries reported fewer than 10. The same range was found in the items loaned.

As with the public and academic libraries, the majority of the special libraries indicated that there were some materials that they would not lend on interlibrary loan — chiefly reference books. It is interesting that only a handful said they would not lend periodicals while these items are very frequently nonloanable in public and academic libraries. Special libraries reported having requested the full spectrum of library materials on interlibrary loan, but the emphasis was on periodicals (both single issues and bound volumes), technical books, and professional books.

When asked from which type of libraries they most frequently requested items on interlibrary loan, the largest number of special libraries ranked other special libraries first, with college and university libraries running a close second. Only one special library rated public libraries first and most of them did not mention public libraries at all.

Photocopy Equipment

Only about half of the special libraries reported having their own photocopy equipment in the library or institution; however, only a few indicated that they made no arrangements for supplying photocopies of materials to their customers. When photocopies of materials owned by other libraries are needed by their customers, about 65 per cent of the special libraries request the photocopies directly from the other library. A few borrow the material and make copies themselves and a few make no arrangements at all.

Cooperation With Other Libraries

There is less *formal* cooperation among special libraries or between special libraries and other types of libraries than was true of either public or academic libraries. With the exception of a few who have formal arrangements with other special libraries of the same type (e.g., V.A. Hospital Libraries or company libraries with plants in different parts of the state or country), they tend to be fairly independent. One notable exception to this tendency is the move made by the State Department of Social Services to get the libraries of the institutions under its jurisdiction (state hospitals, schools, penal institutions) into the Traveling Library Area Cooperatives. The conditions in these institution libraries vary greatly, but all of them can benefit considerably from cooperative membership. Their membership is a good step toward improving service to residents of Iowa's state institutions. Special library collections are for the most part too technical or esoteric for the general public, and they are widely dispersed geographically. This is not to say, however, that their resources should be ignored since they can be invaluable in some cases. As with academic libraries, public libraries should make a greater effort to establish communication with the special libraries. They should keep them informed about their own activities and programs while at the same time making themselves more familiar with the rich resources special libraries hold.

Chapter V

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

Libraries a Vital Necessity

Competent reference and information service is a vital ingredient for modern living. To know is not a luxury, it is a necessity. The state spends thousands of dollars to teach the citizen to read, and he needs a source for his reading and information needs. It is the hope of democracy that the individual citizen will be informed about the society of which he is a part. Not only should the citizens be informed, but it is hoped he will be active in letting others know his opinion, in exercising his right to speak out himself on the social and economic issues of the day. To exercise his citizen rights and his need to know, he needs a source for information and that source is the library — most often the local public library, but also specialized library resources of schools, academic institutions, and private corporations and business libraries.

The Changing Iowa Scene

This report has documented three important population changes in Iowa. One is the increase in the size of farms with a consequent reduction in rural population. Second is the dwindling of many small towns, a result of the increase in farm size and the increased mobility of the farm population. Third is the increase in urban population, due to the growth of larger cities and the changeover from a rural-dominated state to an increased urbanization. Thus, once thriving small towns are shrinking and withering away, others are fighting for their existence, and a group of larger cities is experiencing rapid growth.

The Changing Information Scene

The last two decades have seen an enormous increase in the amount of published material. An increasing amount of nonprint (audiovisual) materials is being produced. These vast increases of materials have had their predictable effect on the work of librarians. The cost of effective reference and information service has skyrocketed and the need for co-operation has become imperative.

The Role of the Public Library as an Information Center

One of the livability factors of a community is its local public library. This institution should serve as an information center for all citizens — the student, housewife, businessman, professional person, workers — and should provide consumer and citizen participation and on the job information. The public library should have a representative collection of printed and nonprint materials. In most communities the municipal tax dollar is having a difficult time, competed for by many agencies and subject to the limits of the tax burden which can be carried by real estate. Most cities have now reached their maximum millage rates and in the meanwhile community needs increase, including the needs of the public library. This report would like to stress three things. One, the local public library must continue to upgrade its collection, its personnel, and its service program in the area of reference and information service. Secondly, the benefits of co-operation must be stressed and exploited. Third, the public library must receive better economic support. This may be achieved through a solution to the overall financial problems of cities, or through an adequate program of state aid, or through a combination of both. Within present tax limitation there are governmental units which right now could and should provide better support for the public library.

Upgrading Existing Facilities and Services

Of the 462 public libraries in the state of Iowa, at least 217 or roughly 51 per cent have an income of less than \$7,000 a year.* These libraries play an important role and their existence must continue; however, it is obvious that specialized professional staffing and large and varied collections of materials cannot be expected in these situations. Yet present collections, personnel, and services can be upgraded. Vital and necessary bibliographic tools which are especially needed for interlibrary loan purposes must be on hand. Personnel, through a vigorous inservice training program, must know the resources of their own collections and the regional cooperative area resources as well as the statewide resources. In addition the staff of the smaller libraries must be competent to exploit as much as possible local resources and materials. The staff of these libraries must consider their institution not in its parochial aspects, but as part of a network of library services and materials with ultimate access to the great specialized collections of the state universities and the national libraries in Washington.

A Network of Regional Cooperatives

A major recommendation of this report is that the present system of regional cooperatives be retained, and that they form the basis for a regional cooperative network of reference and information centers, with effective communication linking even the smallest Iowa community with nearby larger collections, specialized services, and professionally trained personnel. Libraries would have access to the regional cooperative headquarters and each regional headquarters would in turn have access to statewide and even national resources of materials and services.

Recommended Changes in Present Cooperative Pattern

The State Traveling Library should reevaluate the present boundaries of the regional cooperatives. In order to be effective, these cooperatives must: 1) serve a sufficient population; and 2) have an adequate headquarters library in terms of size, budget, and professional staff. Four cooperatives — War Eagle Cooperative, Southwest Area Interlibrary System, Raccoon Area Library Cooperative Service Program, and Keosippi Library Development — seem inadequate in one or both of these areas.

The Role of the Regional Cooperative in Reference and Information Service

In the past decade the cooperative system has through its inservice training program and its incentive grants of money for reference materials upgraded reference service in both small and large towns. Various public libraries have been designated as centers for strength in special subject areas and through State Traveling Library grants have been able to increase their holdings. This report commends these activities and suggests that the cooperatives continue in this role and, indeed, step up the training activity and the upgrading of reference collections and services in the cooperative area.

Library personnel must know what the regional and statewide resources are. It is suggested that personnel of member libraries spend a day working at the headquarters library in order to familiarize themselves with headquarters resources and personnel.

A Statewide Service Center for Reference and Information Service Resources

A major recommendation of this report is that some specialized services be made available on a statewide basis. A list of such services would include:

**Iowa Library Quarterly*, "Statistics of Iowa Public Libraries for the Year January 1, 1967 to December 31, 1967." Vol. 20, No. 12, April, 1968.

1. The selection, processing, and distribution of government publications. United States, United Nations, Iowa, and local government.
2. The selection, processing, and distribution of pamphlet and ephemeral material.
3. The production of publicity materials relating to reference and information service which would be available in quantity to local libraries.
4. The production of reference materials on a statewide basis for use in local libraries.

Provision of Other Pamphlet and Ephemeral Materials

Much worthwhile reference material is published in pamphlet form. The selection, ordering, and processing of this material is a time-consuming task. It is recommended that this be done on a statewide basis and that at least once a month the public libraries in Iowa receive a package of pamphlet materials ready for use and circulation. Along with the pamphlets would come appropriate publicity materials. The sale of appropriate government and general pamphlets in the local libraries should be encouraged.

Provision of Publicity and Reference use Promotion Materials

Many citizens do not know the resources or services of their local public library. It is a common misconception that because these services are free, people know about them and it is not worth any additional use of taxpayers' money to acquaint the citizen with these free services. Valuable tax dollars are spent for the library materials and services and increased use of these is one way of reducing the unit cost of service.

Most public libraries do not have sufficiently large staff to provide specialized personnel who are knowledgeable in the advertising and promotion field. The Statewide Reference Service Center would produce flyers, posters, booklists, radio spot announcements, and TV shorts for use by local libraries in publishing reference and information service.

Production of Reference Materials

The Iowa Reference Information Center would produce reference materials. Biographical material on state officials, bibliographies, lists, answers to often asked questions of a current nature, actual photocopies of important articles, etc., would be produced and made available to local libraries. One term which might be used in this connection is "ANTICIPATORY REFERENCE SERVICE." The Iowa Reference Center would anticipate the need for certain materials, for certain bibliographies, and would prepare these and make them available on a statewide basis. This would not be a one-way street, for it is expected that the public libraries throughout the state as they became accustomed to this service would send in requests for bibliographies, fact sheets, and information on current questions. The librarian in charge of this activity at the Iowa Reference Center might well produce a monthly publication which would discuss various problems of reference and information service in the state of Iowa.

OTHER RECOMMENDATIONS

Interlibrary Loan

A persistent campaign must be carried on by state and cooperative personnel to encourage more use of interlibrary loan. The opportunities of this service should be publicized throughout the state. Efforts should be made to speed up the service. Teletype networks as well as increased use of phone service are possibilities. Daily messenger service, making use of commuters between various libraries, should be investigated. When necessary, present interlibrary loan regulations

should be changed to provide better and speedier service.

The interlibrary loan network should be supported by state funds and libraries which loan material should be adequately reimbursed.

Inasmuch as the three state university libraries in Iowa have the largest and most comprehensive collection of materials, there is a great need for including these resources in the pattern of interlibrary loan services for Iowa. While these collections are primarily for the use and benefit of the academic community they serve, their resources should be available when needed on a statewide basis.

Periodical Pools

The increased production of periodicals, the passage of time, and consequent increase in periodical runs poses an acquisition and storage problem for every library. It is recommended that the regional cooperative centers have common periodical pools. Shared acquisition agreements, union lists of holdings, photographic reproduction, central periodical banks all must be exploited by the public libraries of the state in order to cope with the problem of access to periodical information.

Effective Cooperation Requires Information

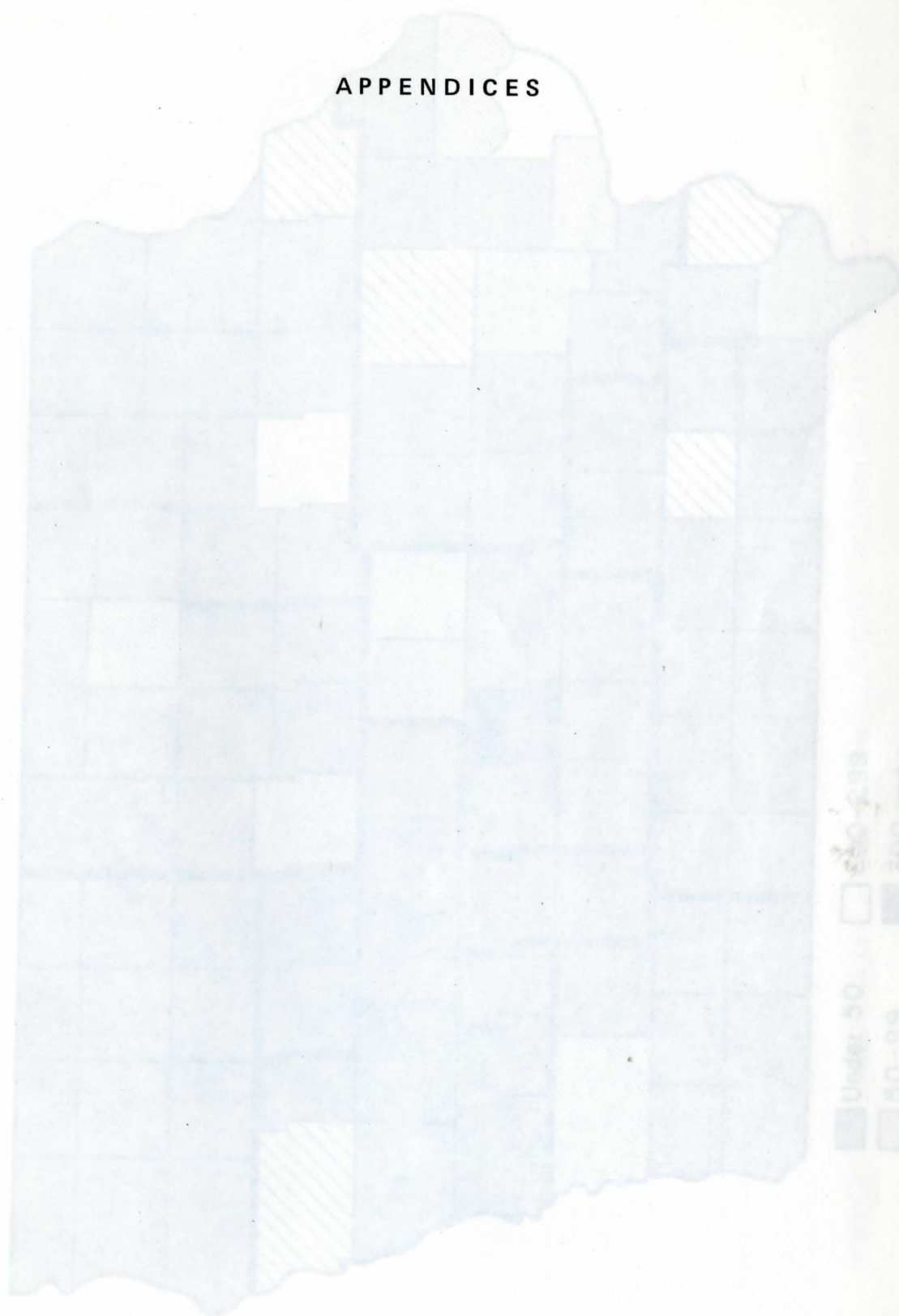
This report has stressed the changing character of the Iowa scene and the information scene. Both of these factors have led to a renewed, urgent emphasis on cooperation in Iowa library service.

At the risk of repetition, the importance of communication and understanding to the cooperative idea of library service is again stated. In very simple language, the small unit must understand the large unit and the large unit must understand the small unit. There must be mutual understanding of the problems of financing; of personnel selection and training; of selecting and processing materials; of public relations and community involvement including the work of library boards and public officials; of physical facilities; of customer needs and demands. Only on the basis of concretely determined reference needs and through a well-planned, continuous inservice program taught by those who know the local communities, by those who can communicate among all involved, will adequate library service be extended to all residents of Iowa.

POPULATION DENSITY PER SQUARE MILE IN IOWA COUNTIES, 1960

APPENDICES

POPULATION DENSITY PER SQUARE MILE IN IOWA COUNTIES, 1960



The interlibrary loan network should be supported by state funds and libraries which loan materials should be able to provide better and quicker service.

The interlibrary loan network should be supported by state funds and libraries which loan materials should be able to provide better and quicker service.

There is a great need for including these resources in the pattern of interlibrary loan service for lower income communities. It is suggested that the regional cooperative centers have common information for the use and benefit of the academic community they serve. Their resources should be available when needed on a statewide basis.

Periodical Pools

The increased production of periodicals, the growth of new, and consequent increase in periodical titles have created a serious problem for every library. It is recommended that the regional cooperative centers have common periodical pools. Shared collection agreements, union lists of holdings, photographic reproduction, serials cataloging, and other methods must be explored by the public libraries of the state in order to cope with the problem of access to periodical information.

Effective Cooperation Requires Information

Information is a key factor in the development of a library system. It is essential that all libraries have access to the same information.

The report has stressed the changing character of the lower income and the information scene. Both of these factors have led to a renewed, urgent emphasis on cooperation in lower library service.

At the risk of repetition, the importance of communication and understanding in the cooperative use of library service is again stated. In very simple language, the small unit must understand the large unit and the large unit must understand the small unit. There must be mutual understanding of the problems of financing of extended selection and training of selecting and processing materials of public relations and community involvement including the work of library boards and public officials of physical facilities of customer needs and demands. Only on the basis of greatly determined reference needs and through a well-planned, continuous service program taught by those who know the local community, by those who can communicate among all involved, will adequate library service be extended to all residents of lower income communities.

The lower income communities information center would be a central point for the collection, storage, and distribution of information. It would be a place where information is collected, stored, and distributed. It would be a place where information is collected, stored, and distributed.

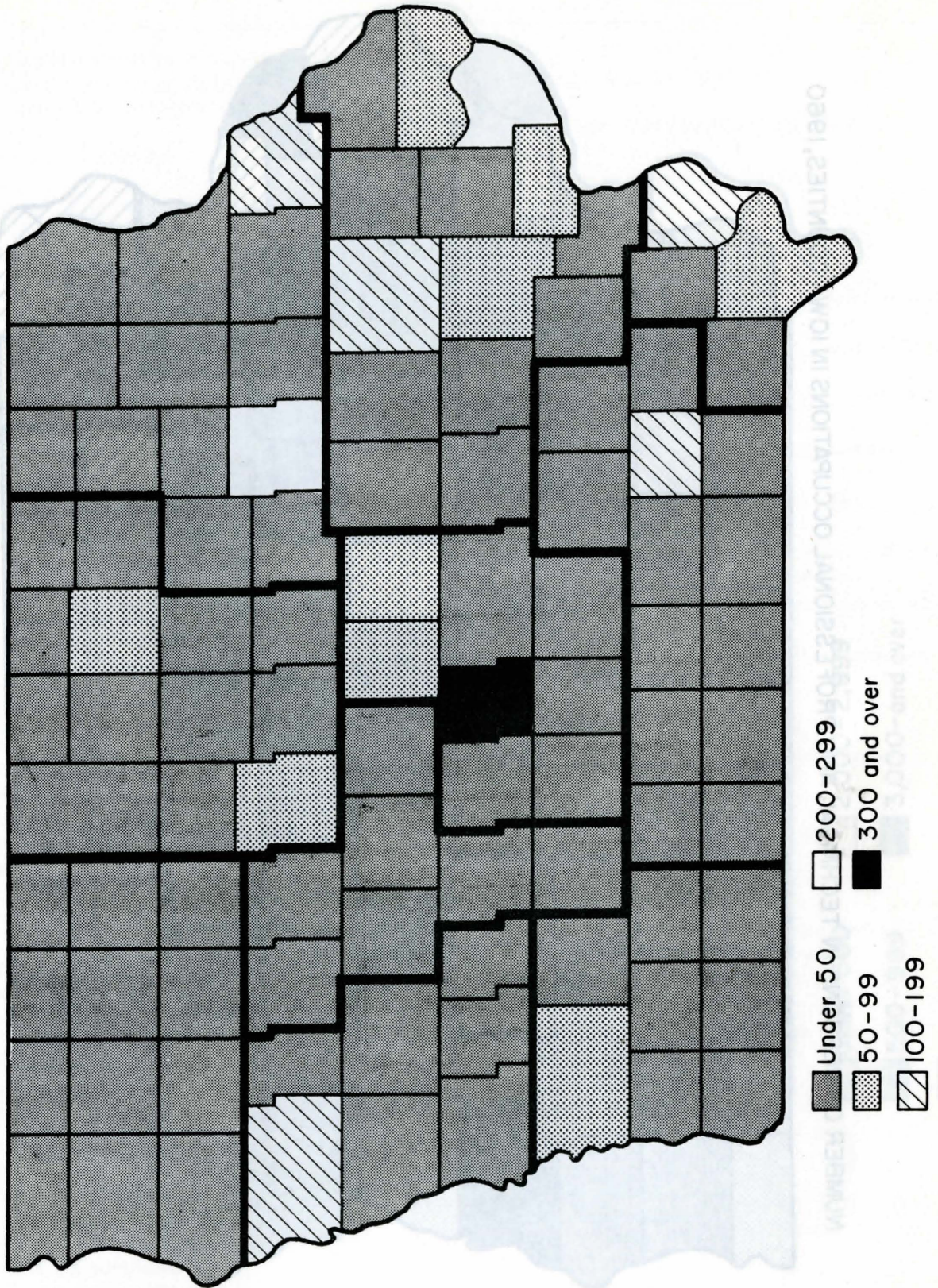
OTHER RECOMMENDATIONS

It is recommended that the following actions be taken:

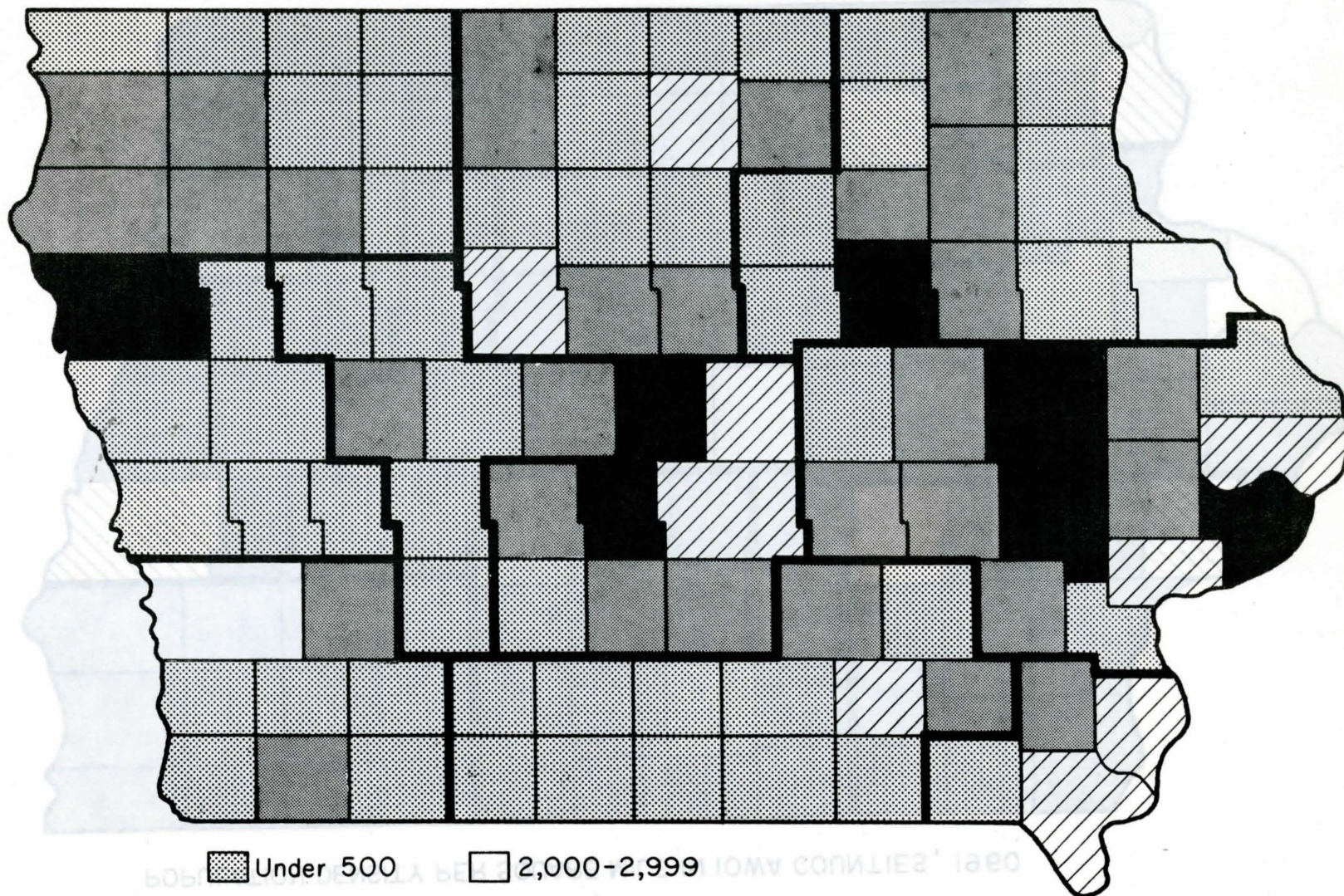
A provision should be made to encourage the use of interlibrary loan. The opportunity should be made to encourage the use of interlibrary loan. The opportunity should be made to encourage the use of interlibrary loan.

POPULATION DENSITY PER SQUARE MILE IN IOWA COUNTIES, 1960

POPULATION DENSITY PER SQUARE MILE IN IOWA COUNTIES, 1960

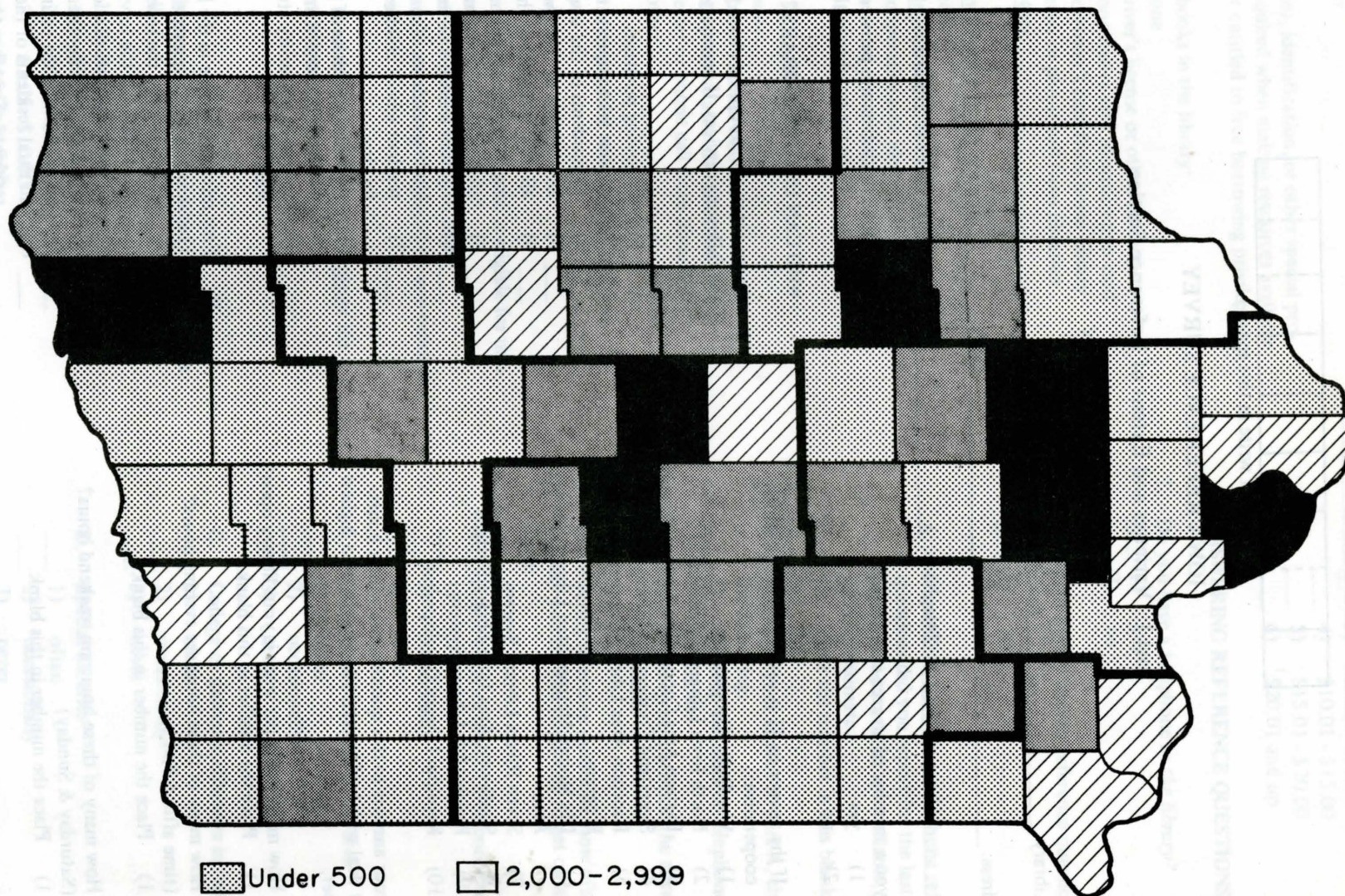


NUMBER OF PERSONS IN TECHNICAL AND PROFESSIONAL OCCUPATIONS IN IOWA COUNTIES, 1960



- | | |
|-------------|----------------|
| Under 500 | 2,000-2,999 |
| 500-999 | 3,000 and over |
| 1,000-1,999 | |

NUMBER OF COLLEGE GRADUATES IN IOWA COUNTIES, 1960



Under 500	2,000-2,999
500-999	3,000-and over
1,000-1,999	

NUMBER OF COLLEGE GRADUATES IN IOWA COUNTIES, 1960

DATE: _____

--	--	--	--	--	--	--	--

(Do not write in this space.)

IOWA REFERENCE SURVEY

Part I: Varieties and Extent of Reference Service

IDENTIFICATION

Name of Library: _____

Street Address: _____ City: _____

Zip Code: _____ Telephone: _____ Head Librarian: _____

1. Are you a member of an area cooperative?

- ___ 1) yes
___ 2) no

A. If the answer to #1 is yes, please check which cooperative:

- ___ 1) War Eagle Cooperative
___ 2) North Iowa Library Extension
___ 3) Eastern Area Cooperative Library Program
___ 4) Siouxland Cooperative Library System
___ 5) Raccoon Area Library Cooperative Service Program
___ 6) Des Moines Metropolitan Library Service Area
___ 7) Seven Rivers Library System
___ 8) Southwest Area Inter-library System
___ 9) Prairie Hills Library System
___ 10) Keosippi Library Development

2. For your answers to this question use winter hours. Don't deal with half hours; round to the next highest number.

A. How many hours per week is your library open?

- ___ 1) Place the number in this blank.

B. How many of these hours are evening hours? (time after 6 P.M.)

- ___ 1) Place the number in this blank.

C. How many of these hours are weekend hours? (Saturday & Sunday)

- ___ 1) Place the number in this blank.

D. Is your library open on Sunday? Check the appropriate blank.

- ___ 1) yes
___ 2) no

E. How many evenings per week are you open?

- ___ 1) Place the number in this blank.

WHO CAN USE THE LIBRARY?

3. Please check the groups to which you specifically give the following services. If necessary check more than one.

A. Free borrowing privileges:

- ___ 1) anyone who requests them
___ 2) all residents of the town or city
___ 3) all residents of the township
___ 4) all rural residents of the township excluding the residents of another town.
___ 5) all residents of the county
___ 6) all rural residents of the county excluding residents of another town
___ 7) resident school children grades K-12 and faculty
___ 8) students, regardless of place of residence, who attend a school in the community
___ 9) college or university students, faculty and staff

B. Free reference service in the library or by phone:

- ___ 1) anyone who requests them
___ 2) all residents of the town or city
___ 3) all residents of the township
___ 4) all rural residents of the township excluding residents of another town
___ 5) all residents of the county
___ 6) all rural residents of the county excluding residents of another town
___ 7) resident school children grades K-12 and faculty
___ 8) students, regardless of place of residence, who attend a school in the community
___ 9) college or university students, faculty and staff

4. Do you allow persons not entitled to borrowing privileges to consult material in the library without charge?
- ___ 1) yes
___ 2) no
5. What references, identification, or other special procedures are required when making resources available to persons not entitled to free borrowing privileges?

A. Use of books in the library:

- ___ 1) none
___ 2) driver's license or other ID card
___ 3) cooperative area identification card
___ 4) borrower's card from home library
___ 5) letter or phone call from librarian
___ 6) other

B. Reference service in the library:

- ___ 1) none
___ 2) driver's license or other ID card
___ 3) cooperative area identification card
___ 4) letter or phone call from librarian
___ 5) other

C. Direct loan of books:

- ___ 1) none
___ 2) driver's license or other ID card
___ 3) cooperative area identification card
___ 4) letter or phone call from librarian
___ 5) other

6. Do you have an established non-resident fee?

- ___ 1) yes
___ 2) no

A. If the answer to #5 is yes, who is eligible for non-resident service on a fee basis?

- ___ 1) anyone who is willing to pay
___ 2) some restrictions are placed on non-resident service

B. If you checked choice #2 in part A, please list the restrictions in the space below.

C. If the answer to #5 was yes, what do you charge annually for:

1. Individual borrower's card

- ___ 1) \$0.25 - \$3.00
___ 2) \$3.01 - \$5.00
___ 3) \$5.01 - \$10.00
___ 4) \$10.01 - \$15.00
___ 5) \$15.01 - \$20.00
___ 6) \$20.01 and up

2. Card for use by a family:

- ___ 1) \$0.25 - \$3.00
___ 2) \$3.01 - \$5.00
___ 3) \$5.01 - \$10.00
___ 4) \$10.01 - \$15.00
___ 5) \$15.01 - \$20.00
___ 6) \$20.01 and up

ANSWERING REFERENCE QUESTIONS

7. Do you have a telephone *in the library*?

- ___ 1) yes
___ 2) no

8. Does your library answer reference questions by telephone?

- ___ 1) yes
___ 2) no

A. If available, how many telephone reference questions did you report for the last 12 month period? If no statistics are available, please make an estimate.

- ___ 1) Place the number in this blank.

B. Regarding your answer to part A, check one of the following:

- ___ 1) We keep statistics of telephone reference questions.
___ 2) We keep no statistics; the answer is an estimate.

9. In answering reference questions, how often would you say you use the telephone to get outside help from:

A. Public libraries in your area cooperative

- ___ 1) often
___ 2) occasionally
___ 3) never

B. Other public libraries in the area

- ___ 1) often
___ 2) occasionally
___ 3) never

C. College or university libraries in the area

- ___ 1) often
___ 2) occasionally
___ 3) never

D. Special libraries

- ___ 1) often
___ 2) occasionally
___ 3) never

E. Local agencies or offices (e.g. insurance agencies, banks, university extension, etc.)

- ___ 1) often
- ___ 2) occasionally
- ___ 3) never

F. Local individuals

- ___ 1) often
- ___ 2) occasionally
- ___ 3) never

10. Is there an established policy on the amount of time that can be spent on a single reference question?

- ___ 1) yes
- ___ 2) no

A. If the answer to #8 is yes, how much time?

- ___ 1) 15 minutes
- ___ 2) 1 hour
- ___ 3) all day
- ___ 4) more than one day
- ___ 5) all the time that one can spare without neglecting one's regular duties

11. What is your policy on unanswered requests for information when no further material is available in your library?

- ___ 1) make no attempt to follow up and obtain answer
- ___ 2) make an attempt to obtain answer from other library or sources
- ___ 3) suggest to patron the resources of another library
- ___ 4) no standard policy

12. If your library cannot answer a question, to what other libraries do you most often refer the patron? Please list specific libraries in the space below.

13. If you follow up on an unanswered question, to what other libraries do you most often turn? Please list specific places in the space below.

14. Please rank the following groups from A to E according to your estimate of their demand for reference and information service in your library. Use A for most frequent demand and E for least frequent demand.

- ___ 1) high school students
- ___ 2) general adult patrons
- ___ 3) college and adult education students
- ___ 4) business and industry
- ___ 5) professional people

SERVICE TO SCHOOLS AND TEACHERS

15. Does your library serve students and teachers in these ways:

A. Loan books to school library or classroom collections

- ___ 1) yes
- ___ 2) no

B. Place books on reserve in the library for student use

- ___ 1) yes
- ___ 2) no

C. Provide non-book material to enrich school courses

- ___ 1) yes
- ___ 2) no

D. Make extended loans to individual teachers

- ___ 1) yes
- ___ 2) no

E. Give formal instruction or explanation of library skills in the library

- ___ 1) yes
- ___ 2) no

F. Buy duplicate copies or added titles with school assignments in mind

- ___ 1) yes
- ___ 2) no

G. Receive early notice of school assignments

- ___ 1) yes
- ___ 2) no

H. Borrow books on interlibrary loan for school assignments

- ___ 1) yes
- ___ 2) no

INTERLIBRARY LOAN

For purposes of this survey, an interlibrary loan is the loan of a volume between libraries which are not branches of a single library system. Loans between libraries which are part of a cooperative system should be included here. Do not include collections loaned to schools. Do not include rotating cooperative collections.

16. Have you lent or borrowed materials (books, magazines, pamphlets, recordings, films, etc.) on interlibrary loan during the past year?

- ___ 1) yes
- ___ 2) no

If your answer to #16 was yes, please answer all the questions in this section. If your answer was no, omit this section and proceed to question #25.

17. How many items did you borrow for patrons on inter-library loan in 1967 (or latest reporting year):
 ___ 1) Place the number in this blank.

18. How many items did you loan to other libraries in 1967 (or latest reporting year):
 ___ 1) Place the number in this blank.

19. Please list in the space below the libraries from which you most frequently borrow items.

20. Please list in the space below the libraries to which you most frequently lend items.

21. For what kinds of people do you most *frequently* borrow items? Check as many as apply to your library.

- ___ 1) high school students
- ___ 2) college students
- ___ 3) housewives
- ___ 4) business and industry
- ___ 5) hobbyists
- ___ 6) teachers
- ___ 7) professional people
- ___ 8) individuals participating in adult education
- ___ 9) skilled labor (welders, auto repairmen, etc.)
- ___ 10) club women and leaders
- ___ 11) general adult readers
- ___ 12) farmers
- ___ 13) city officials
- ___ 14) others—please list in the space below

22. Are there materials which you will not lend on inter-library loan?

- ___ 1) yes
- ___ 2) no

A. If the answer to #22 is yes, please check which kinds of materials you will not lend:

- ___ 1) reference books
- ___ 2) periodicals (single issues)
- ___ 3) periodicals (bound volumes)
- ___ 4) general adult books
- ___ 5) juvenile books
- ___ 6) rare or valuable books

- ___ 7) recordings
- ___ 8) microfilms
- ___ 9) film strips
- ___ 10) motion pictures
- ___ 11) music scores
- ___ 12) newspapers
- ___ 13) government documents
- ___ 14) others

23. Check the following types of materials which you have requested on interlibrary loan in the last year:

- ___ 1) juvenile books
- ___ 2) recent fiction
- ___ 3) best-seller non-fiction
- ___ 4) general non-fiction
- ___ 5) technical books
- ___ 6) music scores
- ___ 7) reference books
- ___ 8) bound periodicals
- ___ 9) single issues of periodicals
- ___ 10) government documents
- ___ 11) professional books
- ___ 12) rare or expensive books
- ___ 13) textbooks
- ___ 14) films or microfilms
- ___ 15) theses
- ___ 16) others

PERIODICALS

24. How many periodicals do you receive on a *regular* basis? (Include gifts, etc.)

- ___ 1) Place the number in this blank.

25. In general what is your holding policy on periodicals?

- ___ 1) keep none more than 10 years
- ___ 2) keep none more than 5 years
- ___ 3) keep all 10 years or more
- ___ 4) keep all 5 years or more
- ___ 5) keep only selected titles 10 years or more
- ___ 6) keep only selected titles 5 years or more

26. What is your policy on interlibrary loan of single issues and bound volumes of periodicals?

- ___ 1) no restrictions on lending
- ___ 2) do not lend at all
- ___ 3) lend all unbound issues excluding the latest issue
- ___ 4) lend all unbound issues including the latest issue
- ___ 5) lend bound volumes

PHOTOCOPIES

27. What arrangements do you have for supplying photocopies of your material to a patron? Check as many choices as apply.
- ☐ 1) no facilities in the library
 - ☐ 2) no arrangements are made
 - ☐ 3) done commercially, library makes arrangements
 - ☐ 4) done commercially, patron makes arrangements
 - ☐ 5) done in the library with our equipment
 - ☐ 6) no copying facilities in the community

28. What arrangements do you make for securing photocopies of materials owned by other libraries and needed for your patrons?
- ☐ 1) request photocopies from other library
 - ☐ 2) borrow material and make copy in the library
 - ☐ 3) borrow material and have patron make arrangements
 - ☐ 4) make no arrangements
 - ☐ 5) other

REFERENCE STATISTICS

29. Do you keep statistics on the number of reference inquiries?
- ☐ 1) yes
 - ☐ 2) no
- A. If the answer to #29 is yes, what was the total figure for 1967 (or latest reporting year)?
- ☐ 1) Place the figure in this blank.
- B. Does this figure include reader's advisory types of questions (e.g. help in selecting books, planning programs, advice on reading) as well as requests for factual information?
- ☐ 1) yes
 - ☐ 2) no
- C. Does this figure include questions asked in the children's room as well as in the adult department?
- ☐ 1) yes
 - ☐ 2) no
- D. Is assistance in using the card catalog included as part of reference service?
- ☐ 1) yes
 - ☐ 2) no
30. Have you ever used reference statistics as a basis for budget requests?
- ☐ 1) yes
 - ☐ 2) no

- A. If the answer to #30 is yes, would you say that reference statistics:
- ☐ 1) have been helpful in budget requests
 - ☐ 2) have not been helpful in budget requests

COOPERATIVE ARRANGEMENTS

31. Please indicate by checking yes or no whether you have *working agreements or formal cooperative arrangements* with other libraries for the following types of services. If the answer is yes, please indicate in the margin and space below with what specific libraries you have these arrangements.

- A. Reciprocal borrowing privileges for patrons:

- ☐ 1) yes
- ☐ 2) no

- B. Storage of little used materials:

- ☐ 1) yes
- ☐ 2) no

- C. Centralized processing of materials:

- ☐ 1) yes
- ☐ 2) no

- D. Photocopy service:

- ☐ 1) yes
- ☐ 2) no

- E. Referral of unanswered reference questions:

- ☐ 1) yes
- ☐ 2) no

- F. Maintain union catalogs or union lists:

- ☐ 1) yes
- ☐ 2) no

- G. Discards and duplicates are made available to other libraries:

- ☐ 1) yes
- ☐ 2) no

- H. Teletype service for locating books and answering questions:

- ☐ 1) yes
- ☐ 2) no

32. Are there other ways in which your library shares reference resources with other libraries in Iowa?

- ☐ 1) yes
- ☐ 2) no

- A. If the answer to #32 is yes, will you please describe them briefly in the space below.

STAFF

33. If your library has a separate reference department with specialized reference staff, omit this question and proceed to question #34. If your library does not have a separate reference department with specialized reference staff and instead handles most reference questions at the circulation desk, answer this question and omit questions #34, 35, and 36.

A. *Total staff:* Please indicate the total number of employees on your library staff. Exclude custodial help.

- ___ 1) Place the number in this blank.

Of the total number of employees listed above indicate how many fall into the following categories.

x. Do mainly professional types of library work (e.g. cataloging, book selection, assistance to readers, etc.)

- ___ 1) full time, 35 hours or more per week
___ 2) part time, 20 hours or more per week
___ 3) part time, less than 20 hours per week

y. Do mainly clerical type of work (e.g. shelving, typing, mending, etc.)

- ___ 1) full time, 35 hours or more per week
___ 2) part time, 20 hours or more per week
___ 3) part time, less than 20 hours per week

B. *General education:* Of the librarians listed in part x above (i.e. employees who do mainly professional types of library work), how many fall into the following categories? Place the appropriate *number* in the blanks that apply. Check no more than one category for each librarian.

- ___ 1) completed less than high school
___ 2) high school graduate
___ 3) completed 2 or fewer years of college
___ 4) completed 3-4 years of college
___ 5) college graduate in field other than library science
___ 6) holds graduate degree in field other than library science

C. *Library science education:*

- ___ 1) completed 6 or fewer semester hours of library science courses
___ 2) completed 7-12 semester hours of library science courses
___ 3) completed more than 12 semester hours of library science courses
___ 4) holds undergraduate degree in library science
___ 5) holds graduate degree in library science

34. Libraries which answered question #33 omit this question. How many professional (B.A. or graduate degree in library science) budgeted positions for persons spending a majority of their time on reference and information work do you have? Place the appropriate numbers in the following blanks.

- ___ 1) total number of reference and information positions
___ 2) total number of reference and information positions filled by degree holding personnel
___ 3) total number of reference and information positions filled by non-degree holding personnel
___ 4) total number of reference and information positions vacant

35. Name and title of person who is in charge of reference and information work:

36. Name and title of person who is in charge of inter-library loan:

MISCELLANEOUS

37. What languages other than English can be handled with ease by persons who are members of your staff or are readily available to persons who need assistance?

- ___ 1) none
___ 2) French
___ 3) German
___ 4) Spanish
___ 5) Swedish
___ 6) Danish
___ 7) Norwegian
___ 8) Dutch
___ 9) Latin
___ 10) Other

38. Do you feel that people in the community know what reference services are available to them?

- ___ 1) yes
___ 2) no

39. Do you use any of the following types of advertising to publicize your library's services? Check the appropriate blanks.

- ___ 1) newspapers
___ 2) radio
___ 3) television
___ 4) posters
___ 5) pamphlets
___ 6) speaking engagements
___ 7) none

40. Please check any of the following groups which you would like to see make more use of library service.

- ☐ 1) students
- ☐ 2) general adult patrons
- ☐ 3) professional people
- ☐ 4) skilled labor
- ☐ 5) retired people
- ☐ 6) business and industry
- ☐ 7) other

41. Do you prepare booklists and bibliographies for local individuals?

- ☐ 1) yes
- ☐ 2) no

42. Name and position of person answering this questionnaire:

43. Please use the space below for any additional comments. Feel free to attach another sheet if necessary.

REFERENCE STATISTICS

37. What languages other than English can be handled with ease by persons who are members of your staff or are readily available to persons who need assistance?
- ☐ 1) French
 - ☐ 2) German
 - ☐ 3) Italian
 - ☐ 4) Spanish
 - ☐ 5) Portuguese
 - ☐ 6) Dutch
 - ☐ 7) Latin
 - ☐ 8) Other
38. Do you feel that people in the community know what materials are available in the library?
- ☐ 1) yes
 - ☐ 2) no
39. Do you use any of the following types of advertising as publicity for your library? (Check the appropriate blank.)
- ☐ 1) newspaper
 - ☐ 2) radio
 - ☐ 3) television
 - ☐ 4) pamphlets
 - ☐ 5) speaking engagements
 - ☐ 6) none

44. Please fill out the following mailing label so that we can send you a copy of our report when it is published as our thanks for your valuable assistance with this questionnaire.

Name of library _____

Street _____

City _____

State and Zip Code _____

DATE: _____

IOWA REFERENCE SURVEY

Special Libraries

IDENTIFICATION

Name of library: _____

Street address: _____ City: _____ Zip: _____

Telephone: _____ Head librarian: _____

NATURE OF THE COLLECTION.

1. What is your total bookstock?
___ 1) Place the number in this blank.
2. How many periodicals do you receive on a *regular* basis?
(Include gifts etc.)
___ 1) Place the number in this blank.
3. What in general is your holding policy on periodicals?
___ 1) keep none more than 10 years
___ 2) keep none more than 5 years
___ 3) keep all ten years or more
___ 4) keep all five years or more
___ 5) keep only selected titles 10 years or more
___ 6) keep only selected titles 5 years or more
4. Is your collection:
___ 1) basically a general reading collection
___ 2) basically a specialized reference collection
___ 3) a combination of the above
5. Does your collection have significant representation of the following types of materials? Check as many as apply.
___ 1) general reference books
___ 2) specialized reference books
___ 3) general non-fiction
___ 4) best-seller non-fiction
___ 5) fiction
___ 6) juvenile books
___ 7) rare or valuable books
___ 8) recordings
___ 9) microfilms
___ 10) film strips
___ 11) motion pictures
___ 12) music scores
___ 13) newspapers
___ 14) government documents
___ 15) others

6. For your answer to this question use winter hours. Don't deal with half hours; round to the next highest number.
A. How many hours per week is your library open?
___ 1) Place the number in this blank.
B. How many of these hours are evening hours?
(time after 6 P.M.)
___ 1) Place the number in this blank.
C. How many of these hours are weekend hours?
(Saturday & Sunday)
___ 1) Place the number of hours in this blank.
D. Is your library open on Sunday? Check the appropriate blank.
___ 1) yes
___ 2) no

WHO CAN USE THE LIBRARY?

7. Please check the following groups to which you specifically give the following services. If necessary check more than one.
A. Free borrowing privileges:
___ 1) no one
___ 2) company employees or organization members only
___ 3) all residents of the local community
___ 4) individuals with special references only
___ 5) anyone who asks
B. Free reference service in the library or by phone:
___ 1) no one
___ 2) company employees or organization members only
___ 3) all residents of the local community
___ 4) individuals with special references only
___ 5) anyone who asks

8. Do you allow the public to consult materials in your library without charge?
- ___ 1) yes
___ 2) no
9. Do you welcome reference questions by the public either in person or by phone?
- ___ 1) yes
___ 2) no
10. Do you have an established fee whereby persons not regularly entitled to service can make use of your facilities and staff?
- ___ 1) yes
___ 2) no
- A. If your answer to question #10 is yes, please briefly describe the fee in the space below.
- B. If the answer to question #10 is yes, who is eligible for service on a fee basis? Please explain in the space below.
12. What is your policy on unanswered requests for information when no further material is available in your library?
- ___ 1) make no attempt to follow up and obtain answer
___ 2) make an attempt to obtain answer from other library or sources
___ 3) suggest to patron the resources of another library
___ 4) no standard policy
13. If your library cannot answer a question to what other libraries do you most often refer a patron? Please list specific sources in the space below.
14. If you follow up on an unanswered question, to what libraries or sources do you most often turn? Please list specific sources in the space below.

ANSWERING REFERENCE QUESTIONS

11. In answering reference questions, how often would you say you use the telephone to get outside help from:
- A. Public libraries in the area
- ___ 1) often
___ 2) occasionally
___ 3) never
- B. College or university libraries in the area
- ___ 1) often
___ 2) occasionally
___ 3) never
- C. Other special libraries
- ___ 1) often
___ 2) occasionally
___ 3) never
- D. Local agencies or offices (i.e. insurance agencies, banks, university extension, etc.)
- ___ 1) often
___ 2) occasionally
___ 3) never
- E. Local individuals
- ___ 1) often
___ 2) occasionally
___ 3) never

INTERLIBRARY LOAN

For purposes of this survey, an interlibrary loan is the loan of a volume between libraries which are not branches of a single library. Loans between libraries that are a part of a cooperative system should be included here.

15. Have you borrowed or lent materials (books, magazines, pamphlets, recordings, films, etc.) on interlibrary loan during the past year?
- ___ 1) yes
___ 2) no

If your answer to question #15 was yes, please answer all the questions in this section. If your answer was no, omit this section and proceed to question #23.

16. How many items did you borrow for patrons on interlibrary loan in 1967 (or latest reporting year)?
- ___ 1) Place the number in this blank.
17. How many items did you loan to other libraries in 1967 (or latest reporting year)?
- ___ 1) Place the number in this blank.
18. From what type of libraries do you most frequently request items on interlibrary loan? Rank your choices from one to three using one for the most frequent.
- ___ 1) other special libraries
___ 2) college or university libraries
___ 3) public libraries

19. Please list in the space below the libraries from which you most frequently borrow materials.

20. Please list in the space below the libraries to which you most frequently lend materials.

21. Are there any materials which you will not lend on interlibrary loan?

- ☐ 1) yes
- ☐ 2) no

A. If the answer to question #21 is yes, please check which kinds of materials you will not lend:

- ☐ 1) reference books
- ☐ 2) periodicals (single issues)
- ☐ 3) periodicals (bound volumes)
- ☐ 4) general adult books
- ☐ 5) juvenile books
- ☐ 6) rare or valuable books
- ☐ 7) recordings
- ☐ 8) microfilms
- ☐ 9) film strips
- ☐ 10) motion pictures
- ☐ 11) music scores
- ☐ 12) newspapers
- ☐ 13) government documents
- ☐ 14) other

22. Check the following types of materials which you have requested on interlibrary loan during the last year:

- ☐ 1) bound periodicals
- ☐ 2) single issues of periodicals
- ☐ 3) reference books
- ☐ 4) technical books
- ☐ 5) music scores
- ☐ 6) government documents
- ☐ 7) professional books
- ☐ 8) rare or expensive books
- ☐ 9) textbooks
- ☐ 10) films or microfilms
- ☐ 11) theses
- ☐ 12) others

PHOTOCOPIES

23. What arrangements do you have for supplying photocopies of your material to a patron? Check as many choices as apply.

- ☐ 1) no facilities in the library
- ☐ 2) no arrangements are made
- ☐ 3) done commercially, library makes arrangements
- ☐ 4) done commercially, patron makes arrangements
- ☐ 5) done in the library or institution with our equipment
- ☐ 6) no copying facilities in the community.

24. What arrangements do you have for securing photocopies of materials owned by other libraries and needed for your patrons?

- ☐ 1) request photocopies from other library
- ☐ 2) borrow material and make copy in the library
- ☐ 3) borrow material and have patron make arrangements
- ☐ 4) make no arrangements
- ☐ 5) other

REFERENCE STATISTICS

25. Do you keep statistics on the number of reference inquiries?

- ☐ 1) yes
- ☐ 2) no

A. If the answer to question #25 is yes, what is the total figure for 1967 (or latest reporting year)?

- ☐ 1) Place the figure in this blank.

B. Does this figure include advisory types of questions such as assistance with the card catalog etc. as well as requests for factual information?

- ☐ 1) yes
- ☐ 2) no

26. Please indicate whether you have working agreements or formal cooperative arrangements with other libraries for the following types of services. If the answer is yes, please indicate on the back of this sheet with what specific libraries you have these arrangements.

A. Reciprocal borrowing privileges for patrons:

- ☐ 1) yes
- ☐ 2) no

B. Storage of little used materials:

- ☐ 1) yes
- ☐ 2) no

C. Centralized processing of materials:

- ☐ 1) yes
- ☐ 2) no

D. Referral of unanswered reference questions:

- ☐ 1) yes
- ☐ 2) no

E. Photocopy service:

- ☐ 1) yes
- ☐ 2) no

F. Maintain union catalogs or union lists:

- ☐ 1) yes
- ☐ 2) no

G. Discards and duplicates are made available to other libraries:

- ___ 1) yes
___ 2) no

H. Teletype service for locating books and answering questions:

- ___ 1) yes
___ 2) no

27. Are there other ways in which your library shares reference resources with other Iowa libraries?

- ___ 1) yes
___ 2) no

A. If the answer to question #27 is yes, will you please describe them briefly in the space below.

STAFF

28. How many full-time librarians do you have on your staff? Do not include people engaged in purely clerical work.

- ___ 1) Place the number in this blank.

29. How many professional (B.A. or graduate degree in library science) budgeted positions do you have for persons spending a majority of their time on reference and information work. Place the appropriate numbers in the following blanks.

- ___ 1) total number of reference and information positions
___ 2) total number of reference and information positions filled by degree holding personnel
___ 3) total number of reference and information positions filled by non-degree holding personnel
___ 4) total number of reference and information positions vacant

30. Name and title of person who is in charge of reference and information work.

31. Name and title of person who is in charge of inter-library loan.

32. Name and position of person answering this questionnaire.

33. Please use the space below to make any additional comments which you feel might be helpful.

34. Please fill out the following mailing label so that we may send you a copy of our report when it is published as our thanks for your valuable assistance with this questionnaire.

Name of library _____

Street _____

City _____

State and Zip Code _____

IOWA LIBRARY REFERENCE SURVEY

Part II: Checklist of Reference Books

Please put a check mark beside the items available in your library. If the latest edition owned is different from the one listed, please indicate the date of your copy in the margin to the right of the entry.

- | | |
|--|--|
| 1. <input type="checkbox"/> American Council on Education. American Colleges and Universities. 9th ed., 1964. | 19. <input type="checkbox"/> Dictionary of American History. |
| 2. <input type="checkbox"/> American Men of Science. 11th ed., 1965. Supp. 2 - Fall 1966. Supp. 3 - Spring 1967. | 20. <input type="checkbox"/> Drake's Cyclopedia of Radio and Electronics. 14th ed., 1955. |
| 3. <input type="checkbox"/> Benet, W.R., ed. The Reader's Encyclopedia. 2nd ed., 1965. | 21. <input type="checkbox"/> Encyclopedia Americana (1964 or later) |
| 4. <input type="checkbox"/> Book of the States (current volume). | 22. <input type="checkbox"/> Encyclopedia Britannica (1964 or 1967) |
| 5. <input type="checkbox"/> Book Review Digest. | 23. <input type="checkbox"/> Encyclopedia of Associations. 4th ed., 1964. |
| 6. <input type="checkbox"/> Booklist and Subscription Books Bulletin. | 24. <input type="checkbox"/> Encyclopedia of the Social Sciences. |
| 7. <input type="checkbox"/> Brady, G.S. Materials Handbook. 9th ed., 1963. | 25. <input type="checkbox"/> Facts on File. |
| 8. <input type="checkbox"/> Cambridge History of English Literature. | 26. <input type="checkbox"/> Gardner, Helen. Art Through the Ages. 4th ed., 1959. |
| 9. <input type="checkbox"/> Catholic Encyclopedia (c1907-1922), 1950-1959. | 27. <input type="checkbox"/> Grove's Dictionary of Music and Musicians. 5th ed., 1954. |
| 10. <input type="checkbox"/> Chamberlin, Mary. Guide to Art Reference Books. 1959. | 28. <input type="checkbox"/> Guide to Historical Literature. 1961. |
| 11. <input type="checkbox"/> Chambers, Robert. Book of Days. | 29. <input type="checkbox"/> Handbook of Chemistry and Physics. 48th ed., 1967. |
| 12. <input type="checkbox"/> Clark, R.L. and R.W. Cumley, eds. The Book of Health. 2nd ed., 1962. | 30. <input type="checkbox"/> Harris, C.W. Encyclopedia of Educational Research. 3rd ed., 1960. |
| 13. <input type="checkbox"/> Collier's Encyclopedia. 2nd ed., 1965. | 31. <input type="checkbox"/> Hopkins, A.A. The Standard American Encyclopedia of Formulas. 1953. |
| 14. <input type="checkbox"/> Columbia Lippincott Gazetteer of the World. 1952. | 32. <input type="checkbox"/> Interpreter's Bible. 1951-57. |
| 15. <input type="checkbox"/> Commager, H.S. Documents of American History. 7th ed., 1962. | 33. <input type="checkbox"/> Jane's All the World's Aircraft (1966 or later). |
| 16. <input type="checkbox"/> Current Biography. | 34. <input type="checkbox"/> Julian, John. Dictionary of Hymnology. 2nd rev. ed. |
| 17. <input type="checkbox"/> Dictionary of American Biography (with Supplements). | 35. <input type="checkbox"/> Kane, J.N. Famous First Facts. 3rd ed., 1964. |
| 18. <input type="checkbox"/> Dictionary of National Biography (with Supplements). | 36. <input type="checkbox"/> Kent's Mechanical Engineer's Handbook. 12th ed., 1950. |

37. McSpadden, J.W. Operas and Musical Comedies. 1954.
38. Menke, F.G. Encyclopedia of Sports. 3rd rev. ed., 1963.
39. Moody's Manual of Investments (current subscription).
40. Municipal Yearbook (current volume).
41. New Century Cyclopedia of Names.
42. Official Congressional Directory (current volume).
43. Radio Engineering Handbook. 5th ed., 1959.
44. Ramsey, C.G. and H.R. Sleeper. Architectural Graphic Standards. 5th ed., 1956.
45. Rand McNally Commercial Atlas. 96th ed., 1965.
46. Shepherd's Historical Atlas. 9th ed., 1964.
47. Spiller, R.E. Literary History of the United States.
48. Statesman's Yearbook (current volume).
49. Strong, James. Exhaustive Concordance of the Bible.
50. Times Atlas of the World, 1955-1959, 5 vol.
51. Thomas' Register of American Manufacturers.
52. Twentieth Century Authors (with Supplement).
53. Ulrich's International Periodicals Directory. 11th ed., 1965.
54. U.S. Bureau of the Census. Statistical Abstract of the United States.
55. U.S. Government Organization Manual (current volume).
56. U.S. Library of Congress. A Guide to the Study of the United States of America.
57. Universal Jewish Encyclopedia.
58. Van Nostrand's Scientific Encyclopedia. 3rd ed., 1958.
59. Webster's Third New International Dictionary.
60. Who's Who.
61. Who's Who in America.
62. World Book Encyclopedia (1964 or later).
63. Wright, G.E. Westminster Historical Atlas to the Bible.
64. Yearbook of the United Nations (1966 or later).

IOWA LIBRARY REFERENCE SERVICE

Part III: Selected Checklist of Bibliographical Books and Services

Please check the items available in your library. If you have only partial sets or different editions for some items, note the exact holdings in the margin to the right of the entry.

NATIONAL AND TRADE BIBLIOGRAPHIES

1. ☐ United States Catalog, 4th ed., 1928.
2. ☐ Cumulative Book Index, 1928 - date.
3. ☐ Books in Print (current volume).
4. ☐ Subject Guide to Books in Print (current volume).
5. ☐ Paperbound Books in Print (current subscription).
6. ☐ Reference Catalog of Current Literature, 1961.
7. ☐ U.S. Superintendent of Documents. Monthly Catalog of U.S. Government Publications, 1895 - date.
8. ☐ British National Bibliography, 1950 - date.

GENERAL AND SUBJECT INDEXES

9. ☐ Reader's Guide to Periodical Literature, 1900 - date (unabridged).
10. ☐ Poole's Index to Periodical Literature, 1802-1902. Vols. 1-6 and Supplements.
11. ☐ International Index (now titled Social Science and Humanities Index), 1907 - date.
12. ☐ New York Times Index, 1913 - date.
13. ☐ American Theological Library Association. Index to Religious Periodical Literature, 1949 - date.
14. ☐ Art Index, 1929 - date.
15. ☐ The Music Index, 1949 - date.
16. ☐ Applied Science and Technology Index, 1958 - date.

17. ☐ Engineering Index, 1884 - date.
18. ☐ Agricultural Index (now titled Biological & Agricultural Index), 1916 - date.
19. ☐ Public Affairs Information Service Bulletin, 1915 - date.
20. ☐ Business Periodicals Index, 1958 - date.
21. ☐ Education Index, 1929 - date.
22. ☐ Bibliographic Index, 1938 - date.
23. ☐ Besterman, T., World Bibliography of Bibliographies, 4th ed., 1965.

SUBJECT BIBLIOGRAPHIES

24. ☐ Cambridge Bibliography of English Literature.
25. ☐ Blanck, J., Bibliography of American Literature, 1955 -
26. ☐ English Association. The Year's Work in English Studies, 1921 - date.
27. ☐ U.S. Copyright Office. Motion Pictures. 4 vols., 1951-1960.
28. ☐ Granger's Index to Poetry, 5th ed., 1962.
29. ☐ Hawkins, R.R. Scientific, Medical and Technical Books, 1958.
30. ☐ Writings on American History, 1902 - date.
31. ☐ International Bibliography of Political Science, 1953 - date.
32. ☐ International Bibliography of Sociology, 1951 - date.
33. ☐ Handbook of Latin American Studies, 1935 - date.

UNION LISTS AND CATALOGS OF LIBRARIES

34. U.S. Library of Congress. A Catalog of Books Represented by Library of Congress Printed Cards Issued to July 31, 1942 (167 vols.).
35. _____. Supplement, 1941-1947 (42 vols.).
36. _____. The Library of Congress Author Catalog, 1948-1952 (24 vols.).
37. _____. The National Union Catalog, a Cumulative Author List, 1953-1957 (28 vols.).
38. _____. The National Union Catalog, 1952-1955 Imprints (30 vols.).
39. _____. The Library of Congress Catalog - Books: Subjects 1950-1954 (20 vols.).
40. _____. The Library of Congress Catalog - Books: Subjects 1955-1959 (22 vols.).
41. British Museum. General Catalog of Printed Books, 1931-1954, 1959 -
42. _____. Catalog of Printed Books 1881-1900, and supplements, 1900-1905.
43. Paris. Bibliotheque Nationale. Catalogue General des Livres Imprimes, 1900-
44. Metropolitan Museum of Art. Library Catalog, 1960.
45. Union List of Serials in Libraries of the United States and Canada, 3rd ed., 1965.
46. New Serial Titles: 1950-1960, 2 vols., 1961.
47. American Newspapers, 1821-1936: A Union List, 1937.
48. U.S. National Historical Publications Committee. A Guide to Archives and Manuscripts in the U.S., 1961.

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