DOCUMENT RESUME

ED 047 747 LI 002 629

AUTHOR	Roberts, E. W.
TITLE	Order Forms, Invoicing Requirements and Book Processing Problems of Public Libraries in the United Kingdom.
INSTITUTION	North-Western Polytechnic, London (England). School of Librarianship.
PUB DATE	Oct 70
NOTE	72p.
AVAILABLE FROM	School of Library Science, North Western Polytechnic, 207-225 Essex Road, London, N. 1., England
EDRS PRICE	EDRS Price MF-$0.65 HC Not Available from EDRS.
DESCRIPTORS	*Library Materials, *Library Standards, Library Surveys, *Library Technical Processes, Public Libraries, Questionnaires, *Records (Forms)
IDENTIFIERS	*United Kingdom

ABSTRACT

This study was conducted between May 1968 - June 1969 to investigate the individual and differing book ordering procedures, book ordering stationery, and book servicing requirements by public library systems of the United Kingdom. To help aid the standardization of forms, a questionnaire was sent to one-third of all public libraries in the United Kingdom. Effective responses were received from 179 of the 211 libraries approached. This report provides information on: book processing, plastic jacketing, labelling, stamping, accessioning, category and class marketing, cards, standard cards, order forms, and invoicing requirements. (MF)

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ORDER FORMS, INVOICING REQUIREMENTS AND BOOK PROCESSING PROBLEMS OF PUBLIC LIBRARIES IN THE UNITED KINGDOM

by

E.W. ROBERTS

LONDON
SCHOOL OF LIBRARIANSHIP
NORTH-WESTERN POLYTECHNIC

October 1970

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1970

Addendum

We should also like to acknowledge the generosity of the following three library suppliers who contributed towards the cost of the investigation.

W. H. Smith & Son Ltd., London
Harold Hill & Son Ltd., Newcastle-upon-Tyne
Woodfield & Stanley Ltd. Huddersfield

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1. SPONSORSHIP OF THE PROJECT.

This study was conducted at the North-Western Polytechnic School of Librarianship between May 1968 - June 1969. Funds for the study were provided by the following bodies:

Book Tokens Ltd.
The Booksellers Association of Great Britain and Ireland
The Library Association
The North-Western Polytechnic

The North-Western Polytechnic is grateful also for the financial support which came from the following members of the Library Booksellers Group of the Booksellers Association:

James Askew & Son Ltd., Preston
G. Blunt & Son Ltd., London
Bookland & Co. Ltd., Chester
C. Combridge Ltd., Birmingham
Denny's Booksellers Ltd., London
Dunn & Wilson Ltd., Morely, near Leeds
W. & G. Foyle Ltd., London
Don Gresswell Ltd., London
A.H. Haldane Ltd., Oxford
W. & R. Holmes (Books), Glasgow
The Holt-Jackson Book Co. Ltd., Lytham St. Annes
Lawrence Book Co. Ltd., Manchester
Oppenheim & Co. Ltd., London
The Woolston Book Co. Ltd., Nottingham

2.

ACKNOWLEDGEMENTS

During the course of this study visits were made to the following libraries and bookselling firms:

Libraries:
Camden Public Library
Hampshire County Library
Lindsey & Holland County Library
Sheffield City Library
West Riding County Library
West Sussex County Library
City of Westminster Public Library

Booksellers:
James Askew & Son Ltd., Preston
G. Blunt & Sons Ltd., London
The Holt-Jackson Book Co. Ltd., Lytham St. Annes
Lawrence Book Co. Ltd., Manchester
The Woolston Book Co. Ltd., Nottingham

The author acknowledges with gratitude the help given by the librarians, managers and staff of these libraries and firms.

The author is grateful for the very great amount of information which public librarians all over the country provided in response to questionnaires, by letter, and in conversation.

Members of the County Libraries Group gave a great deal of help, in particular Mr. E.H. Roberts, County Librarian of Lindsey & Holland.

At the North-Western Polytechnic School of Librarianship, the following people put in a great deal of work:

Jack Mills, Head of Research, who saw to the administrative problems and gave friendly help;

Peter Wright who, as Chairman of the Working Party and Book Trade Relations, 'fathered' the project and gave a great deal of his time - at the Polytechnic and later at the College of Librarianship, Wales - in supervising it;

Patricia Layzell Ward, who constructed the sampling frame, gave statistical advice and, with Peter Wright, edited the report for publication;

Mrs. Perraudin and Mrs. Stradling, who did the secretarial work.

3. INTRODUCTION

Background

At Holborn in 1965 a highly successful 'Libraries and the Book Trade' conference was held. Since then in many parts of the country, booksellers, librarians and publishers have come together at similar conferences to discuss topics of mutual interest, and to put forward to each other their points of view. The Holborn Conference saw also the establishment of a Working Party on Library and Book Trade Relations. This Working Party, comprising booksellers, librarians and publishers, meets to air, discuss and act on problems of mutual concern. Theirs was the initiative that led to this study.

The subject of this enquiry

It was suggested by the Working Party that the evolution of individual and differing book ordering procedures, book ordering stationery and book servicing requirements by public library systems of this country has resulted in a complicated workload for library booksellers. This situation impairs the efficiency and economy of the booksellers and ultimately, of the libraries also.

1) Order Forms

The great variety in size, design and information content of library book order forms raises problems of scanning, checking and filing for booksellers. It was suggested that the non-standard nature of these forms at present make them difficult to handle efficiently, and they thus cause delay in book supply. Therefore, the desirability and feasibility of introducing a standard form - or range of forms - should be considered.

11) Servicing requirements

An increasing amount of servicing of library books is now being carried out by the bookseller, and the wide variety of servicing instructions and the need to work with an assorted range of library stationery makes for poor work-flow within library-supply firms. This is another cause of delay in the supply of books. If a degree of standardisation - and perhaps simplification - could be achieved in servicing requirements, it could result in greater economy of operation for booksellers, and speedier supply for their library customers. A general application of rationalisation to book processing within libraries could result also in economies for libraries themselves.

111) Stationery

The further point was made that the adoption of standard stationery in connection with servicing might well result in savings for both libraries and booksellers. A reduction in stationery costs to libraries might ensue, and for library booksellers such stationery could eliminate some of the elaborate stock-keeping at present made necessary by the great variety of stationery that they must stock at the present time.

4. A SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

4.1. BOOK PROCESSING

4.1.1. Plastic jacketing

Findings

Most public libraries request or require their suppliers to fit plastic jackets to their books. This may appear to be a simple request, but a wide variation in the method of fixing the jacket is specified by different library systems. Fourteen different methods were seen during the course of a visit to one large library bookselling firm.

Conclusions

Twelve out of a sample of eighteen large library systems had reduced the jacketing operation to its simplest form; tucking in both boards into the jacket flaps and dispensing entirely with adhesive tapes. A criticism of this method was that jackets worked loose. Inspection of a large sample of jacketed books whose jackets had been taped down showed that many taped down jackets had also worked loose. This was because a thin skin of paper from the endpaper had been pulled away by the adhesive tape. The inspection also revealed that adhesive tapes yellow, become tacky round the edges, and collect a great deal of dirt.

Recommendations

1) Both book boards should be tucked into the jacket ends. This eliminates the use of adhesive tape, and is simple and clean.
2) Both boards can be cleared of charging stationery - which might otherwise interfere with this jacketing operation - by the adoption of a combined pocket/label (see below).

4.1.2. Labelling (insertion of date labels, other labels, and pockets in books.)

Findings

An increasing number of libraries are using a combined pocket/label in place of separate date labels and pockets. A survey of charging systems was made and it was calculated that of the 11,250,000 lending library books purchased in 1966-67, at least 60% would have been processed for use with the Browne charging system. 90% would have been processed for use with Browne, Photocharging and Token charging, hence a standard method of processing for use with these three methods would seem well worth evolving.

Conclusions

One label only need be pasted into a library book, and with lending library books this should be a combined pocket/label that can be pasted in in one operation. Librarians should co-operate to devise and adopt a standard label servicable for both Browne and Photocharging. (A combined pocket/label which pasted down flat, would serve as a pocket, date label, bookplate and abbreviated rules label). This would give economy in the handling and stocking of book labels and would also allow greater stock mobility where both charging systems are in use. Where not, the adoption of such a label would simplify a change of charging method at a later date should this prove desirable. Lending library books constitute approximately 95% of books bought by public libraries. For the remainder, the economic principle of one label per book should also be kept in mind.

Recommendations

1) A combined pocket/label, of one of two types, should be generally adopted for use with both Browne charging and photocharging. (N.B. A label suitable for Browne will also serve for Token charging, provided that the label clearly indicates that the book may be borrowed on a token.) For economy of insertion the pocket/label should be one of the following two types:
   (i) a ready-made pocket/label:
   (ii) a sheet form, which has 'cut-outs' or punching to enable it to be formed and pasted in one operation.

   The pocket/label, when inserted, should be wide enough to take a 5"x3" card. This simplifies the assembling and forwarding of all cards (catalogue, stock, location and charging cards) in the book to which they relate (see figure 1).
2) Libraries which require labels to be pasted-in by their suppliers could aid the work of the suppliers by agreeing on a standard position for the label. It is recommended that it be pasted in flat on the front flyleaf, horizontally centred, vertically positioned so that the top of the pocket/label is ¼" below the top of the flyleaf. This will save suppliers keeping and referring to a great number of different instructions as to where the label is to be positioned.

4.1.3. Stamping

Findings

Stamping is used here to cover all stamping of books apart from 'bumper-stamping' of accession numbers. Stamping practices observed from the sample of books received range from the simplicity of a single stamp to quite startling complexity. There is indication that many libraries have reduced owner stamping to one stamp. The placing of ownership stamps seemed almost equally divided between the front or back of title pages.

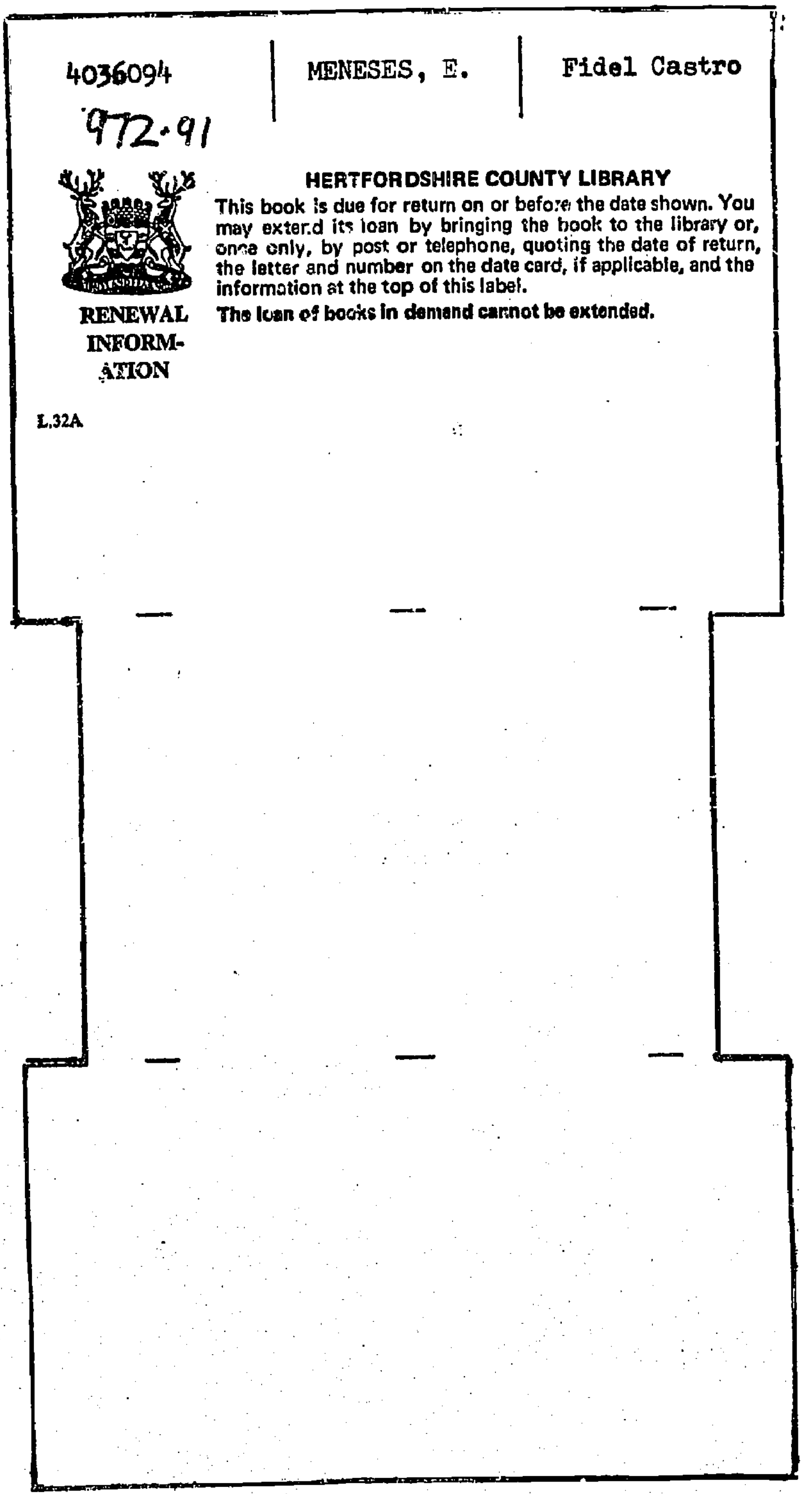
Conclusions

Certain libraries have reduced their ownership stamping to one stamp, and others have abandoned the practice. It was found that many systems using grid stamps have information placed only in the boxes for the book's class and accession numbers. This suggests that if a book needs to be stamped at all, it needs to be stamped once only with a stamp containing boxes for the class and accession numbers. However if a pocket/label is used which includes the book's classification and accession numbers,

Figure 1. Example of a combined pocket-label. The charging method predominantly used by Hertfordshire County Library is photocharging; book details are therefore entered at the top of the label.

Those smaller branches and mobile libraries still using the Browne issue system can use a gummed label to renew the pocket-label when necessary.

Note: The bottom third of the label folds up to form a pocket. Because of the 'cut out' at each side of the label, only one pasting operation is needed both to form the pocket and to attach the label to the book.



4036094 | MENESES, E. | Fidel Castro

972.91

HERTFORDSHIRE COUNTY LIBRARY

This book is due for return on or before the date shown. You may extend its loan by bringing the book to the library or, once only, by post or telephone, quoting the date of return, the letter and number on the date card, if applicable, and the information at the top of this label.

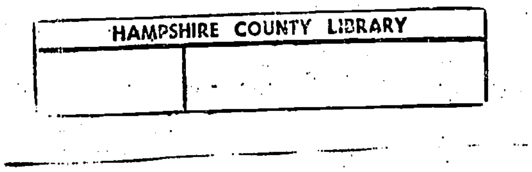
The loan of books in demand cannot be extended.

RENEWAL INFORM-ATION

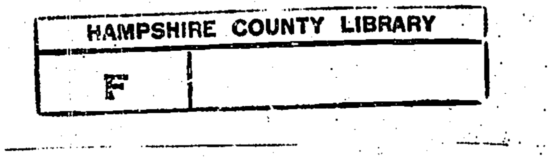
L.32A

Figure 2. Examples of combined owner/class/accession number stamps: a set of three stamps used by Hampshire County Library.

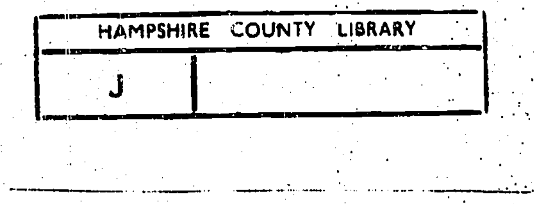
(i) For Non-Fiction


HAMPSHIRE COUNTY LIBRARY

(ii) For Fiction


HAMPSHIRE COUNTY LIBRARY
F

(iii) For Junior


HAMPSHIRE COUNTY LIBRARY
J

Note. Accession number is stamped into the bottom right hand box with a separate numbering machine.

then it seems unnecessary to duplicate the information elsewhere in the book.

Recommendations

1) No stamping is necessary if the library is prepared to accept a combined pocket/label fixed to the flyleaf as sufficient indication of the book's ownership.
2) If ownership stamping is considered necessary, then one stamp is sufficient.
3) Separate 'grid' stamps should be abandoned, and the essential 'boxes' of the grid incorporated in the ownership stamp (see figure 2).
4) If the name of the supplier and date of supply is used in place of accession numbers, a combined stamp giving a code for the supplier's name and date of supply together with the library authority's name or initials is suggested. (For example a small, unobtrusive stamp of this kind is now used by the West Riding County Council).
5) The single ownership stamp should appear on the front of the title page, two-thirds of the way down. (An alternative position is below the publisher's imprint).
6) Libraries which require their suppliers to stamp their books should specify stamping in black ink. It is an unnecessary complication for booksellers to have to stock and use green, blue, violet, etc. inks.
7) All other ownership stamps, whether on the edges of books, on photographic plates or repeated at intervals throughout the text should be omitted. Perforating and embossing are also unnecessary.

4.1.4. Accessioning

Findings

A number of library systems have now abandoned the practice of accessioning books. Where libraries do continue to use accession stamps, the majority use it twice on the book. In addition the number appears on all cards associated with each book, and on the library's invoice/accessions sheet. This is a complex operation which typically involves five stampings and requires great care on the part of the operator. The process is further complicated by the variety of heights and styles specified by library systems.

Conclusions

It was not possible, within the scope of this investigation, to examine the reasons why libraries accession books, and this might well be a profitable study. Agreement among librarians to accept a more limited range of accession number styles would probably make for greater economy in the processing of library books.

Recommendations

1) The practice of accessioning should be the subject of further study.

2) With respect to accession numbers, the use of sans serif figures of 3.5mm height is recommended. However when accessioning is done by booksellers it is suggested that librarians accept any style and size of figures between 3.5mm and 5.5mm in height so that booksellers may utilise their numbering equipment to the full.
3) The accession number should be entered only once inside the book.

4.1.5. Category and class marking

Findings

There appears to be no agreement as to whether category or class marks should appear either once or twice in the book. The class marking on the spine of the book under the plastic jacket is a complex operation. This is due to variations in the size, style and placing of the characters that are specified.

Conclusions

Some agreement on the number and placing of class and category marks appears to be necessary in addition to the consideration for some standardisation on the labelling of spines with class numbers.

Recommendations

1) Category and class marks should be entered only once inside the book. This should be on a combined pocket/label.
2) There should be an agreed common specification for marking class numbers on spines. Elite typeface on self-adhesive labels should be accepted, positioned between half an inch and one inch from the base of the spine. On very narrow spines, class numbers should read the same way as publishers' titles, the direction of which has now been standardised.
3) Class numbers should be split after the first three figures, the decimal point and the figures following it forming a second line.

4.1.6. Cards

Findings

The supply of charging cards, catalogue cards and stock or location cards to accompany books is a major operation for library suppliers, 28% of libraries surveyed required charging cards to be prepared for them and 18% required catalogue cards (mainly for fiction). Although these percentages appear to be small, they do not clearly indicate the complexity of the operation. In the case of catalogue cards variation in card quality, colour, information content and layout exist, but to a great extent there is general agreement on a standard size. In preparing charging cards one must add size to the variables listed for catalogue cards.

Conclusions

Two library supply firms have already experimented with standard catalogue cards which have proved to be acceptable to a number of library systems. Given a standard card librarians will be spared the task of entering their own card stock for forwarding to suppliers, and library suppliers would be spared a complicated stock-keeping job. There should be little difficulty for libraries to standardise on a 4"x2" book card.

Recommendations

> Librarians requiring book and catalogue cards to be supplied by their booksellers should agree to accept standard cards similar to those illustrated. (See pages 12 and 13) Such acceptance would eliminate the more wasteful aspect of present day servicing of library books in Britain.

4.1.7. STANDARD CARDS

A memorandum from Tom Woolston of the Woolston Book Company Ltd. on standard book cards and catalogue cards follows, and examples of these standard cards are reproduced.

Mr. Woolston's memorandum:

STANDARD STATIONERY

Since the Holborn Conference, I have been pushing forward with the idea of introducing some form of standardised stationery for libraries and have met with a great deal of help and encouragement from the profession. A combined date label and pocket is now rapidly replacing the rules labels, date labels and separate pockets and this has speeded up workflow in the servicing sections. It has also allowed a standard fitting for plastic jackets with both boards being tucked into the sleeve rather than using sellotape, which is expensive and which attracts the dirt.

I tried for some while to find both a book card and catalogue card which were quite different from anything already in use and I eventually came up with an idea of using plain white but with four different coloured header bands to denote Adult Non Fiction, Adult Fiction, Junior Non Fiction and Junior Fiction. This was accepted by a number of the customers to whom I put it, but all of them wanted to use different colours for different categories of books and I could see that we were going to be back where we started. After further thought, I produced the card as per samples enclosed and this was immediately adopted by several major Authorities, and by one or two of the smaller ones. The information has purposely been restricted to the author's surname and initials, title and price, because this can be taken from a copy of the invoice rather than from another handling of the book.

The workflow is designed so that after the books have been invoiced they can be jacketed and serviced. The cards are being prepared during the latter two operations and are ready to be inserted in the books on completion. This method greatly speeds up delivery.

By placing an order for a million each of the two sizes, we have been able to negotiate a price of 7/4d. per thousand for the 4 x 2 and 13/8d. per thousand for the 7.5cm x 12.5cm. This is the American quivalent of 5 x 3 which I have used in view of metrication. These figures, I am sure, are well below the price that most libraries are paying and supplies are available direct from the manufacturers, so that the trade can purchase at exactly the same rate as ourselves.

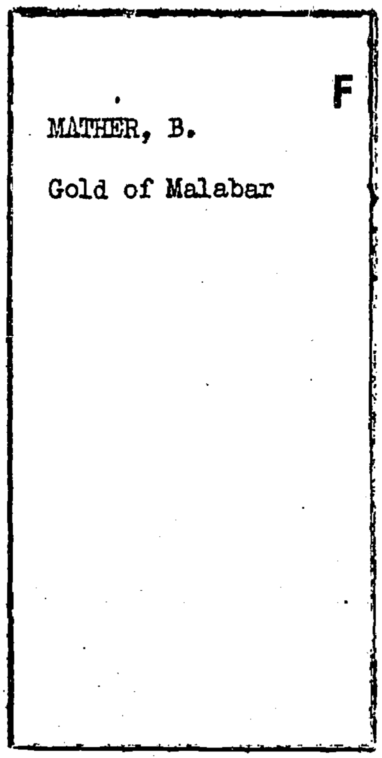
The most pressing problem at the moment is accessioning, which can cause additional delays in the warehouse of anything up to a week and greatly complicates the servicing procedure. I have not yet been able to find any machinery which will do the job effectively and the process of hand numbering is extremely slow. Several major counties have abandoned the scheme, one in the last few months, and this has apparently saved work in the library as well as at the suppliers.

If a complete standard can be adopted, then cards can eventually be turned out as either a by-product of the invoice or in bulk by a central agency and the increase in productivity to the trade as a whole, would be tremendous.

Finally, the Maud Report recommends further integration of library services and unless some form of standardisation is achieved by the time this is adopted, there will be huge problems to overcome.

EXAMPLES OF STANDARD CARDS

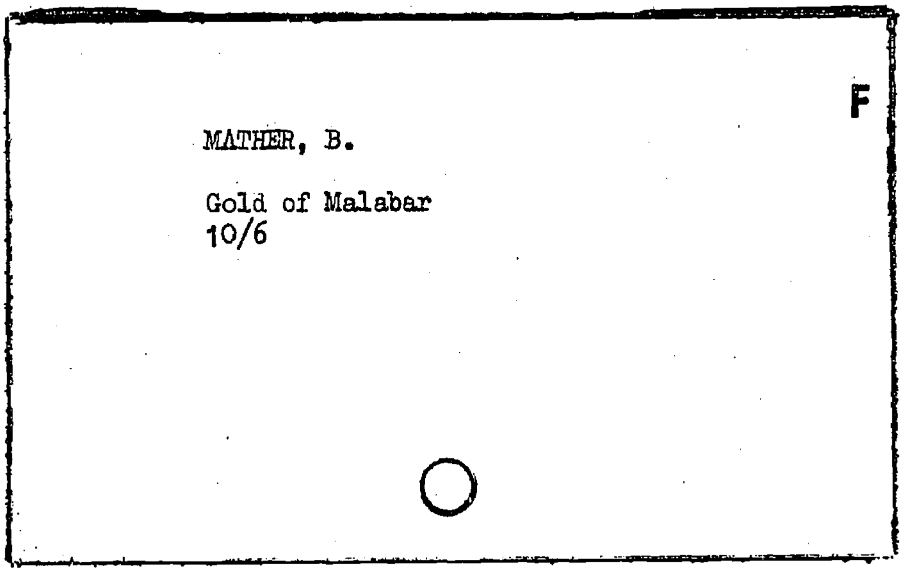
Fiction



F

MATHER, B.

Gold of Malabar

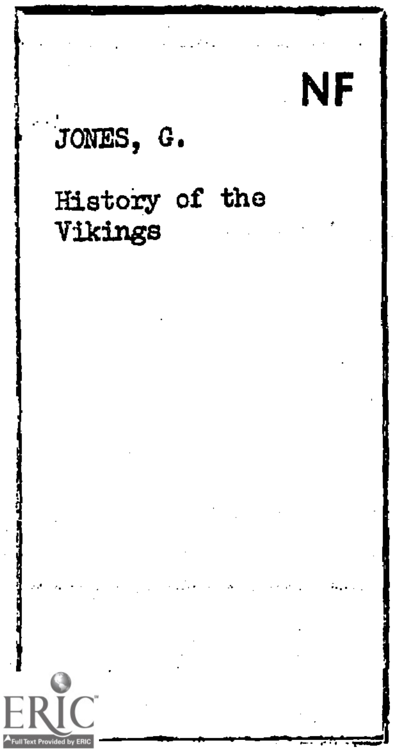


F

MATHER, B.

Gold of Malabar
10/6

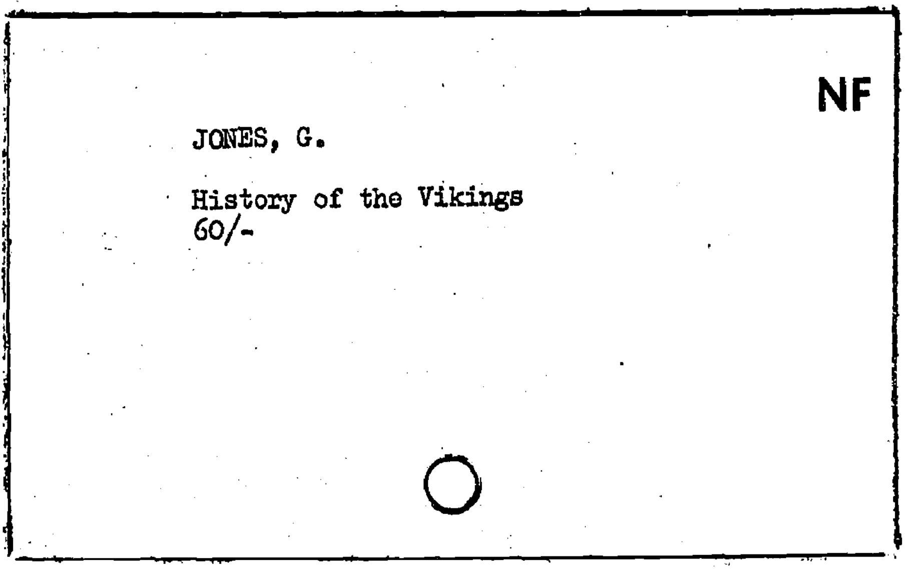
Non-Fiction



NF

JONES, G.

History of the
Vikings



NF

JONES, G.

History of the Vikings
60/-

Junior Fiction

JF

GARNER, A.

Weirdstone of
Brisingamen

JF

GARNER, A.

Weirdstone of Brisingamen
10/6

Junior Non-Fiction

JNF

FLOWERS, A.W.

Forty years of
steam. 1926-1966

JNF

FLOWERS, A.W.

Forty years of steam. 1926-1966
35/-

4.2. ORDER FORMS

Findings

(a) Form of order sent to the bookseller and alphabetical author/title order

The vast majority of orders are sent as lists (arranged in alphabetical author/title order) or slips. 75% of libraries have lists in general use, 28% slips. However, with libraries purchasing over 25,000 books a year, slips are almost as widely used as lists.

A number of libraries have several forms of order in general use. Where this is so, the range of forms usually reflects the library's range of selection procedures.

Typing, or writing of orders. 25% of libraries sending lists generally write them by hand; 42% of libraries using slips write them by hand.

Size. Order lists range in size from 4" x 6" to foolscap. Quarto (8" x 10") and foolscap (8" x 13") are the most common sizes. Order slips are almost all 5" x 3" in size.

Colour. With slips, colour is used as a coding device by some libraries although there is no standard practice of colour coding.

(b) Factors determining the design of order forms

83% of the respondents stated that the design (i.e. size and layout) of their order forms was not determined by the requirements of other departments of their authority. Of libraries purchasing over 20,000 books a year, the figure is 93%.

57% of the respondents stated that the design of their order forms was not determined by the use they made of copies retained by the library.

46% of the respondents stated that the design of their order forms was determined neither by the requirements of other departments nor by the use they made in the library of copies retained.

(c) Use made by libraries of copies retained of the order form sent to the bookseller

Lists Some keep no copies; some keep a copy as a file copy for reference; some use the copy they keep to record the receipt of items, to record reports, and to record payments; some use one copy retained as an accession record; some send a copy of the order to their

Treasurer's Department.

Slips Three of the responding libraries kept no copy; 25 kept 1 copy; 15 kept 2 copies; a very few kept 3 or 4 copies. All libraries keeping a copy use a copy to constitute their "on order file", and some of the libraries retaining 2 copies use the second copy to constitute another order file arranged in date order or by bookseller. Others use their second copy as a "chaser" to send to the bookseller when supply of the item ordered becomes overdue. A number of additional tasks are performed with retained copies of order slips; some libraries perform additional tasks sequentially with one copy; other libraries prefer to use additional copies.

(d) Separation of orders by category

In compiling their orders, 78% of the respondents separate Adult from Junior books; 58% Fiction from Non-Fiction; 24% Junior Fiction from Junior Non-Fiction; 21% books to be serviced from books not to be serviced (see, however, qualifying remarks 6.2 below) 69% urgent orders from non-urgent orders.

(e) Details generally given for each item ordered

The details generally given are; quantity, author, title, publisher, and price. Standard Book Numbers are presently used by only 6% of the respondents, but there are grounds for believing that the usefulness of Standard Book Numbers will be very much greater by the end of 1970.

(f) Order slips

Order slips are of two basic types;

i) slips specifically designed for the ordering procedure

ii) slips basically designed as internal request slips, but whose uses include use as order slips to send to outside suppliers

(g) Role of the bookseller in the production of order lists and slips

a) A number of libraries enclosed bookseller-produced order lists or slips as the form of order generally sent by them (the libraries) to the bookseller. These forms are produced and distributed by booksellers to their customers as a means of soliciting businesss.

b) 21% of respondents required their booksellers to type out for them, and send to them as a record of their order; order slips, order lists, order cards, stock cards, or similar items.

c) 40% of the responding libraries using slips required their booksellers to list the library's order from the slips, and then return the slips to the library.

CONCLUSIONS

Over 80% of libraries responding to the questionnaire stated that the design of their order forms was not determined by the requirements of other departments of their authorities, and nearly half the responding libraries stated that the design of their present order forms was determined neither by the requirements of other departments of their authorities nor by the use they (the libraries) make of copies retained. Administratively, the way seems to be clear for most libraries to adopt a standard book order form, should the libraries decide that such a form be desirable and compatible with the kind of order record they need for internal use. Given the widespread use of both lists and slips, a standard format should be adopted for each. Libraries vary in the degree to which they separate various categories of books in their orders. A surprising number of libraries do not separate urgent from non-urgent orders. Distinctive colours for various types of slips have explicit meaning for the staff of particular libraries, but this may not be meaningful for the staff of bookselling firms because the significance of a particular colour varies from library to library. The colour-coding of order slips that are sent to booksellers dealing with more than one library is self-defeating, unless all libraries use the same colour to convey the same meaning.

Details given of items ordered vary considerably from library to library. With lists, a general basic content and pattern of information is discernable. It is: QUANTITY, AUTHOR, TITLE, PUBLISHER, PRICE, in that order. Title includes edition, format, and number of volumes where this information is appropriate. Additional columns are used by libraries, but the content and purpose of these columns varies greatly from library to library. Date of publication is generally given by slightly less than half the responding libraries, and it is a detail that does not generally appear on the bookseller-produced lists that were studied. With slips, no such clear basic information content and layout is to be seen.

Authorising documents. Many libraries use as a 'cover document' with lists and slips an official order form which is itself capable of being used alone, carrying the details of a small number of items. These forms vary considerably in size, but are generally smaller than quarto. Other libraries have incorporated the authorising text at the head of the sheets they use for listing, or on the body of the bookseller's copy of their order slips, thus dispensing with the need for a 'covering document'.

RECOMMENDATIONS

Order lists

1) SO A4 paper size (8.27" x 11.69") should be adopted by all libraries as the standard size for order lists.

2) Order lists should be pre-printed with six basic standard columns, separated by vertical rules, for basic order information in the following order;

QUANTITY AUTHOR TITLE S.B.N. PUBLISHER PRICE,

and that information concerning edition, format, number of volumes, and date of publication be included in the title column. It is recommended that a column for Standard Book Numbers be included as part of the basic information because of the very rapid development in its use internationally by publishers; in its application retrospectively to all British books in print; and its value to the increasing number of automated systems concerned with library administration, the organisation of bibliographical information, and book distribution.

3) Where only these six basic columns are needed, it is suggested that libraries use the A4 sheet 'portrait'; see diagram 1.

4) Where libraries wish to have additional columns, either for their own use, or for furnishing their booksellers with additional detail, it is recommended that they use the A4 sheet 'landscape'. Columns for additional details (such as class numbers and allocations) should always appear after a double rule and to the right of the basic six standard columns, quantity to price. If this is done, the bookseller will always have standard basic order information in a standard arrangement reading from the left margin of the order list.

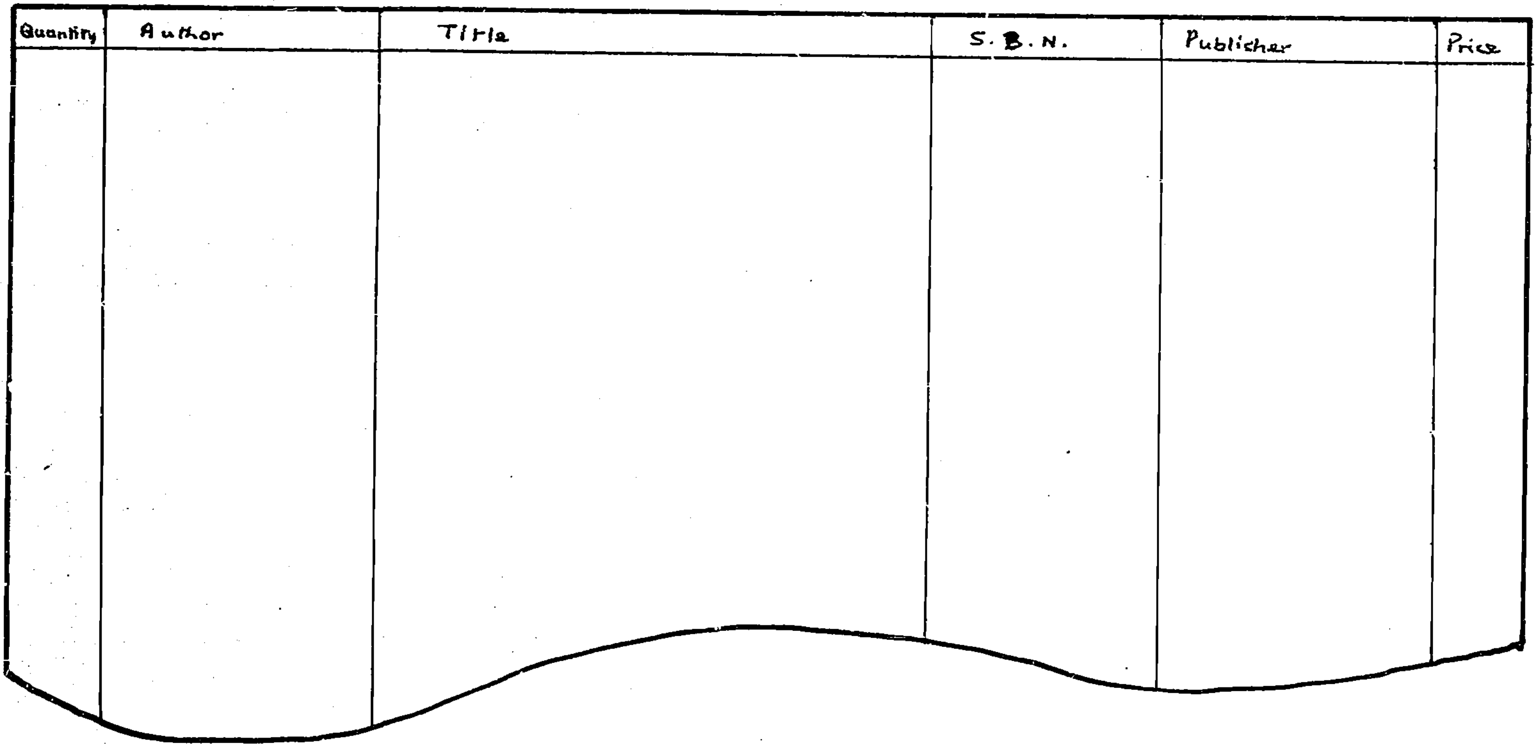
Order slips

1. Size. The size of order slips (and order cards) should be standard and the same as that of a standard catalogue card: 12.5cm x 7.5cm. (This measurement is preferred to the fractionally different 5" x 3", in view of Britain's present metrication programme.)

2. Content and layout. Allocation grids, and all details which are not pertinent to the library's transation with the bookseller should be omitted from the copy that goes to the bookseller, the space thus released being then available for the name of the ordering authority and the address to which goods are to be delivered, together with text necessary to make the slip authoritative and self-sufficient as an order. Some libraries have included a brief instruction pertinent to the supply or invoicing of the item ordered. It is suggested that these details be restricted to the bottom half of the order slip.

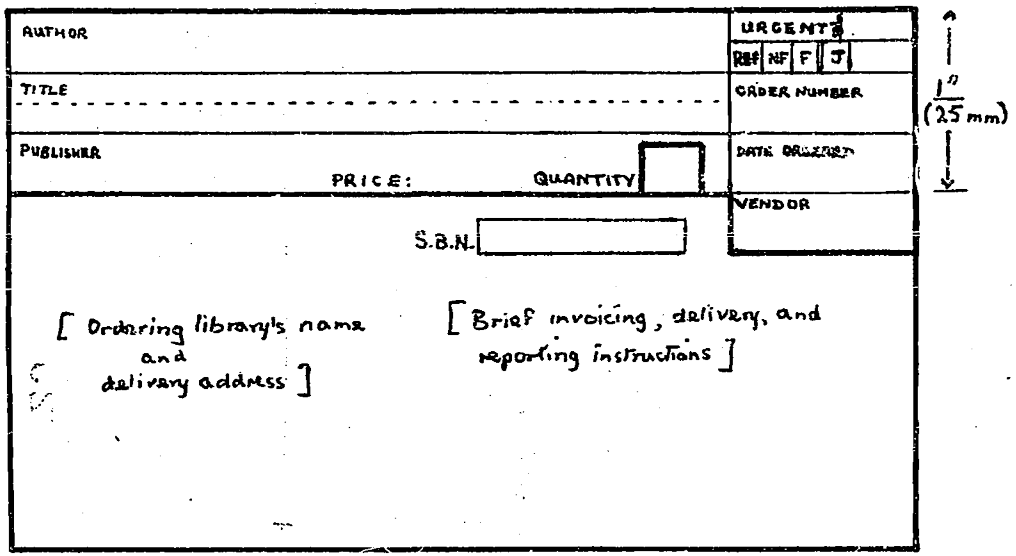
The top half (1½") of the slip should be served for the basic order information of quantity, author, title, S.B.N., publisher and price, together with order number, date of order, category and 'status' (used here to mean whether urgent or not). This information

DIAGRAM 1. Recommended column layout for library order lists. PAPER SIZE A4 (approx. 8¼ x 11¾ in.)



Quantity	Author	Title	S.B.N.	Publisher	Price

DIAGRAM 2 : RECOMMENDED LAYOUT OF UPPER PART OF LIBRARY ORDER SLIPS.


AUTHOR
URGENT
REF
NF
F
J
TITLE
ORDER NUMBER
1"
(25 mm)
PUBLISHER
DATE ORDERED
PRICE:
QUANTITY
VENDOR
S.B.N.
[Ordering library's name and delivery address]
[Brief invoicing, delivery, and reporting instructions]

Size of slip / card : 75 x 125 mm.

should be given in a standard disposition conformed to by all libraries using order slips and cards to speed handling for booksellers. See diagram 2 below for recommended standard layout.

An important consideration in the design of slips is the ease and economy with which they can be converted into list form by those bookselling firms that need to do this before their staff can efficiently handle orders. If quantity, author and title appear in the top inch of all slips, then frames can be made in which slips can be overlapped for producing lists economically by photocopying techniques.

Categorization

1) Categories should be signified by words (or abbreviations), and not by colour. Libraries are unlikely to agree to a code or standard meanings for colours, and colour without standard connotation will only confuse. Code letters 'F' 'NF', and 'J' can be pre-printed, and the word 'urgent' either pre-printed, or stamped or typed on, when relevant.

Typescript

1) Lists and slips be typed whenever possible.

2) Elite typeface is preferable to pica; its use gives an additional 16 characters across an 8 inch width, and makes possible a greater clarity of information layout.

4.3 INVOICING REQUIREMENTS

Findings

A brief section of the questionaire (Appendix 1, section B) was devoted to libraries' invoicing requirements. The information gathered is summarised here.

Just over one half (51%) of the responding libraries required one copy only of an invoice, and almost half (48%) required two copies. Three libraries required three copies, and of these, one required this number only from foreign suppliers. Of libraries purchasing over 25,000 books a year, more required two copies of an invoice than required one (58% as against 41%).

Just under 30% of the responding libraries required their booksellers to make out their invoice in a style that the libraries specified. 10% of them supply their booksellers with invoice sheets of their own, although one library commented,

> "The supply of our own invoice sheets to booksellers to use as invoices was frowned upon by our internal auditors when suggested."

Conclusions

The great majority of libraries do not find it necessary either to supply their booksellers with special invoice forms, nor to require their booksellers to make out their invoices in a specified style. Bookselling firms specialising in library supply appear to have two invoice forms in general use: the first type being approximately eight inches in width, the second type approximately thirteen inches in width: an eight-inch width appears to be adequate for the needs of most libraries. Libraries that do supply special forms for invoicing do so in order to provide themselves with invoices suitable for use as accessions registers, but many libraries use booksellers' invoices for the same purpose. Libraries vary enormously in the amount of detail they consider that they require on invoices that are to constitute accession registers. Accessioning practices vary considerably from library to library, and a number of libraries are abandoning the practice of accession numbering. The questions of accessioning practices and audit requirements are ripe for further investigation and debate.

Instructions on invoicing vary greatly from library to library. Some libraries have brief instructions clearly and concisely printed on their official order forms; other libraries have lengthy detailed instructions which they include in their instructions on supply and servicing to booksellers.

Since libraries buy from a number of different booksellers, and booksellers supply a number of different libraries, it would benefit both libraries and booksellers to agree on a standard size and layout for library invoices. This would facilitate the preparation and handling of invoices, and the use of invoices as registers of acquisitions.

RECOMMENDATIONS

1) An invoice of A4 (portrait) size, with the layout illustrated in diagram 7, is proposed for general adoption.

2) The few libraries unable to accept this recommendation requiring a 'wide' invoice, should adopt a term of A4L (landscape) size of agreed standard design. It is hoped that such an additional form will not prove necessary.

3) Booksellers requiring a form smaller than A4, for use when submitting statements and summary invoices should use A5 size (5⅞ x 8¼ in) for this purpose. This is in line with British Standard 1808 part 1: 1963, and with the present draft revision of that Standard.[2]

4) A thorough investigation of public library accessioning practices and audit requirements should be undertaken.

IGRAM 3: Layout of 4 library 8" width invoice sheets

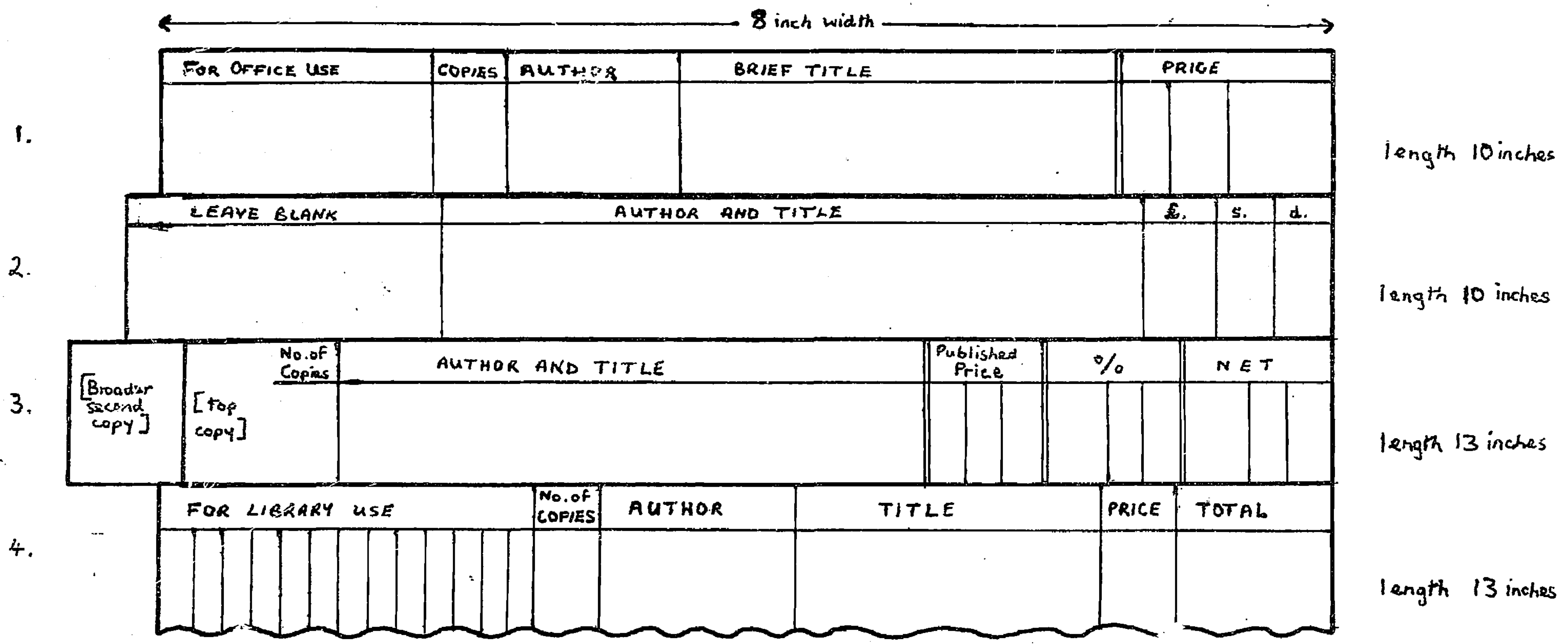
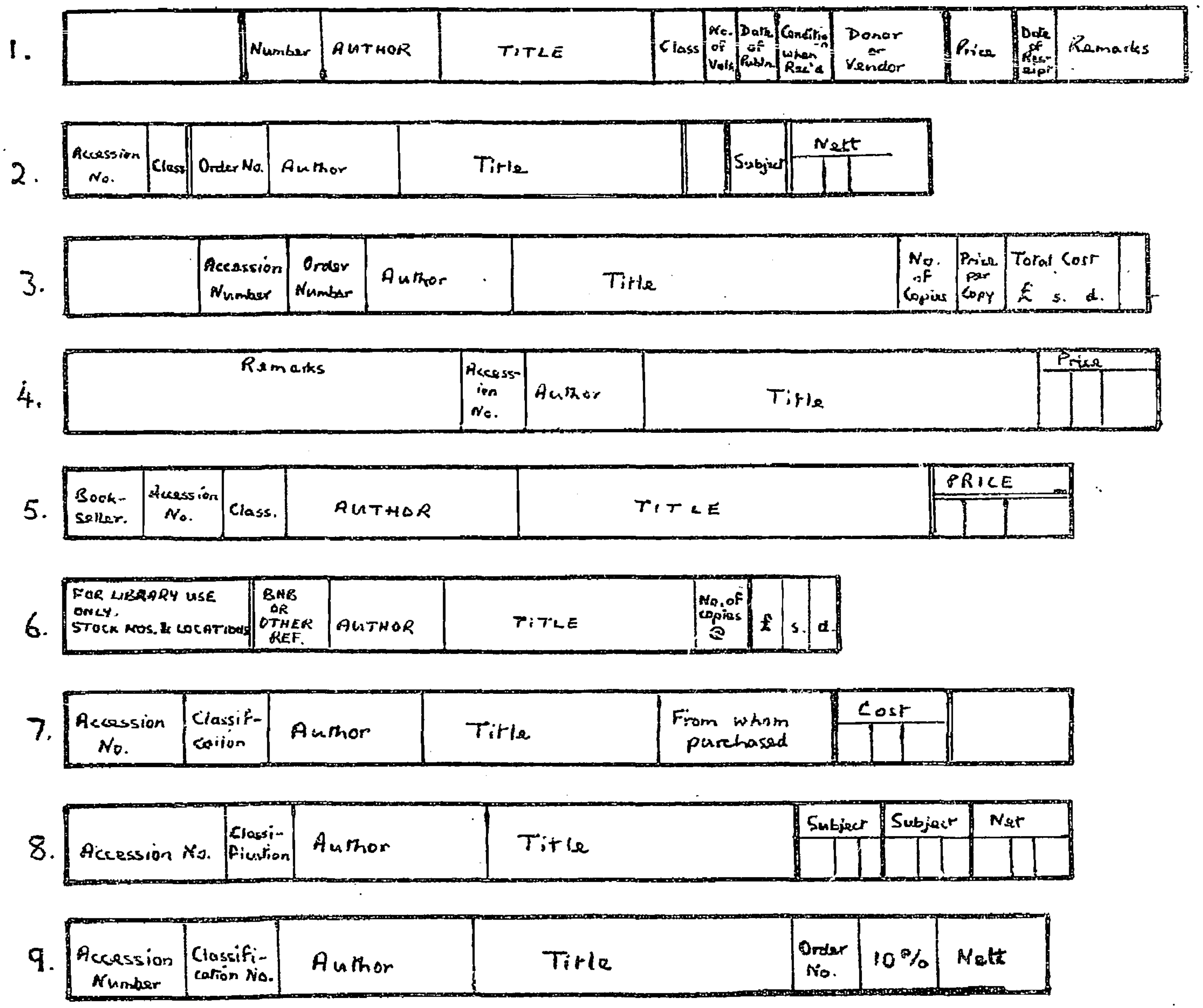

8 inch width
1.
FOR OFFICE USE
COPIES
AUTHOR
BRIEF TITLE
PRICE
length 10 inches
2.
LEAVE BLANK
AUTHOR AND TITLE
£.
s.
d.
length 10 inches
3.
[Broader second copy]
[top copy]
No. of Copies
AUTHOR AND TITLE
Published Price
%
NET
length 13 inches
4.
FOR LIBRARY USE
No. of COPIES
AUTHOR
TITLE
PRICE
TOTAL
length 13 inches

DIAGRAM 4. LAYOUT OF 9 library invoice sheets. (Horizontal scale is half the real size.)


1.
Number
AUTHOR
TITLE
Class
No. of Vols
Date of Publn.
Condition when Rec'd
Donor or Vendor
Price
Date of Receipt
Remarks
2.
Accession No.
Class
Order No.
Author
Title
Subject
Nett
3.
Accession Number
Order Number
Author
Title
No. of Copies
Price per Copy
Total Cost £ s. d.
4.
Remarks
Accession No.
Author
Title
Price
5.
Book-seller.
Accession No.
Class.
AUTHOR
TITLE
PRICE
6.
FOR LIBRARY USE ONLY. STOCK NOS. & LOCATIONS
BNB OR OTHER REF.
AUTHOR
TITLE
No. of copies @
£
s.
d.
7.
Accession No.
Classification
Author
Title
From whom purchased
Cost
8.
Accession No.
Classification
Author
Title
Subject
Subject
Net
9.
Accession Number
Classification No.
Author
Title
Order No.
10%
Nett

Actual measurements	
Width	Length
14 3/4"	× 8 5/8"
11 3/8"	× 11 3/8"
14"	× 16 3/8"
14 1/4"	× 9"
13"	× 9 1/2"
10"	× 8"
13"	× 8"
13"	× 10"
12 5/8"	× 10"

Diagram 5. The layout of approximately 8-inch width invoice sheets of 3 library bookselling firms.

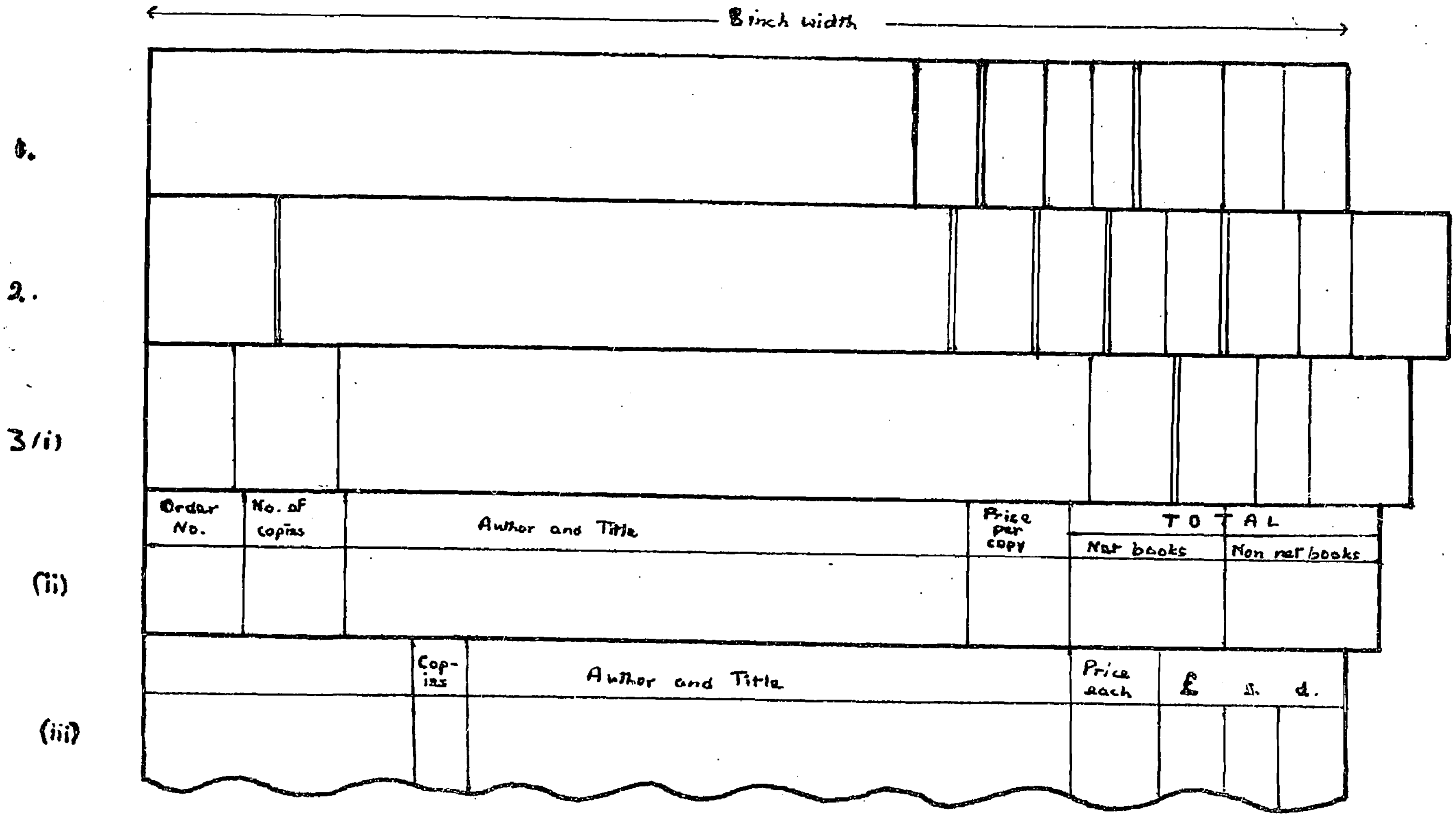

8 inch width
1.
2.
3/(i)
(ii)
(iii)
Order No.
No. of copies
Author and Title
Price per copy
TOTAL
Net books
Non net books
Copies
Author and Title
Price each
£ s. d.

DIAGRAM 6. Layout of 4 bookselling Fims' wide invoice sheets (Horizontal scale is half of real size).

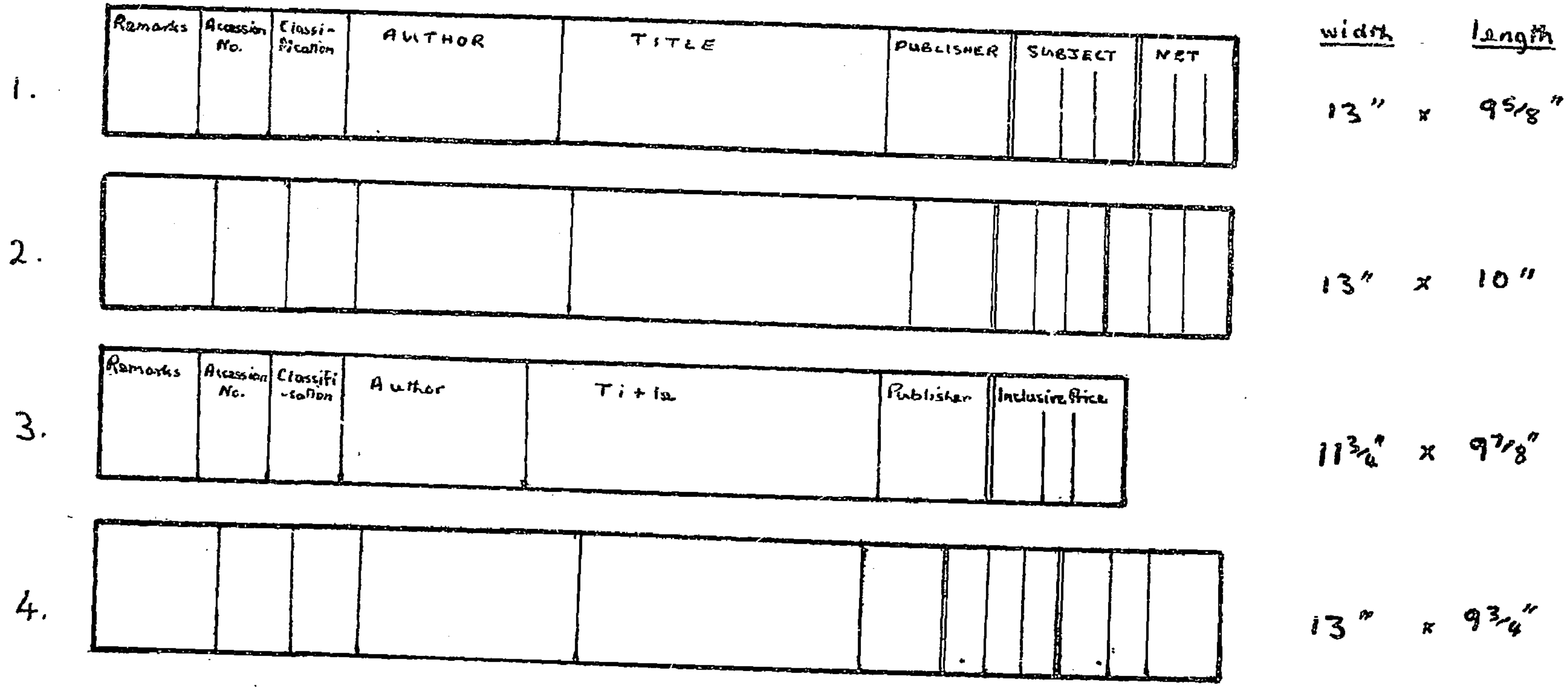
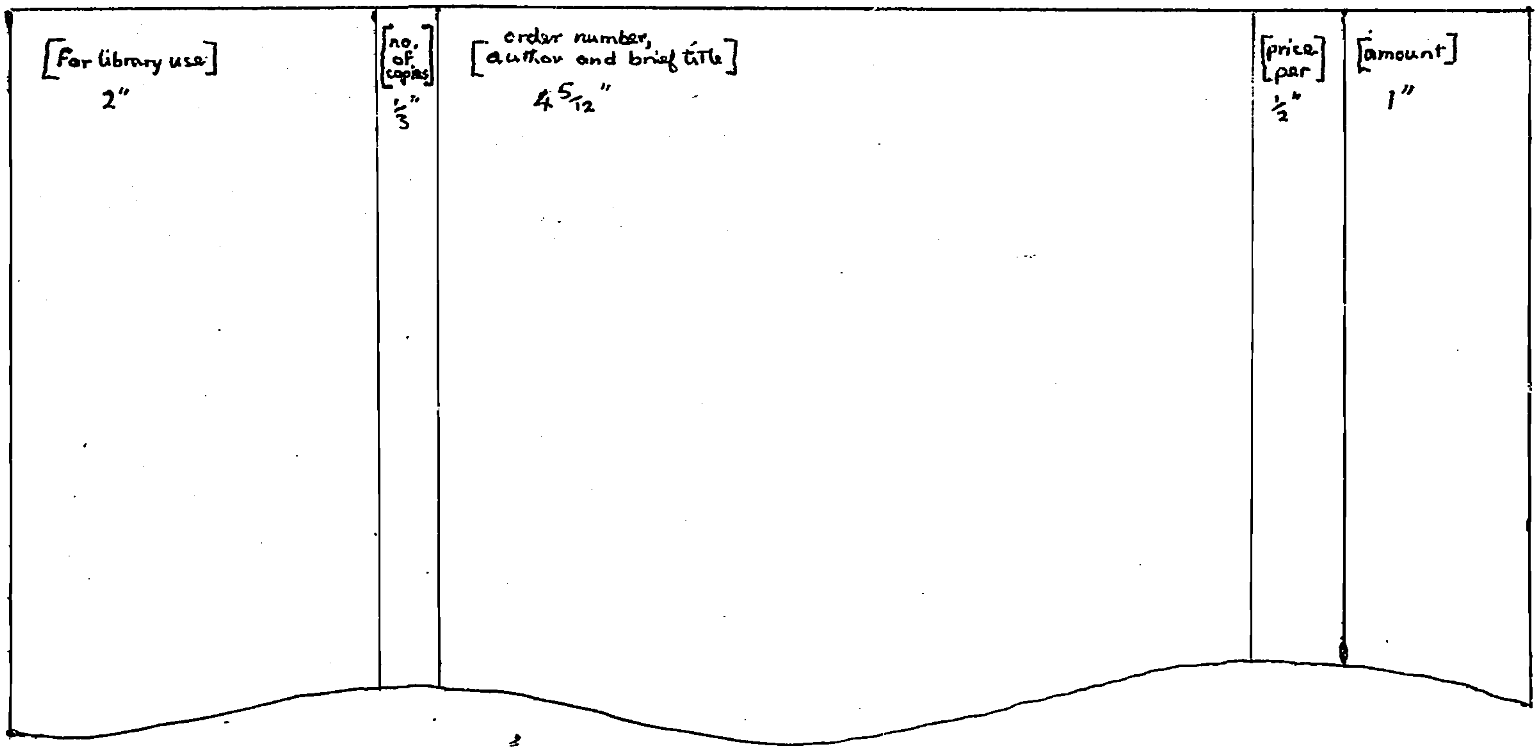

1.
Remarks
Accession No.
Classification
AUTHOR
TITLE
PUBLISHER
SUBJECT
NET
2.
3.
Remarks
Accession No.
Classification
Author
Title
Publisher
Inclusive Price
4.
width
length
13" x 9 5/8"
13" x 10"
11 3/4" x 9 7/8"
13" x 9 3/4"

DIAGRAM 7. Recommended layout for library invoices. PAPER SIZE: A4 (approx. 8¼ x 11¾ in.)


[For library use]
2"
[no. of copies]
1/3"
[order number, author and brief title]
4 5/12"
[price per]
1/2"
[amount]
1"

~~NOTE.~~ NOTE. Field for amount should not be subdivided by vertical rules. Decimal currency will render such rulings obsolete.

5. METHODOLOGY

The method followed in this enquiry was first to study the available literature of the subject followed by visits to a number of library bookselling firms to see at first hand the problems which had given rise to the research project. Visits at this stage were also made to the acquisition departments of a number of public libraries. A return visit was then made to one of the library bookselling firms, in order to note in detail the servicing requirements of 20 large library systems.

Having gained an indication of the nature of the problem confronting the booksellers, it was decided to investigate order forms, invoicing and book servicing requirements of public libraries by means of a questionnaire. It was decided to send the questionnaire to a large sample of public libraries, for it had become clear that libraries would not necessarily have similar practices and requirements. Evidence of this was in Peter Lewis's Fifth Report on The Use of British National Bibliography Services in the United Kingdom. Discussing the systematic use of BNB by libraries, Mr. Lewis has this to say:-

> "Having established that it was mainly the public libraries in which systematic use was to be examined, and the public libraries both being established within a common administrative ambience and having in broad terms a common clientele, it was strongly presumed that the main criteria in distinguishing types of acquisitions and cataloguing systems from each other would be connected with the size of the library authority and, in respect of the larger authorities, with their being a municipal or a county library. This would lead, it was thought, to a maximum of half a dozen or so different kinds of system, each related to a particular size and/or type of library. In the event, observations were made of the acquisitions and cataloguing systems in 38 public libraries and no close similarity of system was encountered in any of them. It was possible to say, as a result, that some types of system were dependent on centralisation of the book selection process, and others on decentralisation; and that some depended on a centralised acquisition (a slightly different matter), and others not. But there was never any correlation between centralisation/decentralisation and the size or type of library; just as there was no recognizable pattern in the kinds of record which the various libraries regarded as essential. The conclusion was reached that there was a very much smaller area of common consent among librarians of all kinds than had been presumed both in the objectives and policies appropriate to particular types and sizes of libraries, and in the administrative principles and practices which were intended to attain those objectives and policies."

Questionnaire

With Mr. Lewis's findings in mind, it was decided that in this enquiry a large sample of libraries would be investigated; a questionnaire would be sent to one third of all public libraries in the United Kingdom. The first section of the questionnaire was devoted to the design and content of order forms; a short second section dealt with invoicing requirements; the third section requested specimens of stationery connected with book servicing, together with servicing instructions and sample processed books. It was thought that only by an examination of specimens could the requisite detailed information on book servicing be gathered, a questionnaire dealing with such detail would be inordinate in length. The questionnaire sent to libraries is reproduced as Appendix I.

To test whether libraries would respond to a request for specimen forms, stationery and books, a circular letter was sent to a group of libraries, and within a fortnight 75% of the libraries approached had sent the information and samples required. This was followed by a pilot run of the questionnaire, and in the light of the response to this the questionnaire was amended and then distributed in the first week of January 1969. The questionnaire was partially pre-coded, and analysis was done with the use of optical cards.

Sample

In the absence of a sampling frame for public libraries in the United Kingdom, it was necessary to construct one for this project. The statistical compilation most suited to this purpose was Public Library Statistics, published annually by the Institute of Municipal Treasurers and Accountants and the Society of County Treasurers. Its coverage of public libraries is near complete, and it gives sufficient detail for libraries to be classified (for the purpose of this enquiry) into 9 groups according to the number of books purchased by each library in a given year. For this purpose, the statistics for 1966-67 (published in February 1968) were used, these being the most recent available at the time the sample was constructed.

The 451 library authorities included in Public Library Statistics 1966-67 were grouped in the following 9 categories:-

Table 1 Libraries grouped by the number of books purchased per annum

Group	Number of books purchased in 1966-7	Number of Libraries	Percentage of total
1	less than 5,000 books	86	19%
2	5,000 to 9,999 books	121	27%
3	10,000 to 14,999 books	61	13%
4	15,000 to 19,999 books	32	7%
5	20,000 to 24,999 books	23	5%
6	25,000 to 49,999 books	54	12%
7	50,000 to 99,999 books	55	13%
8	100,000 to 149,999 books	13	3%
9	over 150,000 books	6	1%

It was decided to include in the sample all libraries purchasing over 100,000 books p.a. (Groups 8 and 9), and of the remaining groups, it was decided in each case to take 13 libraries plus 30% of the remainder. The effect of this was to weight the sample so that the smaller the number of libraries in the group, the greater the percentage of that group that would be included in the sample. This can be seen in the following table:-

Table 2 The sample analysed by group and expressed as percentages

Group	Total in each group	Total in sample of each group	Sample as % of each group	Each group sample as % of total sample
1	86	35	40.7	16.5
2	121	45	37.2	21.3
3	61	27	44.3	12.7
4	32	19	59.4	5.9
5	23	16	69.6	7.5
6	54	25	46.3	11.8
7	55	26	47.3	11.8
8	13	13	100	6.1
9	6	6	100	2.8

This can be stated as a formula, viz: $S_B = (T_B - C) F + C$.* This formula gave a total of 212 libraries in the sample. Tables of random numbers were used to select the individual libraries within each group that were to form the sample. One library - from category 9 - was excluded, for it was unable to cooperate.

Response

181 of the 211 libraries approached responded in time to be included in the analysis of results, giving a response rate of 86%. The effective response, however, was from 179 libraries, as two of the respondents replied that they no longer existed as independent library authorities. The majority of the remaining 179 respondents, in addition to returning questionnaires, cooperated also by sending some or all of the specimens of stationery, etc. requested.

The response rate by size and by administrative type of library is given in tables 3 and 4.

---

* S_B = number in sample from group 'B', T_B = total in group 'B', C = 13, F = 0.30 (see above) where 'B' refers to each group in turn.

Table 3. Response by size of library.

Size category	Number of respondents	Respondents as % of sample of each size category	Respondents as a % of all public libraries in U.K. in that category
1. less than 5,000	22	63%	26%
2. 5,000 to 9,999	38	84%	31%
3. 10,000 to 14,999	27	100%	44%
4. 15,000 to 19,999	16	84%	50%
5. 20,000 to 24,999	15	94%	65%
6. 25,000 to 49,999	24	96%	44%
7. 50,000 to 99,999	23	88%	42%
8. 100,000 to 149,999	10	77%	77%
9. 150,000 and over	4	80%	67%
All categories	179	85%	39%

Table 4. Response rate by administrative type of library authority.

Administrative type	Number of respondents	Respondents as % of sample of each administrative type.	Respondents as % of all public libraries in the U.K. of that administrative type.
England and Wales.			
county boroughs	48	92%	59%
London (boroughs + City of London.	19	95%	58%
counties	24	89%	43%
non-county boroughs	54	92%	38%
urban districts	18	64%	26%
Scotland			
counties	4	67%	16%
cities	3	100%	75%
burghs	6	50%	19%
Northern Ireland			
counties	1	50%	20%
county boroughs	1	100%	50%
non-county boroughs	1	100%	3%
All categories	179	85%	39%

te to table 4. In dealing with English and Welsh Counties, the parts of Lindsey and Holland have been counted as one; as have Rutland and Leicestershire.

6. SURVEY

6.1. BOOK PROCESSING

This section is not a comprehensive study of the processing of library books. As with the rest of this study, it is concerned with library-bookseller relationships. It thus confines itself to looking at the processing of library books and the provision of book cards and catalogue cards in so far as these processes have come to involve the bookseller. What is done here is to look at the problems of processing library books from the viewpoint of the library bookselling firm. There are two reasons for doing this:

(i) The present situation is a difficult one for large library bookselling firms. Such firms are now undertaking book processing and card production for a great number of libraries, yet each library specifies its individual book processing and card production requirements. This is, of course, the customer's prerogative, but countless variations of detail are costly to the supplier, and a nightmare to his supervisory staff. They militate against an efficient use of labour and machinery. In a word, the situation is wasteful. It is in the interest of such firms to have their 'product' (i.e. the processed library book) standardised. It means economy of operation to them, and could mean speedier supply to their customers.

(ii) The viewpoint of the large library bookselling firm is instructive to the librarian for it is synoptic. The bookseller is processes books for many different library systems, he is in a position to compare and contrast the instructions and practices of different libraries. One librarian will have simplified his practice with regard to one task, a second with regard to another. By adopting the vantage point of the bookseller it is possible to draw on the experience and ideas of a great many librarians and attempt to produce an economic synthesis of library practices.

The following table gives some idea of how far booksellers are now involved in the processing of library books. It is compiled from the replies to question C.2. of the questionnaire reproduced as Appendix 1.

Table 5. The percentage of public libraries for whom the following processes are generally carried out by their suppliers.

Process	when suppliers are	
	(a) specialist library suppliers	(b) other booksellers
plastic jacketing	79%	40%
labelling	56%	26%
stamping	20%	8%
accessioning	14%	6%
class-marking of spines	8%	4%
preparation of:		
charging cards	28%	12%
catalogue cards	18%	7%
stock or location cards	13%	8%

Notes to Table 5.

1. These percentages are of libraries for whom these processes are generally carried out by their suppliers, regardless of the number of books being purchased by these libraries. They are not therefore the percentages of books purchased that are processed by their suppliers. (Libraries vary enormously in their purchasing power; this variation is depicted by the graph that appears as Appendix 4.)

2. To some extent the table is generalised. A number of libraries, for instance, have catalogue cards prepared by their suppliers for Fiction and Junior books, but not for Adult Non-Fiction; a few libraries indicated that some processes were carried out by some suppliers but not by others. A positive response has been recorded in such cases.

3. At no point in the questionnaire was the term "specialist library supplier" defined, and it was left to responding libraries to decide how they categorised their suppliers - whether as "specialist library suppliers" or as "other booksellers". In only one case is it clear that the term "specialist library supplier" was understood to mean something quite different to what had been intended in the questionnaire. This response was discounted in the analysis of the replies to the question. (The term was intended to mean "firms specialising in library supply", and not "firms supplying specialist material".)

It will be seen from this table that booksellers have become involved to a substantial degree in the processing of library books and the provision of charging cards, catalogue cards and book cards. It has thus become a matter of importance to the economy and efficiency of booksellers supplying libraries that book processing and card preparation requirements should be standardised as far as possible. It is in the interests of both libraries and booksellers that these tasks should be simplified and performed with the maximum economy.

One bookselling firm visited by the author disagreed with any attempt at standardisation. This firm believed that libraries should continue to exercise their prerogative as customers to specify whatever kind of processing they preferred. Indeed, this firm argued that its willingness to carry out the most varied requirements was part of its competitive position as a supplier.

It is possible to respect this point of view, and feel that where the variations in servicing are necessary to the efficient functioning of different library systems then such an attitude is laudable. On the other hand it is possible to believe that where the variations in individual requirements serve no useful purpose, then it is time for customers and suppliers to get together and eliminate unnecessary variations. Competition as to who can best perform unnecessary tasks is misplaced. To eliminate unproductive practices from the field of library supply on a national scale is an obligation on librarians and booksellers which they should be prepared to tackle together. There will be plenty of scope left for fruitful competition between suppliers in their speed and accuracy of processing and supply in their ability and willingness to supply "difficult items", and in their performance of a wide range of bibliographical services.

The remainder of this chapter will be devoted to a consideration, in turn, of the various processes listed in table 11, with regard both to their standardisation and simplification. It is suggested that recommended standard practices be adopted by all libraries who have some or all of their processing done for them by their suppliers. It is hoped also that the discussion will be of value to libraries which undertake their own processing, as in that it might suggest to them economies of practice.

6.1.1 Plastic jacketing

Most public libraries request or require their suppliers to fit plastic jackets (known also as sleeves and vests) to their books. This is an apparently simple task, but during a visit to one large library bookselling firm, it was noted that fourteen different methods of fixing plastic jackets were required by library customers. The number of variations was emphasised by the examination of specimen books sent by 19 of the libraries responding to the questionnaire (the 4 largest, and 5 libraries from each of the next three size categories). Of these 19 books 18 were fitted with plastic jackets (the nineteenth had been plasticised with sheet plastic). Of the 18, twelve (two-thirds) used no adhesive tapes.: both the front and back boards were tucked into the jacket flaps. The other six had their jackets taped down with adhesive tapes in five different ways. An additional non-fiction sample with photographic endpapers had a completely loose, unattached jacket. Another specimen had its jacket fixed on with six adhesive tapes, and the front flap of the book jacket had been cut off and pasted onto the endpaper in the rear opening of the book. The variety of instructions makes jacketing quite a complicated operation.

6.1.2 Labelling (insertion of date labels, other labels, and pockets in books).

An increasing number of libraries are using a combined pocket/label in place of separate date labels and pockets. They are economic in that not only has the library (and often its suppliers) only one item to order, stock, and restock, but also only one item to insert by pasting in. Further the combined pocket/label can, of course, supersede the book-plate and the rules label where these are still in use. The economic principle to establish is one label per book, and one that can be inserted in a single pasting operation. Given this the combined pocket/label is the obvious solution; it is one that has already been widely adopted for Browne charging, and it has also been adopted by libraries using Reverse Browne and Chequebook charging, as well as by some libraries using Photocharging.

The point has been made that the proposal to standardise charging stationery is now much too late, although it would have been a good idea ten or fifteen years ago when most people were using Browne. Therefore a question (C.1) was included in the questionnaire to find out which charging systems were currently in use.

A calculation was then made, based on the number of lending library books purchased in the financial year 1966/67 to gain an approximate idea of the number of lending library books which were being processed for use with the different charging systems. The result of this survey of charging systems is given as Appendix 2. Briefly, of the 11,250,000 lending library books bought in 1966-7, at least 60% (i.e. approximately 6,000,000) would have been processed for use with Browne charging systems; 90% (approximately 10,000,000) would be for use with Browne, Photocharging and Token charging. Assuming that the figure of 6,000,000 is typical of the annual intake of books charged by the Browne system then a standard method of processing for use with Browne would be well worth while. If we take Browne, Photocharging and Token charging together, (some 10,000,000 books each year) a standard label which would serve all three methods would seem well worth evolving. This is particularly so as many libraries (and there are indications that they will increase in number) use a combination of two of these three charging methods and a few libraries use all three.

Many county library systems will continue to use Photocharging and Browne in harness, and therefore the development of a standard pocket/label to meet the needs of both methods is desirable. It would allow greater stock mobility for libraries using both methods. Further, it would remove an important inhibiting factor for library systems wishing to introduce Photocharging at a later date, namely the need to re-label their stocks.

6.1.3. Stamping

"Stamping" is used here to cover all stamping of books apart from "bumper-stamping" of accession numbers. Stamping practices observed on the sample books received from libraries covered by the survey range from the simplicity of a single stamp to quite startling complexity. Embossing and perforating stamps seem to have been almost completely abondoned. One large county library has given up the practice of ownership stamping altogether. The sole stamp to be seen on the book it provided was a short code of four letters printed at the bottom of the verso of the title page. The only indication of ownership is on a combined pocket/label pasted flat onto the fly-leaf. A significant number of libraries have abondoned all owner-stamping except the stamping of either (a) an ownership stamp or (b) a combined owner/class accession number stamp on the front or the back of the title page. Many libraries, then, have reduced their owner, stamping to one stamp though a number also have a grid stamp on the back of the title page.

In the examples seen many of the grid stamps have information in only the boxes for the book's class and accession numbers. This suggests that a library book - if it needs to be stamped at all - needs to be stamped only once, and that the one stamp should be simply an ownership stamp which includes boxes for class number and accession number. On the other hand if a combined pocket/label pasted firmly on the fly-leaf, has on it the accession number, and class mark or number, then it seems unnecessary to duplicate this information elsewhere inside the book.

Amongst the sample processed books, ownership stamps seemed almost equally divided between the front and the back of title pages. There are two good reasons why the front of the title may be preferred:

(i) it is easier to stamp there because the bulk of the book provides a firm base on which to stamp, (when stamping the back of the title page, this is not so);

(ii) the purpose of owner-stamping is to show clearly to whom the book belongs; the front of the title page is the better choice for this.

6.1.4. Accessioning

Comparatively little can be said here concerning accessioning, for it has not been possible to study the reason why libraries accession their books, the precise use libraries make of accession numbers in their various records (including the processed book), or what additional work or difficulties - if any - they impose upon themselves by abondoning accessioning procedures. The point that can be made is that a number of library systems have now abandoned the practice. If this produces a net saving, then the economy in book servicing costs alone makes its abandonment well worth consideration by other libraries.

Some libraries stamp the accession number on the book (and on the stationery pasted into it) only once, but more stamp it twice. Often it appears both on the front or back of the title page and on the pocket, label or flyleaf for use in charging. It is generally stamped also on all cards associated with that book: a catalogue card, a stock card or location card, and a charging card. It has also to be typed on the library's invoice/accessions sheet. The operation of accessioning, typically involves 5 stampings, plus the typing of the number on an accessions register. If it is done by the supplier, it is a complex operation. Great care must be taken to ensure that the same accession number is carried by all cards and labels inserted into the book and stamped on the book itself and on the invoice for the book.

If this figure of 5 stampings each book is a reasonable average, then either within or on behalf of libraries buying 100,000 books a year, accession numbers will have to be "bumped" half a million times during each year. Some libraries have abandoned the practice.

A problem facing suppliers, of which librarians may not be aware, is the one posed by "non-standard" accession numbers, i.e., numbers with prefixes and suffixes, or any number which is not a straight forward sequence of numerals of a standard height. "Non-standard" accession numbers (i.e., those with prefixes and suffixes) seem to have been widely adopted by libraries. If the supplier is expected to accession for a library system that adopted such a style of accessioning, then that supplier will in all probability need to keep a special numbering machine for his business with that library.

Accession numbers may vary in height from 3 mm. to 6 mm., and they vary also in style of figures. This variation in height and style does not matter very much, so long as librarians are willing either to agree on one definite size and style, or (and this is probably a better and easier solution) are willing to accept any within given limits. One of the largest libraries uses 3.5 mm. figures; another figures 5.5 mm. high. The former's numerals are roman face, the latter's sans serif. Both are perfectly legible. It is suggested that librarians be prepared to accept any figures within the height range 3.5 mm to 5.5 mm in roman or sans serif characters.

A willingness to accept a range of styles would enable suppliers to utilise their numbering equipment to the full, and thus speed the flow of books through their processing departments.

6.1.5. Category and class marking.

1. Inside the book.

Libraries seem to be divided as to whether category and class marks need to appear twice or only once inside the book. If one entry can be eliminated, then economy has been achieved.

2. Class-marking of the spine.

One of the most time consuming and "fiddling" jobs - whether done by the supplier or, as is more common, by the library - is the class-marking on the spine of the book jacket under the plastic sleeve. A common way of doing this amongst suppliers is to type the class number onto a self-adhesive label then to peel the small label off its backing sheet and transfer it onto the spine of the jacket. This process is unnecessarily complicated when libraries specify that a slightly larger - or slightly smaller - label or an uncommon size of type. This excerbates an already awkward job.

In the case of books with narrow spines, librarians disagree over the position of class marks: whether they should read "up" or "down" the spine, or whether they are to go on the bottom left hand corner of the front cover. There is further disagreement over the splitting of Dewey class marks : whether they should be broken before or after the decimal point.

6.1.6. Cards.

One of the major operations of book processing for a firm specialising in library book supply is the provision of charging cards, catalogue cards and stock or location cards to accompany the books. Figures from this survey show that 28% of the libraries sampled require charging cards to be prepared by the supplier, and that 18% obtain catalogue cards from the supplier (though many of the latter group limit their orders to cards for fiction books 13% require stock or location cards) These percentages are fairly small, and do not really indicate the scale of operation necessary on the part of the supplier. All four of the largest libraries responding to the questionnaire had their charging cards typed, three of them their catalogue cards, and two of them their stock or location cards, when the books were supplied by specialist library suppliers. These four libraries between them bought nearly a million books during 1966-67. Two of these systems bought over 90% of their books from specialist library suppliers, the other two between 50% and 59%. Assuming that these four libraries bought some 750,000 books from specialist library suppliers an average requirement of 2 cards per book would thus involve the typing of 1,500,000 cards. In their book Library bookselling, F.T. Bell and F. Seymour Smith estimated that some 33,000,000 book cards were being supplied to libraries by booksellers annually.

To obtain economy of operation, cards need to be standardised. With catalogue cards, this should be no great problem. A standard size is already acceptable: 125 mm by 75 mm (approximately 5" x 3"). Four further steps are necessary. These are:

(1) the acceptance of a standard card quality,
(2) the acceptance of a standard card colour,
(3) the acceptance of a standard information content,
(4) the acceptance of a standard layout for that information content.

With charging cards, there is an added complication: a standard size has not yet gained widespread acceptance. They vary in size from 3" x $1\frac{1}{2}$" to 4" x 3". As might be imagined, the cards at the smallest end of this size scale tend to get lost inside the typewriter. The size of book card in most common use is the 4" x 2" size. One library bookselling firm has calculated that 75% of the book cards it types are of this size. With book cards, five steps need to be taken:

(1) acceptance of standard size,
(2) acceptance of a standard card quality,
(3) acceptance of a standard colour,
(4) acceptance of a standard information content,
(5) acceptance of a standard disposition of information content.

These steps will be discussed in turn.

Catalogue (and other 5' x 3' cards.

1. Standard size, quality and colour

Two fractionally different sizes are used: 5 inches by 3 inches, and 125 mm by 75 mm. The metric size should be accepted because of the future metication in this country and because the cards are fractionally smaller.

Cards vary considerably in thickness, quality and colour. Many differing colour schemes are in use with catalogue cards, and it would not be easy to reconcile them. The solution seems to lie with white cards for all classes of books, with the symbol 'F', 'NF', 'JF', or 'JNF' pre-printed in the top right hand corner. A thin card is recommended as thin cards can be typed in duplicate, are more suitable than thicker cards for typing in general and form less bulky card catalogues once filed. If libraries accept a standard catalogue card of this type, they can be bought in bulk by library booksellers direct from the manufacturers, and this has several advantages. It obviates the present cumbersome practice of libraries ordering cards from their suppliers only to forward them to their booksellers. For the library bookseller, it solves the present complex stock-keeping operation of storing of separately the dozens of slightly differing types of card supplied to him by various library customers. Given the acceptance of standard cards, the bookseller would be able to order and store in bulk only four different cards.

Standard information content and layout

Information content should not only be standardised but also minimised. This would cut down significantly the amount of typing to be done, where the cards supplied to libraries are individually typed. Where cards are produced in greater numbers, addressograph machines, duplicators, and even type could be used to produce long runs with great economy, provided that libraries accept a standard information content and layout.

During the course of this investigation, two library bookselling firms experimented with standard cards. Their experiences were discussed with them and it was decided to proceed with the cards described and reproduced on pages 12 & 13. These have proved acceptable to a number of library systems. Three points might usefully be made about these cards. Firstly, information content has been minimised for the sake of economy. When producing standard cards, one can either produce a card bearing a bibliographically comprehensive entry, which each library will then proceed to amend by a process of deletion, or one can provide utmost simplicity, leaving libraries to amend, if they must, by a process of additon. Where, as is the case here, the standard card is to be one that can be typed economically, then simplicity is the obvious solution. Brevity of entry seems to be readily accepted (again in the interests of economy) by library systems producing their catalogues by computer printout. Secondly, a point to be stressed with the cards reproduced in Appendix 2, that it is important to have a constant left hand margin for the whole entry, with the first line of type in upper case throughout (author's surname and initials), and subsequent lines in lower case with customary capital letters for proper names. These features, together with standardised vertical spacing, cut typing costs drastically. Thirdly, a standard cataloguing practice is necessary, particularly with regard to the form of the author's name which is to be used. It is suggested that, for British books, the form used on PICS (Publishers Information Cards) be used, this being in turn based on the Anglo-American Code.

Book cards

The comments made concerning catalogue cards also apply to the economic production of book cards for Browne charging.

An additional problem is that of the size of cards. It is recommended that libraries standardise on 4" x 2" cards. The economies that could be achieved if libraries did so should make the effort well worth while. The change-over to a card of this size where another size is presently used is a matter on which librarians could exercise their undoubted ingenuity. (One of the largest library systems in the country recently switched from 3" x 2" cards in order to accept the standard book cards described in Appendix 2. They realise that since they filed their issue in accession number order they would therefore have issue files of 3" x 2" cards with the taller, 4" x 2" cards grouped at the back of them during their changeover period, and this would be no great inconvenience.)

A comment on the development of standard cards.

The acceptance by libraries of standard cards as described in the summary is an urgent problem for many library bookselling firms. It is a field in which the cooperation of librarians could result in a very rapid and substantial elimination of a wasteful use of labour, and the streamlining of one aspect of library supply.

Publishers Information Cards have been briefly mentioned above. They are also standard cards, but have a primary function of presenting advance notice of British publications in a standard, objective, and readily manageable form. Their potential as a form of advance centralised cataloguing, and the possibility of developing variants that might perform functions as order forms and as catalogue cards, will have escaped neither their editor nor the librarians and library booksellers who receive them.

The British National Bibliography has, of course, been producing and marketing standard catalogue cards for many years, and will therefore have a strong interest in any development on the part of PICS to develop P.I.C. variants with potentialities as catalogue cards. The great merit to libraries of cards produced by library booksellers is that they arrive together with the books to which they are related; this does away with the need of the receiving library to operate a dual ordering system - one for books and one for cards. The great merit of P.I.C.S. is that they are - or strive to be - available prior to the publication of the books to which they relate. The great merit of B.N.B. cards is that they are authoritative and near comprehensive in their coverage of British publications. What should be attempted is a marriage of the merits of

6.2. ORDER FORMS

The first section of the questionnaire was concerned with the order forms sent by libraries to booksellers. Where a library had a variety of order forms in use, it was asked to describe in detail the form in most general use, and to describe its other order forms in brief.

Two factors caused difficulty in analysing the replies to this section of the questionnaire.

The first cause of difficulty was that a number of libraries generally use their official order form as a 'covering document' authorising the supply of books which are listed on appended sheets, or described on accompanying slips or cards. Where this is so, the order sent to the bookseller comprises both the official form and the attached lists; the first authorising the supply of the items listed on the second. A few libraries were uncertain whether they were being asked to describe their "official form" or to describe the lists, slips or cards which their official form validated. For the purpose of this enquiry the lists, slips and cards - where these differ from the "official order form" - have been taken to be "the order form generally sent to the bookseller". This is because the investigation is concerned with the manner in which bibliographical information is conveyed by libraries to their booksellers, and not with the procedural problems of authorisation.

The second cause of difficulty was that this section of the questionnaire was based on an assumption: namely, that public library systems would have one main ordering procedure which might or might not be supplemented by variant procedures. In the case of quite a number of library systems this turned out to be false, for some of them found it impossible to isolate one order form and say, "This is the form in general use". Some, for instance, marked "list" and "slips" as both being in general use. The reply of one London Borough (example 1) illustrates the way in which orders may regularly be sent by a variety of methods.

Example 1

"Lists are used for replacements and miscellaneous stock items (say 40%)

Slips are used for approvals extra copy orders (say 20%)

Lists of BNB numbers are stock items (sent one per week) (say 20%)

Telex and telephone orders are readers requests (say 20%)."

For the purpose of analysis, "lists" were taken to be the form of order most generally used by this library although, in this case, listed orders (in the sense of typed lists by author and title) account for less than half the number of books ordered.

Libraries giving as wide a range of order forms as this as "forms in general use" are a very small proportion of the sample studied. Nevertheless, their variety of forms is important in practice, for such libraries are, in the main, large systems. Thus the volume of book orders involved is much larger than the numbers of libraries using such a variety of forms (taken as a percentage of all libraries responding) would suggest.

To return to Example 1, we can summarise this library's order forms as follows:

Lists (typed, by author and title, etc.)	40%
Lists of BNB numbers	20%
Slips (5 x 3)	20%
Telex (lists of a distinctive format simultaneously produced at both the library and the bookseller's premises) plus telephone (a verbal form of order, involving no material 'order form' at all)	20%

A further order form used by this library is revealed by its response to the question:

> "Do you require the bookseller to type out for your use, and to send to you as a record of your order, any of the following: order slips, order cards, stock cards, order list, any similar item?"

To this, the library responded 'order list' with the note:

> "This is not a requirement, but in the case of one supplier it is done as a service by our sending the bookcards for replacement orders to him."

This gives us the bookcard as an additional 'order form' in use by this library (and incidentally, gives us 'order form' as one of the range of function that a bookcard may fulfil).

STATISTICAL ANALYSIS OF THE RESPONSE TO THE QUESTIONNAIRE

ANALYSIS OF ORDER FORMS BY GENERAL TYPE (QUESTION A1)

To the question,

> "Is the order form you generally send to the bookseller:
>
> a list
> a slip (5 x 3)
> a slip of some other size
> BNB
> some other form of order?"

the 179 libraries that answered it responded as follows:

Table 6. Order forms generally sent to the bookseller

lists		134 libs. (75%)
slips (5 x 3)	47 (26%)	
some other size	3 (2%)	
		50 libs. (28%)
BNB		5 libs. (3%)
some other forms of order		21 libs. (12%)

Note: These responses total 210: this is because some libraries marked more than one alternative as the form generally sent.

An analysis of these figures by size of library gives the following information concerning the use of lists, slips and other forms:

Table 7. Types of order form used by libraries grouped by size

	GROUPS										
	1	2	3	4	5	6	7	8	9	All libs.	
Lists	21	29	24	12	13	17	11	4	3	134	(75%)
Slips	1	10	3	4	2	10	12	7	1	50	(28%)
Other (incl. BNB)	3	7	5	1	2	4	2	1	1	26	(15%)
Total response	25	46	32	17	17	31	23	12	5	210	
Total number of respondents in each group	22	38	27	16	15	24	22	10	4	178	(100%)

Note: Refer to table 3 above for description of size categories

This table shows that libraries purchasing less than 25,000 books a year (groups 1-5) generally send lists, whereas amongst libraries purchasing 25,000 books and over, the use of slips is almost as general as the use of lists. (Note, however, group 2 - libraries purchasing 5,000 to 10,000 books p.a. - having 10 libraries using slips and 7 using other types of order forms.)

A closer look at the libraries who generally sent "some other form of order" reveals that some of them do use some form of lists or slips, or a combination of methods. The following amongst them certainly have "some other form of order" in general use:

From Group 1 (Purchasing less than 5,000 books p.a.)

50% from bookjackets; 25% on official order form;
25% on lists; some urgent ones telephoned

From Group 2 (Purchasing 5,000 - 10,000 books p.a.)

"Books generally ordered through publishers' representatives who call at the bookshop next-door but one. Their catalogues are marked as my record of the order." Requests and other orders are sent on 5 x 3 catalogue cards.

"....orders mainly from bookjackets at visit of representatives or visit to supplier. Order list made out

(Here bookjackets activate the order and two records are subsequently made: for the supplier, a list; for the library, cards.)

From Group 3 (Purchasing 10,000 - 15,000 books p.a.)

5 x 3 edge-punched cards. These are sent by the library to the bookseller who then lists the order from the cards, and then returns the cards to the library.

"No official orders are used and most expeditious method employed, telephone, lists, etc. Weekly lists from BNB to certain booksellers - all from card index maintained of requirements."

"No special form - ordinary letter." Also, "Marked catalogues or stock lists", and"Verbal orders, no record kept, identifiable by special endorsement of the carton when supplied". "No record kept of verbal orders."

From Group 5 (Purchasing 20,000 - 25,000 books p.a.)

"Orders for at least three quarters of all books added to stock all given to the publisher's representative who in turn passes them to the local bookseller.... The orders are placed verbally but communicated to the bookseller by the representative in writing. The bookseller then lists the books, retaining one copy for his own use and sends one copy to the Library for check purposes."

From Group 6 (Purchasing 25,000 - 50,000 books p.a.)

Lists, slips and BNB. Also, "marked publisher's or bookseller's catalogues are sometimes used as order list. A second copy of list retained for record purposes. Small orders of less than 10 books are handwritten on official order form with carbon counterfoil."

List are usual; but "Orders to one of our main suppliers are effected by telex. Information given is the same as that listed in para. 5 (i.e. the same as for lists). Top copy of telex roll is retained as copy order".

(This is really order by list, but the example is quoted here to show telex in use as the normal medium for transmitting orders to a main supplier.)

WHETHER ORDERS ARE TYPED OR HANDWRITTEN (Question A1, continued)

Asked whether their orders were generally typed or handwritten, 126 libraries replied "typed". Some libraries replied that their orders could be either typed or handwritten. In such cases lists were generally typed, whereas slips and orders for small numbers of books made on official order forms were generally handwritten. Some example of duplicated lists were received: two of these lists of author, title, etc., the other a list of BNB numbers. These have been counted as typescript. On further analysis we find that 75% of the libraries generally using lists typed them, whereas 58% of the libraries using slips have them typed.

VARIATION IN SIZE OF ORDER LISTS AND SLIPS (Question 1, specimens)

Order lists vary in size from 4" by 6" to 8" x 13". A number of booksellers have commented on the handling and filing difficulties created by such divergencies of size.

Specimen order slips received were almost all 5" x 3". One or two were of a slightly different size e.g. 5" x 3½", whilst the slips of one library were of a very much larger size.

FACTORS DETERMINING THE DESIGN OF ORDER FORMS (Question A2 and 3)

Question 2 and 3 of the questionnaire were concerned to identify those factors (other than the needs of booksellers) determining the design of book order forms.

To the question (A2)

> "Is the design (i.e. size and layout) of your order form determined by the requirements of another department of your authority?"

148 (83%) of the respondents answered "no", and only 30 (17%) answered "yes". Of the thirty who answered yes, 27 named the Treasurer's Department as the department concerned; and of these 30, 14 were libraries of the very smallest size category (purchasing less than 5,000 books a year), and 23 (77% of them) were of groups 1 to 4 (libraries purchasing less than 20,000 books a year). It appears, therefore, that the great majority of librarians (and almost all with the exception of the librarians of the very smallest authorities) are free to design or redesign their order forms to suit their own, and their booksellers', convenience. Since a sizeable proportion of the librarians of even the smallest authorities are using forms the design of which is not determined by the requirements of other departments, it seems that the way is clear for the general adoption of a standard style of form (or a limited range of forms) specifically designed to facilitate transactions between libraries and their booksellers, should the profession in consultation with the trade decide that such a form - or range of forms - were desirable.

To the question (A3)

> "Is the design of your order form determined by the use you make of any copies retained by the library?"

83 libraries answered "yes", but 95 libraries answered "no". Slightly over half, then, of the librarians answering the questionnaire replied that the design of their order form was not determined by the use they make of any copies retained by the library.

Taking the last two questions (A2 and A3) together, it is found that 82 libraries replied "no" to both questions; almost half the responding libraries thus replied that the design of their order form is determined neither by the requirements of other departments of their authority nor by the use they make of copies of the order form which they retain. These 82 libraries are spread across all nine size groups. One can only assume that the forms used by these libraries are single purpose forms; that is, forms for conveying information to the bookseller, the copies of which, if kept at all, are kept purely as office reference records.

COPIES RETAINED BY THE LIBRARY: NUMBER AND USE OF COPIES KEPT (Question A4)

(a) Number of copies retained

Of the order form generally sent to the bookseller, 32 libraries (18%) kept no copy, 121 libraries (68%) kept one copy, 39 (22%) kept 2 copies, 11 (6%) kept 3 copies, and 3 (2%) kept four or more copies. Analysing this down by the type of form used, the following pattern emerges:

Table 8. Number of copies of order forms retained by libraries

Type of form used	lists	slips	BNB	other
Number of libraries using this form	134	50	5	21
No copy kept	20 15%	3 6%	1 20%	8 38%
One copy kept	82 61%	26 52%	2 40%	11 52%
Two copies kept	23 17%	14 28%	-	2 10%
Three copies kept	5 4%	5 10%	1 20%	-
Four or more copies kept	1 1%	1 2%	1 20%	-

Of the libraries retaining more than three copies;

one retains 17, one copy being a file copy, the other 16 being distributed to service points;

Another retains 18, one being kept as an office filing copy, 7 being circulated to branches and departments, and 10 circulated to Committee members for their information.

(b) Lists: use made by libraries of copies retained

The following uses were mentioned by libraries using lists:

Table 9. Use made of copies of lists retained

Copy filed for reference	47 libraries
Copy used for record of receipt of items, or to record reports, or to record payments	59 libraries
Copy sent to Treasurer's Department	13 libraries
Copy used as an accessions register	33 libraries

Other uses mentioned include:

1. "Eventual use for booklists"
2. "3rd copy to cataloguer"
3. "To committee for information"
4. Copy 1 forms integrated order file for system; copy 2 retained by branch librarian, each library indicating on the copy the week in which payment is made for books received.
5. One copy to check deliveries and invoice; one copy filed as a check of what is being ordered from individual booksellers.
6. Copy 2 filed in order number sequence for audit purposes. Retained for 3 years.
7. Copy kept by Bibliographical Centre; copy 2 sent to libraries receiving books.
8. 3rd copy sent to Supplies Department.
9. Copy from which Book Orders Clerk's 5 x 3 records are made. Copy list is then filed in booksellers sequence.

(c) Order slips: Use made by libraries of the copies retained

Common to all libraries in the sample keeping copies of order slips was the use of one copy of each in their "on order file". Some mentioned further uses for that copy; others did not; some stated explicitly that on receipt of the book the slip was destroyed.

No copies kept

Three libraries keep no copies. Two of these are small systems each purchasing less than 10,000 books p.a; the third is quite a large system, purchasing between 50,000 and 100,000 books a year.

One copy kept

Twenty five libraries kept one copy of their order slip. Fifteen of these libraries replied simply that it is used in the "on order file". One of these added that it serves also as a check on allocations. Another, whilst keeping only one copy for use in the order file with fiction orders, keeps 2 copies of the order slip for non-fiction, the second copy forming an accessions register. A third library presumably writes out separately the copy it retains, for the specimen of the copy it sent to the bookseller was a handwritten 5 x 3 card. In size, these range from those purchasing less than 10,000 to those purchasing over 100,000 books p.a. The other ten libraries keeping one copy of the slip mentioned uses of it additional to retention in the order file. (That the library's copy of its order slip kept in its "on order file" should carry a record of the allocations made of the copies ordered is taken to be usual; thus 'record of allocations' has not been considered as an additional use of the copy of the order slip retained.)

Additional uses made of the copy retained by the other ten libraries were:

1. Compilation of internal statistics
2. Compilation of statistics of additions to the library for D.E.S.
3. Accession cards, 'supplied file', 'auditor's file'
4. Temporary union catalogue card
5. As copy for catalogue typist. (On receipt of book, this library marks on the order slip cataloguing details for the typist.)
6. Compilation of monthly accessions list

Some of these libraries have their copy of the order slip serve, sequentially, two or even three of the functions mentioned above. In addition they have already used them as a record of allocations and a record in their file of books on order.

Libraries keeping 2 copies

Sixteen libraries retain 2 copies of the order slips they send to the bookseller. Nine of these state that one copy goes into the order file, without mentioning further uses for that copy. Some of these nine say that these are filed in an alphabetical author sequence, whilst one files them in a bookseller sequence. From the written replies and specimens received, it is clear that many libraries keeping 2 copies of their order form use order sets comprising 2 slips and 1 card, the card generally being the copy for the order file. The following additional uses of the copy filed in the order file were mentioned:

1. Eventual use for book list.
2. Temporary stock card.
3. "Books received" file and fulfilled order for audit purpose.
4. Temporary catalogue card.
5. Adult non-fiction order cards refilled in a title sequence. Class numbers and BNB numbers are added to the cards at the cataloguing stage: these numbers for any subsequent orders are looked up in this file.

The sixteen libraries retaining 2 copies vary in the use they make of the second copy:

1. Order file in bookseller sequence. (2 libraries)
2. "Record to remind bookseller if book not supplied within 3 weeks" (1); outstanding order file in date order. (1)
3. Report slip, filed with order record for use if necessary. (1)
4. Returned to branch originating order.(3)
5. To compile duplicated list of items added to stock. (2)
6. Accessions register (1) and "a running number file required by Audit Dept"
7. BNB card order file (NF only) (1)
8. "Used as control whilst book in department, used for costing analysis and as accessions record." (1)

For some of these uses mentioned, a second copy is obviously required. For example, to maintain a second order file arranged by bookseller or chronologically, to have report (follow up) slips for use if necessary, and for returning a copy of the slip to the branch originating the order. For some of the other purposes, it seems that some libraries use one copy of a slip sequentially for a number of tasks, whereas other libraries prefer to generate additional copies for these tasks.

Libraries keeping 3 and 4 copies

These are very few, and in some cases the additional copies are follow-up purposes.

Examples of libraries retaining 3 copies

1. Copy 1: Report to originating library; copy 2: follow-up to originating library; copy 3: Order file
2. Copy 1: branch file; copy 2: divisional file; copy 3: order procedure for printed catalogue cards
3. Copy 1: filed in order file; copies 2-3: filed by department originating order - number as required

An example of a library keeping 4 copies:

Copy 1: order file; copies 2-3: as 1, used as hasteners to booksellers for outstanding orders; copy 4: filed in public catalogue.

It appears from this brief analysis that the majority of libraries using slip systems for ordering restrict themselves to sets of 2 or 3 slips, thus leaving themselves with either one or two copies for internal administrative uses. There is a fair variety, both in the amount and kind of use made of copies of order slips retained. This bears out the findings of Thomas and East in their study of The use of bibliographic records in libraries. On p.3 of their report, they have this to say:

> "There are, of course, wide differences in form generation and usage from library to library. The most apparent differences concern number and format and are not primarily connected with functions fulfilled by the forms, nor with the size and type of library, but arise from apparently arbitrary variations in the use of these records throughout each system. In some libraries one form fulfils a number of functions and is used in connection with more than one procedure, being moved from department to department or file to file. In others, multiple copies of a particular form are generated at one procedural point and the copies distributed to perform a number of functions. Other libraries use different forms for each function, and bibliographic information commonly required for interconnected procedures is regenerated as and when required." 3

Each librarian must, of course, decide on the most efficient design and use of forms for his own system, with the aid of whatever expert advice he can obtain. Both the cost and the benefit of various methods of working need careful appraisal and periodic review.

SEPARATION OF CATEGORIES IN THE COMPILATION OF ORDERS (Question A6)

The way in which the 179 responding libraries separate their orders into categories is shown in the following table.

Table 10. Separation into categories of books being ordered

139 libs (78%)	separate	Adult Books from Junior Books
104 libs (58%)	"	Fiction from Non-Fiction
42 libs (24%)	"	Junior Fiction from Junior Non-Fiction
37 libs (21%)	"	Books to be serviced from books not to be serviced
122 libs (69%)	"	Urgent orders from non-urgent orders

With regard to the separation of books to be serviced from books not to be serviced, a number of libraries do not have servicing done for them by the booksellers, and others state that they have all books serviced. Some pointed out that they have all books other than those ordered urgently serviced, and that this separation of books to be serviced from books not to be serviced was thus implicit in the separation of urgent from non-urgent orders.

Urgent orders

Some libraries mention that they used a separate supplier for urgent orders and a few automatically separate urgent orders by ordering all urgent books by telex. That some 50 libraries (28% of this sample) do not separate urgent from non-urgent orders is a somewhat surprising.

THE INFORMATION CONTENT OF ORDER LISTS AND SLIPS (Question A5)

(a) Details generally given by the 176 libraries responding to this question

Table 11. Details generally given for each title ordered

Author	176	libraries	100%
Title	176	"	100%
Publisher	176	"	100%
Price	167	"	95%
Quantity	140	"	80%
Edition	113	"	64%
No. of volumes	96	"	55%
Year of publication	82	"	47%
BNB number	29	"	16%
Place of publication	26	"	15%
Class number	14	"	8%
SBN	11	"	6%
other details	45	"	26%

A number of comments need to be made here. Many of the libraries who do not give quantity for each title ordered have a standing instruction that only one copy is to be supplied, unless otherwise stated.

Edition and number of volumes. Many libraries qualified their response to these two items by saying "where necessary". Others have a standing instruction that the latest edition is to be supplied unless another is specified.

BNB numbers. Two of the 29 libraries generally quoting these do so "sometimes".

Place of publication. From comments in the replies, it appears that a number of libraries, though not generally giving place of publication, do so if it is unusual. Some said, "If it is other than London"· others, "If it is foreign"; and yet another, "If it is a relatively unknown publisher".

Standard Book Number. In addition to the 11 libraries that generally quote it, two more replied "not yet", whilst a third library stated that it would like to go over to ordering completely by SBN's, but that they were not, as yet, in general use for it to do so.

Note on Standard Book Numbers and the British National Bibliography

By the end of 1970, every British book in print will have a Standard Book Number. Tying in with this, Mr. Wells of the BNB states that, as soon as their programme of automation allows them to do so, they will accept orders for BNB cards by Standard Book Numbers. (This may be achieved sometime in 1970). These two factors, together with the automation taking place in an increasing number of libraries and amongst most of the important publishers makes the provision of a column for SBN's on any standard book order form far more important than the small number of libraries at present using SBN's would suggest.

At present, BNB can best handle orders for BNB cards in the form of tabulated lists of BNB numbers, the numbers being grouped by year, with the number of cards required being stated against each number. But within a year or two, all British books in print will have SBN's, and BNB catalogue cards will be able to be ordered by SBN. This suggests a revolution in book ordering and cataloguing for libraries that will have automated in the near future.

Other details given by users of lists

They include:

type of binding or format (e.g. paperback)

series

source of bibliographical detail if other than BNB

individual book order numbers

remarks column

allocations

vendor

date of order

invoice number

date to Borough Treasurer

date account paid

full address of publisher, if little known, to help bookseller

Other details given by users of slips

The other details commonly given by users of slips are allocations, vendor, order number, date of order, name of library, and quite often, category of book (i.e. F, NF, JF, JNF).

A DISCUSSION OF ORDER SLIPS

Slips vary from blanks to slips which have been pre-printed to facilitate the systematic recording of a wide range of detail concerned not only with ordering but also with all the bibliographical checking, the decision-making and information gathering that goes on between the recording of a reader's request and the typing out or authorisation of an order to purchase, or borrow, or to report back to the requester that the item is not available. As a result, slips of this second kind provide for a mass of detail, much of which is of no relevance to the bookseller. These slip systems vary in the range of library processes which they cover. These seem to be of two main types:

1. Order slips, one copy of which goes to the bookseller, the other being filed as the library's record of order.

   These can be of two kinds: (i) those generated by the library; (ii) those which are slips provided by the bookseller.

2. Request slips. These begin their life as an internal request within the library system, filled in at a service point either by a reader or by a member of the library staff. The request slip is then sent to a central clearing point for action. Some of these forms are so designed that they can be completed either as an instruction to borrow the item, or as an instruction to order it. One copy of such a form is sometimes returned to the originating branch as a record of (or report on) action taken.

A third type (which could well be regarded as a variant of the first type) acts also as a stock record on completion of supply.

Information for the bookseller given on slips

In addition to the basic information of quantity, SBN, author, title, publisher, price, other information generally given on slip orders is:

1. Name and address of ordering library
2. Order number
3. NF, F, J, JNF, JF
4. Date of publication
5. Date of order
6. Name of vendor

The need for some of these details is dictated by the unit nature of slips: data that would appear once on listed orders and cover all items on that order must, with slips, be repeated against each item. A point worth noting is that on slips quantity tends to get lost amongst a periphery of order numbers, BNB numbers and so forth. This is, perhaps, because slips are usually the size of standard catalogue cards (5" x 3"), and there is a tendency for them to be conceived in terms of a standard form of bibliographic entry where author, title, publisher, date of publication and price are the key ingredients. Quantity, which is information particularly important in ordering, tends not to gain a position of prominence.

Comment on information content and its disposition on slips

A number of examples of both order and request slips show a very clear division of the slip into two parts. For example the top half of the slip is often used for bibliographical details of the item being ordered; the bottom half for other details, such as allocations, name of library, its address, its supply and invoicing instructions, vendor, date of order. In other examples the right hand margin and the bottom margin are used for recording non-bibliographical data. Further variations arise from the different positioning of various items of information. Some libraries place the date of order in the top right hand corner; others place their order number there; others the BNB number, and yet others the class number. Obviously, which information is placed in prominent positions depends to some degree on the way various copies of the form are to be filed. One library has a variant in its arrangement of bibliographical detail for the same reason: the title precedes the author, because the order file copy is, subsequent to the supply of the book, refiled under title.

The design of some of the slips shows an awareness on the libraries' part of the desirability of sending a copy to the bookseller that looks like an order, and one that is free from superfluous information. These are, of course, examples of the first type, that is, of slips designed specifically as order forms.

Some samples of order slips provided by booksellers were examined. Many of these confine the bibliographical details to the top inch or so of the slip, leaving the remainder of the slip completely blank for the libraries' use, except, perhaps, for the name of the firm appearing along the bottom of the slip.

THE ROLE OF THE BOOKSELLER IN THE PRODUCTION OF ORDER LISTS, SLIPS AND CARDS (Questions A1,7, 8 and 9)

From replies to four of the questions in the questionnaire it is apparent that, in various ways, booksellers are involved in the production of order lists and slips.

(i) Provision of lists and slips by booksellers on their own initiative

Sometimes the library receives two copies of a list from a bookseller, one to return to the bookseller as its order, the other to keep as its record of order. Sometimes the bookseller supplies two or three copy order slip sets, one copy to be returned to the bookseller as an order, the other copy (or copies) being for the library's use. And on occasions, the bookseller sends a list of items accompanied by sheets of 5" x 3" slips relating to the items listed. In this instance the library makes up and sends the list as its order to the book-seller, and then uses the accompanying slips in its own file. That booksellers should trouble to produce both lists and and slips for the same items in this manner is an indication of how strong is the bookseller's preference for lists as working documents, and the library's preference for unit slips.

An unexpected result of the survey was the number of libraries which enclosed bookseller-produced lists or slips as a specimen of the order form they generally send to the bookseller. The libraries ranged from small libraries to libraries purchasing up to and over 100,000 books a year. Some of these libraries may have enclosed them as forms of order which they used in addition to their own library stationery, but enough libraries sent only bookseller-produced order lists and order slips for it to be reasonably clear that such forms do, in fact, constitute the generally used order form of many libraries. It is clearly a great convenience for libraries to have suitable lists and slips ready made for their use. Sets of order slips are also supplied by some library bookselling firms in conjunction with their "on approval" schemes.

(ii) Provision of lists, slips or cards required by libraries (Questions A7 and 8)

To the question (A7)

> "Do you require the bookseller to type out for your use, and send to you as a record of your order, any of the following: order slips, order cards, stock cards, order lists, any similar item?

37 (21%) of the 177 responding libraries answered that they did, and 140 answered that they did not.

12 libraries required order slips

3 required order cards

8 required stock cards

11 required order lists, and
3 required "similar items".

Libraries using slips were asked (Question A8)

> "If you send your orders on slips, do you require the bookseller to list your order from these slips, and then return the slips to you?"

20 (40%) of the 50 libraries using slips answered that they did.

6.3 INVOICING REQUIREMENTS

A brief section of the questionnaire (Appendix 1, section B) was devoted to libraries' invoicing requirements. The information gathered is summarised here.

Just over one half (51%) of the responding libraries required one copy only of an invoice, and almost half (48%) required two copies. Three libraries required three copies, and of these, one required this number only from foreign suppliers. Of libraries purchasing over 25,000 books a year, more required two copies of an invoice than required one (58% as against 41%).

Just under 30% of the responding libraries required their booksellers to make out their invoices in a style that the libraries specified. 10% of the libraries responding supply their booksellers with invoice sheets of their own, although one library commented,

> "The supply of our own invoice sheets to booksellers to use as invoices was frowned upon by our internal auditors when suggested."

THE USE MADE BY LIBRARIES OF INVOICES

The question,

"Please describe briefly what you do with each copy (including the top copy) of an invoice"

was, in general, answered very briefly indeed. Some said simply, "To Treasurer's", and nothing more. However, from the replies of the ninety libraries requiring only one copy of an invoices, the following composite picture of the use made of invoices can be drawn - not all libraries, of course, using their invoices for all the functions mentioned.

Composite outline of use

1. Check against order list
2. Check against goods received
3. Check prices on invoice, against prices on books
4. Check arithmetic of invoice, and that discount has been given where allowed. (Some libraries mentioned this as the specific responsibility of the library; others stated that it was done by the Treasurer's Department.)
5. Analyse invoice for expenditure on various classes of books
6. Add branch and departmental locations
7. Add accession numbers. (For a number of libraries this has already been done by the supplier; some of these libraries require that each copy of a book is entered on a separate line so that accession numbers can be added in full; other libraries simply add the first and last accession numbers relevant to that invoice; yet others have abandoned accession numbering altogether.)

8. Add order numbers, where these have been omitted by the bookseller, for the benefit of the Treasurer's Department

9. List invoices in a ledger in the library
10. Code, and certify for payment
11. Pass to Treasurer's Department for payment (some libraries attach first a 'process slip' or an 'authorisation slip' to the invoice)

a) Libraries requiring only one copy of an invoice

Only three libraries requiring one copy of an invoice gave accession record as a use made of invoices. Another three libraries described how they produced accession records from this one copy of the invoice: the first re-types the invoice, the second microfilms it and the third uses xerography:

(i) "No official order forms are used.... On receipt, invoice typed as received in duplicate with minimum details on accession record. Accession number and location given and second copy of this sheet supports invoice to Borough Treasurer and is direct reference to each book in stock."

This appears to be a reversal of more usual practice. Booksellers' invoices, accompanied by a copy of the library's accession register go to the Borough Treasurer, and appear to serve both as an authority to pay, and in lieu of a retrospective order. (A more common form of retrospective ordering is described by E.V. Corbett in chapter 6 of his Public library finance and accountancy.[5])

(ii) The invoice is microfilmed as a record of location and accession numbers.

"We believe that our microfilm accession record is unique. As each invoice is received appropriate locations are marked in and accession numbers allocated; a summary record of these numbers acts as a daily register of the invoices received. The invoices are assembled in accession number order and microfilmed on a standard Recordak Photocharging machine reserved for the purpose. 100 feet of film records about 20,000 accessions."

(iii) "'Xerox' the invoice; the 'Xerox' copies all being the same size act as the accession record. When 'Xeroxing' the invoice we superimpose a transparent sheet with a 'grid' along the bottom half inch. In the grid we insert the accession numbers and statistical analysis of each invoice".

(b) Libraries requiring two copies of an invoice

Slightly over half of the libraries requiring two copies of an invoice used the second copy as an accessions register, the first copy being certified and passed to the Treasurer's Department for payment. Some of these libraries mentioned that it was the second copy that they used for statistical analysis. Other libraries file the second copy temporarily as a check against queries over payment. One library required second copies only in the case of fiction, for fiction was not accessioned: fiction copy invoices were filed by this library for five years. The period of time for which copy invoices are retained varies greatly. One library retains them for six months, another for twelve months, a third for two years. A fourth said that the second copy was retained "until District Audit has cleared accounts."

A number of replies suggested that some libraries used their two copies of an invoice simultaneously for two separate purposes: one was sent to the Treasurer's Department for payment whilst the other was used to check the goods received. One library explained this practice - which it adopted only under exceptional circumstances - in some detail:

> "Suppliers are asked to provide duplicate invoices but under normal circumstances only the top copy is used. If, however, the flow of books is delayed for any reason, the parcels received can be identified from the labels and invoices and the top copy passed to the Treasurer's Department for payment on the usual weekly basis. The duplicate invoice is then used to check parcel contents as and when consignments can be dealt with. Experience has proved that errors are few in number and, if any are made, are rectified without question."

Some libraries remarked that errors on invoices were a constant cause of trouble. One London Borough made the following comment,

> "Much time and labour is expended by the library staff in correcting the errors on suppliers' invoices. There is no distinct pattern of error causation between specialising suppliers and bookshops, although one local bookshop is notoriusly bad".

Not all libraries pass through their invoices for payment "on the usual weekly basis". Some ask their suppliers to send a statement at the end of the month and it is this statement that is certified for payment. Other libraries request their suppliers to accompany each batch of invoice/accession sheets with a 'summary invoice', and it is presumed that it is this 'summary invoice' that is used to authorise payment.

INVOICE FORMS CURRENTLY IN USE

It must be stressed that 90% of the libraries responding to the questionnaire do not supply their booksellers with special forms for invoicing, and that 70% of the responding libraries do not specify the style in which the bookseller must make out his invoice.

(a) Invoice forms supplied by libraries

Thirteen of the sixteen libraries supplying invoice forms to their suppliers sent specimen copies of these forms.

Eight-inch width. Four of these forms were of eight-inch width, and ten or thirteen inches in length. Their layout is depicted in Diagram 3.

'Landscape' forms. The other nine were generally of the landscape type, although one was square. They were commonly between twelve and fifteen inches wide. The layout of these nine forms is shown in Diagram 4, together with their sizes.

Libraries which provide their suppliers with such forms do so in order to obtain an invoice which can be used as an accession register. It can be seen from the diagrams, that what constitutes a form suitable for this purpose varies enormously, both in size and in detail, from library to library.

b) Some booksellers' invoice forms

Diagram 5 and 6 illustrate the layout of the invoice forms of four library bookselling firms. Three of these firms have two types of invoice forms one wider than the other. The firms with the wider invoice/accession sheets have them for those of their customers who require them; these wider forms are basically similar both to each other and to a number of the library-produced invoice/accession sheets depicted in diagram 4. One bookseller, it can be seen, has three slightly different invoice forms of roughly eight-inch width in use. Another bookseller said in the letter which accompanied his specimen invoices,

> "I enclose specimens of our two types of invoices. The larger one of the two is only used for certain libraries for whom we accession. Others accept a block number on the smaller document which is far easier to handle and prepare."

The invoices illustrated in diagrams 5 and 6 are, of course, those of some of the firms specialising in library bookselling. Invoices from some firms are occasionally so small as to be troublesome to libraries. One City Librarian had this to say,

> "I should welcome the introduction of a uniformly sized booksellers' invoice (e.g., quarto), bearing in mind that copy invoices are retained as accessions record. Some invoices from non-local booksellers are often of very unusual shape and sometimes extremely small. The latter have to be mounted before the City Treasurer will accept them."

ACCESSIONING

The key to an acceptable standard invoice form lies in a greater concensus than exists at present among librarians as to what constitutes an adequate accessions record. Agreement amongst librarians on this could bring them standard-sized invoices from their suppliers, and would simplify considerably the task of invoicing for suppliers. A good account of the present diversity of practice is given by Owen Keen in his article on Accession methods and records in Landau's Encyclopedia of Librarianship[6]

It is clear from the replies received during this survey that a number of librarians are re-thinking their accessioning practices, and that some are making radical changes. It is equally clear that many librarians would welcome much more detailed information concerning such developments. It would seem that the time is ripe for a thorough investigation of audit and administrative requirements, and for a general discussion and re-appraisal of practice in the light of such a study. All that can be done here is to encourage such an investigation and debate by quoting from some of the replies received during the course of this investigation.

The librarian of one of the largest county libraries in the country wrote,

> "Since we have abolished accession numbers booksellers are now able to invoice us in bulk on their own forms instead of having to itemize each copy of a title on our invoice/accession sheets."
> (This library has also calculated that it is saving itself between two and three staff through abandoning the practice of accession numbering.)

The librarian of another very large county library system wrote in his questionnaire reply,

> "2 copies of Invoice, in standard format and layout, were requested from main booksellers, to allow of one being used as loose-leaf Accession record. This record is no longer kept".

A third library - a London Borough - intends to drop accession numbering when it automates its bibliographical records in the near future. It has decided that Standard Book Numbers plus copy numbers are preferable to accession numbers. The logic behind this choice is clear: the basic bibliographical record that a library makes is for a title, and not for an individual copy of a title; the Standard Book Number is, of course, a number common to all copies of a particular edition of any one title. A unique identifying number made up of a Standard Book together with an added copy number has potentially a much greater value in a wide variety of tasks involving the manipulation of bibliographical data than has an accession number, the components of which are devoid of bibliographical significance.

A fourth librarian wrote,

> "With regard to accessioning... I think you ought to obtain from the libraries who have abandoned this practice a clear statement of the library, administrative, accounting and auditing implications, and if possible get the Library Advisors of the Department to enquire as to the official view of the District Audit Section of the Ministry of Housing and Local Government."

This has not yet been done, but it is hoped that a thorough investigation of accessioning practice and audit requirements will be carried out, for it could well prove rewarding for many libraries. The points made on accession numbering in this report are summarised here:

1) Some libraries are accessioning very fully (and expensively); many are happy with an invoice quoting order number, author, brief title, and price, together with the first and last accession numbers relating to that invoice; whilst an increasing number of libraries are abandoning the practice of accession numbering altogether.

2) With regard to audit requirements, all public libraries in England and Wales are subject to the District Auditors of the Ministry of Housing and Local Government, and several libraries have by now satisfied the requirements of their District Auditors (in addition to their internal auditors) for several years without accession numbering. If there are real economies that outweigh any accompanying administrative disadvantages in the abandonment of accession numbering, then many more libraries may wish to gain the freedom to reap these economies.

3) A point that was made in the first section of this report is that accession numbering - seen as an aspect of book servicing - is costly and time-consuming. When passed on to the library bookseller, it is a process that can greatly complicate his workflow. A library purchasing 100,000 books a year, stamping an accession number on average five times on a book (together with its attendant stationery and cards), is stamping numbers half a million times a year, and quite possibly typing out - or causing to be typed out - one hundred thousand numbers each year on its invoice/accession sheets. It can no longer be taken for granted that this expenditure of labour is necessary.

INVOICING INSTRUCTIONS

These vary enormously, both in kind and in length, from library to library. Fairly common are requests that items be typed one title to a line (for some libraries, one copy to a line) and that there should be 'one-and-a-half-spacing', that is, midway between single and double spacing. Many libraries ask for items to be arranged on their invoices first under order number, and under each order number, alphabetically by author. (There are, of course, exceptions, e.g. libraries ordering by B.N.B. numbers ask for items so ordered to be invoiced in B.N.B. number order.) There are libraries who request a blank left hand margin of up to one and a half inches for library use (for entering locations and accession or stock numbers), and a number of libraries request separate invoices for different categories of books. It is quite common for libraries to request separate invoices for adult fiction, adult non-fiction, junior, and reference books. Some libraries request separate invoices for school library books. Other libraries express their requirement for separate invoices by asking that invoices be headed in the same way as their orders, having first separated these different categories of books with separate sequences.

The general practice with discounts and service charges seems to be that item (book) charges are given gross and are followed by a gross total for the invoice. Ten per cent of this gross total is then deducted, the service charge added, and a net invoice total given. (A few libraries request that the service charge be invoiced separately, because it is to be charged to a different fund.) Given an acceptance of this pattern of invoicing, a single cash column on the invoice form should be sufficient.

7. REFERENCES

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2.

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3. Lewis, P. British National Bibliography current booklist services. The use of British National Bibliography Services in the United Kingdom: research programme at the School of Library Studies in the Queen's University of Belfast. 5th report, 1968.

4. Thomas, P.A. and East, H. The use of bibliographic records in libraries. London, Aslib. 1969. Aslibs Occasional Publication, No. 3.

5. Corbett, E.V. Public library finance and accountancy 2nd reprint, London, Library Association, 1966.

6. Landau, T. ed. Encyclopaedia of librarianship, 3rd edition. Cambridge, Bowes & Bowes, 1966.

APPENDIX 1 - QUESTIONNAIRE

Name of Library:..............................

Coding for analysis
(please leave blank)

North-Western Polytechnic School of Librarianship

SURVEY OF PUBLIC LIBRARY BOOK ORDERING PROCEDURES AND SERVICING REQUIREMENTS

In answering questions, please circle the appropriate code in the right-hand margin, or fill in boxes where provided.

SECTION A: ORDER FORMS

This section is concerned with the order forms that are sent to the bookseller. Should you have a variety of order forms, please describe the one in most general use in answer to questions 1 to 5, and briefly describe any other forms of order that you may use in reply to question 9.

We should be grateful to receive specimens (or photocopies) of the order forms you use, together with any form which may figure in your answer to question 7: such specimens will be of the greatest help to us in analysing present practices.

1. Is the order form you generally send to the bookseller:		
	a list?	1
	a slip (5 x 3)?	2
	a slip of some other size?	3
	BNB?	4
	some other form of order?	5
Please send a specimen (or photocopy)		
Is your order generally:	typed?	6
	handwritten?	7
2. Is the design (i.e., size and layout) of your order form determined by the requirements of another department of your Authority?		
	Yes	X
	No	0
If yes, please specify:	Treasurer's	1
	Supplies	2
	Other	3
3. Is the design of your order form determined by the use you make of any copies retained by the library?		
	Yes	X
	No	0

4. Please describe briefly in what way you use the copies which you retain.

Copy 1

Copy 2

Copy 3

Copy 4

---

5. Please indicate the details you generally give for each title on your order by numbering them - in the column provided - in the sequence in which they appear on your order form.

author	
title	
publisher	
year of publication	
price	
BNB number	
SBN	
class number	
place of publication	
quantity (no. of copies)	
edition	
no. of volumes	
other details (please specify)	

....	
....	
....	

---

6. When compiling your order, do you separate:

adult from juvenile?	1
adult F from adult NF?	2
junior F from junior NF?	3
books to be serviced from books not to be serviced?	4
urgent order from non-urgent?	5

---

7. Do you require the bookseller to type out for your use, and to send to you as a record or your order, any of the following:

order slips	1
order cards	2
stock cards	3
order list	4
any similar item	5
no	6

Please send a specimen

8. If you send your orders on slips, do you require the bookseller to list your order from these slips, and then return the slips to you?

Yes	X
No	0

9. Any other comments: for example, details of any other order methods you use. If you use more than one type of order form, please indicate approximately what percentage of your orders are placed on the different types of forms.

SECTION B: INVOICES

1. How many copies of an invoice (including the top copy) do you require from your bookseller

1 copy	1
2 copies	2
3 copies	3
4 copies	4
more than 4 copies	5

2. Do you require the bookseller to make out his invoice in a style that you specify?

Yes	X
No	0

If yes, please send a copy of your instructions

3. Do you supply him with invoice sheets of your own?

Yes	X
No	0

If yes, please send a specimen (or photocopy) of an invoice sheet.

4. Please describe briefly what you do with each copy (including the top copy) of an invoice.

Top copy

copy 2

copy 3

copy 4

other copies

5. Any other comments

SECTION C: SERVICING REQUIREMENTS

This section examines the variations in the way library books are processed for use. This covers plastic jacketing, labelling, stamping and accessioning of books, together with any preparation of charging cards, location cards, stock cards and catalogue cards that may be done on a library's behalf by its suppliers.

Rather than ask you to complete a questionnaire of inordinate lenght and detail we would ask you, instead, to cooperate by sending us what you might send to a new supplier, namely:

1) your full servicing instructions;

2) a withdrawn book: jacketed, labelled, stamped and accessioned according to your current practice;

3) a complete set of the different labels and pockets that you use for the various categories of books;

4) specimen charging cards, catalogue cards, and any other cards that you would have a supplier prepare for you.

We should greatly appreciate your sending us this material.

A few questions follow. The first is to establish what charging system you use; the remainder seek to establish how far library book-processing has been transferred from libraries to booksellers, or to other agencies.

Please answer these questions by circling the appropriate code number.

1. What charging system(s) do you use?

Browne	1
Reverse Browne	2
Bookamatic	3
Chequebook	4
Photocharging	5
Token	6
Other	7

If "other", please name, and describe briefly:

2. Which of the following processes do the suppliers generally carry out on your behalf when the suppliers are a) specialist library suppliers, and b) other booksellers?

	(a) specialist library suppliers	(b) other booksellers
plastic jacketing	1	9
labelling	2	10
stamping	3	11
accessioning	4	12
class-marking of spine	5	13
preparation of charging cards	6	14
preparation of catalogue cards	7	15
preparation of stock cards or location cards	8	16

continued....

65

2. (continued)

(c) Who generally does the processing that is not carried out by the library supplier or the retail bookseller?

the library	17
some other agency	18

If some other agency, please describe:

3. Approximately what percentage of books purchased during the financial year 1966-67 came from a) specialist library suppliers, and b) other booksellers?

	(a) specialist library suppliers.	(b) other booksellers
less than 10%	1	11
10 - 19%	2	12
20 - 29%	3	13
30 - 39%	4	14
40 - 49%	5	15
50 - 59%	6	16
60 - 69%	7	17
70 - 79%	8	18
80 - 89%	9	19
90% and over	10	20

4. Further comments on servicing or sources of supply.

We are most grateful to you for completing this questionnaire. A duplicate copy is enclosed for your filed. Please return the completed questionnaire, together with the specimens requested, to:

E. W. Roberts, Esq.,
North-Western Polytechnic,
School of Librarianship,
207-225 Essex Road,
London, N. 1.

An addressed label is enclosed for your convenience.

Should you wish us to refund the postage that you incur, please tick here

☐

APPENDIX 2

CHARGING SYSTEMS IN USE IN BRITISH PUBLIC LIBRARIES, JANUARY 1968

162 public libraries responded to the question on charging system(s) used (question C, 1 of the questionnaire).

Table 12. Charging systems used, shown by size of library.

(The size categories 1 to 9 are defined in Table 1, on page 3)

System	Number of users									Total
	Group									
	1	2	3	4	5	6	7	8	9	
Browne	18	25	23	12	14	20	21	10	4	147
Reverse Browne		2				2	1			5
Bookamatic				1 ("modified")						1
Chequebook			1	1	1	2	1		1	7
Photocharging	1	4	1	3	1	6	7	3	3	29
Token		2	2	2	2	4	5	3	1	21
Other		5		1	1		2	1		10

Note: A number of libraries use more than one charging method, thus the sum of the totals is greater than 162.

It can be seen from this table that the Browne charging is still the system used by most library authorities, but it will be seen that Photocharging and Token charging are used by a higher percentage of the larger libraries than of the smaller libraries. Thus this table gives no real indication of the number of service points using, nor the volume of charging by the various methods.

The three systems in most general use are Browne, Photocharging and Token charging (in our sample: 147 users; 29 users; and 21 users respectively). 101 libraries use Browne charging only, whereas only 5 libraries use Photocharging alone, and only 4 Token charging alone, in our sample.

Of the 162 libraries, 119 use one charging system only, 38 use a combination of 2 charging systems, and 5 used a combination of 3 charging systems.

The charging systems in use by the 162 libraries responding, and the combinations in which they are used, are given in detail below.

1. BROWNE

Total using Browne:	147
Number using Browne alone:	101
Browne and Chequebook:	4
Browne and Photocharging:	16
Browne and Token:	12
Browne, Photocharging and Token:	5
Browne and some other system:	4

i.e.	Family issue	(2)
	Islington system	(1)
	'Plastic tickets'	(1)

2. REVERSE BROWNE

Total using Reverse Browne:	5
Using Reverse Browne alone:	3
Reverse Browne and Photocharging:	2

3. BOOKAMATIC

Total (Bookamatic 'modified')	1
Using Bookamatic (modified) alone:	1

4. CHEQUEBOOK

Total using Chequebook:	7
Using Chequebook alone:	3
Chequebook and Browne:	4

5. PHOTOCHARGING

Total using Photocharging:	29
Using Photocharging alone:	3
Photocharging and Browne:	17
Photocharging, Token and Browne:	5

6. TOKEN

Total using Token:	21
Using Token alone:	4
Token and Browne:	12
Token, Browne and Photocharging:	5

7. 'OTHER' SYSTEMS

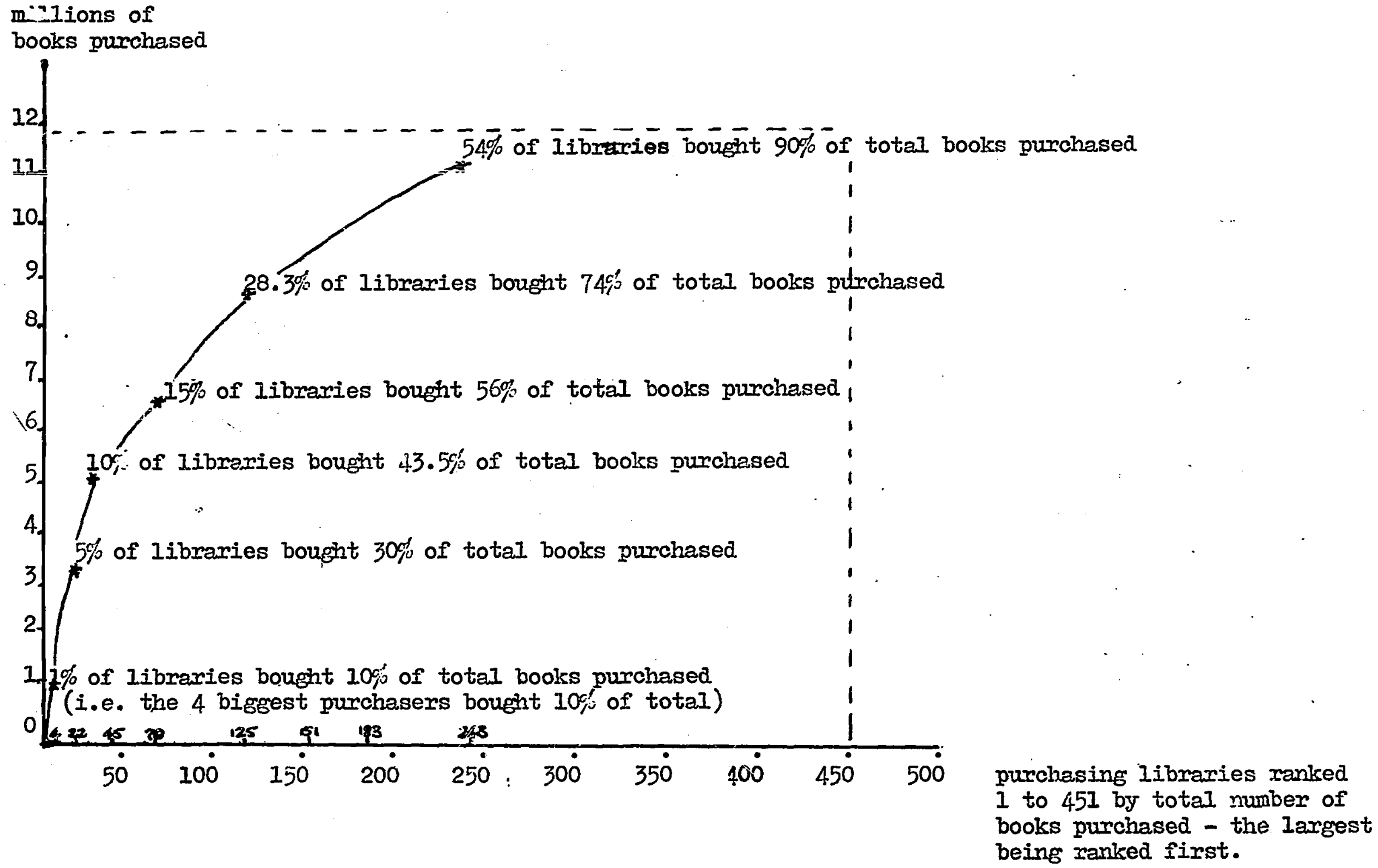
Total using other systems:	10
Using some 'other system' and Browne:	4
Using other systems only:	6

The 'Other' systems mentioned were :-

Family issue
Richmond
Weymouth
Islington
'Plastic tickets'
Record card. (One for each reader, on which the books he borrows and returns are recorded).

APPENDIX 3

PUBLIC LIBRARY BOOK PURCHASES AS GIVEN IN IMTA STATISTICS FOR 1966-7: RANKING GRAPH


millions of
books purchased
12
11
10
9
8
7
6
5
4
3
2
1
0
54% of libraries bought 90% of total books purchased
28.3% of libraries bought 74% of total books purchased
15% of libraries bought 56% of total books purchased
10% of libraries bought 43.5% of total books purchased
5% of libraries bought 30% of total books purchased
1% of libraries bought 10% of total books purchased
(i.e. the 4 biggest purchasers bought 10% of total)
4
22
45
70
125
151
183
243
50
100
150
200
250
300
350
400
450
500
purchasing libraries ranked
1 to 451 by total number of
books purchased - the largest
being ranked first.