2. EVOLUTION

Analyses library service into five kinds. Examines the need of each kind in the sphere of classification, cataloguing and reference service. Points out the incidence of each kind of service in each of three types of libraries. Traces the evolution of business libraries and of the different kinds of documentation lists. Brings out the post-war development of anticipatory documentation list and of the establishment of National Documentation Centres for the purpose.

0 TERMINOLOGY

The terminology established in "Documenta-
tion in Many Lands 1" is used.

1 KINDS OF LIBRARY SERVICE

Library service is not homogeneous. Law 1 "Books are for use" and Law 4 "Save the time of the reader" emphasise only its general attributes. But Law 2 "Every reader his book" and Law 3 "Every book its reader" imply that at its ultimate stage, library service will have to be severely individual. To be more precise, the choice of the documents needed by a reader will have to be made individually on each occasion. It will have to be done by the reader himself. Then, what is the work of the library staff?

11 Gardener Analogy

Its work is comparable only to that of a gardener. He can only bring the manure and the water to the plant. It is only the plant that has to select and absorb the specific ingredients in the right quantity and proportion. Of course, a technically qualified and alert gardener will be different from an ignorant and indolent gardener. The latter will dump in any general manure without reference to the contents of the soil or to the specific needs of the plant. He will also fail to regulate the quantity of water supplied. The plant may have to spread its roots wide and spend its energy in other ways to get the correct quantity and proportion of the ingredients and perhaps even to extract some of them from a conglomerate of wanted and unwanted stuff. But the former will regulate these with knowledge and care, and thus lessen the strain on the plant.

12 Restriction of Region for Search

So it is with the work of librarian. An ignorant and indolent librarian will arrange his books and periodicals in the sequence in which they reach the library and leave it to the reader to find out what he wants. The universe of knowledge and the universe of documents are so vast

* Continued from An lib sc 2, 1955, 28.
for Law 4 to be satisfied if the reader is turned on the whole collection of a library. A technically qualified, alert and industrious librarian will mark out for a reader just that region of the universe of knowledge and the collection of documents, that is rich in the literature needed by him at the moment. It is for this purpose that the library classified, catalogues and does reference service. All these taken together becomes documentation, if the emphasis is on nascent micro thought and on specialising expert reader. Restriction of the region of knowledge and of documents presented to the reader to select from and absorb to suit individual needs is of the essence of library service. The more rich the region presented is in what exactly is needed, the more efficient is library service. Richness increases with restriction.

13 Nature of Restriction

The nature of restriction needed distinguishes the kinds of library service. Five kinds of library service may be recognised:-

1 Light reading: Serving a non-specialising general reader with non-exacting, non-depressing reading material - books or magazines - as a means of recreative occupation for leisure time.

2 Ready reference: Serving a reader with ready reference books from which he can readily find specific information or facts.

3 Enlightening reading: Serving a reader with books embodying micro thought and expounding it in an easy popular style from which he can add to his general knowledge and get enlightenment. Even a specialist in one subject will need this service in the other subjects. Popular magazines too will have to be served.

4 Advanced study: Serving a reader with books and periodicals needed for the advancement of knowledge in the subject in which he specialises. The reader may be a regular student in a formal educational institution or not, or he may be an adult eager to pursue advanced study.

5 Documentation: Serving a specialist reader engaged in research, business, administration, or deliberation within a narrow region of micro thought, with the documents more or less relevant to his pursuit, aiming at exhaustiveness and expeditiousness and with emphasis on nascent thought. The attributes "micro thought" and "nascent thought" point to the need for analysing learned and technical periodicals and bringing to attention just the articles with the greatest probability for relevance.

2 ESSENTIAL DIFFERENCE

The essential difference between the five kinds of library service is in the extent of preliminary selection made by the library staff in the reading materials offered to the reader. The difference pervades also the class numbers co-extensive with thought-content of the reading materials included in the selection. It is also reflected in the catalogue or the bibliography in the extent of subject analyticals or cross reference entries.

21 Light Reading

In service for light reading, fiction, travel and biography figure most. These do not admit of any great depth in classification. They are usually arranged alphabetically within the class number concerned. Nor is it usual for catalogues to include subject or author analyticals. The popular magazines too are served as wholes. Their articles are not classified and catalogued.

22 Ready Reference

In ready reference service, the ready reference books are served, as wholes. Of course, these books have themselves analyzed and atomised the information embodied. The library staff has only to supplement these occasionally from other books and periodicals. This service concerns only facts to be found out and not knowledge to be built up. Reference service is necessary to help the reader in feeling his way through reference books.

23 Enlightening Reading

In service for general reading for enlightenments preliminary selection and sorting out has to be extensive. In the first place, the books admit of more detailed classification. But they are too general to admit of depth classification. There is not much need for subject or author analyticals. Periodicals too need not be analysed. What is specially need-
ed is selection by standard, style and flair to match with the standard and the capacity of the reader. As stated in "Library classification: Fundamentals and procedure" (1944) of Ranganathan, neither classification nor cataloguing help in this matter. Only personal reference service can do this.

24 Advanced Study

In service for advanced study, the conditions are similar to those in service for enlightening reading. The books may admit of slightly more detailed classification. Subject analyticals may be needed to some extent. Learned periodicals will figure in this as wholes only. There is generally no need for analysing them into articles.

25 Documentation

In documentation service, the preliminary selection should be done more thoroughly, only short of pin-pointing. Pin-pointing just a few documents is neither possible nor wise. For, it is impossible for the librarian to know the needs of the reader with the necessary precision. Perhaps, it is not sufficiently precise even in the mind of the specialist reader, until he surveys the documents roughly. However, the librarian and the reader know enough for the former to narrow down the region of knowledge to be covered, so as to confine it to a few items of micro thought. It is further restricted by the period of production of the literature to be selected. It is usually nascent micro thought embodied in articles in periodicals and pamphlets and technical reports. Naturally, periodicals have to be analysed. The articles admit of depth classification. The subject headings for class index entries give trouble in cataloguing. Chain procedure has not yet been made fit for handling them. The reader being a specialist, reference service proper is not difficult, if the documentation work has been properly done. Otherwise, it will be merely a matter of hit or miss. To increase the chance for "hitting", mature specialists are "retained" as research consultants in the Library of Congress. "Reference service and bibliography" (1940) of Ranganathan prescribes "searching even the brains of living experts" to make up for deficiency in documentation.

3 TYPES OF LIBRARIES

The proportion in which the five kinds of service as practised varies with the type of library. Three types of libraries may be recognised:- Public, Academic and Business.

31 Public Library

Public library began, in the first instance, mainly for light reading and some enlightening reading as leisure-time occupation. Even now the former dominates. Every effort is being made to increase the latter. About 50 years ago, ready reference service came to be offered as an essential part of its service. Service of advanced study is not totally absent.

Most popular libraries do not practice documentation. But, during recent years some have begun to practice it, especially those in industrial centres. For example the John Crerar Library of Chicago has prepared nearly 1,000 documentation lists for specific industries. Its Bureau for Information Service is really active. It is now common for public libraries in USA to get money from business bodies to maintain such a Bureau and acquire specialised documents. For example, the Cleveland Public Library is helped by the Cleveland Shippers' Co. to acquire documents and do documentation in Traffic Management. Public libraries in Great Britain, such as Edinburgh, Leeds and Sheffield are forming departmental collections to facilitate documentation. Departments of Engineering, Technology, Fine Arts and Commerce are commonly formed.

32 Academic Library

In an academic library, light reading is not much in vogue. Service for advanced study is dominant. But documentation is not widely practised. It has not been begun in India. But some University Libraries in U.S.A. do documentation in certain subjects such as Agriculture, Economics, Technology and Public Relations. Learned bodies in India have not yet begun documentation. But many in U.S.A. do documentation.
RANGANATHAN

33 Business Library

It is in business library that the demand for documentation originated. By about the beginning of the present century, a sufficient number of business libraries had come into existence and begun documentation in U.S.A. It led to the formation of the Special Libraries Association. Today the number of business libraries doing documentation exceeds 2,000. A similar development had taken place in Great Britain. Its Aslib was established about 30 years ago. Many of the industrial houses in Europe have house libraries or a joint business library for documentation. Commercial houses were the next to have libraries doing similar work. Then came in succession newspaper offices, government departments and parliaments providing facilities for their libraries to do documentation. In India, Tisco at Jamshedpur has established its own house library. The textile industries have a common library at the Atira. Many of the Ministries and Departments of the Government of India have, of late, formed libraries of their own. The libraries of Atira and Ministry of Labour alone do continuing anticipatory documentation. The others are supposed to do documentation on demand. But it is poor in quantity and quality. This is the result of (1) Low research pressure on the other side of the counter and (2) inadequate professional training and pioneering spirit inside the counter. But there is every chance for both these factors to improve as we progress further in the ascending phase of the current cycle of our renascence. This is also true of most of the newly awakening Asian and African countries.

5 LOCAL DOCUMENTATION LIST ON DEMAND

After World War I, the great increase in the number of periodicals, and the intensification and speeding up of research high-lighted the time-lag inevitable in international abstracting periodicals. These had therefore to be supplemented by Local Documentation List on demand. World War II proved to be a war of brains. There was superacceleration of research in science and its application. Research had to be done by large teams of workers comprising of persons drawn from various intellectual layers extending even below the first quartile and certainly below the top centiles. The findings of every section of the team had to be fed quickly into the further work of every other section. The invention of making artificial quartz crystal, the development of radar and the phenomenal progress in atomic physics are examples of the achievements of team-research under war-pressure. The organisation of the work in such a team brought about, necessarily, the separation of a section for literature search, that is documentation. It could no longer be self-documentation and dependence on internal memory. Every advance in every micro region of knowledge had to be analysed and put into externalised memory, that is into documentation list. The documentation sections of the Pentagon, of the Navy and of the Atomic Research Station demonstrated the utility of Local Documentation List. Under the hyper-pressure of war, the preparation of it on demand could not be distinguished from the anticipatory one.

4 INTERNATIONAL ABSTRACTING PERIODICAL

The first form of documentation list to come into existence was the Abstracting Periodical intended to have world coverage. This took shape even early in the nineteenth century. The "Chem Centr-Blat" was one of the earliest, if not the first, of this kind. This kind was brought into vogue by the demands of scientific and industrial research. Before World War II, there were about 300 of them covering a more or less equal number of regions of knowledge. Now, their number has exceeded 1,000.

6 ANTICIPATORY LOCAL DOCUMENTATION LIST

With the ending of the war, the pressure on research tended towards normal. Even in defence science, much decentralisation came into research. However, work by large heterogeneous teams has come to stay. Individual industries also realised the value of research by large teams. They also saw the value of local documentation lists in preventing the consequences of the time-lag in international abstracting periodicals. They found it worthwhile to maintain a documentation section to analyse the periodicals taken in the library and to feed the workers with nascent micro thought. But poring
through the diverse periodicals to find out relevant micro thought, each time a research worker needed information, involved two defects. In the first place, there was again much of time-lag involved in the process of searching through the pages of periodicals. There was also wastage of documentation man-power, in the same periodicals being scanned from end to end on each occasion. No doubt internal memory got enriched gradually and the time of search diminished. But, it did not take long to discover that a more efficient method would be to analyse each periodical on arrival, pick out every item of micro thought likely to be relevant to the work in progress within the industry, and put each of it into externalised memory, brought out as an anticipatory local documentation list, on daily, weekly, or fortnightly or monthly basis depending on the quantity involved and the speed of research.

61 Organisation of Entries

The purpose of such an anticipatory local documentation list is again the same viz to restrict the range within which alone search need be made when the demand comes. Even local time-lag is eliminated by this. The play of the probability of "hit or miss" gives place to certainty of exhaustiveness. Throwing the contents of the external memory i.e., the documentation list, in a minutely classified apupa pattern would give the best result. But, the library profession - or to be more strict the documentation profession - in the highly industrialised countries had not yet equipped itself with the necessary technique of phase, facet, and zone analysis to use a severely analytico-synthetic scheme of classification to organise the entries in the list in a truly efficient way. They used only alphabetical organisation by subject headings with all the loss in efficiency at the time of service. But history repeats itself again. Resistance to the development of analytico-synthetic depth-classification providing autonomy to classifiers, offered by the old guards in documentation is no less than the resistance to documentation itself offered a few decades ago by the old guards in library service. But FID is struggling valiantly against such resistance. Two items in its document F55-43 of 30 June 1955 setting forth the programme of its work needing financial help from Unesco are a good augury. They are "4 Classification and codification - a comprehensive study of the most widely used classification systems, their codification and recodification for selection purposes. 6 Fellowship for the study of the current approach to classification with particular reference to facet analysis".

7 ANTICIPATORY NATIONAL DOCUMENTATION LIST

The concept of anticipatory national documentation list to overcome the time-lag of international abstracting periodical had its beginning only in the current decade. Its evolution has been the result of the needs of newly developing or industrialising countries. Several factors make it useful. In the first place, the newly formed industrial and commercial houses do not have the means to take a sufficiently large percentage of the periodicals falling within their field either wholly or partially or remotely. They have to pool their resources together. Secondly, they do not have the finance to maintain an independent documentation staff. Thirdly, they have not yet developed the urge or the stamina to venture forging new industrial processes; they only adopt largely processes stabilised in the countries industrialised very much earlier; therefore, their mind does not think of having a research wing; hence, the question of documentation does not arise. Fourthly, the number of research workers and of routine workers in the industries is still small; thus the able, self-helping type of men are found to form a high proportion among them; hence, the hardship due to absence of documentation is not felt. Fifthly, the personnel needed for documentation work is not available; the University of Delhi was the only place where suitable training was given; on the whole supply and demand have been at such a low ebb that much progress could not be made.

71 Government's Interest

But in the countries under consideration, the governments are actively and even directly promoting industrialisation after getting their political freedom. As a concomitant of the renaissance such countries are also throwing forth a
few forward thinking and re-thinking persons. As a result, the policy of creating the supply first and thereby inducing demand is being followed in many spheres of activity. No doubt, this is not easy of achievement. Many difficulties born of ignorance, inertia, or of predatory ness on the part of some clever but anti-social beings have to be overcome. And they are being overcome slowly. A few of the newly industrialising and developing countries have overcome the difficulties in the sphere of documentation and have established National Documentation Centres for the production of continuing, anticipatory documentation lists, even as a means of gently inducing the scientific and industrial workers to develop active interest in the nascent micro thought being produced in their respective fields of interest, all over the world. Such national documentation centres are sponsored by the governments of the countries. They are also financed mostly from public funds. The sale-proceeds of the national documentation lists can not cover even a fraction of the cost of production.

72 Appetiser

The government-financed service by national documentation centre has really to be evaluated as an appetiser for a few years. If any charge is made for the service, it can only be nominal. If it is fixed on a commercial basis, the shyness of the consumer can not be dissolved. Demand can not be fostered. The progress of research will be meagre. The rate of industrialisation and of the improvement of standard of life and national income will continue to be small. Therefore, the national documentation centres will have to be continued on appetiser basis as a public project for some years, before the volume of demand can reach a level admitting its being put on a self-supporting commercial basis. The experience of the few countries which have established such national documentation centres is encouraging. It has brought to light a hitherto unexpressed want. The steady rise in the number of users proves this. If the first staff of the national documentation centres is fortunately recruited from persons with a pioneering, patriotic, and industrious way of life, we can expect much benefit.