

UNRESOLVED BOUNDARIES:
THE DEFINITIONAL HISTORY
OF SPECIAL LIBRARIES

by

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ABSTRACT

Discontent with the term “special libraries” has pervaded the library and information field since the formation of the Special Library Association and the term's widely adopted usage in 1909. The literature related to special libraries has reflected this debate over the precise meaning and nature of special libraries for just as many years. This project considers the historical dialog regarding the varied definitions of special libraries that librarians and information professionals have been engaged in for more than a century. Using systematic review, the scholarly and professional literature is examined and analyzed to track definitional and descriptive characteristics of special libraries in the United States to identify how and why changes have occurred over time. Results reveal strong correlations between definition changes and shifting movements in broader library and United States history, especially in relation to the emergence and application of technological advances. Along with encouraging renewed discussion about the boundaries of what we in the field consider special librarianship, this study confirms that rather than permanent and rigid definitions, special libraries have always had dynamic definitions that react to the changing technologies and practices of the profession.

DEDICATION

For my parents, Kathy Koenen and Roger Matheny, and all those who have taught me,
both in and outside of a classroom.

LIST OF ABBREVIATIONS

<i>ADI</i>	American Documentation Institute
<i>ALA</i>	American Library Association
<i>ASIS&T</i>	American Society for Information Science and Technology
<i>ASLIB</i>	Association of Special Libraries and Information Bureaux
<i>SLA</i>	Special Libraries Association
<i>UA</i>	The University of Alabama

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1. INTRODUCTION

"It is the narrowest portion of the whole library world and at the same time, seen from another angle, it becomes the broadest - narrow in that an individual special library is confined to some special interest or to the literature of one business or one subject; broad in that the opportunities for special libraries are as wide as the activities of men."
-- Ruth Savord, 1950

Background & Problem Statement

Special libraries are defined in many ways, often with a focus on excluding specific types of libraries (such as academic, school, and public libraries) as a way of making “special library” a catchall term for every library that does not fit into the other categories. Because definitions encompass so many different types of libraries, it is difficult to define special libraries by what they are rather than what they are not, and this apophatic way of defining them – libraries which are not academic, school, or public libraries – is also frequently the simplest. With such elusive definitions and continued debate over the term, confusion about the nature and value of special libraries arises both outside of and from within the information profession.

Literature on special libraries is disposed to describe at the outset just what a special library is. Tara E. Murray confirms that “every author writing about special libraries, it seems, must begin with a definition.”¹ Wide-ranging and ambiguous from the earliest prevalent usage of the term, the delineation of standards for exactly which libraries are to be included in the discussion of special libraries must be identified before one engages in an analysis of almost any

¹ Tara E. Murray, “What’s So Special About Special Libraries?” *Journal of Library Administration* 53, no. 4 (December 2013): 274.

issue regarding them. And though many authors have put forth definitions, very few are in full agreement as to exact the nature of special libraries.

Arising from this need to set parameters in the literature itself, the glut of definitions for special libraries has made the understanding of the term less exact instead of more, the term having “lost any very precise meaning.”² David Shumaker, writing recently in 2009, echoes this thought by stating that “the imprecision of the term ‘special library’ continues to provoke discussions in the field and beyond.”³ And Elin Christianson agrees that “the precise definition of special library is one of the unresolved issues of librarianship.”⁴ One of the founders and first president of the Special Libraries Association (SLA), John Cotton Dana, was apprehensive about the term as the organization began in 1909 and conveyed a hope that a better label could be found.⁵ Shumaker reflects on Dana’s trepidation by calling the term “something of a compromise.”⁶ In fact, SLA has attempted to change its name twice⁷ in the over one hundred year history of the organization,⁸ and Dana’s default term has not been replaced or improved upon. One could argue that at this point, with over one hundred years of usage, it is thought of as a traditional name that is not likely ever to be replaced, based on precedent alone.

² Aubrey Skinner, “The Academic Departmental Library – Is it Special?” in *Special Librarianship: A New Reader*, ed. Eugene B. Jackson (Metuchen, NJ: Scarecrow Press 1980): 291.

³ David Shumaker, “Special Libraries,” in *Encyclopedia of Library and Information Sciences*, 3rd ed. (New York: Taylor and Francis, 2009): 4967.

⁴ Elin Christianson quoted in Esther Green Bierbaum, *Special Libraries in Action: Cases and Crises* (Englewood, Colorado: Libraries Unlimited, 1993): 3.

⁵ Esther Green Bierbaum, *Special Libraries in Action: Cases and Crises* (Englewood, Colorado: Libraries Unlimited, 1993): 3.

⁶ Shumaker, 4967.

⁷ In 2003 and 2009. Both proposed name changes omitted the words “special” and “library.” See: Susan DiMattia, and Lynn Blumenstein, “Uncertainty Breeds Determination,” *Library Journal* 128, no. 13 (2003): 46-47; Norman Oder, et al. “SLA to Become ASKPro?” *Library Journal* 134, no. 19 (2009): 11.

⁸ Murray, 277.

Need for the Study

The special library remains an enigma in the library and information field and among the general public today in large part due to the arguable answer to the question of exactly what is a special library. Outlined in the following pages, this project tracks the historical definitions of special libraries found in the professional literature and scholarship to explore how and why those definitions have changed over time. A historical, qualitative, and quantitative survey of the literature that references or provides a definition of special libraries (or an equivalent term, which will be discussed later), this study can aid in the understanding of how special libraries have been viewed historically and provide an assessment of how those views have changed over time. This understanding and assessment can inform the information profession about whether the current predominantly accepted definitions are appropriate or, perhaps, continue to need attention and discussion.

Research Question and Expected Results

This project is guided by the following research question: how have special libraries been defined historically, and in what way have those definitions changed over time? Using sources of literature that are scholarly or professional, written in English and about libraries in the United States, and date only as far back as the formation of SLA in 1909, the scope of this study is reasonably limited and conducive to the success of the research process.

Results anticipated at the outset of the study are a likely revelation of a strong correlation between the change in definitions to developing technologies, innovations, and social movements in the library and information science field, and general historical events. The

implications of these results are interpretation and enhancement of the historical narrative of special libraries.

Purpose of the Study/Objectives

This study was designed to achieve three goals. First, it expands on and adds to the existing historical literature on special libraries as well as enhances the historical narrative of special libraries. Second, it examines and describes how special libraries fit within the library and information community in the United States. And third, it endeavors to reinvigorate discussion and debate beyond a cursory, introductory interest about how special libraries have been and still are defined within and outside the library and information profession.

The purpose of this project should not be misunderstood; in no way does it seek to redefine special libraries or produce a new, improved designation for special libraries. The purpose of the study is simply to track definitional changes and usage of terms over time in order to describe special libraries within the greater, general history of libraries in the United States, and to interpret the means through which variations have occurred.

Audience and Motivation for Writing

The audience for whom this thesis is most suited is any information professional, especially those who work in special libraries, are members of SLA, or have an interest in special libraries in the United States, their history, or American library history in general. Graduate students interested in pursuing a career in special librarianship or any other related professional or academic information field may also find the study useful.

Motivation for the study began as both an academic and professional interest in special libraries, special collections, and archives. After examining only a handful of scholarly pieces written on special libraries, the academic curiosity of the researcher was piqued in discovering and observing the incidence of diversity and divergence in the conceptual and practical understandings associated with defining and labeling special libraries. The lack of a clear-cut, universally acknowledged definition presented the researcher with a fascinating puzzle that has been explored for over one hundred years.

Scope and Limitations

The scope of this thesis is large, though constrained by a number of factors. First, that which is studied in the following pages is simply any definition of special libraries found in the selected literature. This means that though more information often accompanies a definition given in an article or monograph, that information is not what is of interest here. Second, examined are those works of academic and professional literature written in English from the years 1909 to 2014. This, along with studying only works written about special libraries in the United States, limits the research to what is reasonably within the researcher's grasp of obtaining, either online or physically from a library. Last, the primary limitations of this study depend upon the choice of literature being restricted to materials found or accessed through the library services and online databases of the University of Alabama. This limitation is in place for the two following reasons: (1) for the benefit of the researcher who has access to the University of Alabama Libraries as an enrolled graduate student, and (2) to aid in keeping the scope manageable for the length time in which the research is conducted. Because the University of Alabama is in the United States, the majority of literature sources necessarily pertain to special

libraries in the United States, and this, too, became a limitation essential to the success of the research.

Assumptions

Assumptions regarding this project are related to the nature of historical research in general, concerns about unpredicted data, and clarification of the purpose of the project (see above). Any type of historical research is by its very nature a narrative of some aspect of the past, usually formulated by an individual not directly involved. As Felix Reichmann points out, historical analysis is both scientific and artistic, requiring “both head and heart.”⁹ This study tells the story of special libraries through the narrowly focused lens of literary definition.

Another idea that must be considered is openness of the researcher to unexpected data gathered during the research process. A research question is typically accompanied by a hypothesis, but data that do not correspond to the hypothesis cannot be ignored. The research question guiding this project is open-ended enough to allow for surprising data that might yield unpredictable results and lead to unforeseen conclusions.

Order of Presentation

There are four sections that follow, which are the Literature Review, the Methodology and Procedures, the Results and Discussion, and the Conclusion. The Literature Review begins with a brief presentation of the history of special libraries, starting with the ancient world and quickly focusing on their appearance in the United States and their growth throughout the twentieth century. It then outlines how special libraries have been described in the literature,

⁹ Felix Reichmann, “Historical Research and Library Science,” *Library Trends* 13, no. 1 (July 1964): 34.

including the established criterion used in definitions and other terms used for special libraries. The next part reports on the theoretical and methodological basis of the project. And, finally, this section discusses three instances in which the definition of special libraries was directly debated in the surveyed literature.

The Methodology and Procedures section first describes in detail the population and sample used in the study. Next it explains the overall research design by clarifying the instrumentation and tools used for the project, the data gathering and data entry procedures, and the procedures involved in how the data is analyzed. The last part of this section defines key operational terms used in the study, which include alternate terms for “special library” and the terms used in coding the definitions prior to analysis.

Results and Discussion is the section that presents the study’s findings in four areas. A general examination of the definitions gathered is measured by decade and against the total number. Characteristics are then explored categorically by the following groupings: top three most occurring, three related groups, and sub-characteristics within two individual characteristics. The top four decades in which the most definitions were gathered is the next focal point, while the final analysis compares the oldest decade surveyed to the newest (1909-1919 vs. 2010-2014).

The last section is the Conclusion, and it connects the initial research question and hypothesis to the results of the study. It allows for a summary of the research project as a whole and the calculated findings. The significance and implications of the results and how the project fits within the information field are also discussed. And this section closes with suggestions for further research.

2. LITERATURE REVIEW

There is a wealth of literature, from the time of the first publication of SLA's *Special Libraries* through its current iteration *Information Outlook*, which references special libraries, and attempts to define and analyze those definitions. The literature that is reviewed here deals directly with definitions of special libraries that are composed mostly of secondary sources that analyze or formulate new definitions based on previously documented definitions.

A short introduction to the history of special libraries is given first, which will outline their origins in the ancient world and their modern counterparts in the United States at the turn of the 20th century through the present day. A discussion will follow that delineates the ways in which special libraries are defined in the literature and describe some recognized attributes and alternate terms for special libraries. The theoretical and methodological basis of the study is discussed next, and, concluding, three cases of direct deliberation of the definition of special libraries in the literature are described.

A Brief History of Special Libraries

When defined in the broadest scope, as Dana did in 1914 by writing that “it may be said, of course, that every library is in a measure special,”¹ Bierbaum correctly asserts that “in some ways, the earliest libraries were special libraries because they were designed for the spiritual or

¹ John Cotton Dana, “Evolution of Special Library,” in *Librarian at Large: Selected Writings of John Cotton Dana* (Washington, DC: Special Libraries Association, 1991): 61.

intellectual support of a limited and specific clientele.”² Eugene B. Jackson contends that special libraries can “trace their roots to ancient times and the medieval period” and gives as examples English libraries dating back to the sixth century, Dutch libraries established in the seventeenth century, and Russian and French special libraries founded in the eighteenth century.³ Ada Winifred Johns claims the earliest origin for special libraries in the royal libraries of Mesopotamia.⁴ What most of these early examples have in common is the limited or special clientele served by the library or the subject matter collected.

Special libraries – and libraries in general – proliferated in the nineteenth and early twentieth centuries thanks to the production and spread of printed materials and the industrial revolution that swept both North America and Europe. Bierbaum puts it simply: “The full effect of the industrial revolution and the impetus of expanding commerce and industry created an increased need for recent, narrowly focused information.”⁵ Special libraries in this period were mostly business and science oriented, supporting engineering and production companies. The American Library Association (ALA) was established in 1876, and by the end of the nineteenth century the specialized library associations of the National Association of State Libraries and the Medical Library Association had been formed, and, following in 1906, the American Association of Law Libraries.

With the rise of these specialized libraries and their respective professional associations, SLA was founded in 1909 when a group of librarians led by John Cotton Dana expressed a

² Bierbaum, 105.

³ Eugene B. Jackson, “Special Libraries,” in *Encyclopedia of Library History*, eds. Wayne A. Wiegand and Donald G. Davis, Jr. (New York and London: Garland Press, 1994): 598.

⁴ Ada Winifred Johns, *Special Libraries* (Metuchen, NJ: Scarecrow Press, 1968): 11.

⁵ Bierbaum, 106.

desire to form a separate professional community and associate themselves apart from ALA. Elizabeth Ferguson emphasizes the new term that literature adopts with the formation of SLA and its constitution in claiming that was when “the term ‘Special Library’ came into being.”⁶ Though this project focuses on the United States, it is instructive to point out that the United Kingdom also formed an association for special libraries in 1924 called the Association of Special Libraries and Information Bureaux (ASLIB), today known as The Association for Information Management.

Bill M. Woods, writing in the mid-1970s, and Eugene B. Jackson, writing in the mid-1980s, both divide the history regarding special libraries in the United States into three periods: the first hundred years, 1840-1940; the World War II and post-war years, 1941-1951; and the later years, 1952-1972.⁷ The first period includes the formation of multiple library associations and saw special libraries characterized as “special subject or professional collections primarily affiliated with universities,”⁸ as well as by services that offered “greater depth of analysis of materials and active dissemination measures were emphasized.”⁹ The second period, during WWII and after, was distinguished by “the need for quick and accurate information... imperative within the charge to develop and produce rapidly materials, equipment, and services needed to win the war.”¹⁰ The last period signified great growth in sheer numbers of special libraries,

⁶ Elizabeth Ferguson, “Introduction,” in *Special Libraries Association – Its First Fifty Years*, ed. Alma Clarvoe Mitchill (New York: Special Libraries Association, 1959): 5.

⁷ Bill M. Woods, “The Special Library Concept of Service,” in *Special Librarianship: A New Reader*, ed. Eugene B. Jackson (Metuchen, NJ: Scarecrow Press 1980): 16.

⁸ Woods, 16.

⁹ Eugene B. Jackson, “Tracking the Elusive Special Library for a Quarter Century,” *The Journal of Library History* 21, no. 3 (Summer 1986): 587.

¹⁰ Woods, 16.

though Woods cautions that growth in numbers can be deceiving: “The mortality rate of special libraries is one of the realities with which those who choose special librarianship must be prepared to cope.”¹¹ Jackson does not add much to fill in the years between 1972 and the time of his publication in 1986, only that special libraries tend to rise and fall with their parent organizations, depending on them entirely for their existence and growth.¹²

The documentation movement of the 1950s is thought of as a rival or challenger to special libraries, though the thrust of the movement took place in and came from the United Kingdom and Europe. The movement focused on the improvement of information systems that could essentially democratize the dissemination and availability of information through the use of innovative technologies. This often took the form of sweeping bibliographic and database projects, particularly in regards to amassing large catalogs of scientific data.¹³ Robert V. Williams and Martha Jane K. Zachert assert that the movement “emphasized the use of new technologies for detailed indexing of source documents and advocated in-house ‘documentation centers.’”¹⁴ Williams also claims that “special librarians were the first American documentalists.”¹⁵ Though the rivalry sometimes resembled a near alliance (the documentation movement’s organization, the American Society for Information Science,¹⁶ discussed merging

¹¹ Woods, 16.

¹² Jackson, 588.

¹³ Robert V. Williams, “The Documentation and Special Libraries Movements in the United States, 1910–1960,” *Journal for the American Society of Information Science* 49, no. 9 (1997): 778.

¹⁴ Robert V. Williams and Martha Jane K. Zachert, “Centennial Reflections on a Name,” *Information Outlook* 13, no. 1 (Jan./Feb. 2009): 20.

¹⁵ Williams, 780.

¹⁶ Also known as ASIS in the 1950s, and today called American Society for Information Science and Technology (ASIS&T). This organization’s original name was the American Documentation Institute (ADI), which was formed in 1937.

with SLA at one time), Williams and Zachert contend that ultimately the documentation movement led special libraries “to recognize the importance of new technologies for improved access to information.”¹⁷

The 1960s and 70s were characterized by the rapid growth of special libraries. Manil Silva, writing during the period, stresses that “the remarkable growth of special libraries is evidence of the realization and acceptance of the need and consequent great demand for them. It has been increasingly realized that the establishment of special libraries is the only means of assembling and recording the increased flow of literature on special subjects.”¹⁸ This period also had special libraries and librarians move away from the traditional library model. Ellis Mount and Renee Massoud discuss the rise of the “information center” as a replacement for some special libraries and describe them as “special libraries with a very narrow scope, a special sort of special library.”¹⁹ And Murray argues that by embracing evolving technologies and electronic resources during this period, special libraries have never quite gotten back to being comfortable being cast as traditional libraries. She claims that there is “a shift in focus from librarians to information professionals, including a growing contingent of consultants and others doing information work outside of the traditional library setting. In many fields, a substantial on-site physical collection is no longer required to satisfy the information needs of an organization.”²⁰ Shumaker echoes this and insists that:

The special library arose as a distinct type of library because organizations needed units to acquire the specialized information relevant to their activities, organize that information, and provide customized services to get it to the right people at the right time.

¹⁷ Williams and Zachert, 20.

¹⁸ Manil Silva, *Special Libraries* (Plymouth: Andre Deutsch, 1970): 8.

¹⁹ Mount and Massoud, *Special Libraries and Information Centers: An Introductory Text*, 4th ed. (New York: Special Libraries Association, 1999): 4.

²⁰ Murray, 277.

The special library developed and prospered in proportion to its ability to deliver on this value proposition. In the past twenty years [1989-2009], however, advances in information technology and changes in the nature of work have altered this value proposition.²¹

Where the 1960s and 1970s were decades that necessitated the growth of special libraries and gave special librarians a sense of validation in the midst of social and political upheaval in the United States, librarians in the late 1970s also anticipated the technological changes that came in the 1980s. The years 1979 and 1980, perhaps in expectation of the start of the new decade, yielded much literature that speculated on the future of special libraries, often focusing on what the library of the future would be like in terms of patrons, equipment, space, and materials. In this “golden age” of special libraries, special librarians in the 1980s seemed to come into their own by embracing new technologies and “[having] an interest in playing a leading role as society transitioned into this new era of information, knowledge and strategic learning.”²² St. Clair calls the 1980s “the information age” and asserts that “business and research turned to [special librarians] for assistance and guidance in keeping up with all the changes brought about in this new epoch.”²³

The 1990s and 2000s saw the virtualization of the library and information world, and this era might be called the “internet age.” Computerized information technologies of the 1980s paved the way for the shift to online information dissemination in the following decades, and proliferation of internet access and increasing computer literacy of the general public also led to changes for special libraries. Matarazzo and Prusak published two studies which outlined the

²¹ Shumaker, 4972.

²² St. Clair, *SLA at 100*, 119.

²³ St. Clair, *SLA at 100*, 140.

evolution of user computer skills, finding that between the year 1990²⁴ and 1995²⁵ the importance of electronic database searching by the library went down from 80% to 48%, meaning that patrons were able to use the databases and find what information they needed without the aid of the library. Matarazzo and Connolly concluded in 1999 that “it has become clear that we are being charged with the mission to explore and implement new and innovative methods to encourage sharing and to better manage information.”²⁶

Special Libraries Defined: Established Criteria and Terms

The focus of this project is on how special libraries are historically defined within the library and information field, specifically in the scholarly and professional literature starting from the time of the foundation of SLA in 1909 and its scholarly magazine, *Special Libraries* (now *Information Outlook*). The earliest definition in the literature comes from John Cotton Dana himself, and therefore can be considered the basis for all other definitions: “all small special libraries, financial, commercial, scientific, industrial; and special departments of state, college and general libraries ... all libraries devoted to a special purpose and serving a limited clientele.”²⁷ Skinner is quick to point out that “a short survey of the literature reveals a bewildering diversity of definitions and connotations of the term ‘special library,’” and that the examples of special libraries listed in Dana’s definition hardly resemble other contemporary lists

²⁴ James M. Matarazzo, Laurence Prusak, and Michael R. Gauthier, *Valuing Corporate Libraries: a Survey of Senior Managers* (Washington, D.C.: Special Libraries Association 1990).

²⁵ James M. Matarazzo and Laurence Prusak, *Valuing Corporate Libraries: Findings from a 1995 Survey of Senior Management* (Washington, D.C.: Special Libraries Association 1995).

²⁶ James M. Matarazzo and Suzanne D. Connolly, *Knowledge and Special Libraries* (Boston : Butterworth-Heinemann 1999): xii.

²⁷ John Cotton Dana, quoted in Skinner, 290.

– they are all different.²⁸ Proving Skinner’s point are the examples of special libraries listed in the original 1909 SLA Constitution: “The object of the Association is to promote the interests of the commercial, industrial, technical, civic, municipal and legislative reference libraries, the special departments of the public libraries, universities, welfare associations and business organizations.”²⁹ In fact, Skinner says, “Dana’s 1910 statement appears to be based as much upon the earnest desire of librarians of his day to carve a foothold in the professional worlds of those who were ‘putting knowledge to work.’”³⁰

Williams and Zachert allege that at the core of the early definitions for special libraries was a concentration on the collections themselves, the specific subject or topic collected: “Much of the discussion focused on the concept of ‘collection’: since a library was a collection – and therefore logically, a special library. This reasoning made sense ... because it emphasized the nature of the collection in these libraries.”³¹ But the emphasis of definition also shifted early on to focus on services provided, thanks to John A. Lapp and Richard H. Johnston who “believed that the key aspect of the special library was anticipation of user needs in advance of the actual need and getting relevant information to the decision makers.”³² Williams and Zachert credit this shift to the larger library movement in arguing that “this change in the focus of definition, from

²⁸ Skinner, 290-291.

²⁹ SLA Constitution 1909, printed in *Special Libraries Association – Its First Fifty Years*, ed. Alma Clarvoe Mitchill (New York: Special Libraries Association, 1959): 4.

³⁰ Skinner, 291. Though Skinner does not cite this, “putting knowledge to work” is the SLA slogan, attributed to John A. Lapp. See “The Annual Conference,” *Special Libraries* 7 (Sept. 1916): 127.

³¹ Williams and Zachert, 18.

³² Ibid.

collection to services provided, was a crucial and revolutionary development in the library world.”³³

Writers of literature regarding special libraries attribute various criteria that make up definitions of special libraries. Surveyed here are six different works that list special library definition criteria, itemized in chronological order by date of publication:

- Johns (1968): Special libraries are characterized by “defined and limited subject, form or clientele ... include[s] collections that are of a minority type in the library world, [and] do not fit in with any existing groupings.”³⁴
- Silva (1970): Differentiating characteristics of special libraries: location, subject scope, material, clientele, and function.³⁵
- Skinner (1980): Considerations in evaluating characteristics of special libraries: “1. The function of the library, in relation to the mission of the parent organization. 2. The information needs of the library’s users. 3. The use made of the information.”³⁶
- Jackson (1986): “For the first twenty-five years of the twentieth century, special libraries had these characteristics: (a) use of all forms of recorded information, (b) scope limited to the prime interests of the host organization, and (c) active reference service as the prime function.”³⁷

³³ Williams and Zachert, 18.

³⁴ Johns, 109.

³⁵ Silva, 8-9.

³⁶ Skinner, 292.

³⁷ Jackson, 587.

- Bierbaum (1993): Special libraries defined by characteristics and function: size, setting, funding, collections, and clientele.³⁸
- Mount and Massoud (1999): Characteristics of special libraries to consider: organizational names, size, salaries, collection sizes, location of facilities, services offered, relations with top management, and duties of professionals.³⁹

Most of these lists involve judgment of the collection itself, library users being served, and considerations regarding the parent organization.

Another factor to consider in evaluating the literature about special libraries is the terminology used by distinct writers. Special libraries generally exist within a larger organization or company, and Bierbaum breaks these groups into three categories: profit/proprietary, non-profit, and government.⁴⁰ But different sources use different words for these groups. Bierbaum calls these bodies “parent organizations.”⁴¹ Mount and Massoud state that special libraries are “sponsored by” groups such as private companies, government agencies, and other organizations and associations.⁴² Shumaker refers to special libraries as “sponsored by a parent institution,”⁴³ and Stephen C. Boss and Glen S. Cook call these organizations “stakeholders.”⁴⁴

Terminology for special libraries also varies widely across the literature and over time. The use of the words *library* and *librarian* in relation to special libraries came into debate early

³⁸ Bierbaum, 7.

³⁹ Mount and Massoud, 11.

⁴⁰ Bierbaum, 5.

⁴¹ Ibid.

⁴² Mount and Massoud, 4.

⁴³ Shumaker, 4966.

⁴⁴ Stephen C. Boss and Glen S. Cook, “The Electronic Resources (ER) Librarian and Special/Corporate Libraries,” *Collection Management* 32 nos. 1-2 (2007): 100.

on in SLA's existence. Conflict with ALA over what some in the association considered appropriation of the term "librarian" came to a head in 1921 when a joint meeting with SLA had to be called to resolve the matter.⁴⁵ Some special libraries were beginning to be known as "information centers" in the 1960s and 70s as technologies were advancing and in an attempt to move away from a perceived old fashioned notion of a library.⁴⁶ Despite Williams and Zachert's insistence in 2009 that special libraries and librarians sought a move back to traditional terminology as early as the 1980s,⁴⁷ Murray, writing in 2013, asserts that "outside of the Association's name, none of the words 'library,' 'librarian,' or 'special' appear anywhere in SLA's current mission, vision, and core values statements."⁴⁸

Theoretical Base

The theoretical basis for this project must rest on the theories of history relating to the whole of the library and information science discipline. Wayne A. Wiegand and Donald G. Davis Jr. sum it up clearly by asserting that "the history of the library as an institution cannot be reduced to a single theory nor reflect a single philosophy."⁴⁹ But many writers express the need to study the past to prepare for the present and beyond. Wiegand and Davis declare that "the global library community cannot prudently plan its future unless it knows its present; it cannot

⁴⁵ Williams and Zachert, 19.

⁴⁶ Mount and Massoud, 4.

⁴⁷ Williams and Zachert, 21.

⁴⁸ Murray, 277.

⁴⁹ Wayne A. Wiegand and Donald G. Davis, Jr., *Encyclopedia of Library History* (New York and London: Garland Press, 1994): ix.

know its present unless it has a sound understanding of its past.”⁵⁰ R. James King reminds readers that each library is unique and that “in order to better understand the potential future, we must first understand the rich past on which we are built as well as the current environment.”⁵¹ Estelle Broadman makes the larger claim that “a study of the history of a special library is a study of the culture and beliefs of the society it represents at a particular period of that society’s development.”⁵²

Methodological Base

Like most historical research, the methodology of historical research into special libraries takes the form of gathering data from primary and secondary sources. Anthony Kruzas published studies in the 1960s in which he used directories to track the development and growth of special libraries in areas such as location, size of the institution, and subject concentrations.⁵³ Jackson conducted a similar study in 1986, almost an update of the Kruzas project, using directories from 1985.⁵⁴ Johns used primary sources to extensively cover the development of and compare special libraries in the US, the UK, and Australia.⁵⁵ Frank E. McKenna compiled a list of 30 definitions

⁵⁰ Wiegand and Davis, ix.

⁵¹ R. James King, “The Future of the Special Library: One Person’s Perspective,” *Serials Review* 30, no. 3 (2004): 171.

⁵² Estelle Broadman, “Special Library, Mirror of its Society,” in *Approaches to Library History*, ed. John David Marshall (Tallahassee, Florida: Journal of Library History, 1966): 32.

⁵³ Anthony T. Kruzas, *Directories of Special Libraries and Information Centers* (Detroit: Gale Research Company, 1963).

⁵⁴ Jackson, “Tracking the Elusive Special Library for a Quarter Century.”

⁵⁵ Johns.

of special libraries in his 1978 *Encyclopedia of Library and Information Science* entry and devised a successive set of “five fundamental levels of development of special libraries.”⁵⁶

Other authors compile timelines and chronologies, or compare special libraries to other types of libraries. Skinner compared special libraries to academic libraries and found that academic libraries have a teaching mission, designed to “complement, supplement and illustrate the teaching activities of the faculty,” while special libraries are involved in research activities of the parent organization, as a member of the team and have a “real world” mission.⁵⁷ Case studies are also used to define special libraries. Broadman used her experience with medical libraries to explain special libraries through the example of the National Library of Medicine.⁵⁸

Jackson affirms the need for historical research on the subject of special libraries by stating that “as a branch of the information professions that has generally been more concerned with the practicalities of the profession than with study of its past, special libraries appear to lack the kind of historical treatment that other types of libraries have attracted.”⁵⁹ Special libraries have changed dramatically from the time of SLA’s formation, and not least in the way that they are defined. Guy St. Clair, writing in 2009 for the hundredth anniversary of SLA’s founding, argues that SLA and special libraries are and have always been about change and embracing new ways to serve the organizations to which they belong.⁶⁰ Mount and Massoud tell readers not to

⁵⁶ Frank E. McKenna, “Special Libraries and the SLA,” In *Encyclopedia of Library and Information Science*, vol. 28, Kent, Allen, Harold Lancour, and Jay E. Daily, executive directors (New York: Marcel Dekker, Inc. 1980): 386-443.

⁵⁷ Skinner, 291-292.

⁵⁸ Broadman.

⁵⁹ Jackson, Eds. Wiegand and Davis, 599.

⁶⁰ Guy St. Clair, “SLA at 100: Connecting Our Past to Our Future,” *Information Outlook* 13, no. 1 (Jan./Feb. 2009): 24-29.

put too much stock in names or terms used for special libraries, because they will always change with the times. They agree with St. Clair that “regardless of labels, the development of information services is a dynamic process, not a static one.”⁶¹ As special libraries continue advance, evolve, and develop new and better ways to disseminate information, likewise the definition of special libraries will remain in flux.

Three Dialogs: Definitions Debated in the Literature

As previously stated, the many different ways to define special libraries have been like an open and continuing dialog among those in the library and information profession. While many authors provide, reference, or synthesize various definitions of special libraries in the literature – in this dialog – it has not been that direct debate and critique often occurs. Three such instances are presented here that have arisen within the literature where writers directly address other writers’ discussions or critiques regarding definitions of special libraries.

In 1912, in just the third volume of *Special Libraries*, a number of the founding fathers of SLA engaged in discourse about the nature and characteristics of special libraries as they saw them near the beginning of their newly-formed association. Originally an actual spoken exchange at the SLA meeting in Ottawa, Canada, on June 27, 1912, the discussion between M. S. Dudgeon, A. G. S. Josephson, William P. Cutter, John A. Lapp, Guy E. Marion, and C. A. George is transcribed and printed in *Special Libraries* under the title “What is a Special Library?”⁶² Dudgeon begins the conversation by comparing special libraries to reference

⁶¹ Mount and Massoud, 11.

⁶² Cutter, W. P., C. A. George, A. G. S. Josephson, John A. Lapp, and Guy E. Marion. "What is a Special Library?" *Special Libraries* 3, no. 7 (September 1912): 145-149.

libraries and making the case that though they have similarities, they are entirely different entities. Josephson's lengthy contribution continues Dudgeon's comparison motif and argues that special libraries are established for a specific purpose, "to fill a real need,"⁶³ where general libraries have no such mandate. He goes on to outline a special library's difference from a general library by asserting that special libraries employ special methods and materials. And he contends that a special librarian need not be primarily a specialist, but that "a librarian must first of all be a librarian."⁶⁴ Cutter joins the conversation briefly to add a qualifier to Dudgeon and Josephson's comparisons, asserting that "I consider a special library as one which serves people who are doing things, and a reference library one which serves people who are thinking things. The former are not thinking about doing things, they are already doing them."⁶⁵ Lapp, who edited *Special Libraries* for a number of years, offers insights into what he sees as the most distinctive characteristic of special libraries in explaining that "we deal with material that is not in print. We manufacture it. We many times must color it with our own opinions."⁶⁶ He also praises Cutter's idea of "people who are doing things" and remarks that "this is the age of efficiency. I believe that the librarian is the efficiency engineer."⁶⁷ Marion, who would go on to be SLA president in 1918-1919, focuses on the community aspect of SLA and interrelations with other types of libraries by pointing out the interest of public librarians in the organization.⁶⁸

⁶³ Cutter, et al., 145.

⁶⁴ Cutter, et al., 146.

⁶⁵ Cutter, et al., 147.

⁶⁶ Ibid.

⁶⁷ Ibid.

⁶⁸ Cutter, et al., 147-148.

George is the voice of dissent in this conversation as he expresses confusion over SLA and the special library's role in the library profession: "I confess I am a little bit at sea as to the whole scope of this particular association."⁶⁹ He asks more than once what the goal is of coming together to be identified as a separate population of libraries. Additionally, he expresses concern that if, as Lapp discussed, special librarians are dealing with material not in print then that is overreaching the function of a librarian. Dudgeon answers George by conceding that the question "seems to me to be a little bit indefinite and hard to answer," but he contends that "we are specialized in getting knowledge out of books and out of the experience of others into the hands of workers rather than into the hands of people who are just thinking about working. It seems to me that it is quite distinct although hard to distinguish."⁷⁰

The second dialog took place at the end of 1937 when Rebecca B. Rankin wrote a letter to the editor of *Special Libraries* in volume 28 entitled "Finally – A Definition of Special Library."⁷¹ In it she summarizes the work a group of special librarians for the Committee on Library Terminology of ALA to determine a definition of a special library that was to be included in an upcoming ALA glossary. Rankin, who had been SLA president in 1922-1923, reports that the group recommended a list of sixty terms to be incorporated into the definition, but the Committee kept just seven. The following definition, printed near the end of the letter, is one for which Rankin credits Linda H. Morely with compiling from the group's various attempts:

⁶⁹ Cutter, et al., 148.

⁷⁰ Ibid.

⁷¹ Rebecca B. Rankin, "Finally – A Definition of Special Library" in *Special Libraries* 28, no. 10 (December 1937): 371.

A special library is a service organized to make available all experience and knowledge that will further the activities and common objectives of an organization or other restricted group, with a staff having adequate knowledge in the field of specialization and of the activities of the clientele, as well as professional preparation. Its function is (1) to assemble information from published sources both within and without the library, (2) to secure information directly by correspondence and interview from individuals and organizations specializing in particular fields, and (3) to present this information at the appropriate time and place on the initiative of the library as well as upon request, that it may take an effective part in the work of the organization or group served.

Policies, methods, and collections vary, on the one hand according to the library's subject interests: economics or business, social sciences, science and technology, or the fine arts; and, on the other hand, according to type of organization of which the library is a part: a corporation, association, or institution, government office or a general library having definitely decentralized departments.⁷²

It is a complex definition, and it seems that they were hoping this definition would cover just about every special library in existence at the time. It is 183 words long, comprises two paragraphs, and contains characterization by collection subject matter, parent organization, and three primary functions. At the end of the letter, Rankin invites all the members of SLA to weigh in on the definition by writing to the editor of *Special Libraries* with any criticisms or improvements.

In the next volume of the journal, published in 1938, Rankin received four responses. In issue one from January, Donald Coney and Isabel L. Towner both wrote to the editor. Coney, a librarian at the University of Texas, confesses that in teaching a course at the University of Illinois he “was obliged to fabricate a definition of special libraries,” and he acknowledges early in his letter that he is “[taking] advantage of the invitation for criticism to take issue with [Rankin’s] definition on what is, perhaps, a minor point.”⁷³ He goes on to object to the word “organization” in the first sentence of the definition, arguing that “it is too general a term to

⁷² Rankin, 372.

⁷³ Donald Coney, “Definitions to the Fore!” in *Special Libraries* 29, no. 1 (January 1938): 25.

apply to one with as limited a connotation as has ‘special libraries.’”⁷⁴ He seems to fall into the opposite camp of Rankin and her group, which is those who do not agree that the definition should be broad enough to cover every single possible special library, especially at the expense of clarity and comprehension. Coney ends his letter by accusing Rankin’s group of writing “propaganda” into their definition by including the words “professional preparation,” suggesting that the words are self-serving and make it “not an impartial definition.”⁷⁵ Alternatively, Towner praises the efforts of Rankin’s group to assemble such a comprehensive definition, but she complains of the length. She offers this condensed version instead:

A special library gives library service to any organization or specialized group by making available through a trained staff all information from all sources, published or otherwise, on the subject or subjects of interest or importance to the organization or group. The organization may have commercial, economic, social or other purposes and may consist of a corporation, association, institution, government office or department of a general library.⁷⁶

Issue two featured one peculiar response to Rankin – peculiar in that its author, Ione M. Dority, does not actually mention the definition put forth by Rankin’s group, but employs another definition entirely to comment on what characteristics make up special libraries. Dority singles out two functions of special libraries, those being: “selecting, summarizing, collecting and compiling information” and “the carrying of information to the clientele.”⁷⁷ In concluding

⁷⁴ Coney, 25.

⁷⁵ Ibid.

⁷⁶ Isabel L. Towner, “Another Definition,” in *Special Libraries* 29, no. 1 (January 1938): 25.

⁷⁷ Ione M. Dority, “The Nature of Special Libraries,” in *Special Libraries* 29, no. 2 (February 1938): 57.

her letter, Dority finally alludes to the definition printed in volume 28 and asks, “can a definition or a statement of special libraries be formulated which recognizes these distinctions?”⁷⁸

The last response to Rankin’s letter came in issue three and directly addressed Coney’s statements on propaganda in the definition. Marie Louise Prevost writes that there will always be confusion until the profession can agree “that there are two sides to the shield of a ‘special library’” and that “a definition stretched to completely cover both types may be neither feasible or desirable.”⁷⁹ While correcting Coney’s “misconception,” Prevost also seems to be in agreement with him that no one single definition of special libraries can embrace all those who proclaim or are proclaimed to be one. What two characteristic ideas Prevost offers and says may overlap at times are these, “(1) A library service to the members or employees of an organization, located on its premises, financed by the purse which pays the persons served... (2) A Library of literature on a specific subject.”⁸⁰

The third dialog spans at least seven years and began in 1943 when Rankin’s team, with Morley at the head, published a short monograph called *Contributions Toward a Special Library Glossary*⁸¹ which compiled all the definitions of terminology that they believed to be germane to special libraries. In the preface, Morley reasons that the need for the glossary is “not merely an academic matter,” and explains that terminology delineation is essential in helping those in the library field understand what special libraries do and what makes special libraries different from

⁷⁸ Dority, 58.

⁷⁹ Marie Louise Prevost, “More Definitions!” in *Special Libraries* 29, no. 3 (March 1938): 87.

⁸⁰ Prevost, 87-88.

⁸¹ Linda H. Morley, Mary Louise Alexander, Marguerite Burnett, Florence A. Grant, Walter Hausdorf, and Rebecca B. Rankin, *Contributions Toward a Special Library Glossary* (New York: Special Libraries Association 1943).

other libraries, and also the viewpoint of special librarians.⁸² What is interesting about the definition supplied in the book is that it is an update of the definition Rankin previously put forth in *Special Libraries*, and instead of being condensed, as some suggested, it is actually expanded to explain the different organization types that might employ special libraries. The entirety of the definition is as follows:

Special Library: a service organized to make available whatever experience and knowledge that will further the specific activities of a particular organization or limited group, all members of which have a common objective; requiring on the part of the library staff familiarity with the activities of the clientele and knowledge in the field of specialization, as well as of library policies and techniques. Its primary functions are (1) to maintain a continuing survey and evaluation of current publications, research in progress, and activities of individual authorities, on behalf of its clientele; (2) to organize the sources of both written and unwritten experience and knowledge from the specialist viewpoint; (3) to assemble from within and without the library both publications and information as required by the activities of its clientele, disseminating these on the initiative of the library as well as on request; offer in abstract or memorandum form oriented for immediate application to an individual's work.

Policies, methods, and collections vary among individual special libraries in accordance with their subject interests on the one hand, and on the other in relation to their organizational type: (1) the special organization library serving all informational needs of a corporation, non-profit organization, government body, or other kind of institution, in which the library staff and clientele are both employees of, and receive their salaries and expenses from the same organization; as distinct from (2) the special branch of a public library serving certain occupational groups; and (3) the special subject library which may be semi-public, independent, or departmental library, serving students, professional groups, members, or general public, on a given subject.⁸³

The clarification and illustration of the word *organization* is perhaps in answer to Coney's complaint about it being "too general a term to apply to one with as limited a connotation as has 'special library.'"⁸⁴

⁸² Morley, et al., 1943.

⁸³ Morley, et al., 1943, 15.

⁸⁴ Coney, 25.

The *Glossary* was updated and published in a second edition seven years later in 1950,⁸⁵ and again the definition appears in an altered form. This time, the preface acknowledges the 1943 definition's detractors in stating that "the definition of a special library, which aroused the most comment in the first edition, has been revised in the light of opinions expressed by librarians at that time and it is hoped certain ambiguities therein have been clarified."⁸⁶ The researcher could not find any evidence of complaints about the definition in the literature surveyed, so one can conclude, perhaps, that the comments Morley received regarding fault with the definition came in the form of personal or professional correspondence, or from SLA members and other special librarians at conferences and other professional events in the intervening years between the publication of the first and second editions. The 1950 definition reads as follows:

Special Library: A service organized to make available whatever knowledge and experience will further the activities of a particular organization, all members of which have the common objective of their organization, although different functions and therefore a number of subject interests, as in the special organization library, the predominant type; or, of a group, organized or unorganized, having a common subject interest but diverse individual objectives, as in the special subject library.

Collections and their methods of organization are determined in individual special libraries largely by their subject interests. On the other hand, the administrative and service policies and the program of activities are determined by their organizational type: (1) the special organization or staff library serving all informational needs of a corporation, non-profit organization, government body, or other kind of organization in which the library staff and clientele are both employees of, and receive their salaries and operating expenses from, the same organization; as distinct from (2) the special subject library which may be semi-public, independent, departmental or branch library, serving students, professional groups, members or general public on a given subject.

⁸⁵ Linda H. Morley, Mary Louise Alexander, Marguerite Burnett, Florence A. Grant, Walter Hausdorf, and Rebecca B. Rankin, *Contributions Toward a Special Library Glossary 2nd Edition* (New York: Special Libraries Association 1950).

⁸⁶ Morley, et al., "Forward," in *Contributions Toward a Special Library Glossary 2nd Edition* (New York: Special Libraries Association 1950).

Such service presupposes on the part of the library staff familiarity with the activities of the clientele and knowledge in the field of specialization, as well as of library policies and techniques. Its primary functions are: (1) to maintain a continuing survey and evaluation of current publications, research in progress and activities of individual authorities, on behalf of its clientele; (2) to organize the sources of both written and unwritten experience and knowledge from the specialist's viewpoint; (3) to assemble from within and without the library both publications and information as required by the activities of its clientele; and in the organization library, disseminating these on the initiative of the library staff, as well as on request, in a manner to beget use, often in abstract or memorandum form oriented for immediate application to an individual's work.⁸⁷

This version also includes a note at the end (not included above) that informs readers of terminology specific to English special libraries. The basic elements of the previous two definitions are present, but some are in a different order and some are significantly expanded or qualified. Additionally, it may be assumed that with this incarnation, after two successive revisions and increases, there is little hope that any one definition will satisfy every special librarian and cover every special library.

⁸⁷ Morley, et al., 1950, 19-20.

3. METHODOLOGY AND PROCEDURES

Population and Sample

This research project is a historical, qualitative and quantitative evaluation of the definition of special libraries, guided by the following research question: how have special libraries been defined historically, and in what ways have those definitions changed over time? The entities of interest for the project are those definitions of special libraries found in scholarly and professional literature for the field of library and information science published from 1909 (the date of the formation of SLA) until 2014. Specifically, this literature is written in the English language; originates from and is about libraries in the United States, Canada, and/or the United Kingdom; and includes SLA documents, literature, and reports. The sample of literature used in the study is, for the sake of convenience to the researcher, composed of documents both in print and in digital format that can be found at or accessed through the library services and online databases of the University of Alabama, and obtained through interlibrary loan.

To further clarify and identify the population and sample of literature studied for this project, what is meant precisely by scholarly and professional literature within the field must be defined. For the purposes of this study, scholarly and professional literature and sources are published academic monographs and peer-reviewed journals and magazines intended for professional and academic review by library and information specialists. The use of scholarly works ensures the quality of the sample of literature used for analysis. The literature studied is also restricted to works produced only as far back as the year 1909 because SLA was established

in July of that year. This not only limits the scope of the project to the manageable period of a little more than one hundred years' worth of literature, but it is also advantageous in increasing the chances of locating sources that use the words "special library" exactly because of SLA's influence on the rise in prevalence of the term's usage after 1909. SLA documents and reports (e.g., constitutions, mission statements, bylaws, conference proceedings) are also included as part of the professional literature because of the organization's advocacy of special libraries and great influence on the professional community in the United States.

Because this research project is an historical analysis of literature, the delineation of primary and secondary sources is an important factor in their assessment, typically because primary sources are valued more than secondary sources. Primary sources for this project are those works that contain a definition or reference to a definition of special libraries *contemporary* to the time of writing or publication. This means that Tara E. Murray discussing the current mission statement of SLA in 2013¹ and Margaret H. Fuller, president of SLA, deliberating on the need for standards within the organization in 1959² are both primary sources of literature.

Secondary sources for this project are those works that contain a definition or reference to a definition of special libraries *incongruent* to the time of writing or publication. Robert V. Williams' 1997 article chronicling the documentation movement in the United States in the early part of the twentieth century³ and David Shumaker's 2009 entry on the history of special

¹ Tara E. Murray, "What's So Special About Special Libraries?" *Journal of Library Administration* 53, no. 4 (December 2013): 274-282.

² Margaret H. Fuller, "SLA Yesterday, Today and Tomorrow," in *Special Libraries Association – Its First Fifty Years*, ed. Alma Clarvoe Mitchill (New York: Special Libraries Association, 1959): 110.

³ Robert V. Williams, "The Documentation and Special Libraries Movements in the United States, 1910–1960," *Journal for the American Society of Information Science* 49, no. 9 (1997): 775-781.

libraries in the *Encyclopedia of Library and Information Sciences*⁴ are both examples of secondary sources of literature.

The case can also be made for one source that includes both primary and secondary data. In 1986 Eugene B. Jackson recounts research in special libraries statistics done in the 1950s as well as presenting his own contemporaneous research⁵ in a single article that can be considered both secondary and primary literature. However, the distinction between primary and secondary sources does not have much bearing on this project because it is concerned with only definitions – the way special libraries are characterized and discussed – and the value of one definition over another does not factor into the analysis of data. Using the example above, a historical and a contemporary definition by Jackson are both definitions and therefore both equally valuable for this research.

Research Design

The leading design feature of the project is systematic review, “a more rigorous alternative to the ‘narrative’ review.”⁶ Systematic review explicitly outlines the steps in the process of synthesis in order to formulate a more scientific, more replicable, and less erroneous review procedure. The chief components are as follows: 1) develop a protocol based on the research problem; 2) develop a search strategy; 3) search for literature; 4) identify, screen, and

⁴ David Shumaker, “Special Libraries,” in *Encyclopedia of Library and Information Sciences*, 3rd ed. (New York: Taylor and Francis, 2009): 4966-4974.

⁵ Eugene B. Jackson, “Tracking the Elusive Special Library for a Quarter Century,” *The Journal of Library History* 21, no. 3 (Summer 1986): 585-599.

⁶ Carole Torgerson, *Systematic Reviews*, (New York: Continuum, 2003): 6.

select papers based on the protocol; 5) review literature and extract data; 6) analyze and synthesize findings; 7) report results.⁷

Instrumentation and Tools Used

The research was conducted at the University of Alabama and the researcher utilized the services, space, and materials of the University of Alabama Libraries and the School of Library and Information Studies. Included source materials are monographs and journals in print form as well as databases to which University of Alabama Libraries has access. These databases comprise Academic Search Premier, Academic OneFile, EBSCOhost, Research Library Complete, JStor, HathiTrust Digital Library, H.W. Wilson Library Literature & Information Science databases, Scopus, and Scout, the University of Alabama Libraries' federated search interface.

The only instruments the researcher used to record and analyze the data were a laptop computer and a calculator. Microsoft Word and Microsoft Excel were software programs employed in this work.

Data Gathering and Entry Procedures

The data gathered for this study consists of primary data which are from primary and secondary source literature. This data was gathered in four stages: (1) identification of suitable literature to be analyzed; (2) analysis of the work; (3) assessment of the work to determine the date of publication, the author and his or her credentials, and whether it was a primary or secondary source; and (4) recording of data. Identifying suitable literature for analysis consisted

⁷ Gail J. Neely, et al., "A Practical Guide to Understanding Systematic Reviews and Meta-Analyses," in *Otolaryngology - Head and Neck Surgery* 142, no. 1: 6-14; Torgerson, 24-25.

of federated searching of databases and the catalog of the University of Alabama Libraries by keyword, subject, or title. The search strategy involved searching the databases for the keywords “special librar*” (the asterisk used so that the search results would include both *library* and *libraries*) in conjunction with “definition,” “define,” “defined,” “nature of,” or “characteristics” joined by the Boolean operator *and*. Digital format books or journal articles were accessed from the University of Alabama collection or through a database provider, and physical print monographs from the library building itself. Reading abstracts and reference lists for scholarly articles or browsing the table of contents in books is a good indicator of a suitable source of literature. Once the source has been identified, analysis of the work was conducted to locate the definition or reference to the definition contained within it. Assessment of the work as a primary or secondary source depended upon the context and publication date, and author credentials were determined by context within the work or database and internet searching. Data consisting of the definition and source status were then recorded digitally in an Excel spreadsheet.

Data that were gathered – or, the definitions collected – were measured categorically. First, each definition was labeled by date and compiled into a chronological list which was divided by decade; then, the data were coded by definition characteristic term, source type (primary or secondary), and format (article, monograph, edited collection, etc.). This allowed for cross-referencing on multiple levels, and a spreadsheet was employed to ease this method of comparison.

Data Analysis Procedures

After the data were gathered, they were analyzed in a number of ways. As this study focuses on descriptive characteristics and the relationships between data to interpret history, so

too did the analysis of data rely upon description and those relationships to identify patterns and trends that may indicate how and possibly why changes have occurred over time. Each recorded definition was analyzed for descriptive characteristic words to create a coded image of the special library it defines. Measurement of each coded definition was achieved by tallying the instances of individual characteristics against the number of total definitions and the total number within specific date ranges. Additionally, a chronological list was assembled to visually plot definitions and more easily locate patterns and group together time periods.

The significance of the results of data analysis is assessed through the ability to interpret the meaning of the patterns, trends, and shifts in data, and interpreting where the definition-based descriptions of special libraries fit into those patterns and the overall history of special libraries. The analysis of the data tracks definitional changes over time, and those changes are what is most significant in this study. Dana's original definition also is compared to the most recent definition to measure the most change over time and against a representative definition from each of the identified data-indicated time periods.

As with most any research project, the possibility of missing or faulty data is a risk. It must be acknowledged that the limitations of the sample literature used for this project could present a scenario in which significant or foundational data is missed simply because it is not available in the UA collection or accessible databases. That being said, the digital and online database content available to the researcher was extensive and comprehensive to the extent that at no time did the researcher fail to locate a desired source obtained through referential notes of other studied works. Any fault in overlooking or missing sources and data lies with the researcher and the researcher's prescribed method by which sources were searched for and analyzed. The impact of missing or faulty data concerns the integrity of the project both

internally and externally. The internal risk is to the interpretation of meaning and assessment of significance. Absent data could skew patterns and trends or cause the researcher to miss an important one altogether. The external risk is of the possibility of reporting faulty, incorrect, or simply false data to the professional community.

The methodology and data analysis plan of this study involves some quantitative measurement in the form of categorization, and qualitative methods of description and interpretation – Reichmann’s head and heart. By combined measurement, analysis, and description, this project interprets and enhances the historical narrative of special libraries.

Definition of Key Terms

For the purposes of this project and because the focus of the population observed in the sample begins with the formation of SLA, first president and SLA founder John Cotton Dana supplies the definition that is considered the basis for all other definitions. This is the earliest definition in the sample literature and that definition against which all subsequent definitions are analyzed for comparison and relation. In 1910, in the first issue of the first scholarly publication devoted to special libraries, Dana defines the term thus: “all small special libraries, financial, commercial, scientific, industrial; and special departments of state, college and general libraries ... all libraries devoted to a special purpose and serving a limited clientele.”⁸

⁸ John Cotton Dana, quoted in “The Academic Departmental Library – Is it Special?” by Aubrey Skinner in *Special Librarianship: A New Reader*, ed. Eugene B. Jackson (Metuchen, NJ: Scarecrow Press 1980): 290.

Alternate Terms to “Special Library”

If, as Guy St. Clair argues, special libraries were “born through change” and embrace new methods of service to the organizations to which they belong,⁹ then it follows that change also touches the terms and names used for and by special libraries. Names synonymous with (or related to) special libraries that are recognized in this research process include broad terms such as “information centers,” “documentation centers,” “corporate libraries,” “company libraries,” or “professional libraries.” Specific types of special libraries are also tangentially included in the project (e.g., medical libraries, law libraries, military libraries).

Data Coding Terms

There are thirteen coding terms and six sub-terms nested under two larger terms used in analyzing each definition recorded for this project. The terms are applied to a definition when it is used to define a specific aspect of special libraries, not simply when the term appears in the given definition. The codes were determined after an examination of the literature and were based on the established characteristics, repeated characteristics observed by the researcher, and commonality of themes found in the literature. The following is a list and brief explanation of each term used:

- *Collection*: Informational materials held by the library or those to which the library has access. This term is also broken down into sub-characteristics that describe the library’s collection and are related and not separate from it, these being: subject matter, scope, format, and size.

⁹ Guy St. Clair, “SLA at 100: Connecting Our Past to Our Future,” *Information Outlook* 13, no. 1 (Jan./Feb. 2009): 24.

- *Purpose/Function*: The reason for which the library was established and/or the role it plays or job it does within the organization of which it is a part.
- *Services/Methods*: The general or specific services offered by the library, the ways in which the library disseminates information, and/or approaches the library takes in meeting the need of its clientele.
- *Setting*: Any physical description of the library or the space it occupies.
- *Clientele*: The people/groups of people the library serves, or the patrons of the library.
- *Parent Organization*: The organization of which the library is a part. This can be a corporate, governmental, non-profit, or any other organized entity. Some rare special libraries are independent and do not have any oversight; examples include the Newbury Library in Chicago and the Huntington Library in California. This term is also divided into the following sub-characteristics that describe the library within the parent organization: mission, which refers to the library's alignment with the goals of the parent organization; and relationship, which describes the relationship of the library to the parent organization.
- *Role/Duties of Librarian*: The skills, knowledge, and tasks required of the librarian, and the importance of the librarian to the success of the library.
- *Information Use/Utility*: Any description of how, why, or for what the information provided by the library is used, and/or how effective or up-to-date the information is.
- *Funding*: Financial aspects of a special library, including how it is funded and who pays the librarian's salary.
- *List of Types*: Any list of specific categories, types, or kinds of special libraries. For example, medical libraries, law libraries, and museum libraries.

- *Diversity*: Explanation of special libraries by how many different types there are and/or uniqueness of each library.
- *Exclusion*: Explanation of a special library by apophatic means, that is, by the absence of other types or categories of libraries. This also includes special libraries as a category that excludes specific types or other categories.
- *Comparison*: Explanation of a special library by comparing general or specific qualities and characteristics to other categories of libraries.

4. RESULTS AND DISCUSSION

Definitions by Decade

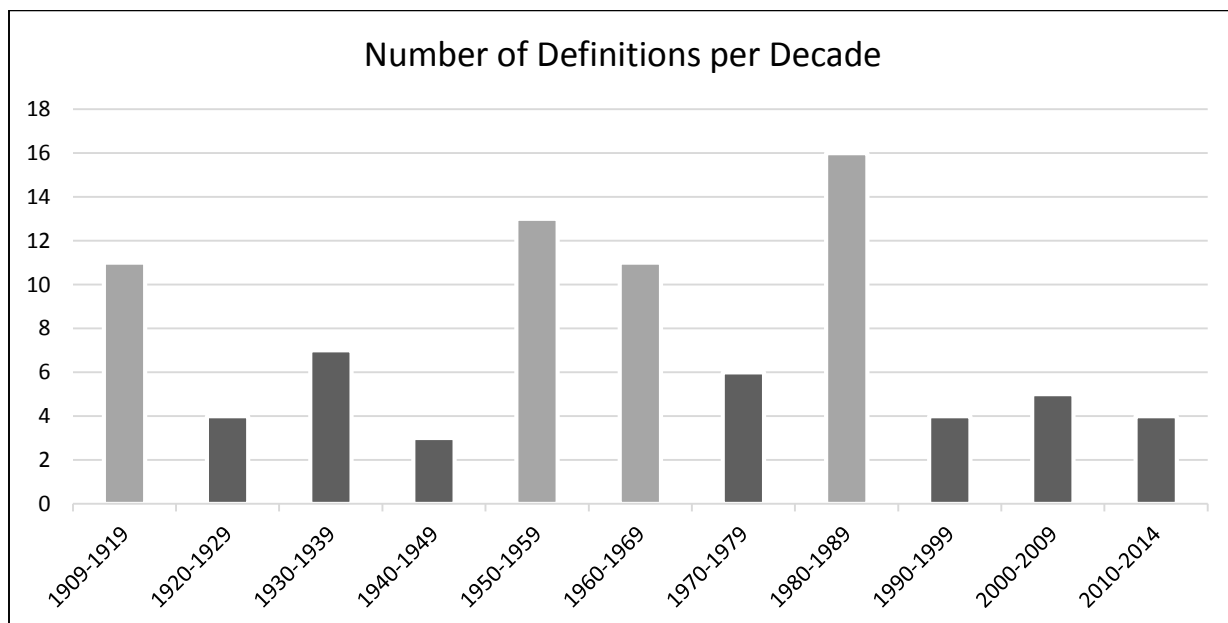
Table 4.1 displays the number of definitions that were recorded in each of the eleven decades from 1909 until 2014, the total number definitions recorded in the study, and each decade's percentage of definitions taken from the total. Out of 84 definitions, the highest numbers were found in the 1980s at 16 (or 19%), followed by the 1950s at 13 (15.5%) and then equally in the 1960s and the first years surveyed, 1909-1919, at 11 (13.1%). As a comparison, the lowest number of definitions was 3 in the 1940s and represents 3.6% of the total. Close behind were the 1920s, 1990s, and the most recent years studied, 2010-2014, at 4 each (4.8%). These numbers (also shown in Table 4.2) can indicate that a greater interest from writers in the former set of years of defining special libraries within the library and information field, or, perhaps, a greater interest from practitioners and scholars in reflecting on and drawing boundaries around the special libraries community.

By looking at each decade individually and chronologically, and taking into account the historical events of the time, it is possible to deduce why these more involved conversations about the nature of special libraries were taking place. In the first years of SLA after its formation in 1909, it was unclear to many in the library field which libraries and which librarians should be involved with the association. ALA, when accepting affiliation, commented on SLA's

“rather vague scope.”¹ Perhaps to remedy this, the founding members and other leadership made it a point to identify special libraries and discuss characteristics in their writing.

Definitions Totals and Percentages by Decade			
Decade	Number of Definitions	Percentage of Total Definitions	
1909-1919	11	13.1%	
1920-1929	4	4.8%	
1930-1939	7	8.3%	
1940-1949	3	3.6%	
1950-1959	13	15.5%	
1960-1969	11	13.1%	
1970-1979	6	7.1%	
1980-1989	16	19.0%	
1990-1999	4	4.8%	
2000-2009	5	6.0%	
2010-2014	4	4.8%	
Total	84	100%	

(Table 4.1.)



(Table 4.2.)

¹ 1925. “President’s Page,” in *Special Libraries* 16 (July 1925): 372.

The 1950s and 1960s was yet again a time of great industrial and commercial growth in the United States, and special libraries were met with the documentation movement and new technologies to index and organize their materials. Growth in numbers of libraries and librarians might have galvanized the profession into promoting themselves by expanding or improving definitions to include more libraries during this time, and an effort to combat or distinguish special libraries from documentation centers could have contributed to more definitions as well.

In the 1980s, technology was booming and being applied to everything, not just the library and information field. This major shift in how information was processed, read, and disseminated led many special libraries and librarians to drop the “library” part of their titles altogether. With so much change happening, especially in what special libraries called themselves, writers were looking to the future and deciding what information service would look like in the years to come. It follows that an inevitable identity crisis sprang up amongst those in the profession and this could have led to a greater deliberation on what special libraries are in the face of so much transformation.

To further examine individual years, a delineation of each definition recorded appears in Appendix A in chronological order with the year and author identified for each one.

Characteristics

The overall characteristic that was used as a defining factor of special libraries in the most definitions gathered for this study is the library’s collection. At 69%, or 58 out of 84 definitions, Table 4.3 shows that considerations involving collection outstrip the next two closest competitors, Services and Methods at 65.5% (55 definitions) and Clientele at 61.9% (52 definitions). These numbers are fairly close together, each one only three definitions greater than

the next. What makes these three characteristics stand out even more is the sharp decline in the number of definitions recorded for each of the next highest occurring characteristics: Parent Organization is used in 40 (47.6%) definitions and is a full 12 points below Clientele. The relationship between Collection, Services/Methods, and Clientele as characteristic of special libraries will be explored further in the next subsection.

Characteristics Totals and Percentages		
Characteristic	Number of Definitions	Percentage of Total Definitions
Collection	58	69.0%
Subject Matter	43	51.2%
Scope	36	42.9%
Format	23	27.4%
Size	10	11.9%
Services/Methods	55	65.5%
Clientele	52	61.9%
Parent Organization	40	47.6%
Mission	20	23.8%
Relationship	15	17.9%
Information Use/Utility	30	35.7%
Purpose/Function	27	32.1%
Role/Duties of Librarian	22	26.2%
List of Types	21	25.0%
Diversity	14	16.7%
Exclusion	13	15.5%
Setting	11	13.1%
Funding	9	10.7%
Comparison	8	9.5%
TOTAL	84	100%

(Table 4.3.)

Information Use/Utility is another important feature of special libraries and it is present in 35.7% of definitions. Close to that is the Purpose/Function of the library at 32.1%. It is interesting that these two attributes fall so close together on the scale because they are closely related. How information is used in a special library often determines or describes the function or

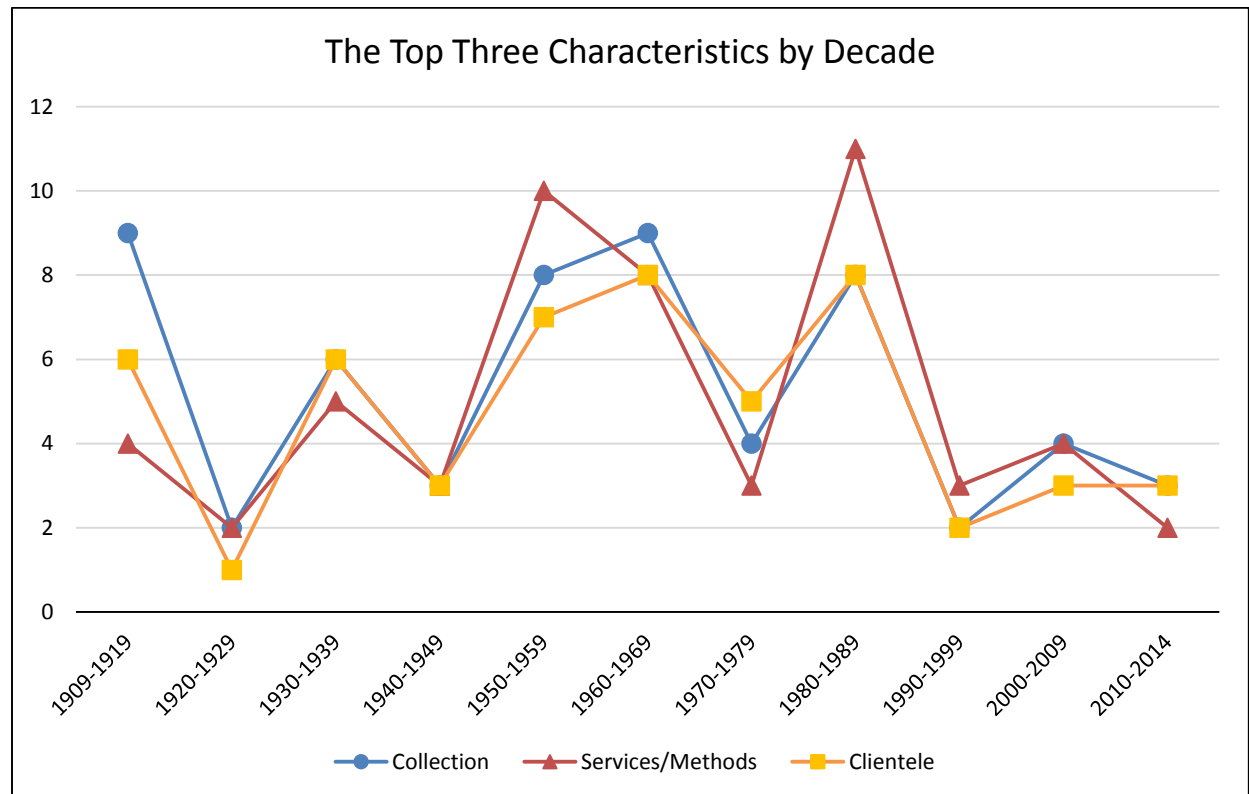
purpose of the service unit. The next two are also close in the data progression but have little relationship to one another; Role/Duties of Librarian appears 22 times (26.2%) while a List of Types is given 21 times (25%). The bottom five traits each are representative of less than 17% of the definitions recorded and the lowest indicating 9.5%. Diversity at 14 (16.7%), Exclusion at 13 (15.5%), Setting at 11 (13.1%), Funding at 9 (10.7%), and Comparison at 8 (9.5%) are the least used factors in defining special libraries.

Worth mentioning are the occurrences of the sub-characteristics that were coded under Collection and Parent Organization measured against the total number of definitions. Collection is broken down into Subject Matter, Scope, Format, and Size, all of which operate in more definitions than Funding and Comparison, the two lowest characteristics. Subject Matter of a collection is the dominant category and is so prevalent at 43 (51.2%) that if taken as a characteristic separate from Collection it would actually rank fourth, above Parent Organization. Surprisingly, Size of a collection only speaks for 11.7% or 10 of the total definitions. The two sub-characteristics beneath Parent Organization, Mission and Relationship, reflect 23.8% (20) and 17.9% (15) of the whole.

Top Three Characteristics

Looking more closely at the three most occurring characteristics in the definitions investigated reveals a clear pattern. Table 4.4 visually demonstrates the correlation between Collection, Services/Methods, and Clientele as definitions are plotted through the decades. The greatest disparity between the definitions per decade is in the first decade after SLA's formation, 1909-1919. Here the lowest occurring characteristic is Services/Methods at 4 definitions and it is five points from the highest, Collection at 9. For the rest of the years there is never more than a

three point difference in the number of definitions, both instances happening in high grossing decades – the 1950s and the 1980s.



(Table 4.4.)

These top three characteristics are also, interestingly, reflected in some of the simplest and shortest definitions as the only recorded qualities present. Five definitions ranging in year from 1926 to 1980 fit this description.² Marion C. Manley’s straightforward definition is an

² D. N. Handy, “Special Libraries Association – It’s Origin, Growth, and Possible Future,” in *Bulletin of the American Library Association*, 20, no. 10 (October 1926): 333-334; Adelaide R. Hasse, “Control of the Literature of a Special Field: The Salient Characteristic of a Special Library,” *D. C. Libraries* 1 (1930), 22-23; Marion C. Manley, “The Special Library Profession and What It Offers,” in *The Special Library Profession and What It Offers* (New York: Special Libraries Association, 1938), 182; J. H. Moriarty, “The Special Librarian - How Special?” *Special Libraries* 36, no. 2 (February 1945), 39; Audrey Skinner, “The Academic Departmental Library – Is it Special?” in *Special Librarianship: A New Reader*, ed. Eugene B. Jackson (Metuchen, NJ: Scarecrow Press, 1980), 291.

excellent example: "A special library is a special collection serving a special clientele and using special methods for the purpose."³

Comparison of Top Three Characteristics by Decade							
Decade	Total	Collection Number	Percentage	Services/Methods Number	Percentage	Clientele Number	Percentage
1909-1919	11	9	81.8%	4	36.4%	6	54.5%
1920-1929	4	2	50.0%	2	50.0%	1	25.0%
1930-1939	7	6	85.7%	5	71.4%	6	85.7%
1940-1949	3	3	100.0%	3	100.0%	3	100.0%
1950-1959	13	8	61.5%	10	76.9%	7	53.8%
1960-1969	11	9	81.8%	8	72.7%	8	72.7%
1970-1979	6	4	66.7%	3	50.0%	5	83.3%
1980-1989	16	8	50.0%	11	68.8%	8	50.0%
1990-1999	4	2	50.0%	3	75.0%	2	50.0%
2000-2009	5	4	80.0%	4	80.0%	3	60.0%
2010-2014	4	3	75.0%	2	50.0%	3	75.0%
TOTAL	84	58	69.0%	55	65.5%	52	61.9%

(Table 4.5.)

Table 4.5 shows how the numbers of definitions each decade and the percentage of those numbers against the total of each decade compare for each of the three top characteristics. The 1940s is the only decade to have 100% inclusion for all three characteristics, which is not unexpected considering those years have the fewest number of total definitions with which to work. And the 1920s had the lowest rate of inclusion at a combined mean average percentage of 41.7%, also a decade with very few definitions recorded.

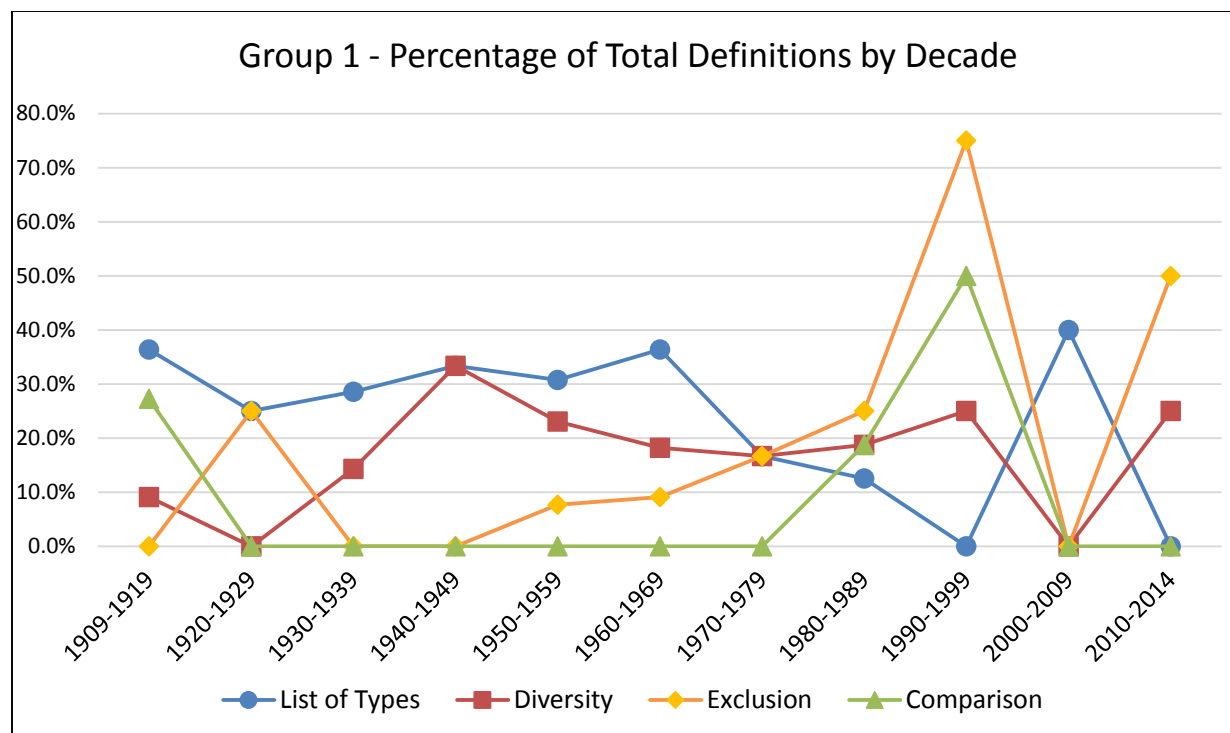
³ Manley, 182.

Related Groups of Characteristics

Analysis of the data also reveals correlations and patterns within groups of characteristics that were determined by the researcher to be related in some capacity. Those groups are the following: (1) those features having to do with categorical and conceptual concerns: List of types, Diversity, Exclusion, and Comparison; (2) those attributes concerning business and non-library matters: Parent organization, Clientele, Purpose/Function, and Funding; and (3) those properties linked to broader library techniques and traditions: Collection, Services/Methods, Setting, Role/Duties of Librarian, and Information Use/Utility.

A few interesting things can be seen with Table 4.6 which presents Group 1 as a line chart of the percentage of the number of each characteristic compared to the total number in each decade. No direct correlation is found between any of the four characteristics as none follow a similar pattern of ups and downs. The percentages range from zero to 70%, and each characteristic represents zero total definitions for at least one decade. Comparison actually stands for more decades at 0% than those that have a positive number (only 3 of 11 have numbers more than zero). Exclusion and Comparison both see their highest spikes of usage in the 1990s, while List of Types peaks a decade later in the 2000s, and Diversity rises the highest in the 1940s. A remarkable juxtaposition occurs between the 1990s and 2000s as List of Types plummets to its lowest percentage at zero in the 1990s but rises to its highest at 40% in the next decade. This is the opposite for Exclusion as it grows to 75% in the 1990s but shrinks to zero in the next decade. In fact, during the 2000s when SLA celebrates its 100 year anniversary, the only one of these characteristics that does not fall to zero is List of Types. It may be that the rise of the internet in the 1990s – a new technology and concept that both those in the profession and the general public were grappling with – promoted a sense of idealism and allowed authors to be more

abstract in describing special libraries. In contrast, in the 2000s, perhaps the anticipation of the anniversary at the end of the decade caused writers to take stock of special libraries and make definitions more concrete and to steer them away from the conceptual in order to reach a larger general audience.



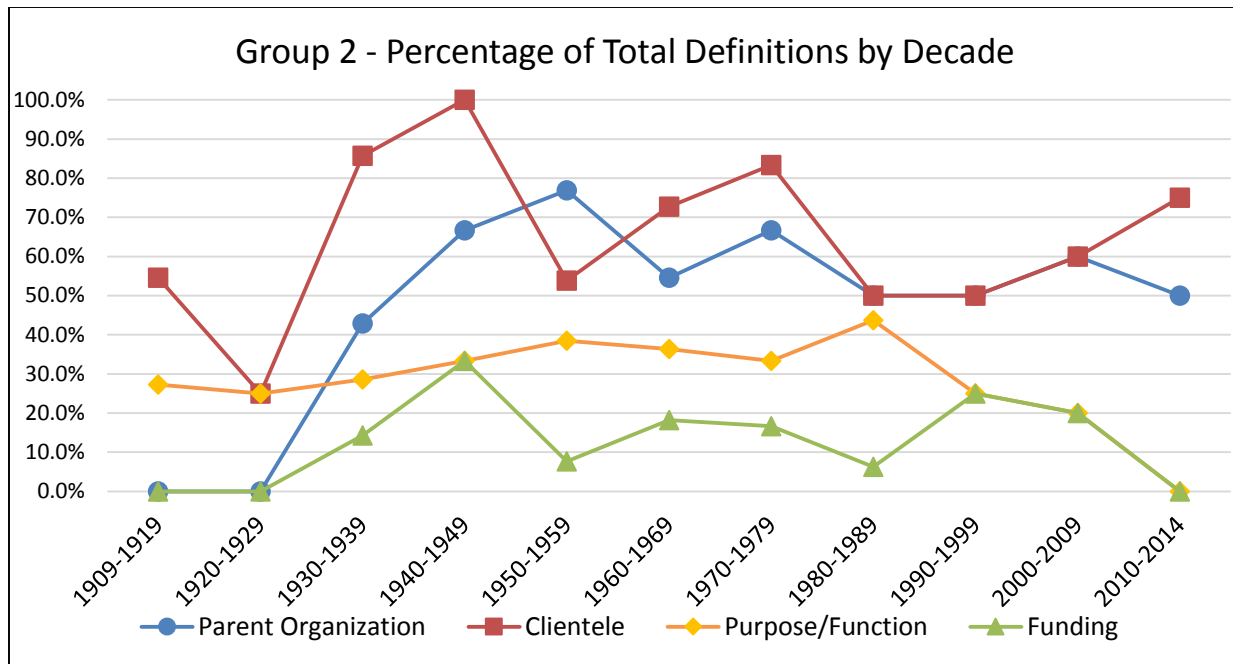
(Table 4.6.)

Table 4.7 divides this group of characteristics by the numbers of each per decade and shows those numbers as percentages of the total number of definitions per decade. Though List of Types is represented in a greater number of overall definitions, Exclusion tops the saturation level of a single decade at 75% in the 1990s; Comparison is the only characteristic to get close to that percentage at 50% in the same decade.

Group 1 – Number and Percentage Totals per Decade									
Total # of Definitions per Decade		List of Types		Diversity		Exclusion		Comparison	
		#	%	#	%	#	%	#	%
1909-1919	11	4	36.4%	1	9.1%	0	0.0%	3	27.3%
1920-1929	4	1	25.0%	0	0.0%	1	25.0%	0	0.0%
1930-1939	7	2	28.6%	1	14.3%	0	0.0%	0	0.0%
1940-1949	3	1	33.3%	1	33.3%	0	0.0%	0	0.0%
1950-1959	13	4	30.8%	3	23.1%	1	7.7%	0	0.0%
1960-1969	11	4	36.4%	2	18.2%	1	9.1%	0	0.0%
1970-1979	6	1	16.7%	1	16.7%	1	16.7%	0	0.0%
1980-1989	16	2	12.5%	3	18.8%	4	25.0%	3	18.8%
1990-1999	4	0	0.0%	1	25.0%	3	75.0%	2	50.0%
2000-2009	5	2	40.0%	0	0.0%	0	0.0%	0	0.0%
2010-2014	4	0	0.0%	1	25.0%	2	50.0%	0	0.0%
TOTAL	84	21	25.0%	14	16.7%	13	15.5%	8	9.5%

(Table 4.7.)

Table 4.8 presents the data for Group 2 in the same format as Table 4.6. Here the percentages range from zero to 100%, and two of the four lines share a mostly correlated trajectory. Clientele and Funding, though separated by at least 25 and as much as 66 percentage points, share a similar path that deviates by going in opposite directions in the two most recent decades. The following is a list of when each characteristic reaches its highest saturation percentage: Clientele in the 1940s, Parent Organization in the 1950s, Purpose/Function in the 1980s, and Funding in the 1940s. Again, Clientele, the highest, and Funding, the lowest, both reach their peak in the same decade. The feature that spans the largest range from lowest to highest is Parent Organization, which goes from zero in the 1910s and 1920s to 76.9% in the 1950s.



(Table 4.8.)

Group 2 – Number and Percentage Totals per Decade									
Total # of Definitions per Decade		Clientele		Parent Organization		Purpose/Function		Funding	
		#	%	#	%	#	%	#	%
1909-1919	11	6	54.5%	0	0.0%	3	27.3%	0	0.0%
1920-1929	4	1	25.0%	0	0.0%	1	25.0%	0	0.0%
1930-1939	7	6	85.7%	3	42.9%	2	28.6%	1	14.3%
1940-1949	3	3	100.0%	2	66.7%	1	33.3%	1	33.3%
1950-1959	13	7	53.8%	10	76.9%	5	38.5%	1	7.7%
1960-1969	11	8	72.7%	6	54.5%	4	36.4%	2	18.2%
1970-1979	6	5	83.3%	4	66.7%	2	33.3%	1	16.7%
1980-1989	16	8	50.0%	8	50.0%	7	43.8%	1	6.3%
1990-1999	4	2	50.0%	2	50.0%	1	25.0%	1	25.0%
2000-2009	5	3	60.0%	3	60.0%	1	20.0%	1	20.0%
2010-2014	4	3	75.0%	2	50.0%	0	0.0%	0	0.0%
TOTAL	84	52	61.9%	40	47.6%	27	32.1%	9	10.7%

(Table 4.9.)

In Table 4.9, Group 2 is broken down by number of definitions per decade and their respective percentages of definitions compared to the total in each decade. Clientele has both the

greatest percentage of definitions in a single decade (100% in the 1940s) and over all the years studied (61.9%). In fact, the same pattern holds for each of the next characteristics behind Clientele in percentages. They are in order as follows: Parent Organization at 47.6% overall and 76.9% in the 1950s, Purpose/Function at 32.1% overall and 43.8% in the 1980s, and Funding at 10.7% overall and 33.3% in the 1940s.

Group 3 – Number and Percentage Totals per Decade											
Total # of Definitions per Decade	Collection		Services/ Methods		Information Use/Utility		Role/Duties of Librarian		Setting		
	#	%	#	%	#	%	#	%	#	%	
1909-1919	11	9	81.8%	4	36.4%	4	36.4%	2	18.2%	1	9.1%
1920-1929	4	2	50.0%	2	50.0%	2	50.0%	1	25.0%	0	0.0%
1930-1939	7	6	85.7%	5	71.4%	2	28.6%	1	14.3%	1	14.3%
1940-1949	3	3	100.0%	3	100.0%	1	33.3%	1	33.3%	1	33.3%
1950-1959	13	8	61.5%	10	76.9%	6	46.2%	6	46.2%	2	15.4%
1960-1969	11	9	81.8%	8	72.7%	3	27.3%	1	9.1%	0	0.0%
1970-1979	6	4	66.7%	3	50.0%	3	50.0%	2	33.3%	1	16.7%
1980-1989	16	8	50.0%	11	68.8%	6	37.5%	3	18.8%	3	18.8%
1990-1999	4	2	50.0%	3	75.0%	2	50.0%	2	50.0%	2	50.0%
2000-2009	5	4	80.0%	4	80.0%	0	0.0%	2	40.0%	0	0.0%
2010-2014	4	3	75.0%	2	50.0%	1	25.0%	1	25.0%	0	0.0%
TOTAL	84	58	69.0%	55	65.5%	30	35.7%	22	26.2%	11	13.1%

(Table 4.10.)

For Group 3, unlike the previous groups, an analysis by line chart is not beneficial in detecting patters or correlations due to number of characteristic factors and the erratic nature of the line produced. Table 4.10 shows that the percentages of definitions against total definitions per decade run the entire scale from zero to 100%. Collection and Services/Methods both find 100% usage in definitions in the 1940s, but it is prudent to note that the 1940s also saw the lowest number of definitions recorded overall at 3. Collection, Services/Methods, and

Role/Duties of Librarian are all represented in every decade in which definitions were studied. Conversely, Information Use/Utility and Setting both have decades that do not include them as characteristics, though Information Use/Utility is only at zero in the 2000s where Setting has zero percent representation in the 1920s, 1960s, 2000s, and 2010s.

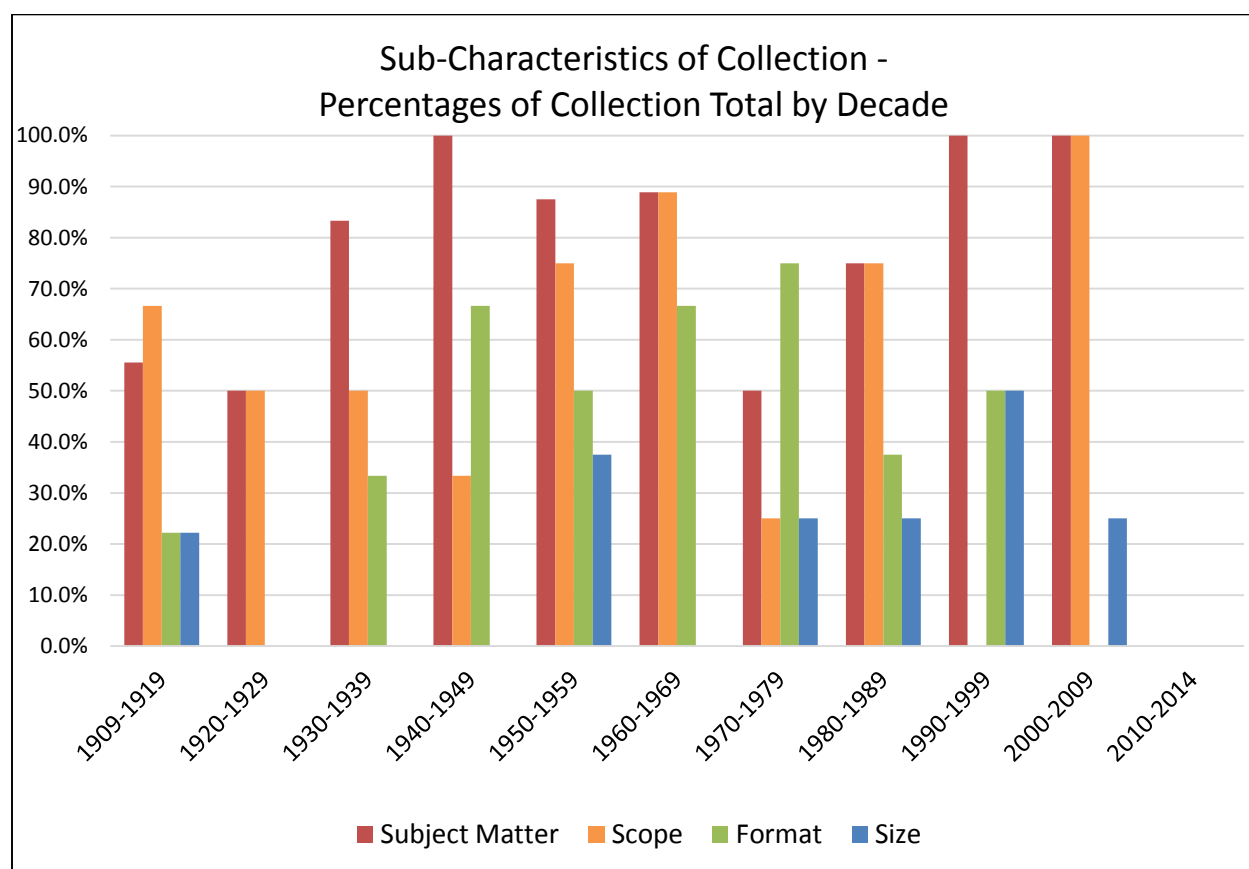
Sub-Characteristics of Collection and Parent Organization

The definition characteristic Collection is divided into the following four sub-characteristics that describe the library's collection: Subject Matter, Scope, Format, and Size. This list is in order of most to least occurring within the Collection characteristic of the definitions studied. Of the 58 total definitions that were coded with the term Collection, Subject Matter is present in 43 (74.1%), Scope in 36 (62.1%), Format in 23 (39.7%), and Size in 10 (17.2%). This dominance of Subject Matter within Collection matches Williams and Zachert's assertion about the literature relying on defining special libraries by the collection's subject focus. What does not match is that they relegate this type of description to early definitions; the findings here show that as late as the 2000s, subject matter is still a highly used characteristic. Moreover, within the Collection category, Subject Matter does not fall below 50% usage during the decades from 1909-2009.

An observation that can be corroborated with Table 4.12 is the absence of one or more of these four descriptors in seven decades, with 1920s, 1950s, 1970s, and 1980s being the only decades to include all four. And though the 2010s feature three definitions containing Collection, none of them specify anything about the Collection in relation to the four sub-characteristics. Both Subject Matter and Scope reach 100% saturation within Collection, but this occurs in low-accumulating decades that encompass four or fewer total definitions.

Sub-Characteristics of Collection – Number and Percentage Totals by Decade									
Total # of Definitions in Collection per Decade	Subject Matter		Scope		Format		Size		
	#	%	#	%	#	%	#	%	
1909-1919	9	55.6%	6	66.7%	2	22.2%	2	22.2%	
1920-1929	2	50.0%	1	50.0%	0	0.0%	0	0.0%	
1930-1939	6	83.3%	3	50.0%	2	33.3%	0	0.0%	
1940-1949	3	100.0%	1	33.3%	2	66.7%	0	0.0%	
1950-1959	8	87.5%	6	75.0%	4	50.0%	3	37.5%	
1960-1969	9	88.9%	8	88.9%	6	66.7%	0	0.0%	
1970-1979	4	50.0%	1	25.0%	3	75.0%	1	25.0%	
1980-1989	8	75.0%	6	75.0%	3	37.5%	2	25.0%	
1990-1999	2	100.0%	0	0.0%	1	50.0%	1	50.0%	
2000-2009	4	100.0%	4	100.0%	0	0.0%	1	25.0%	
2010-2014	3	0.0%	0	0.0%	0	0.0%	0	0.0%	
TOTAL	58	43 74.1%	36 62.1%	23 39.7%	10 17.2%				

(Table 4.11.)



(Table 4.12.)

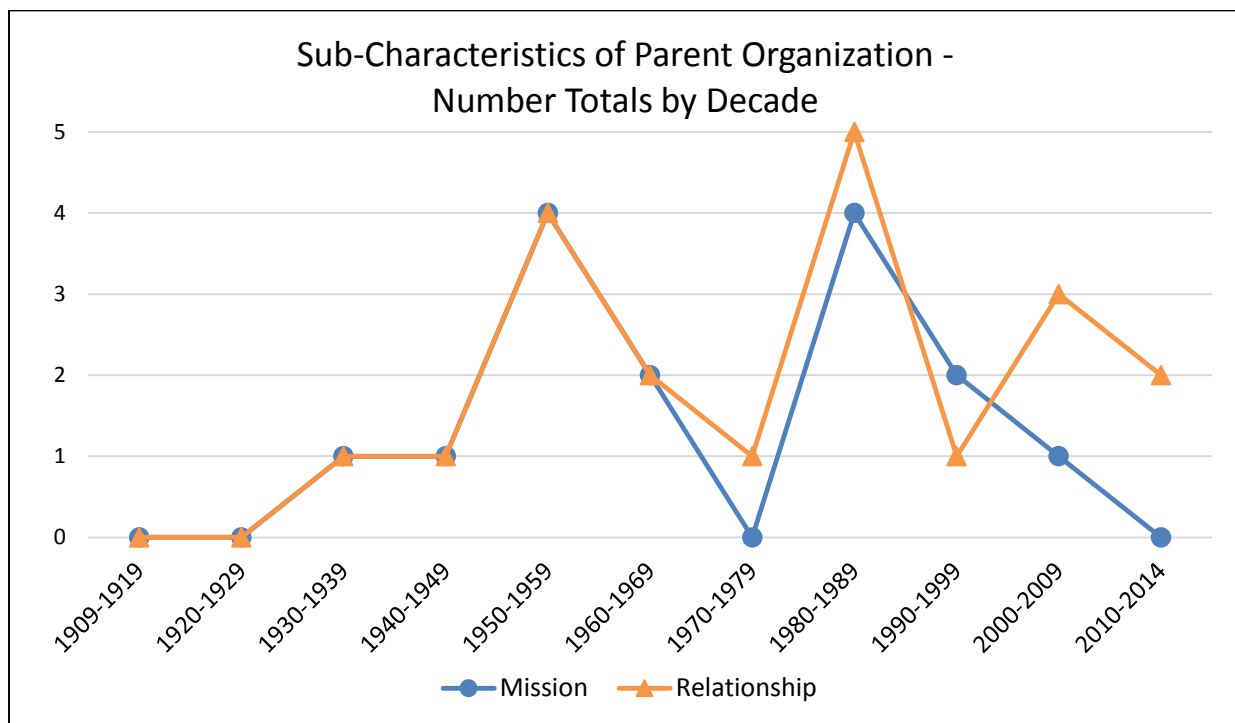
Parent Organization, like Collection, is another characteristic that has sub-characteristics that are related and used to further detail an individual aspect of the Parent Organization. Table 4.13 shows that comparing the two by the total number of each sub-characteristic, Mission is represented in 20 (50%) of the 40 definitions that were coded with Parent Organization while Relationship is represented in a lower number at 15 (37.5%). Both sub-characteristics have decades at zero and both have decades where 100% of the Parent Organization definitions include them. Also worth noting is the fact that the 1950s is the decade in which the most definitions were coded with Parent Organization (with 10 definitions), but the sub-characteristics that function as qualifying and detailing the main characteristics both present a relatively low occurrence of 40%.

Sub-Characteristics of Parent Organization –
Number and Percentage Totals by Decade

Total # of Definitions in Parent Organization per Decade	Mission		Relationship	
	#	%	#	%
1909-1919 0	0	0.0%	0	0.0%
1920-1929 0	0	0.0%	0	0.0%
1930-1939 3	1	33.3%	1	33.3%
1940-1949 2	1	50.0%	1	50.0%
1950-1959 10	4	40.0%	4	40.0%
1960-1969 6	2	33.3%	2	33.3%
1970-1979 4	1	25.0%	0	0.0%
1980-1989 8	5	62.5%	4	50.0%
1990-1999 2	1	50.0%	2	100.0%
2000-2009 3	3	100.0%	1	33.3%
2010-2014 2	2	100.0%	0	0.0%
TOTAL 40	20	50.0%	15	37.5%

(Table 4.13.)

Table 4.14 displays the Mission and Relationship sub-characteristic number totals from within the Parent Organization characteristic as plotted points connected with lines to show movement. The rates of these two sub-characteristics are very close, and in reality their paths are the same from 1909 through the 1960s. The lines separate for no more than one or two points starting in the 1970s and still follow a similarly moving path of rises and falls through the 1990s. It is in the 2000s when the lines go in opposite directions only to have both lines fall again in the 2010s. Based on this chart, Mission and Relationship are strongly associated concepts not only in relation to each other but also in relation to Parent Organization.

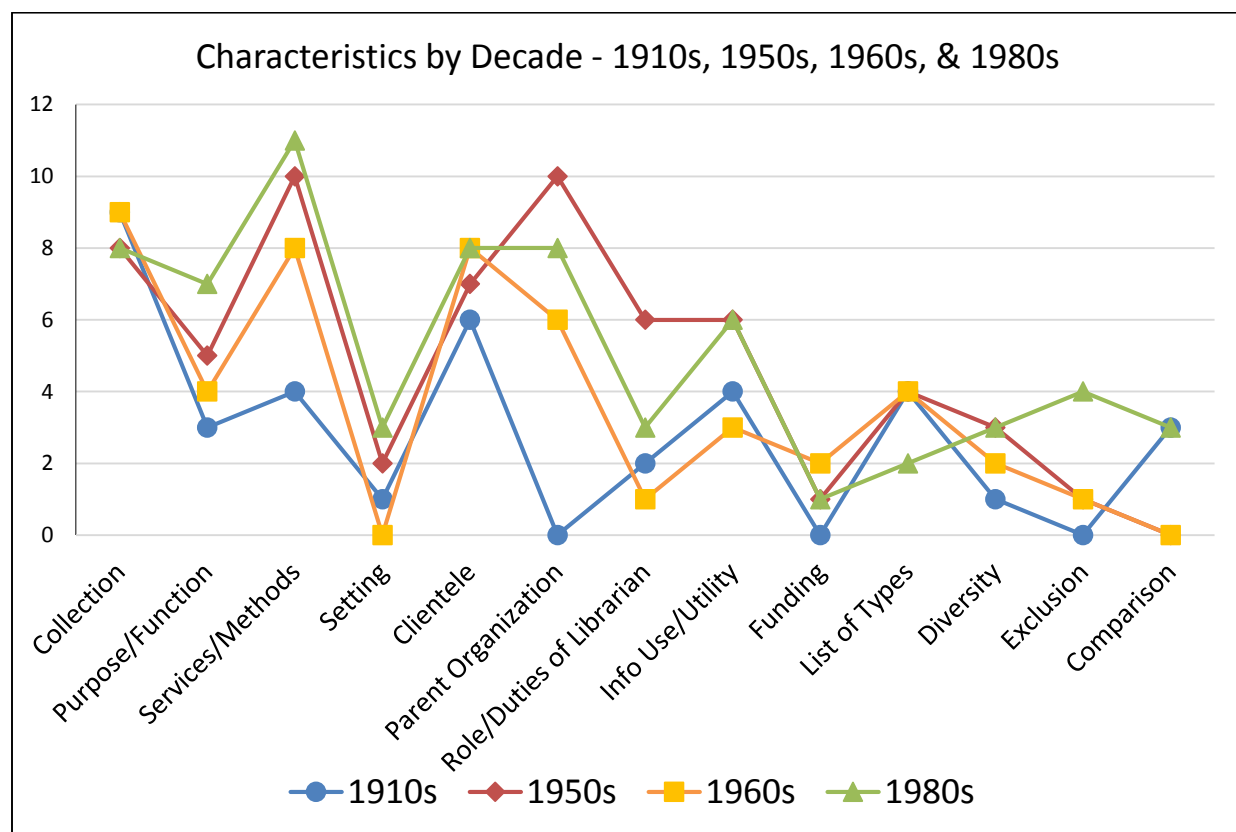


(Table 4.14.)

Top Four Decades

As stated above, the four decades that hold the most definitions in this study are the 1910s, 1950s, 1960s, and 1980s. It is constructive to look at and compare these four decades in

regards to all thirteen characteristic code terms because the more data available the less chance there is for an anomaly to corrupt the results. The chart in Table 4.15 indicates that the characteristics follow the same path of frequency in many areas, with the most discrepancy caused by Parent Organization and then the conceptual/categorical terms of Diversity, Exclusion, and Comparison. This may be due to the fact that the latter three characteristics have the least number of definitions represented and for the simple reason that compared to concrete, practical features, these conceptual features are on average less frequent and more sporadically used to describe special libraries. The drop in Parent Organization in the 1910s at zero while the 1950s, 1960s, and 1980s all spiked at six or higher can be explained by the 1910s' emphasis on Clientele rather than the organization of which those patrons are a part.



(Table 4.15.)

Table 4.16 expresses the data regarding the top four grossing decades in the form of numbers and percentages of the total number of definitions gathered for each individual decade. Here 1910 is shown to include the most zero values, in Parent Organization, Funding, and Exclusion. The 1960s have two null rates in Setting and Comparison, and the 1950s has one in Comparison. The 1980s is the only decade that has no characteristic unrepresented. Also, interestingly, no single characteristic managed to reach full saturation of 100% in any of these four decades.

Characteristics by Decade – 1910s, 1950s, 1960s, & 1980s – Number and Percentage Totals								
Characteristic	1909-1919		1950-1959		1960-1969		1980-1989	
	#	%	#	%	#	%	#	%
Collection	9	81.8%	8	62.5%	9	81.8%	8	50%
Purpose/Function	3	27.3%	5	38.5%	4	36.4%	7	43.8%
Services/Methods	4	36.4%	10	76.9%	8	72.7%	11	68.8%
Setting	1	9.1%	2	15.4%	0	0%	3	18.8%
Clientele	6	54.5%	7	53.8%	8	72.7%	8	50.0%
Parent Organization	0	0%	10	76.9%	6	54.5%	8	50.0%
Role/Duties of Librarian	2	18.2%	6	46.2%	1	9.1%	3	18.8%
Info Use/Utility	4	36.4%	6	46.2%	3	27.3%	6	37.5%
Funding	0	0%	1	7.7%	2	18.2%	1	6.3%
List of Types	4	36.4%	4	30.8%	4	36.4%	2	12.5%
Diversity	1	9.1%	3	23.1%	2	18.2%	3	18.8%
Exclusion	0	0%	1	7.7%	1	9.1%	4	25.0%
Comparison	3	27.3%	0	0%	0	0%	3	18.8%

(Table 4.16.)

Oldest vs. Most Recent

A valuable juxtaposition to examine is the oldest decade against the most recent, 1909-1919 and 2010-2014. It is, perhaps, somewhat unfair to compare these decades as the latter is only half finished and the inclusion of the whole decade's data is not possible at the time of this

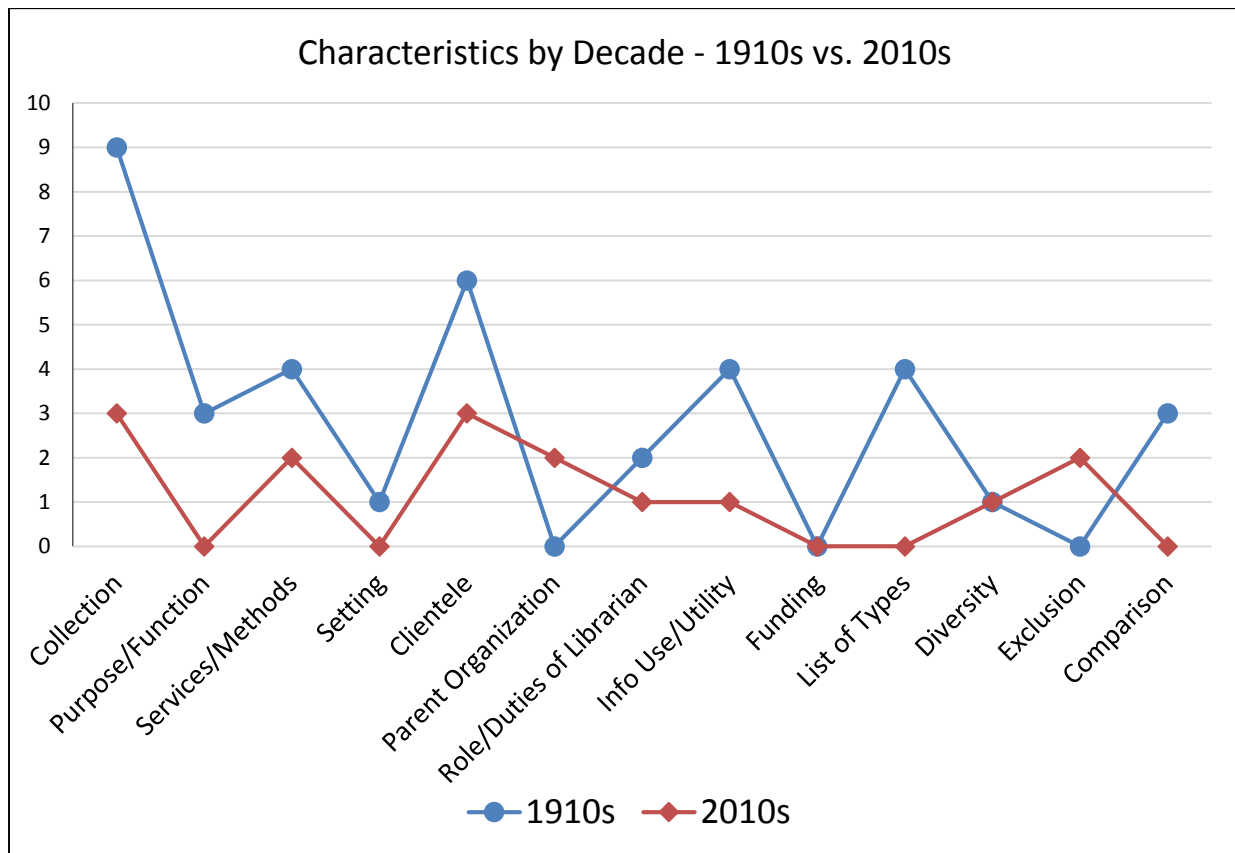
writing. In Table 4.17, the differences between these two decades is displayed numerically and in the form of percentages of the total number of definitions gathered for that particular decade. The primary discrepancy concerning these two decades is the total number of definitions recorded for each; the 1910s include 11 total definitions whereas the 2010s have 4. This makes the disparity amongst some sets of numbers even greater, but also speaks to the numbers that are exactly the same or near the same. The largest gap is 6 definitions between instances of Collection with 1909-1919 having 9 and 2010-2014 having just 3. Represented as a percentage of the total number of definitions for the decade, though, the 1910s only top the 2010s by a little more than 6 points, 81.8% to 75%. The next largest distance between two numbers is 4 in the List of Types characteristic, and that occurs again with the 1910s outstripping 2010s 4 to zero. This time the percentage gap is much larger with the 1910s at 36.4% versus the 2010s at zero. All other differences are 3 or less. Conversely, there are two instances in which the lower number of definitions for one decade actually represents a higher percentage of the total; this happens twice: first, with Services/Methods where the 1910s comprise 4 definitions at 36.4% of the total and the 2010s have 2 definitions but they weigh in at 50% of the total, and second, with Clientele where the numbers are 6 and 3 (1910s greater), and the percentages are 54.5% and 75% (2010s greater).

Table 4.18 easily shows the points at which characteristics match up between these two decades that are separated by 100 years. Hitting zero in Funding and one occurrence of Diversity, these decades find common characteristic ground. Also shared is the movement of the path connecting the points for seven of the thirteen characteristics: Collection, Purpose/Function, Services/Methods, Setting, Clientele, Parent Organization, and Funding. Those with divergent trajectories are Role/Duties of Librarian, Information Use/Utility, and the four immaterial characteristics, List of Types, Diversity, Exclusion, and Comparison.

Characteristics – 1910s vs. 2010s – Number and Percentage Totals

Characteristic	1909-1919		2010-2014	
	#	%	#	%
Collection	9	81.8%	3	75.0%
Purpose/Function	3	27.3%	0	0%
Services/Methods	4	36.4%	2	50.0%
Setting	1	9.1%	0	0%
Clientele	6	54.5%	3	75.0%
Parent Organization	0	0%	2	50.0%
Role/Duties of Librarian	2	18.2%	1	25.0%
Info Use/Utility	4	36.4%	1	25.0%
Funding	0	0%	0	0%
List of Types	4	36.4%	0	0%
Diversity	1	9.1%	1	25.0%
Exclusion	0	0%	2	50.0%
Comparison	3	27.3%	0	0%

(Table 4.17.)



(Table 4.18.)

5. CONCLUSION

Expressed in the simplest way, a special library is a category of library. Like academic, school, and public libraries, special libraries are differentiated by the users they serve. Where academic libraries assist scholars, college students, and researchers, and school libraries serve elementary and secondary school students, and public libraries provide for the general public, special libraries serve particular groups of people and organizations not as definitely identified as those in the other three categories. In contrast, what sets special libraries apart from other categories of libraries is that they encompass libraries that do not fit within the other categories – “special” is a word that essentially signifies “other” or “miscellaneous” categorically. No two special libraries are alike, from collection to clientele to parent organization or any other characteristic coding term used in the data analysis phase of this study. This is not to say that special libraries do not have shared characteristics – they do, as the results of this study show – but it does mean that the disparity of qualities in special libraries is much broader than the difference in features of academic, school, and public libraries. There is no one characteristic or service or function that special libraries as a whole can point to that can categorize them as such.

While it may be easiest to describe special libraries as a category, they are much more than that. John Cotton Dana did more than create a separate association when he and his colleagues broke away from ALA to form SLA; he gave a name and an identity to a community that had none. While there are some distinct groups and professional organizations within the category of special libraries – the Medical Library Association, the American Association of

Law Libraries, the Art Libraries Society of North America, to name a few – the presence of a larger body, though incredibly diverse, is most beneficial because of that diversity, which allows for more inclusive communication of ideas, sharing of knowledge, and creation of standards and best practices. Professionals who identify themselves as special librarians and those libraries they work in represent a community that has chosen to come together and give itself a name and identity.

Summary of Research and Results

This thesis has considered the nebulous nature of definitions of special libraries through the narrow lens of literary definition. The research was driven by two questions: (1) how have special libraries been defined historically, and (2) in what way have those definitions changed over time? Using systematic review as the research design, scholarly and professional literature within the library and information science field was surveyed to collect and collate definitions of special libraries from 1909 to 2014.

The Literature Review provided a broad overview of the history of special libraries in the United States and examined the established terms and characteristics associated with definitions of special libraries. It also allowed for an in-depth look at three cases in which discussions regarding definitional content took place in the literature, one early in the life of SLA in 1912, the next just before World War II in 1937-1938, and the last near the end of the War and into 1950. These instances of direct conversation exemplify the nature of the way in which definitions of special libraries shift, evolve, and are contested by those in the profession.

Before the data were gathered and analyzed the hypothesis associated with this project stated that the results would reveal a strong correlation between the change in definitions and

developing technologies, innovations, and social movements in the library and information science field, and general historical events. Results generally complement this proposition as many of the fluctuations in definitional content move with technological or informational advances, such as the invention of electronic record keeping systems in the 1970s and the dawn of the “information age” in the 1980s, and with greater historical events, such as World War II and the commercial boom of the 1950s and 1960s.

The results reveal which decades saw the most discussion about definitions, which characteristics occur most frequently in definitions, how characteristic groups correlate within definitions, and what is different about definitions from the 1910s and today. The decades that showed the highest number of definitions recorded in the literature were, in order from highest to lowest, the 1980s, 1950s, and 1960s and 1910s (both with equal numbers). The special library’s collection was the most applied characteristic in definitions, with Services and Methods and Clientele following closely behind. These three characteristics follow a similar path of peaks and lows throughout the years, and each one accounts for as much as 100% and no less than 25% of definition criteria in the decades represented. Analysis of the data also uncovered groupings of characteristics, those dealing with categorical and conceptual aspects, business/non-library concerns, and general library techniques and traditions. Conceptual aspects of special libraries contained those characteristics that were least represented in the overall count of definitions, and they represented the most contrasting group, with very few patterns emerging from analysis. The group concerned with business matters revealed that Funding was the least accounted for characteristic, and that though funding and value are discussed frequently in the literature, financial matters do not necessarily define special libraries. The group that was related by traditional library concerns was made up of two of the most frequently attributed definitional

characteristics, and it determined that Collection and Services and Methods are nearly twice as important in definitions as other general library features. A comparison of the most current decade and the oldest revealed that where they most differ is in definition by Exclusion and the characteristic of Parent organization, both absent from the 1910s definitions but representative of 50% of the definitions in the 2010s.

Implications and Significance of Results

The definitions of special libraries are as dynamic, boundless, and unique as the libraries themselves. If there is so much diversity in the libraries themselves, does the library and information professional even really need a definition? Who is the definition ultimately for, and who does it benefit? Maybe there is no single definition that fits all special libraries because special libraries are essentially defined by being nearly undefinable, that is, they are defined by their diversity and inclusion of all the libraries that do not fit into other library categories. A definition of special libraries first benefits the libraries and librarians it defines. It provides an identity for a community that can share ideas and knowledge. A definition also benefits the greater library and information profession. Just as comparison to other types and exclusion and inclusion aid in defining special libraries, librarians in public, academic, and school libraries can also use these boundaries to define their libraries.

Definitions recorded in this study seem to fall into two categories: those that attempt to cover all special libraries and those definitions that strive for simplicity and therefore define the typical special library. As evidenced by Rankin and Morley's painstaking compilation of a definition¹ that grew and morphed over the years to accommodate every critic's complaint, be as

¹ Rankin, 372; Morley, et al., 1943, 15; Morley, et al., 1950, 19-20.

specific as possible, and include every conceivable notion of a special library, the definition that tries to be all things to all people will never actually accomplish that – someone will continuously and inevitably have a difference of opinion on what constitutes a special library. Likewise, perhaps a simple definition focused on typicality will also always leave something to be desired if it cannot accurately represent a large enough majority of special libraries. Based on the results, these modest definitions will likely contain characteristics involving Collection, Services and Methods, and Clientele.

Special libraries seem to change with the times, often embracing new and innovative techniques and becoming some of the first adopters of cutting-edge information technologies within the general library community. With all the changes that the profession has gone through, it is telling that Dana's initial definition of "the library of a modern man of affairs"² still embodies the spirit of SLA and the contemporary special libraries community. With the word “modern” Dana implies that the special library is cutting-edge, up-to-date, and concerned with the latest and greatest information and technology. This is very much the case today as SLA's Competencies state that its members are “Information Professionals (IPs)” and that they aid the organization they work for “through the development, deployment, and management of information resources and services. The IP harnesses technology as a critical tool to accomplish goals.”³ Furthermore, the phrase "of affairs" gives the impression of important work being done, the emphasis here on work and activity and action – Cutter's "people who are doing things."⁴

² Dana, "The President's Opening Remarks," 4.

³ Special Libraries Association, "SLA Competencies," About Special Libraries Association, revised June 2003, accessed January 4, 2015, <https://www.sla.org/about-sla/competencies/>

⁴ Cutter, et al., 147.

These ideas were certainly integral in forming SLA's slogan, "putting our knowledge to work," and SLA's current tag line, "connecting people and information."

How the Study Fits within the Information Field and Recommendations for Further Study

Anthony T. Kruzas presented a solid basis for historical studies in his works on directories of special libraries in the 1960s.⁵ He used historical and quantitative methods to analyze the breadth of special libraries in the United States and the scope of the profession. Frank E. McKenna, in writing the entry on special libraries and SLA in the *Encyclopedia of Library and Information Science*⁶ in 1980, analyzed a number of gathered definitions of special libraries and chose five increasingly comprehensive levels of inclusion that he believed, within at least one, each special library could fit. Most recently, Tara E. Murray established a column in the *Journal of Library Administration* in 2013 called "The Specialist" in which she has discussed the definition of special libraries. Murray purports the column to be a regular discussion about practices, methods, and experiences of special librarians that she shares in anticipation of being beneficial to other types of librarians.⁷ It is the hope of the researcher that this thesis can supplement these studies and writings to aid anyone interested in the history of or current condition of special libraries.

⁵ Anthony T. Kruzas, *Business and Industrial Libraries in the United States, 1820-1940* (New York, Special Libraries Association, 1965); Anthony T. Kruzas, *The Development of Special Libraries for American Business and Industry*, PhD diss. (University of Michigan, 1960); Anthony T. Kruzas, *Directories of Special Libraries and Information Centers* (Detroit: Gale Research Company, 1963); Anthony T. Kruzas, *Special Libraries and Information Centers; a Statistical Report on Special Library Resources in the United States* (Detroit: Gale Research Co., 1964).

⁶ McKenna.

⁷ Murray, 274.

Typically, the majority of special librarians do not do much looking back. They live in the here and now and strive to keep their collections up-to-date, relevant, and as useful as possible. In most cases, once a piece of information is out of date, it is obsolete, and that which is no longer useful has no place in a collection “serving people who are doing things.”⁸ Because of the fast-paced nature of their work and the need for efficiency that keeps them looking to the future for new and better ways of getting the best information to their clients, time spent in the past seems to be time wasted for special librarians and their libraries. Often in a professional environment of workers developing innovative ideas, necessarily they do not have the luxury of time and resources to spend on looking at the past. There is always a new day, a new information request, and new technology to apply to make that information work better for their clientele and parent organization.

All that being said, it is valuable for the special libraries professional community to know its history so that it can grow from its sense of heritage and learn from that which has been successful and that which has failed in the past. As said above, the spirit of the organization that Dana began has not altered in these past one hundred years; special libraries are still concerned with efficiency, specialization, and innovation. While histories of specific groups within the special libraries umbrella have been given the historical treatment in the form of a monograph, what could be more beneficial is a comprehensive, complete history of special libraries in the United States and, possibly, the world. The researcher found no such history in examining the literature; however, St. Clair’s history of SLA⁹ in 2009 for its one-hundred-year anniversary and

⁸ Cutter, et al., 147.

⁹ St. Clair, *SLA at 100*.

Johns' close examination of special libraries¹⁰ in 1968 come the nearest to providing the profession with conclusive history. An inclusive look at the history of special libraries in the United States would be quite an undertaking, but one that has been needed and desired for decades. The task has likely not been completed for all the same reasons stated above that describe why special librarians have very little time to look back. It seems that if ever this work is commenced, a working special librarian is likely not to be its author.

¹⁰ Johns.

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APPENDIX A
CHRONOLOGICAL LIST OF DEFINITIONS WITH AUTHORS

Date	Author	Definition
1909	Constitution of SLA	"commercial, industrial, technical, civic, municipal and legislative reference libraries, the special departments of public libraries, universities, welfare associations and business organizations."
1909	Robert Harvey Whitten	"By 'special' library I mean an up-to-date working collection with the 'special' librarian in charge; a collection so complete and well organized that it becomes an efficient tool in the daily work of those for whose use it is designed."
1910	John Cotton Dana	"We may venture to define it as 'the library of a modern man of affairs.' This definition is not sufficiently inclusive, however."
1910	Special Libraries Association	"all small special libraries throughout the country; financial, commercial, scientific, industrial; and special departments of state, college and general libraries; and, in fact, all libraries devoted to special purposes and serving a limited clientele."
1912	A. G. S. Josephson	"A special library is, to my mind, a library that covers a single definite subject, or a definite group of related subjects... Such a library will exclude from its shelves everything that is not definitely related to its subject." Framed as discussion comparing special libraries to general libraries.
1912	W. P. Cutter	"I consider a special library as one that serves people who are doing things, and a reference library one which serves people who are thinking things. The former are not thinking about doing things, they are already doing them."
1912	W. S. Dudgeon	"The general reference library is in a sense the Jack-of-all-trades. The special library is the expert in one line. Conditions similar to those which make it necessary for men to become specialists make it necessary for libraries to specialize." / "The material required for the special library differs from that found in a general reference

		library." / "The special librarian must have special knowledge as well as library technique." / "Methods of work of the special Librarian differ from those of the general reference librarian." / "The special library deals primarily with the present and the future."
1914	John Cotton Dana	"It may be said, of course, that every library is in a measure special, in its own field, and that state libraries, libraries of colleges and universities, of medicine, law, history, art and other subjects may be called special. But a special library... is much of the present output of things-intended-to-be-read, and frankly adopt the new library creed as to print management, of careful selection, immediate use and ready rejection when usefulness is past."
1915	C. C. Williamson	"The special library, as we understand the term, is an efficient, up-to-date, reasonably complete collection of the literature of a particular subject."
1915	Ethel M. Johnson	"Subject matter alone does not make a library special" and "the most distinctive feature of the special library is not so much its subject matter as its service. Before everything else, it is an information bureau... The function of the special library is to make information available."
1915	R. H. Johnston	"scores of small collections in association with financial houses, banking institutions, engineering firms, business enterprises, public utilities, and corporations." / "In short, it is not a collection of books however full that will adequately meet the demands of those who have found it necessary to establish these special libraries; there is necessary some medium either of method or of man fully to utilize the collections in large libraries and be definitely responsible for the care of the most recent information in some one of the particular fields of inquiry or endeavor. What is needed is a collection organized and planned for a certain end; a collection of books and pamphlets that may be utilized as a tool in the busy workaday world. Such a collection might not in the open market produce any great sum. It is valued by its power to help and inspire the busy man."
1921	Dorsey W. Hyde, Jr.	"The figure includes for the most part collections maintained for some special purpose, such as service to government, to business, or to education and science. No effort has been made to restrict the study to any one type or group of informational sources, the object having been to make the list as inclusive as possible." / "American business is entering into a new era, characterized by a keener conception of service and merchandising method, and that the business librarian or service specialist is to take an important part in

		the new activities. The study of the brief notes descriptive of special libraries now functioning will show that the members of this profession are busily engaged in the development of a special technique to aid them in getting results."
1924	Gertrude Gilbert Drury	"half a dozen selected libraries illustrative of their type" : medical, legislative, law, public service, engineering and contracting, and manufacturing libraries
1925	D. N. Handy	"The libraries covered are exclusively special; no general, public, college or school libraries having been admitted."
1926	D. N. Handy	"It seems to me that there is, however, one characteristic common to all. This is a conscious effort to mobilize in one place the information of a limited or even a general field and to render that information adequately and quickly accessible to those who may have need of it."
1930	Adelaide R. Hasse	"A special library is one maintained on behalf of a special group or for the collection and service of a special class of literature."
1935	SLA Special Committee, Elenor S. Cavanaugh, Chairman	"include special departments of public libraries, and special collections and departmental libraries in large universities and colleges."
1937	Rebecca B. Rankin and Linda H. Morley	"A special library is a service organized to make available all experience and knowledge that will further the activities and common objectives of an organization or other restricted group, with a staff having adequate knowledge in the field of specialization and of the activities of the clientele, as well as professional preparation. Its function is (1) to assemble information from published sources both within and without the library, (2) to secure information directly by correspondence and interview from individuals and organizations specializing in particular fields, and (3) to present this information at the appropriate time and place on the initiative of the library as well as upon request, that it may take an effective part in the work of the organization or group served. Policies, methods, and collections vary, on the one hand according to the library's subject interests: economics or business, social sciences, science and technology, or the fine arts; and, on the other hand, according to type of organization of which the library is a part: a corporation, association, or institution, government office or a general library having definitely decentralized departments."

1938	Ione M. Dority	Quoting M.L. Alexander: "collections of information on specialized subjects that serve limited clientele," Two added points: "selecting, summarizing, collecting and compiling information; the carrying of information to the clientele"
1938	Isabel L. Towner	"A special library gives library service to any organization or specialized group by making available through a trained staff all information from all sources, published or otherwise, on the subject or subjects of interest or importance to the organization or group. The organization may have commercial, economic, social or other purposes and may consist of a corporation, association, institution, government office or department of a general library."
1938	Marie Louise Prevost	"A library service to the members or employees of an organization, located on its premises, financed by the purse which pays persons served... A library of literature on a specific subject."
1938	Marion C. Manley	"A special library is a special collection serving a special clientele and using special methods for the purpose."
1943	Linda H. Morley 1943	"Special Library: a service organized to make available whatever experience and knowledge that will further the specific activities of a particular organization or limited group, all members of which have a common objective; requiring on the part of the library staff familiarity with the activities of the clientele and knowledge in the field of specialization, as well as of library policies and techniques. Its primary functions are (1) to maintain a continuing survey and evaluation of current publications, research in progress, and activities of individual authorities, on behalf of its clientele; (2) to organize the sources of both written and unwritten experience and knowledge from the specialist viewpoint; (3) to assemble from within and without the library both publications and information as required by the activities of its clientele, disseminating these on the initiative of the library as well as on request; offer in abstract or memorandum form oriented for immediate application to an individual's work. Policies, methods, and collections vary among individual special libraries in accordance with their subject interests on the one hand, and on the other in relation to their organizational type: (1) the special organization library serving all informational needs of a corporation, non-profit organization, government body, or other kind of institution, in which the library staff and clientele are both employees of, and receive their salaries and expenses from the same organization; as distinct from (2) the special branch of a public library serving certain occupational groups; and (3) the special subject library which may be semi-public, independent, or

		departmental library, serving students, professional groups, members, or general public, on a given subject."
1945	J. H. Moriarty	"Typically it is sustained and continued service of securing assessed information, not limited to print, for one group, often in one field of knowledge, but equally often in several fields."
1949	Herman H. Henkle	"The primary characteristic of special librarianship is not so much the subject content of the collection or the type of organization in which the library is operating, nor the particular personnel it serves, but rather the kind of service it gives."
1950	Linda H. Morley 1950	"Special Library: A service organized to make available whatever knowledge and experience will further the activities of a particular organization, all members of which have the common objective of their organization, although different functions and therefore a number of subject interests, as in the special organization library, the predominant type; or, of a group, organized or unorganized, having a common subject interest but diverse individual objectives, as in the special subject library. Collections and their methods of organization are determined in individual special libraries largely by their subject interests. On the other hand, the administrative and service policies and the program of activities are determined by their organizational type: (1) the special organization or staff library serving all informational needs of a corporation, non-profit organization, government body, or other kind of organization in which the library staff and clientele are both employees of, and receive their salaries and operating expenses from, the same organization; as distinct from (2) the special subject library which may be semi-public, independent, departmental or branch library, serving students, professional groups, members or general public on a given subject. Such service presupposes on the part of the library staff familiarity with the activities of the clientele and knowledge in the field of specialization, as well as of library policies and techniques. Its primary functions are: (1) to maintain a continuing survey and evaluation of current publications, research in progress and activities of individual authorities, on behalf of its clientele; (2) to organize the sources of both written and unwritten experience and knowledge from the specialist's viewpoint; (3) to assemble from within and without the library both publications and information as required by the activities of its clientele; and in the organization library, disseminating these on the initiative of the library staff, as well as on request, in a manner to beget use, often in abstract or memorandum form oriented for immediate application to an individual's work."

1950	Ruth S. Leonard	“A ‘special library’ is not an entity; it exists as an integral part of a highly specialized kind of organization... Since it exists to serve the members of that organization, it is necessary to provide in the training program an orientation to the structure, functions and activities of the varying types of organizations.”
1950	Ruth Savord	"The special library is the clearing house of live ideas and live problems which are particular to the organization which it serves. It is administered by a trained staff with a clear knowledge of the activities, present and future, of the group it serves. It is above all the central point for information in any organization."
1950	Sherry Taylor	Types: banks, law firms, advertising agencies, transportation companies, research organizations, museums and hospitals; business and industry, government, municipal, state and national; movies, radio, television, newspapers, magazines; public and university libraries in branches and special departments; education, medicine, science, social welfare. / "Collections and clientele make this type of work 'special' in several senses." / "Some librarians will tell you that a special library is a library that isn't - stop. They will say that a special library isn't a college library; it isn't a public library; it isn't a school library... A special library is essentially a positive, aggressive, dynamic library aptly defined as 'a special collection, serving a special clientele and using special methods for that process.'"
1951	Lucille Jackson	"The [special] library is thus first and last an information service for its clientele, and is characterized by its flexibility and its adaptability to the particular requirements of the organization of which it is a part." / "The library service, to continue Morley's descriptive definition, is executed by a staff well versed in the special subject as well as the practices and techniques of library science. The broad function is to secure, assemble, and present all information in a specific subject field, published or unpublished, thus bringing together related facts from files within the organization and those found in print." / "In addition to securing such information on request, the special library usually maintains for its clientele a regular and systemic information service covering the immediate and future interests of the enterprise of which it is a part."
1952	Herman H. Henkle	"The key word in the answer [to the question 'What is special?'] is 'service.'" / "Stated another way, special library service involves participation by the librarian in the seeking and organization of information for specific purposes. As a matter of fact, the librarian in many special libraries is the principle user of the libraries"

		collections. The ultimate form of such service is completion of the total library research job for the client."
1952	Rose L. Vormelker	"The distinguishing characteristic of special librarianship is service."
1953	Elizabeth Ferguson	"Special libraries are set up to serve the specialized interests of organizations - business, professional, governmental and industrial and they operate as units of these organizations... Special libraries have selective, working collections of books and other material in specific subject areas. Their collections, no matter what their size, are frequently definitive in one or more subject fields."
1953	Katharine L. Kinder	"First: The special library exists as a service unit within an organization having non-library objectives. For instance: a manufacturing company, a business office, a hospital or a government agency. Second: Library materials are collected and information services developed with the needs of the specific organization in mind. And, Third: The special library is usually a small one, both in amount of material held and in number of staff members."
1955	Irene Macy Strieby	"The profession of special librarianship and documentation is a science of selecting, evaluating, organizing and disseminating information in special fields of knowledge and the act of integrating and adapting information resources to the needs of a particular institution or clientele."
1956	William A. Haarstad	"1. The special library exists as a service unit within an organization having non-library objectives... 2. Library materials are collected and information services developed with the needs of the specific organization in mind. This factor is descriptive of special libraries as a type and also distinguishes one special library from another. Uniqueness is largely a matter of subject specialization... In each location, the librarian needs to be thoroughly familiar with information sources and literature of subject involved... 3. The special library is sometimes small, both in amount of materials held and in number of staff members. These libraries generally operate most effectively when near their clientele."
1958	Louise Lefebvre	"The special library provides a service; that is, it makes available to an organization whatever knowledge and experience it can muster to further that organizations activities... The special library is, in short, a particularized information service which correlates, interprets and utilizes the material at hand for the constant use and benefit of the organization it serves."

1959	Leon Carnovsky	Discussing standards for special libraries: "1. Each library should have the materials necessary to supply the information required by the personnel of its parent institution... 2. Each library should have the personnel necessary to collect and assimilate the information needed... 3. Each library should as far as possible observe sound principles of personnel administration... 4. Each library should make use of materials available in other libraries... 5. Each library should be so organized as to permit systematic location of desired information."
1960	Anthony T. Kruzas	"There are, in addition to libraries supported by profit-making enterprises, the following groups: government agency libraries, special divisions of public libraries, nonprofit association libraries, college and university departmental libraries, and the older professional libraries in law, medicine, history, science, and theology... company libraries, factory libraries, corporation libraries, technical libraries, industrial libraries, commercial libraries, business libraries, and research libraries." / "composed of libraries which provided direct and exclusive services to American business and industrial companies." / Kruzas also lists characteristics as chapter section headings: objectives of company libraries, the special librarian, the collections and their organization, and services
1963	Eugene B. Jackson	"A special library is engaged in activities serving the technical information needs of a special clientele which departs from standard library procedures and uses nonconventional sources and methods as necessary to fill those needs. Like documentation, it is an active, not a passive service."
1964	Paul Wasserman	"the modern definition of the special library, which would be an information facility designed to provide access to specialized information and placed within range of and addressed to meet the needs of a special clientele." / "For the special library... functions within a framework of cost justification." / "The special library has been historically, and remains today, an integral, functioning unit of the organization in which it is found, dedicated to the proposition that it exists only to offer the information which the organization needs in order to build, prosper, advance, and achieve its ultimate ends. This mandate, this purpose, this objective, contributes to differences in emphasis, makes for very important and very different service requirements."
1966	Joel Williams	"A library maintained by a business firm, association, government agency, or other organized group whose collections are for the most part limited in scope to the subject area of interest to the sponsor." /

		<p>"There is another group of libraries which should not be considered special libraries... libraries serving personnel of army posts and naval stations, libraries for hospital patients, libraries serving federal institutions of higher education such as the Air University and Howard University, libraries serving elementary and secondary schools on military posts, etc." / See page 96 for four criteria that make up the definition.</p>
1967	Jesse H. Shera	<p>"A special library may be regarded as a bibliographic service developed around a particular idea and organized and staffed to meet the needs of a precisely defined clientele... Unlike the general library, the special library is prone to ignore the conventional compartmentalization of knowledge and to collect and organize its materials according to the requirements of a particular situation. The situation may call for materials, in a variety of physical forms, from many different subject fields, but each item must contribute in a significant way to the success of the enterprise that is served."</p>
1967	Lee Ash	<p>"In the simplest terms it is a collection of books and other informational media of any and all kinds, related especially to a particular subject emphasis and, generally, accumulated, arranged, and serviced for the use of a clientele whose interests are more or less oriented to the subject fields of the collection. Thus the special library, it will seem, can easily be the library of, or a collection servicing, a department of a public institution, college, or university. It can be a supporting arm of a government office (such as the library of a city's Health Department), or of a business, or of a bank, museum, newspaper, hospital, or of a probate gentlemen's club, etc."</p>
1967	Robert J. Havlik, Bill M. Woods, and Leona M. Vogt	<p>"Many library experts believe that the only things special libraries have in common are their differences. This theory has some backing when one examines the diversity of operational classifications, subject-matter classifications, materials collected, services provided, and the variety of administrative management and support of these libraries. The authors of this study, however, felt that there was a basic core of librarianship behind these libraries." They also discuss the "active role of the special library in the information needs of twentieth century society."</p>
1967	<i>SLA Bylaws 1958</i>	<p>quotes SLA 1958 bylaws definition: "Special library, whenever used I membership requirements, shall be defined as a collection of information materials, maintained by an individual, corporation, association, governmental agency, or any other organized group, and primarily devoted to a special subject and offering specialized service to a specialized clientele. Special subject departments of</p>

		universities and public libraries and of the Library of Congress shall be considered special libraries."
1967	William C. Petru and Martha W. West	Special libraries grouped (with examples listed) by "type of [financial] support, type of primary clientele, and type of materials handled."
1968	Ada Winifred Johns	"defined and limited subject, form or clientele"
1974	<i>SLA Bylaws</i> 1974	Current SLA bylaws: "A library or information center maintained by an individual corporation, association, government agency, or any other group; or by a specialized or departmental collection within a library... primarily offering service to specialized clientele."
1975	Janet L. Ahrensfield, Elin B. Christianson, and David E. King	"They have adopted this designation [special libraries] to signify their difference from the three other major forms of libraries familiar to North Americans..." / "they are easily differentiated from other libraries... by where they are found... by limitations in subject scope... by kinds or groups of people who use them or are served by them... by a predominant characteristic of 'smallness'... by their emphasis on the information function." / See page 1 for a list of types
1976	Elin B. Christianson	"The central concepts of the modern special library movement [are] the utilitarian management of print whether in traditional or non-traditional form, the librarian as subject or information specialist, the clientele as businessmen, scientists, professionals or other practitioners who use information in the course of their work, and above all, the idea of information service as the primary function of the library."
1976	Shirley Echelman	"a special library can be defined as follows: a physical collection of information, knowledge, and/or opinion limited to a single subject or group of related subjects or to a single format of information product or a group of related formats; organized under the aegis of an institution which provides funds for its continuance; administered by a librarian or a specialist in the subject or subjects covered; and carrying the mission of acquiring, organizing, and providing access to information and knowledge in furtherance of the goals of the parent institution."
1978	Cecily J. Surace	"a special library is... a type of information system which is usually part of a larger organization whose primary interests and objectives are not in information. The special library has as its

		objective the transfer of information and publications or other media to a defined user group." / "the special library is an information transfer mechanism."
1978	Frank E. McKenna	"Specialized service, anticipation of client needs, and quick response to such needs characterize the specialized library."
1980	Audrey Skinner	"One might argue that every library is a special library; that is, one which brings to its users services and materials which other libraries cannot or do not supply."
1980	Elin B. Christianson	Christianson's research into "new special libraries" excludes academic and public special collections
1980	Estelle Broadman	"special libraries are not only the institutionalized memory of mankind for the subject they represent, but they present that memory in bits and forms which make the information pertinent to the problem to be solved... The special library, then, is the sum of shared technical information prepared behind the scenes, plus the physical containers in which the information is stored."
1980	Grieg Aspnes	"In general it can be said that the special librarian's methods may be less formal, more experimental, with a greater tendency to use short cuts or to adopt novel techniques." / "Special librarians must see themselves as problem solvers ... their main responsibility continues and will continue to be service – information service – to individuals, to satisfy their needs and help solve their problems."
1981	<i>Official Membership Statement of the Special Libraries Association</i>	"Special libraries serve industry, business, research, educational and technical institutions; government; special departments of public and university libraries; newspapers; museums; and all organizations, public or private, which require specialized information."
1983	<i>ALA Glossary of Library and Information Science</i>	"A library established, supported, and administered by a business firm, private corporation, association, government agency, or other special-interest group or agency to meet the information needs of its members of staff in pursuing the goals of the organization. Scope of collections and services is limited to the subject interests of the host or parent organization."
1983	Alberta L. Brown	"The fundamental purpose of the special library today is service to a special clientele rather than to the general public, but the basic concept of service is common throughout the profession." / "The diversity of both subject matter and purpose in the special library has been a factor in the development of the profession."

1983	Benjamin C. Glidden	"Is a library considered a special library by virtue of the unusual or unique aspects of the building and the services it offers, or is it defined as a special library because of the special nature of the community it serves and the unique needs of that community."
1983	Brigette T. Darney and Sharon L. Stanton	"special libraries are libraries built around a special collection limited by subject matter or form; functionally, these libraries... operate in support of a special mission or activity chosen by their sponsoring organizations." and lists of types
1983	Emily R. Mobley	"The special library in the private sector, or corporation, mirrors the institution of which it is a part... This is analogous to academic libraries which tend to reflect the educational programs in an academic institution. Likewise, the public library's resources and programs tend to reflect its community of users...Historically, service was the aspect which differentiated special libraries from other types of libraries."
1983	Joseph M. Dagnese	"Special libraries are in large part ahistorical, that is, they do not maintain large historical research collections in their fields of interest... These collections are typically working collections, organized to provide rapid access to data needed in the daily operations of the parent organizations."
1983	William M. Hubbard, Jr.	"The role of a special library is to improve the use of related scientific knowledge. This aim is realized when the library acts as translator and communicator between those who produce and those who utilize scientific knowledge."
1984	Elizabeth Ferguson and Emily R. Mobley	"A special library is characteristically a unit or department of an organization primarily devoted to other than library or educational purposes. A special librarian is first an employee, a staff member of the parent organization, and second, a librarian. 'Special' really means library service specialized or geared to the interests of the organization and the information needs of its personnel."
1984	Herbert S. White	White gives an impressive list of "significant characteristics," saying "We will have to find our own definitions of the characteristics likely to differentiate special libraries - recognizing their own diversity - from other libraries that we would not consider special or that would not consider themselves special": emphasis on providing information, nontraditional settings, a limited body of users, limited subject scope, small collections, inconspicuous quarters, the need to establish usefulness, relationship to organizational mission, management that is not library-oriented, the impact of organizational policies, untrained

		clientele, working under time pressures, libraries that take on the user's burden, specialized and internal materials, restricted access, entrepreneurial opportunities, limitations and exceptions, information versus documents, and the rewards of special librarianship.
1986	Eugene B. Jackson	US Office of Education excluded academic libraries as special in 1960s, then in ALA Glossary in 1983.
1986	Janet L. Ahrensfeld, Elin B. Christianson, and David E. King	"Special libraries are differentiated from other libraries by their emphasis on the information function... by where they are found... by the kinds or groups of people who use them or are served by them... [and] by a predominant characteristic of 'smallness.'"
1993	Esther Green Bierbaum	"Special libraries may be defined by exclusion, if not by default: they are libraries or information centers that are not public, academic, or school libraries. This definition does not address the dilemma of librarians who are in charge of subject-oriented departments or collections of nonbook materials and who also regard themselves as 'special librarians.'" / "The organization dictates not only the subject matter and the format in which information about the subject is transmitted, but also the kind of use to which the library's patrons put the information." / "The special library's activities are directed to the goal of its ultimate function: providing information services to the parent organization. Indeed, in the end analysis, the library's information service is the basis for its claim of specialness. Thus, information service is the definitive function and characteristic of special librarianship: a personalized, anticipatory service that is usually pragmatic and occasionally exhaustive in execution and that is always specific to the library's setting and the mission of its parent organization."
1994	Eugene B. Jackson	"they have historically differed from more easily categorized, conventional libraries in their commitment to bring all available resources to bear on the current and future information needs of their users, who are most often engaged in highly specialized projects that require unique sources and services."
1998	Sheila S. Intner and Jean Weihns	"Traditionally, they are self-contained entities that operate outside the library mainstream." / "first priority is to serve their users."
1999	Ellis Mount and Renee Massoud	"In this book special libraries are defined as those information organizations sponsored by private companies, government agencies, not-for-profit organizations, or professional associations.

		Subject specialty units in public and academic libraries are usually labeled as special libraries as well.” / Mount and Massoud also list characteristics to consider: organizational names, size, salaries, collection sizes, location of facilities, services offered, relations with top management, and duties of professionals; and they give a brief comparison to academic and public libraries (p. 12-13)
2002	Joseph R. Matthews	"Special libraries have a number of characteristics that should be acknowledged... The library collection is typically small but highly specialized in subject matter. Clients are typically only staff of the larger organization, and their interests are known and can be explained fairly accurately. The library is part of a larger organization... that shares and supports the mission of that organization. There is a tradition of being very responsive to the clients of the library, often articulated as providing high-quality or timely service."
2004	Joan M. Reitz	"A library established and funded by a commercial firm, private association, government agency, nonprofit organization, or special interest group to meet the information needs of its employees, members, or staff in accordance with the organization's mission and goals. The scope of the collection is usually limited to the interests of the host organization." Plus see also list.
2007	Stephen C. Boss and Glen S. Cook	"Rather than act only in a support role the corporate librarian often has the opportunity to work and contribute as a partner, with researchers."
2009	David Shumaker	"Special libraries are libraries that have one or more of the following attributes: a focus on specialized information resources, usually of a limited subject scope; a focus on a specialized and limited clientele; and the delivery of specialized services to that clientele. Some authorities add that a special library is one sponsored by a parent institution."
2009	Guy St. Clair	St. Clair lists three characteristics that define specialized libraries: "particularly focused 'special' collections, a unique and 'special' body of users, and a collaborative and distinctly 'special' relationship between the librarian and the user," and he says "The purpose of the specialized library has always been, and still is, to support research requirements of that specific and unique group of clients (not 'readers') for whom the collection exists. Or, put another way, the specialized library is a library created to contribute to the achievement of the specific mission of the parent organization that supports the library and for which it exists."

2011	Eva Semertzaki	"Special library is defined as the library that serves business, industry and government. Alternative names of a special library are information centre, research, corporate or company library and knowledge management centre. Over the years the predominant term, though, is 'special library'. Very simply a special library is defined as the library that is not public, academic, school or national but serves a specialized public, which comprises the parent organization."
2013	Tara E. Murray	"In the contemporary literature, one way to define special libraries is by what they are not, i.e., any library that doesn't fall into the academic, public, or school categories. Another definition includes any library with a specialized collection, and some definitions also include subject departments within academic and public libraries, which are not separate libraries but operate with some degree of autonomy."
2014	Liya Deng	"The lack of consensus among scholars and practitioners can be explained by the variety of types and sizes of special libraries with differing specialized collections, services, and the clientele they strived to satisfy."
2014	<i>SLA Competencies 2003-2014</i>	"Information organizations are defined as those entities that deliver information-based solutions to a given market." / "An Information Professional ("IP") strategically uses information in his/her job to advance the mission of the organization. The IP accomplishes this through the development, deployment, and management of information resources and services. The IP harnesses technology as a critical tool to accomplish goals."

APPENDIX B
MASTER TABLE OF CODED DEFINITIONS

Year	Author	Collection	- Subject	- Scope	- Format	- Size	Purpose/Function	Services/Methods	Setting	Clientele	Parent Organization	- Mission	- Relationship	Roles/Duties of Librarian	Info Use/Utility	Funding	List of Types	Diversity	Exclusion	Comparison
1909	Constitution of SLA 1909																X			
1909	Robert Harvey Whitten	X		X				X		X				X						
1910	John Cotton Dana	X								X										
1910	Special Libraries Association						X		X	X							X			
1912	A. G. S. Josephson	X	X	X																X
1912	W. P. Cutter									X					X					X
1912	W. S. Dudgeon	X	X		X			X		X				X				X		X
1914	John Cotton Dana	X		X				X									X			
1915	C. C. Williamson	X	X	X											X					
1915	Ethel M. Johnson	X	X	X			X	X							X					
1915	R. H. Johnston	X	X	X	X	X	X			X					X		X			
1921	Dorsey W. Hyde, Jr.	X					X	X						X	X					
1924	Gertrude Gilbert Drury																X			
1925	D. N. Handy																		X	
1926	D. N. Handy	X	X	X				X		X					X					
1930	Adelaide R. Hasse	X	X	X				X		X										

Year	Author	Collection	- Subject	- Scope	- Format	- Size	Purpose/Function	Services/Methods	Setting	Clientele	Parent Organization	- Mission	- Relationship	Roles/Duties of Librarian	Info Use/Utility	Funding	List of Types	Diversity	Exclusion	Comparison
1935	SLA Special Committee, Elenor S. Cavanaugh Chairman																X			
1937	Rebecca B. Rankin and Linda H. Morley	X	X	X	X		X	X		X	X	X		X	X		X			
1938	Ione M. Dority	X	X					X		X					X			X		X
1938	Isabel L. Towner	X	X		X		X	X		X	X		X							
1938	Marie Louise Prevost	X	X	X					X	X	X					X				
1938	Marion C. Manley	X						X		X										
1943	Linda H. Morley 1943	X	X	X	X		X	X		X	X	X	X	X	X	X	X	X		
1945	J. H. Moriarty	X	X		X			X		X										
1949	Herman H. Henkle	X	X					X		X	X									
1950	Linda H. Morley 1950	X	X	X	X		X	X		X	X	X	X	X	X	X	X	X		
1950	Ruth S. Leonard									X	X	X	X							
1950	Ruth Savord						X			X	X			X	X					
1950	Sherry Taylor	X						X		X							X	X	X	
1951	Lucille Jackson	X	X	X	X		X	X		X	X			X	X					
1952	Herman H. Henkle						X	X		X				X	X					
1952	Rose L. Vormelker							X												
1953	Elizabeth Ferguson	X	X	X	X	X	X	X			X		X				X			
1953	Katharine L. Kinder	X	X	X		X		X	X		X	X					X			
1955	Irene Macy Strieby	X	X					X		X	X									
1956	William A. Haarstad	X	X	X		X		X	X		X		X	X				X		
1958	Louise Lefebvre							X			X	X			X					

Year	Author	Collection	- Subject	- Scope	- Format	- Size	Purpose/Function	Services/Methods	Setting	Clientele	Parent Organization	- Mission	- Relationship	Roles/Duties of Librarian	Info Use/Utility	Funding	List of Types	Diversity	Exclusion	Comparison
1959	Leon Carnovsky	X	X	X	X			X			X			X	X					
1960	Anthony Kruzas	X	X	X	X		X	X			X			X			X			
1963	Eugene B. Jackson							X		X								X		
1964	Paul Wasserman	X						X		X	X	X	X		X	X				
1966	Joel Williams	X	X	X			X	X		X	X	X	X				X		X	
1967	Jesse H. Shera	X	X	X	X		X	X		X					X					
1967	Lee Ash	X	X	X	X			X		X							X			
1967	Robert J. Havlik, Bill M. Woods, and Leona M. Vogt						X								X			X		
1967	<i>SLA Bylaws 1958</i>	X	X	X	X			X		X	X									
1967	William C. Petru and Martha W. West	X	X	X	X					X	X					X				
1968	Ada Winifred Johns	X	X	X	X					X										
1974	<i>SLA Bylaws 1974</i>									X	X									
1975	Janet L. Ahrensfield, Elin B. Christianson, and David E. King	X	X	X		X	X		X	X	X				X		X	X	X	
1976	Elin B. Christianson	X			X		X	X		X				X	X					
1976	Shirley Echelman	X	X		X						X	X		X	X	X				
1978	Cecily J. Surace	X			X			X		X	X									
1978	Frank E. McKenna							X		X										
1980	Audrey Skinner	X						X		X										X
1980	Elin B. Christianson																		X	

Year	Author	Collection	- Subject	- Scope	- Format	- Size	Purpose/Function	Services/Methods	Setting	Clientele	Parent Organization	- Mission	- Relationship	Roles/Duties of Librarian	Info Use/Utility	Funding	List of Types	Diversity	Exclusion	Comparison
1980	Estelle Broadman	X	X	X	X		X	X							X					
1980	Grieg Aspnes							X						X						
1981	<i>Official Membership Statement of the Special Libraries Association</i>										X				X		X			
1983	<i>ALA Glossary of Library and Information Science</i>	X	X	X				X		X	X	X	X			X				
1983	Alberta L. Brown	X	X				X	X		X								X	X	
1983	Benjamin C. Glidden							X	X	X										
1983	Brigette T. Darney and Sharon L. Stanton	X	X	X	X						X	X					X			
1983	Emily R. Mobley							X			X	X	X							X
1983	Joseph M. Dagnese	X	X	X			X	X			X				X					
1983	William M. Hubbard, Jr.						X	X		X				X	X					
1984	Elizabeth Ferguson and Emily R. Mobley						X	X		X	X	X	X		X					
1984	Herbert S. White	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X	
1986	Eugene B. Jackson																		X	
1986	Janet L. Ahrensfield, Elin B. Christianson, and David E. King	X		X		X	X		X	X	X								X	X
1993	Esther Green Bierbaum	X	X		X		X	X	X		X	X	X	X	X				X	

Year	Author	Collection	- Subject	- Scope	- Format	- Size	Purpose/Function	Services/Methods	Setting	Clientele	Parent Organization	- Mission	- Relationship	Roles/Duties of Librarian	Info Use/Utility	Funding	List of Types	Diversity	Exclusion	Comparison
1994	Eugene B. Jackson							X		X					X			X	X	X
1998	Sheila S. Intner and Jean Weihns									X									X	
1999	Ellis Mount and Renee Massoud	X	X			X		X	X		X		X	X		X				X
2002	Joseph R. Matthews	X	X	X		X		X		X	X	X	X				X			
2004	<i>Dictionary for Library and Information Science</i>	X	X	X			X				X	X				X	X			
2007	Stephen C. Boss and Glen S. Cook							X						X						
2009	David Shumaker	X	X	X				X		X	X									
2009	Guy St. Clair	X	X	X			X	X		X	X	X		X						
2011	Eva Semertzaki									X	X								X	
2013	Tara E. Murray	X																	X	
2014	Liya Deng	X						X	X	X								X		
2014	<i>SLA Competencies 2003-2014</i>	X						X		X	X	X		X	X					

APPENDIX C
MASTER TABLE OF RESULTS BY DECADE

Numerical Results by Decade

<i>Decade</i>	<i>1909-1919</i>	<i>1920-1929</i>	<i>1930-1939</i>	<i>1940-1949</i>	<i>1950-1959</i>	<i>1960-1969</i>	<i>1970-1979</i>	<i>1980-1989</i>	<i>1990-1999</i>	<i>2000-2009</i>	<i>2010-2014</i>	<i>Total</i>
Definitions	11	4	7	3	13	11	6	16	4	5	4	84
Collection	9	2	6	3	8	9	4	8	2	4	3	58
Subject	5	1	5	3	7	8	2	6	2	4	0	43
Scope	6	1	3	1	6	8	1	6	0	4	0	36
Format	2	0	2	2	4	6	3	3	1	0	0	23
Size	2	0	0	0	3	0	1	2	1	1	0	10
Purpose/ Function	3	1	2	1	5	4	2	7	1	1	0	27
Services/ Methods	4	2	5	3	10	8	3	11	3	4	2	55
Setting	1	0	1	1	2	0	1	3	2	0	0	11
Clientele	6	1	6	3	7	8	5	8	2	3	3	52
Organization	0	0	3	2	10	6	4	8	2	3	2	40
Mission	0	0	1	1	4	2	1	5	1	3	2	20
Relationship	0	0	1	1	4	2	0	4	2	1	0	15
Librarian	2	1	1	1	6	1	2	3	2	2	1	22
Use/Utility	4	2	2	1	6	3	3	6	2	0	1	30
Funding	0	0	1	1	1	2	1	1	1	1	0	9
List of Types	4	1	2	1	4	4	1	2	0	2	0	21
Diversity	1	0	1	1	3	2	1	3	1	0	1	14
Exclusion	0	1	0	0	1	1	1	4	3	0	2	13
Comparison	3	0	0	0	0	0	0	3	2	0	0	8

Percentage of Total by Decade

<i>Decade</i>	<i>1909-1919</i>	<i>1920-1929</i>	<i>1930-1939</i>	<i>1940-1949</i>	<i>1950-1959</i>	<i>1960-1969</i>	<i>1970-1979</i>	<i>1980-1989</i>	<i>1990-1999</i>	<i>2000-2009</i>	<i>2010-2014</i>	<i>Total</i>
Definitions	13.1%	4.8%	8.3%	3.6%	15.5%	13.1%	7.1%	19.0%	4.8%	6.0%	4.8%	100.0%
Collection	81.8%	50.0%	85.7%	100.0%	61.5%	81.8%	66.7%	50.0%	50.0%	80.0%	75.0%	69.0%
Subject	45.5%	25.0%	71.4%	100.0%	53.8%	72.7%	33.3%	37.5%	50.0%	80.0%	0.0%	51.2%
Scope	54.5%	25.0%	42.9%	33.3%	46.2%	72.7%	16.7%	37.5%	0.0%	80.0%	0.0%	42.9%
Format	18.2%	0.0%	28.6%	66.7%	30.8%	54.5%	50.0%	18.8%	25.0%	0.0%	0.0%	27.4%
Size	18.2%	0.0%	0.0%	0.0%	23.1%	0.0%	16.7%	12.5%	25.0%	20.0%	0.0%	11.9%
Purpose/ Function	27.3%	25.0%	28.6%	33.3%	38.5%	36.4%	33.3%	43.8%	25.0%	20.0%	0.0%	32.1%
Services / Methods	36.4%	50.0%	71.4%	100.0%	76.9%	72.7%	50.0%	68.8%	75.0%	80.0%	50.0%	65.5%
Setting	9.1%	0.0%	14.3%	33.3%	15.4%	0.0%	16.7%	18.8%	50.0%	0.0%	0.0%	13.1%
Clientele	54.5%	25.0%	85.7%	100.0%	53.8%	72.7%	83.3%	50.0%	50.0%	60.0%	75.0%	61.9%
Organization	0.0%	0.0%	42.9%	66.7%	76.9%	54.5%	66.7%	50.0%	50.0%	60.0%	50.0%	47.6%
Mission	0.0%	0.0%	14.3%	33.3%	30.8%	18.2%	16.7%	31.3%	25.0%	60.0%	50.0%	23.8%
Relationship	0.0%	0.0%	14.3%	33.3%	30.8%	18.2%	0.0%	25.0%	50.0%	20.0%	0.0%	17.9%
Librarian	18.2%	25.0%	14.3%	33.3%	46.2%	9.1%	33.3%	18.8%	50.0%	40.0%	25.0%	26.2%
Use/ Utility	36.4%	50.0%	28.6%	33.3%	46.2%	27.3%	50.0%	37.5%	50.0%	0.0%	25.0%	35.7%
Fudning	0.0%	0.0%	14.3%	33.3%	7.7%	18.2%	16.7%	6.3%	25.0%	20.0%	0.0%	10.7%
List of Types	36.4%	25.0%	28.6%	33.3%	30.8%	36.4%	16.7%	12.5%	0.0%	40.0%	0.0%	25.0%
Diversity	9.1%	0.0%	4.7%	33.3%	23.1%	18.2%	16.7%	18.8%	25.0%	0.0%	25.0%	16.7%
Exclusion	0.0%	25.0%	0.0%	0.0%	7.7%	9.1%	16.7%	25.0%	75.0%	0.0%	50.0%	15.5%
Comparison	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.8%	50.0%	0.0%	0.0%	9.5%