

# INTERLIBRARY CENTER AT CHAPEL HILL

## REPORT OF THE COOPERATIVE LIBRARY RESOURCES COMMITTEE

The Cooperative Library Resources Committee is a new Committee for our Association. It is the outgrowth of an Interlibrary Loan Conference held in Winston-Salem on August 15-16, 1957. The original assignment was to investigate the expansion and utilization of union catalogs of North Carolina libraries, and to facilitate interlibrary loans among North Carolina college, public, school, special and university libraries.

The Committee first met as an informal group on October 4, 1957 at the University of North Carolina Library with Dr. Jerrold Orne and our President, O. V. Cook. After listening to the deliberations of the Committee, Mr. Cook appointed the group, together with additional appointees, as an official Committee of the North Carolina Library Association. This Committee appointment was approved by the Executive Board of the Association at a subsequent meeting of the Executive Board and was named the Cooperative Library Resources Committee.

At the October 4th Chapel Hill meeting, the following motion was adopted:

"That the Cooperative Library Resources Committee of the North Carolina Library Association recommend to the Library of the University of North Carolina, the North Carolina State Library, and public libraries of North Carolina that the North Carolina Union Catalog at the University Library be expanded with additional public, college and special library holdings; and that direct line communication be initiated between the University Library and its Union Catalog and the State Library; and that the State Library be authorized to participate in the development of a cooperative Interlibrary Service Center to be located at the University Library to assist in reference and interlibrary loan work for public libraries and citizens of the State."

The plan was approved in principle by the Administrative Board of the University Library on October 18, and was approved in principle by the State Library Board on November 14.

The possibility of foundation support for the project is being investigated.

On October 29, five representatives from the University Library and four from the State Library met to explore the details involved in establishing a cooperative project to facilitate interlibrary loan services, and to improve the library services of North Carolina through expanded union catalogs and direct wire communication. The program as now outlined includes:

1. The North Carolina Union Catalog at the University of North Carolina Library will be expanded with listings of significant holding in other North Carolina libraries. The State Library will continue to build the union catalog of resources

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in other state agencies in Raleigh and the significant holdings in the public libraries. Duplicate cards will be supplied to the University Library's N. C. Union Catalog as desired.

2. Interlibrary loan services at the University Library will be brought together and those requests which properly lie within the operational sphere of the State Library will be relayed to the State Library. The State Library will relay to the University Library requests beyond its ability to serve.
3. Each library will handle such reference inquiries as may be considered basic, but those on a research level will be referred to the library which has the special materials to best handle the research.
4. A direct wire communication system will be installed between the State Library and University Library to provide prompt relay of requests for materials or services. Other libraries will be invited to tie in to this communication system.
5. Personnel for this cooperative project would come from present staffs of the University Library and State Library and be supplemented from a requested grant when expanded union catalog and communication system are activated.
6. Physical needs will be supplied by the University Library. Supplies and additional equipment may be included in the proposal for grant.

The plan has been approved in principle by the Administrative Board of the University Library, and by the State Library Board. It is now ready for gradual activation, and for such foundation support as we are able to secure. We solicit the approval of this Association.

November 21, 1957

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### "A NEW PATTERN OF SERVICE"

By JERROLD ORNE

At the initiative of the North Carolina State Library, an Interlibrary Loan Conference was held at Winston-Salem in August of 1957. Out of this conference grew the conviction that there was a real need for improving, extending and promoting central bibliographic resources and the free movement of materials from libraries to users. These informal investigations led to another meeting at Chapel Hill where a formal committee was named, the Cooperative Library Resources Committee of the North Carolina Library Association. This meeting also led to the formulation of a program of action involving in very large measure the State Library, the State College, Duke University, the Woman's College and the University of North Carolina. Among the public libraries, Charlotte was naturally most heavily involved, with Asheville, Winston-Salem and many others also concerned. Obviously, the North Carolina State Library and the University of North Carolina are the two activities within which major activities and actions required attention.

The University of North Carolina Library has been building the North Carolina Union Catalog for over twenty years. At this time it contains approximately half a million cards representing fifteen major libraries. This Library has also had an Extension Department in operation for some fifty years, performing many functions that in other states have been the work of State library agencies. Whatever the past, it is evident that a vast potential for service exists in these two activities today.

The State Library, now combined with the resources of the State Library Commis-

sion, has fundamental responsibility for promoting library services throughout the state and has certain special functions which supplement all others. In some fields (e.g. genealogy, government) many unique items are found in this library. The State Library is in the process of entering in the record all of the library resources found in the state government offices in Raleigh; all of these will be centrally cataloged and entered in the records of the State Library. A number of public libraries in various parts of the state have entered into cooperative agreements with the State Library for the building of special subject field collections for State-wide interlibrary loan service. These collections will also be recorded in the catalogs at the State Library and are reported through it to the North Carolina Union Catalog.

The availability of all of these resources, the interest of the principal libraries of the State in promoting their use, and the attentions of the committee led to a formal statement prepared by Mr. Hoyt Galvin, of the Charlotte Public Library, in the form of a motion:

"That the Cooperative Library Resources Committee of the North Carolina Library Association recommend to the Library of the University of North Carolina, the North Carolina State Library, and public libraries of North Carolina that the North Carolina Union Catalog at the University Library be expanded with additional public, college and special library holdings; and that direct line communication be initiated between the University Library and its Union Catalog and the State Library; and that the State Library be authorized to participate in the development of a cooperative Interlibrary Service Center to be located at the University Library to assist in reference and interlibrary loan work for the public libraries and citizens of the State."

This initial impetus led to the presentation of the plan for an Interlibrary Center at the University of North Carolina to serve as a focus of operations toward the ends described above. The plan was presented to the Administrative Board of the University Library on October 17, 1957. It was discussed at length and approved in principle by a vote of the Board. A similar action took place at the meeting of the State Library Board on November 14. A week later, in the meeting of the North Carolina Library Association, the plan was presented at one of the general sessions of the Association, again by Mr. Hoyt Galvin, and the Association assembled approved his motion:

"That the North Carolina Library Association approve in principle the plans of the Cooperative Library Resources Committee, and that the Association endorse the actions of the Administrative Board of the University of North Carolina Library and the North Carolina State Library Board to activate plans for expanded union catalog services and improved reference and interlibrary loan services through a cooperative plan of the State Library and the University Library as outlined in the Report of the Cooperative Library Resources Committee."

Planning for the Interlibrary Center went on steadily at the University of North Carolina Library, always in close cooperation with the staff of the State Library. Additional meetings of library personnel and others concerned with the proposed extended services led to development of the plan to the point where it is now already in operation.

The Interlibrary Center represents a bibliographic concentration designed to record and make available every item which may be needed anywhere in the State, together with the means of informing the potential user, with minimum delay, of its location and availability. The activities of the Center revolve about the North Carolina Union Catalog, and its quarters adjoin the catalog. Personnel formerly concerned with the

Extension Department's activities and the interlibrary loan services of our University Library comprise its first staff. It is directed by Mr. I. T. Littleton, who will formulate its policies and practices and guide the development of the research and experimental areas which lie within the new function.

The State Library in Raleigh serves as the second pivot point for all services which lie in their particular areas of responsibility. It is expected that there will be a continuous flow of correspondence and messages between the State Library and the Interlibrary Center. Inquiries will be received and sorted at both points, to establish the ideal point of service. In every case the goal is to guide the inquirer swiftly and directly to the library activity which should properly handle this type of inquiry. Both the State Library and the University Library wish to enable every local library agency to perform to the maximum its responsibilities towards its particular public. Any inquiry received which should be handled locally will be redirected toward this end. Every effort will be made to assure the State Library of an opportunity to work together with local libraries and research libraries in the area of providing information that is beyond the level of the small public or county service. Each screening activity undertakes to be informed of the research capacities of every other cooperating library activity available and to direct inquiries specifically to a specific service area. Under this kind of system the academic research potential of the major educational institutions of this state will be conserved by relieving them of the necessity of handling a multitude of simple and readily answered inquiries so that their entire energies can be given to dealing with the more difficult, highly technical or research problems which are winnowed out of the mass of commonplace inquiries.

Implicit in the development of this new concept of service is the possibility of discovering new devices or improved practices which will lead to greater economies of effort and better husbanding of resources within the State. Numerous and powerful research interests of the nation are earnestly seeking new devices or methods to assure absolute availability of all useful research types of information on a national scale. Our experiment on a State-wide scale may well serve as a proving ground for a larger enterprise. Rapid communications methods and devices which we may discover in the course of our operations may later serve as models to be applied in a national plan. Our experience in screening and grading levels of inquiry and the determination of the types of materials needed may be extremely important on a far broader range than we now know. Some of these national interests are currently producing experimental devices for swift communications and copy work which require a proving ground for testing. Our kind of operation may serve that purpose, as well as others, since this is a new concept of service and outspokenly seeks new means of furthering these services. It is most logical that it should serve also as a pilot project or experimental proving ground for such devices.

If this new concept of service had no other reason for being, the simple facts of political economy would require its establishment. With the exception of Duke University and the industrial libraries, every library concerned in this operation is supported by public funds, and those who administer these funds have the fundamental responsibility for wringing maximum value from them. Never before have so many public servants in this field felt the urgency for cooperative enterprise as we do today. It is no longer possible for us each to go our separate way at public expense. The volume of materials available within this state, the increased dispersal, through growth, of our resources to far corners of the State, and the growing pressure of need for research and technical information in all parts of North Carolina compel complete interdependence among us.

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The Interlibrary Center has been activated and an effort has been made to reach every librarian in the State with policy and practice statements so as to avoid any misunderstanding. It is hoped that wherever an inquiry arises among our people, this activity will assure prompt and thorough reply.