

A Manual of Library Desk Practice  
as practised at  
The Wellcome Institute for the History of Medicine  
or  
*Zen in the Art of Librarianship*

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November 24, 1986

## Preface

This document is intended to be helpful to Library Assistants and others who have tours of duty at the library's Enquiry Desk. The manual attempts to combine simplicity with completeness, an admittedly foolhardy aim. It is a grass-roots document, in the sense that it is written 'from below' by the people actually working on the desk regularly. It is dated November 1986 on the title page, and its contents will probably be going seriously out of date within six months to a year. If the manual proves to be of genuine use, then its authors intend it to be corrected and reissued from time to time, in order to keep pace with changes in the library. To this end, a *Master Copy* of the manual is kept at the library desk, and all changes should be recorded in the margins of this copy. The text of the manual is also kept on a disk somewhere handy (!) and can be edited using any word processor. It is formatted using L<sup>A</sup>T<sub>E</sub>X and P<sub>C</sub>T<sub>E</sub>X, and a new version can be reprinted at any time on the Institute's laser printer. (This part of the job should be handled by an expert in T<sub>E</sub>Xnology.)

The '*Zen*' of the subtitle may refer to the state of mental blankness produced by reading this manual through too quickly. But it is also meant to give a sense of the light touch with which all the following technical details are best handled, in order to remain calm and fulfilled.

## Acknowledgements

The impulse for this particular manual came from Dominik Wujastyk, who designed it using L<sup>A</sup>T<sub>E</sub>X and P<sub>C</sub>T<sub>E</sub>X and wrote the parts of it that he could. He subsequently discovered that several other people, including Eric Freeman, had planned something along these lines, and that Chris neé Firth had actually written a rather good guide already, which for some reason was not generally circulated. Katy Hooper and Judith Barker then took over the work of writing the rest of the text, incorporating parts of Chris Firth's guide, and this rapidly grew to the present substantial proportions. The heads of various library departments corrected and added to the sections relating to their own collections, and a draft of the manual was circulated for general comment. To everyone concerned, the authors offer their sincere thanks.



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# Chapter 1

## General principles

Every quotation contributes  
to the stability or enlargement  
of the language. – Johnson

Unfailing courtesy and helpfulness towards the readers are the cardinal virtues for anyone at the library desk. The person on duty at the desk represents the whole Institute as far as the visitor is concerned, and is therefore in a very important and sensitive position. If you feel grumpy, get someone to cover for you while you go and have a cup of tea and recover. This would be far better than offending a reader, however unintentionally. Even if the reader is being difficult – and some are – strive to maintain a calm and attentive exterior.

In general, though, our readers are very pleasant, and often express their gratitude for the help they receive. There is no doubt that the tradition of service that has grown up at the Institute is exceptional for a major London research library, and many readers are quick to appreciate this.



## Chapter 2

# Basic information for new readers

During any normal period at the library desk it is as likely as not that there will be a newcomer to the Institute. At the beginning of the academic year there is a larger intake, when the students who are taught in the Academic unit are shown round the library as a group.

### 2.1 Who can use the library

New readers often timidly ask whether they have to be medically qualified (*not* certified) to use the library, or whether they need a special recommendation. In fact, the library is open to all researchers and students of the subjects represented in our holdings. The library positively welcomes new readers.

### 2.2 Introducing a new reader

When a new reader comes to the Institute for the first time, he or she will need a brief introduction. The reader will be more impressionable at this time than ever again, so take the opportunity to get across the most important and useful facts about the library, but without overwhelming him or her with information. Allow pauses for the reader to take in a new fact, or for the appreciation of our beautiful paintings and fine reading rooms.

You should take the time (with one eye on the desk) to take the reader round the catalogue room and explain the various finding aids that exist,

and how to use them. Be very brief: in practice it is only when the reader has tried to use the library that this information will stick, and he or she will usually only need to know a small part of how the whole system works. The reader will usually tell you what he or she particularly wants to do: concentrate on explaining those points which are immediately relevant to the reader. Most readers fall into one of two groups: those who want access by author, and those who are following up a subject or topic. Find out which group your reader is in, and tailor your introduction accordingly.

While you begin to show the reader the catalogue hall, you can hand him or her a readers application form, the *Guide to the books in the reading room* and *Library rules*, as well as a copy of the coloured brochure *The Wellcome Institute for the History of Medicine: a brief description* (London: WIHM, 1985). Also ascertain whether the reader has a special interest in any of the subject areas for which there is a special illustrated library guide (at present the South Asian, Oriental and American collections). The main points that can be explained are given in the following two sections.

## Chapter 3

# The main finding aids by author

The chief glory of every people  
arises from its authors. – Johnson

### 3.1 The main author card catalogue

This catalogue includes most of the library's holdings of published books, pamphlets, tracts and theses; it does not include manuscripts, periodical titles or articles.

It is arranged alphabetically, and is divided into pre-1851 and post- 1850 entries. Under each author, works are filed chronologically, with successive editions or translations of each preceding the next separate work. Anonymous works are catalogued, generally, under the first word of the title, excluding articles.

This division also applies (in the main) to the location of the books in the library: early books are kept in the basement stacks and have to be ordered on a slip from the desk, while more modern books (with the exception of printed books in Oriental languages) are on the shelves in the reading room, on open access to the readers. For the pre-1851 books there is also a chronological catalogue arranged by year and within each year by country.

### RSM, MSL and RSH

There are separate author card catalogues for the book collections of the Royal Society of Medicine (RSM), held on deposit at the Institute, and the former Medical Society of London library (MSL), acquired for this library in 1984. These are divided, like ours, into pre-1851 and post-1850 sequences.

Five binders of worksheets, kept at the back of the Catalogue Hall, temporarily supplement the card catalogue for pre-1851 MSL material.

The Royal Society of Health Library (RSH) has also been transferred to the Wellcome Institute. There is an author catalogue in sheaf binders kept in the catalogue room. The pre-1851 items are being absorbed into the WIHM collection. Post-1850 material is housed at the Enfield store.

### Society for the Study of Addiction

This collection was donated by the Society and consists mainly of reprints and books written in this century. There is some material on drug addiction but most is concerned with alcoholism.

The collection has been roughly catalogued on cards and is divided into two sections (books and pamphlets, and serials), and arranged in alphabetical order by author or title of journal.

## 3.2 Computerisation

The post-1850 collection is being retrospectively recatalogued on computer: at this stage only cards for items found on the OCLC database are being processed; entries for 'misses' remain in the card catalogue. All *new* accessions are also catalogued on computer. The catalogue entries for these books are printed on microfiche and may be consulted at the central table in the catalogue room. To be sure of finding an elusive book, both the card catalogue and the microfiche should be searched. Any missing cards should be being processed by Brenda Sutton's assistants, or at Enfield.

## 3.3 Printed catalogues of books

### Early printed books

The catalogue of pre-1851 books has been printed in three volumes, *A Catalogue of Printed Books in the Wellcome Historical Medical Library* by Noel

Poynter and H. R. Denham (London: WIHM, 1962, 1966, 1976). Volume I covers books printed before 1641, volumes II and III begin the coverage of books printed from 1641 to 1850, and have reached L in the alphabet. Volume IV, by H. R. Denham and John Symons, covering M–R, is in preparation.

There is a separate printed catalogue of incunabula, *A Catalogue of Incunabula in the Wellcome Historical Medical Library* by Noel Poynter (London: OUP, 1954); entries for these are also included in volume I of the *Catalogue of printed books*.

There are also entries in the card catalogue for all pre-1851 books.

### Americana

Robin Prices's *An Annotated Catalogue of Medical Americana in the Library of the Wellcome Institute for the History of Medicine* (London: WIHM, 1983) includes descriptions of journals and books printed in Latin America and the Caribbean up to and including 1821, and modern facsimiles of such works. Robin Price has also written a booklet, *The American collections of the Wellcome Institute for the History of Medicine* (London: WIHM, 1986), describing the American collections in general. Both are available at the desk.

There is no printed catalogue of North American material.

## 3.4 Manuscripts

### Western manuscripts

The bulk of the Western manuscript collection (MSS 1–5199, mainly bound volumes) is described in the three hefty volumes of S. A. J. Moorat's *Catalogue of Western Manuscripts on Medicine and Science in the Wellcome Historical Medical Library* (London, 1962–73). The entries are arranged by alphabetical order of author's names. Vol. III includes a supplement to vol. I, describing pre-1651 MSS. Copies of 'Moorat' are available at the library desk and in the book trough on top of the card catalogue.

The Moorat volumes generally exclude correspondence, which has traditionally been kept separate as an autograph letter collection. A catalogue of this collection, thought to contain some 100,000 letters, is available on cards, arranged by author, in the Catalogue Hall.

The Medical Society of London manuscript collection, recently bought by the library, is, with the exception of a few additional items, recorded in Warren Dawson, *Manuscripta medica* (London: Bale, 1932). A copy is available at the library desk.

A further group of manuscripts (numbered 5875–6681) is recorded in a card catalogue in the Richard Palmer's office. This group consists of manuscripts acquired since 1973, and of manuscripts excluded for various reasons from the printed catalogues. A typed copy of this is also kept at the library desk.

### **Deposited papers**

The major items which we hold on deposit are the records of the London Fever Hospital, and the records and collections of the Hunterian Society of London. An author catalogue of the Hunterian Society's manuscripts, books, and museum objects is held in the Curator's office. It should be noted that only part of the manuscript material, (that recorded on pp. 1–26, 187–196), is currently held in the library. The remainder, with the books and museum objects, is now in the Wellcome Museum of the History of Medicine at the Science Museum.

### **Orientalia**

There is a very large collection of Oriental manuscripts. Some forty-three Oriental languages are represented.

About half the Arabic manuscript collection is described in *A catalogue of Arabic Manuscripts on Medicine and Science in the Wellcome Historical Medical Library* (London: WIHM, 1967). There are indexes of authors, scribes, former owners and places at the end of the catalogue, as well as a list of manuscripts in numerical order.

The finding aids for the smaller collections of manuscripts in Batak, Ethiopian, Hebrew, Javanese, Malay, and Manchu are listed under the heading 'ACCESS' in Nigel Allan's booklet *The Oriental collections of the Wellcome Institute for the History of Medicine* (London: WIHM, 1984). Copies of this booklet are kept at the desk. Also at the desk is a folder containing copies of the finding aids for these manuscripts. Catalogues of the Persian and Urdu manuscripts will be published shortly (1987). Readers enquiring about Oriental manuscripts may always be referred to Nigel Allan.

### Sanskrit and other Indian subjects

Because the Indic collection is so large, it is mentioned here separately. The only author guide for the Indian MSS is the *Handlist of Sanskrit and Prakrit manuscripts*, which has an index of authors at the back of the book. There is also an index of titles. If the reader is a specialist, he or she may be referred to Dominik Wujastyk, who has further card indexes etc., in his office (1/6). But the reader should always be referred to the *Handlist* in the first instance.

### Americana

Robin Price's *Annotated Catalogue of Medical Americana* is also the main author guide to the American manuscript collection. Some manuscripts of American interest may appear in the catalogues of Western manuscripts.

### Archives

*Cf. §6.2*

The red handlists to the separate collections in the Contemporary Medical Archives Centre (CMAC) and their *Contemporary Medical Archives Centre Consolidated Accessions List* (London: WIHM, 1985<sup>2</sup>) provide access by name to papers associated with individuals and institutions. A copy of the *Consolidated Accessions List*, which outlines all collections held, is kept at the library desk; it is also available for sale (see §8.11).

Detailed lists of some of the more heavily used collections are kept at the library desk and may be consulted by casual enquirers. Further lists and information on un- or partially listed collections are available on application to the Archivists.

### Photocopies and microfilms of archive manuscripts

At present, microfilms of manuscripts held in other libraries are recorded in the card catalogue of printed books. Photocopies are recorded amongst the card catalogues of manuscripts and autograph letters. Amongst the photocopies is an extensive series of copies of Florence Nightingale's correspondence, including copies of the papers held by the Verney family at Claydon. There are many microfilm copies of Sanskrit manuscripts, both of fragile items from our own collection and of rare items from other libraries.

## Chapter 4

# The main finding aids by subject

Knowledge is of two kinds.  
We know a subject ourselves,  
or we know where we can find information upon it. – Johnson

### 4.1 The published subject indexes

The card subject catalogue of the library, up to and including entries for 1977, and also including the cumulated index of *Current Work in the History of Medicine 1954–1977*, was published during 1980 by Kraus. There are three sections; volumes 1–9 arranged under subject headings; 10–13 arranged topographically (the place is indicated by a code as given in the geographical index at the start of each volume) and 14–18 arranged by name of biographee. These published indexes include secondary printed material in all languages published between 1954 and the end of 1977, both books and journal articles. Entries for books generally indicate that the item is held by the library. There are also entries for books of all dates shelved in the Barnard sequences, including many primary texts now transferred to the modern medicine collection (We1M0mec).

Readers are often confused by the fact that the subject indexes contain many entries for articles from journals not held by the library. The subject indexes are meant to be a survey of the *subject*, not just the Institute's holdings of the subject. So subject entries for items we do not have are quite reasonable. Most of the books listed are in the library, but the classmark



given to the top right-hand of the entry should always be checked against the author catalogue as many locations have changed, and some sequences have been disbanded.

Before 1954 only the main medico-historical journals were indexed.

## 4.2 The post-1978 card subject indexes

Material printed from 1978 onwards, or acquired by the library after the *Subject Catalogue* was published, will be found either in the card indexes, arranged by subject, name and place as above, or on the microfiche catalogue (cf. §4.5 below).

## 4.3 Reprints

There are large collections of reprints of journal articles and other pamphlet-style publications in the library, divided into a historical and a bibliographical sequence. Initially, reprints were bound into volumes kept on open access and separate entries made in the author catalogue. This was discontinued and reprints have since been placed in boxes in the Library Assistants' office, off the Periodicals Room. Separate author entries were not put in the catalogue, but reprints are indicated in the subject indexes, both published and on cards, by an asterisk in the entry. The microfiche catalogue does include entries for some reprints, both recently acquired items and retrospectively catalogued items.

## 4.4 Older material

Limited subject access to older material is given by the old subject index, kept on cards in cabinets in the Reading Room. It relates to the pre-Second World War holdings of the Library only, and all locations have changed. The cards on 'Hospitals' and 'Tobacco' from this index were included in the published *Subject Catalogue*. The catalogue of incunabula includes a subject index.

## 4.5 The microfiche subject indexes

These consist of a subject index and a name/title index. The latter includes references to names of people and institutions as subjects. This is the place to look for books or articles catalogued by the library since it joined OCLC in 1985. The subject headings on the microfiche are different from those used previously, and follow Library of Congress practice with additional references by place. There is a separate microfiche list of the Library of Congress subject headings themselves, to be used as a guide.

## 4.6 The obituary index

Copies of, or references to, obituary notices are collected in a card file kept in the Reading Room. From 1979 it includes all obituary notices appearing in the *British Medical Journal* and *The Lancet*.

The published volumes of the *Subject Catalogue* include most obituaries from the *Medical Directory* 1845–1870.

## 4.7 Manuscripts

### Western manuscripts

The Moorat Catalogues of Western Manuscripts are equipped with subject indexes to both pre- and post-1650 manuscripts, as well as with a number of other special indexes, including illustrations.

### Orientalia

None of the finding aids for the non-Indic Oriental manuscripts have subject indexes. However, in most cases the number of manuscripts is quite small, and a subject index is not really necessary, as a brief description of the content of each manuscript is given.

### Sanskrit and other Indian subjects

The only subject guide for the Indian MSS is the *Handlist of Sanskrit and Prakrit manuscripts*. This is arranged by broad subject categories, as laid out in the table of contents. Within each subject group, the works are in alphabetical order of title. One of the indexes at the back of the *Handlist*

gives an additional list of subject cross-references. There is also an index to manuscripts which contain illustrations or miniatures. (For information about miniatures in manuscripts in other languages, consult Nigel Allan.)

### **Americana**

Robin Price's *Annotated Catalogue of Medical Americana* does not include a subject index, but most entries, for both printed books and manuscripts, give a brief indication of subject.

### **Archives**

CMAC's *Consolidated Accessions List* includes a keyword index giving limited subject access to papers in the collections; some of the handlists to separate collections also provide subject access of this type.

## Chapter 5

# How to understand what the catalogues say

The catalogues all work slightly differently, and there are umpteen different locations in which a book may be kept. Luckily, actually getting the books is usually someone else's job, so all you need to know is how to interpret the numbers (or lack of them) given by the different catalogues. In due course it is useful to get to know the actual locations of the books, at least in a general way, but this is not necessary at first.

Below, the use of the various catalogues and finding aids is explained in the order in which they were introduced in the previous two chapters. Some of the more esoteric locations given on the cards in the post-1850 catalogue are explained on the locations list in §9.2.

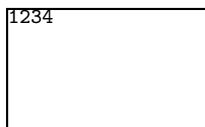
### 5.1 The main author card catalogue

Most early items (i.e., not the post-1850 secondary sources) are on closed access and have to be ordered via the Enquiry Desk. This requires finding the location and citing the *callmark*. On the catalogues see §3.1.

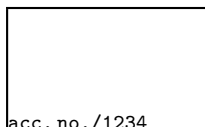
#### Pre-1851 items

*See also §5.3*

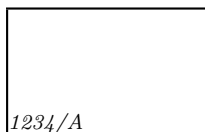
For *pre-1641 items* the callmark is generally a four-figure number to the top left of the title, thus:



For works catalogued *since 1962*, the callmark is on the bottom left of the card, after the accession number:



The post-1641, but *pre-1851 items*, by authors with names beginning A–R, have been given a running number, followed by a letter A–D, signifying their size (quarto, octavo etc). *This and only this number is the callmark.* It is generally handwritten on the bottom left of the card:



These numbers have also been written into the Enquiry Desk copy of the pre-1851 printed books catalogue, which can be used to double check a book apparently lacking a callmark.

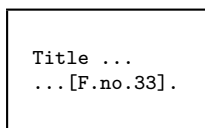
Books acquired since the numbering was done may have no number, and are placed in the *Supplementary Sequence*. For these the callmark is ‘Suppl. Seq.’

Books by authors with names beginning S–Z have not yet been numbered and are located by author, title, date and size.

*Pamphlets* are denoted by ‘[P.]’ following the title. Many pamphlets have also been given running numbers, in the form of a number followed by ‘/P’. The callmark ‘BS’ indicates biographical pamphlets in the two size sequences, 18A and 18B, kept in the Reading Room.

*Tracts* are numbered in the form ‘T. 140. 3’ which indicates the bound volume of tracts (T. 140) and the position within this of an individual tract (3). *Cancer Tracts* have the callmark ‘CT,’ and pre-1851 items are kept in stacks.

Extra large *Folios* are denoted by ‘[F. no.]’ following the title:



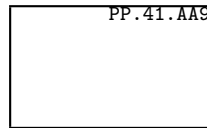
These are kept in locked folio cabinets in the Reading Room. Extra extra large folios (elephants) are kept in the giant folio case at the end of the folio sequence.

Any work which states 'Bound with' on the card is located via the callmark of the item with which it is bound.

'RBS' in the top right hand corner of a card stands for 'Rare Books Stack' and is now used only for periodicals. It does not usually locate the item. Other numbers on the card include the accession number, 'Wing' and 'STC' numbers, none of which help to locate the item.

### Post-1850 items

The callmark for post-1850 items is in the top right corner of the card. The most usual are an open shelf classification mark eg., 'PP. 41. AA9,' a secondary collection mark, eg., 'PP. 41. AA9(2)' or folio sequence mark, e.g., 'PP. 41. AA9 (folios).'

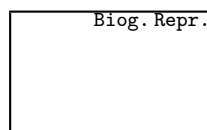


Secondary collection material (also indicated by 'Dupl. Coll,' 'Osler Room' or 'Loan Coll.')

is on closed access, and is ordered via the Enquiry Desk. Other material with a Barnard classification is on open access in the reading room. There is a *Guide to the books in the Reading Room* available at the Enquiry Desk.

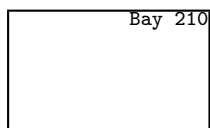
Other locations may be self-explanatory, such as 'Oriental Room' (also 'Or. Rm' or 'Or. Ref.),' 'American Room,' 'Print Room' or 'Librarian's Office.' Material from these rooms should be ordered from the Enquiry Desk. A few periodicals are kept in locked cabinets in the Seminar Room to which there is a key at the Desk, marked 'Osler.'

Reprints were at one time bound together, entered in the author catalogue and put on open access; this practice has been discontinued. Open access reprints may be recognised by callmarks such as 'A 16(3),' 'Hist. Repr.' or 'Biog. Repr.,' in the top right corner of the card.



They are found in the Reading Room in bays 248–251. Unbound pamphlets and reprints are indicated by an asterisk. Two series (historical and biographical) are housed in the library assistants' office off the Periodicals Room (cf. §5.6).

Bays of books in the Library are numbered consecutively and a bay number occasionally appears as the callmark for an item on open access, thus:



Microfilms are identified as such by a microfilm or 'mf.' number on the author card. They are kept in locked cabinets in the Reading Room (keys at the desk). The microfilm reader is kept in the Catalogue Hall, amongst the microfiche readers.

This leaves callmarks for various special collections. For the purposes of locating the books, they all indicate closed access items to be ordered via the Enquiry Desk. See the list of these in §9.2.

### **RSM, MSL and RSH**

Items listed in the amalgamated post-1850 catalogue and the separate pre-1851 catalogues of RSM and MSL material are on closed access and should be ordered via the Enquiry Desk using the callmarks 'MSL', 'MSL tract no.', 'MSL ms. no.', or the RSM classmark, e.g., '276.L3' or 'AI.f.8.' Post-1850 MSL material is housed at the Enfield store. Five binders of worksheets temporarily supplement the card catalogue for pre-1851 MSL material.

The RSH author catalogue, in sheaf binders kept in the catalogue room, gives the RSH classmarks. The pre-1851 items are being absorbed into the WIHM collection. Post-1850 material is housed at the Enfield store.

### **Society for the Study of Addiction**

The Society for the Study of Addiction collection is housed in the stacks in room 10.

The collection has been roughly catalogued on cards and is divided into two sections (books and pamphlets, and serials), and arranged in alphabetical order by author or title of journal. Items can be ordered from the Enquiry Desk in the usual way.

## 5.2 Computerisation

*Cf. §9.2*

New collection codes have been assigned during the retrospective conversion of existing catalogue records and for new catalogue entries. These codes appear at the end of the microfiche catalogue entries, after the words 'Copy no.' The codes are, in alphabetical order:

**CMAC** Printed books housed in the Contemporary Medical Archives Centre.

**Ser.** following the collection code indicates serials. **We1MOMec** serials are housed at the Enfield store, Bentley House or the BMA basement. All requests must go via the Enfield store, as the location list is held there. **We1HIMec** serials are kept in the Periodicals Room, arranged alphabetically by title, as indicated by the lettering given.

**S. L. Coll** Student Loan collection: items appear as e. g., 'S. L. Coll/BLA,' the letters after the slash giving the first three letters of the author's name. Items are housed in the catalogue hall.

**Staff Coll** Items used primarily by staff, kept at various locations, including staff offices.

**We1AMERc** American collections, items housed either in the American Room, or in the Amerindian / Ethnology collection in the stacks.

**We1EPBc** Early Printed Books collection, entries for pre-1851 items housed in the Reading Room.

**We1HImec** History of Medicine collection, consisting chiefly of open access secondary source material at the WIHM. It includes the bound reprints, indicated by, e. g., 'p. vol. (B)/A1(6)' for a biographical item, and the boxed reprints indicated by, e. g., 'pam(H)/BRI' for a historical reprint.

**We1ICONc** Printed books used primarily by the staff in charge of the Iconographic collections, and kept in their rooms.

**Wellcome Coll.** Published material on all things Wellcome (the man, the company, the trust ...) held by the Institute and kept in Strong Room 10. To locate material in this collection, contact the Foundation Archivist.



**We1M0mec** Modern Medicine collection, a rapidly growing collection of primary medical texts. Catalogued items have been transferred from the Enfield store to Bentley House.

**We1ORIENc** Oriental collections. Items with the callmark 'Or. Ref.' followed by a number are reference works and are housed in the Oriental Room. The callmark 'Topog.' indicates a work in Nigel Allan's office. All other callmarks for items in the the Oriental collections, such as 'P. B. Sansk.' (for a book in Sanskrit) indicate that they are kept in the stacks.

**We1TROmec** The collection of the Wellcome Tropical Institute, in Bentley House, 200 Euston Road. Readers wishing to consult this material should go there in person.

The form of the 'author' catalogue has been slightly altered during computerisation, as the microfiche catalogue contains entries for authors, editors, organisations, conferences, some titles (including serials) and the names of persons and organisations *as subjects*. This name/title sequence therefore includes entries corresponding to the biographical section of the subject catalogue, although the form of heading may have changed. Unlike the author card catalogue, the name/title microfiche entries include journal articles and reprints.

### 5.3 Printed catalogues of books

#### Early printed books

In the *Catalogue of Incunabula* by F. N. L. Poynter, shelf numbers are recorded for 610 of the pre-1501 books and for 22 fragments. The 'Poynter' numbers running from 1–610 found in the *Catalogue of Incunabula*, are for bibliographical use only and do not locate an item. The shelf number is found in the bottom right-hand corner of the entry and may be used to order the item. There are indexes of names, subjects, marks of ownership, printers, countries and towns and year of printing. Collation statements are not given.

The first volume of the *Catalogue of Printed Books* (books printed before 1641) includes the incunabula, giving brief entries for those acquired before 1954, with fuller entries for those acquired after 1954, and a collation statement. Running numbers are assigned to each item in the top left-hand

corner of the entry and should be used to order any item, including incunabula and fragments. There are indexes of places of publication and of printers and publishers.

The *Catalogue of Printed Books* (books printed 1641-1850) is still in progress. Volumes II (A–E) and III (F–L) have been produced so far. Tract ([T]) and pamphlet ([P]) numbers are printed in the catalogues at the end of each relevant entry, but running numbers for other books have been assigned since publication. They are pencilled in at the end of each entry in the Enquiry Desk copy of these volumes. ‘[F]’ indicates an extra-large folio, kept in the Reading Room. ‘[CT]’ indicates Cancer Tracts, kept in the stacks. ‘[BS]’ indicates a biographical pamphlet kept in the Reading Room.

### **Americana**

The printed catalogue of Americana assigns a number to each book, arranged by country (e. g., M52 = Mexico 52) which should be used to order the item

## **5.4 Manuscripts**

### **Western manuscripts**

A manuscript number is assigned to each volume (often including several items) listed in Moorat’s Catalogue, and is given at the top left-hand corner of the entry. This number, preceded by ‘WMS’ should be used to order the manuscript, together with the size (folio, quarto, etc.).

### **Orientalia**

The printed catalogue of Arabic manuscripts arranges entries in alphabetical order of textual heading, followed by a section of anonymous works. The manuscript number is given at the top of each entry in the form ‘WMS Or. no.’ and should be used to order the volume containing the text required. There are indexes of authors, scribes, former owners and places at the end of the catalogue, as well as a list of manuscripts in numerical order.

### **Sanskrit and other Indian subjects**

The *Handlist of Sanskrit and Prakrit Manuscripts*, volume 1, lists about 1000 manuscripts. For ordering a manuscript from the stack, using a white slip, the reader should write ‘WMS Sansk.’ followed by the *shelf number*

which is given after each entry, following the words ‘**Shelved at.**’ These shelf numbers are always made up of a Greek letter ( $\alpha$ ,  $\beta$ ,  $\gamma$ ,  $\delta$ , or  $\epsilon$ ) followed by a number.

The manuscripts are also each given a *serial number*, but, like Poynter’s serial numbers, these are meant to be only for the purposes of the *Handlist* itself, for internal reference from the indexes, etc. Readers should *not* use these numbers except for their own convenience in reading the *Handlist*.

### Americana

Manuscripts of American interest, including those of non-American provenance, are listed in section C of the printed *Annotated Catalogue of Medical Americana*. Under each heading, the entry is followed by one or more manuscript numbers in the form ‘WMS Amer. no.’ which should be used to order the item(s). The numbers are the same as those given in the card index to American room manuscripts, but headings may have been altered.

### Archives

The *Contemporary Medical Archives Centre consolidated accessions list* describes the different individual collections of personal, institutional, and other categories of archive, in a general way. The collections are listed in alphabetical order of personal or other name, and there is a name and subject indexes at the back of the book. Individual collections are given a reference number, printed in the left margin, e.g., ‘PP/PAG.’

*Lists of papers* are available for many of the individual collections, giving in most cases a general introduction to the collection, its history and background, and detailed enumerations of documents.

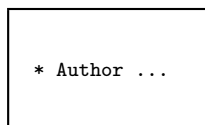
Collections for which there is no *Lists of papers* are marked with an asterisk in the *Consolidated accessions list*.

## 5.5 The published subject indexes

As the published subject indexes include the cumulated index to *Current Work*, they serve as a bibliography of the history of medicine, rather than as a catalogue of WIHM holdings. Most of the books listed are in the library, but the classmark given to the top right-hand of the entry should always be checked against the author catalogue as many locations have changed, and some sequences have been disbanded.

There are many entries for journal articles not held by the Library; in each case the journal title should be checked against the serials catalogue. There is a list of medical journals and their abbreviated titles at the desk if the references prove unintelligible.

Reprints are indicated by an asterisk in the entry against either the author (for historical reprints) or the subject (for biographical reprints), e.g.,:



These should be ordered via the Enquiry Desk in the usual way.

### The post-1978 card subject indexes

The post-1978 card subject indexes continue the published indexes, using the same tri-partite division; entries are arranged in descending chronological order within headings. Subject entries for book accessions since the library joined OCLC in August 1985 are also on the microfiche subject index.

## 5.6 Reprints

*Cf. §4.3*

Reprints are indicated in the subject indexes, both published and on cards, by an asterisk in the entry: see the diagram above.

There are two sequences of oversize reprints, kept in drawers in the filing cabinet in the Library Assistants' office off the Periodicals Room. The largest are marked 'folio' in the catalogue, but the merely oversized are not distinguished from boxed items, so both sequences should be checked.

The callmark 'BS' (for biographical pamphlets) on cards in the author catalogue indicates material kept in the Reading Room. Pre-1851 items are shelved in two size sequences, 18A and 18B. Post-1850 items are shelved in three sequences, A, B and C.

### Older material

The old subject index is an important subject bibliography of the pre-war materials, but once selected, items must be looked up in the other main author catalogues, since the location marks on the cards are now obsolete.

### The microfiche subject indexes

The microfiche subject indexes differ from the printed subject catalogue in their use of Library of Congress subject classification and new collection codes, as explained previously, in sections §4.5 and §5.2 respectively.

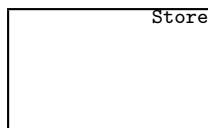
### Obituary index

The obituary index is simple to use. It is in alphabetical order of persons, and gives text references to the obituaries or other biographical articles, and cross references.

## 5.7 Journals

Journals held by the library are listed alphabetically in three drawers marked 'serials' (next to the pre-1851 author catalogue). Nearly all now appear under title in the microfiche name/title index. All new subscriptions only appear there.

The location of the journal is given in the top right-hand corner of the catalogue card, the two most common locations being 'Per. Rm' and 'Store,' e.g.:



'Per. Rm' journals are arranged in alphabetical order of title in the Periodicals Room. These can be consulted freely by staff and readers, but please note that if a member of staff wishes to use a journal in his/her own room a blue slip must be filled out and left at the desk.

'Store' journals are outoused and *must* be ordered via the Enfield store on a white slip. Make sure the reader or staff member gives as many details as possible (volume, issue, page numbers) – this makes it easier for Arthur Greenbaum or Peter McCarthy to find the item at store, since many journals are unbound and incomplete. Once the white slip has been completed ring Arthur or Peter (abbreviated dialling number 434) and quote the details, mark the white slip 'ordered' and place it in the wooden tray next to the staff file. If there are any problems (i.e., a part is not at the store, etc.) Arthur or Peter will contact the desk. If this is the case, make a note of

the problem on the white slip so the reader can be informed. Journals from store arrive twice a week (Tuesday and Thursday at midday), but in cases of urgency an item can usually be sent the same day after ordering. Items will contain a white slip written out by Arthur or Peter. This slip should be checked against the ones at the library desk and then filed in the 'Enfield' section. The library desk slip can then be placed in the item with the reader's name marked on it and filed behind the desk in alphabetical order by surname of reader.

Journal catalogue cards which have a number in the top right-hand corner refer to journals shelved in corresponding numbered bays in the reading room, some of which are closed access.

Journal cards which have 'RBS/PER' as a location refer to journals kept in Room 10 in the stacks; these should be ordered using the white slips.

Journals kept in the seminar room are marked 'Sem. Rm' on the card and should be ordered by means of the white slip. These journals are in locked cabinets and the key is kept at the desk, marked 'Osler.'

Journals in the American and Oriental Rooms are marked 'Amer. Coll.' and 'Or. Rm' and should be ordered with a white slip.

## Chapter 6

# Use of the special collections

I feel that I am reserved  
for some end or other. – Clive

### 6.1 Care and supervision

All items in the library should be handled with care, but particularly those from the special collections of pre-1851 printed books, manuscripts (including Oriental manuscripts), archives, iconographic materials, and Americana.

Questions of copyright and access arising from the use of archival and iconographic collections are dealt with under separate headings for these collections (see §6.2 and §6.4).

Readers of items from any special collection should be reminded of the relevant points in the library rules about respect and responsibility for items in their care. When a requested item has been brought to the desk it should be held there until the reader picks it up. The order slip should be removed and filed at this stage, and the item marked with the reader's name on a slip of paper or reserve card (if it will be in use for more than one day).

Western manuscripts, archives and pre-1851 printed books should all be read in the Periodicals Room and staff at the desk should look at the TV monitor of this room more often than usual when it is in use by readers of special collections material.

Staff walking through the room may also remind readers to use pencils, not pens, and to avoid stacking books or boxes on the floor. Only one box of archives or six bound volumes should be issued to a reader at a time. Stands are available for large items, and orange slips for readers to mark

their place. There are two snakes in the cupboard at the left-hand side of the desk for persuading manuscripts or books to lie flat.

American room materials and Oriental manuscripts may be read in the American and Oriental rooms respectively, where the Curators of these collections will normally be supervising the reader and will be responsible for transferring items to and from the desk. Readers of Sanskrit or other Indian manuscripts may also use the Periodicals room, in the normal way.

Only in exceptional cases, and then with explicit prior agreement, may archives or manuscripts be consulted outside these supervised reading areas. Special arrangements may have to be made for readers wishing to use the microfilm reader, typewriter, cassette recorders or other equipment whilst working on such items.

## 6.2 Contemporary Medical Archives Centre

Please ascertain *first* whether the material a reader wishes to consult is in the Contemporary Medical Archives Centre, or in another section such as the Wellcome Archives or in Western Manuscripts and Autograph Letters. In the latter case please contact Rosemary Milligan or Richard Palmer, respectively. Readers who do wish to consult CMAC material should be given a copy of the *Notes for readers in the Contemporary Medical Archives Centre*. Some readers may wish to look at the lists of CMAC holdings only, and do not need to be referred, at this point, to the CMAC.

### Access

No-one is allowed to consult CMAC material without first having completed a *Reader's Application and Undertaking form*, and having it countersigned by one of the Archivists. Therefore when a reader asks to look at CMAC material, check. Some collections are subject to special restrictions, in particular the Eugenics Society papers.

No material is produced from store except by either Julia Sheppard or Lesley Hall. If they are both absent the Centre is closed. This is why readers are asked to give notice of their visits so that arrangements can be made.

### Reading Room

Readers should be told to use the large table in the periodicals room.



Readers should use pencils only when consulting archives (see library rule 14)

CMAC material is to be ordered on pink CMAC requisition slips completed *in biro*. Normally each item must be ordered on an individual slip, but in the case of items in the same collection with consecutive reference numbers up to 5 *only* may be ordered on one slip. (The Archivists are prepared to consider negotiating more flexible arrangements for individual researchers working straight through large collections.)

When the box is issued to the reader the top copy of the slip should be removed and placed in the red box on the library desk, the carbon copy remaining with the *reader* in its plastic sleeve.

Only one box of papers at a time should be given to the reader; other boxes are to be held in reserve until this is finished. Readers should be discouraged from stacking material on the floor.

Readers should not leave papers unattended, but hand them in to the desk when they leave the library for any reason.

When material is returned find out if it is wanted again, and if so note this on the requisition slip. If it is finished with, note this and match and cancel the two top slips. If requested the reader may then keep the carbon slip for reference, but the top copy returns to CMAC with the box. Please let CMAC know that the box is ready for collection and make sure that the pink slips are still with it.

### 6.3 Wellcome Archives

The procedures are generally the same as given above for the CMAC but readers must contact Rosemary Milligan in the first instance and there are no lists of Wellcome Archive material at the desk.

### 6.4 The Iconographic collections

Any pictorial representation not in a book – e.g., a painting, print drawing or original photograph – is dealt with by the curators of the Iconographic collections. In most cases enquiries can be routed straight through to one of the curators, William Schupbach or Trudy Prescott. The collections contain primary material only, and are normally consulted in one of the print rooms. Owing to their vulnerability to damage they are not on open access, except for the framed pictures on the walls.

### Finding aids

There is a printed catalogue by Renate Burgess of portraits of doctors and scientists, arranged alphabetically by name of sitter. It does not include portrait groups, oil paintings or photographs. There is a separate number to the left of the entry for each sitter, and a number following a decimal point to denote each separate portrait. A short sequence of addenda is numbered as above, preceded by ‘Ad.’ The index of artists lists painters, designers sculptors, engravers and lithographers.

The typescript text of a *Provisional handlist of European paintings (excluding British) painted before about 1801* is kept at the Enquiry Desk. Entries are arranged alphabetically by attributed artist and followed by a collection code.

The *Handlist of Sanskrit and Prakrit manuscripts* includes an index to manuscripts which contain illustrations or miniatures. (For information about miniatures in manuscripts in other languages, consult Nigel Allan.)

Any reader wishing to see material listed in these catalogues, or to know about other material held, should be referred to the Curators, who may be able to give access to draft catalogues or handlists.

## 6.5 The Ephemera Collection

The Institute has a small collection of printed ephemera ranging in date from the seventeenth to the twentieth centuries. The collection comprises material such as bookplates, tradecards, broadsides and posters and is being sorted and listed but there is no catalogue and enquiries should be directed to Christine English (3018) or, in her absence, John Symons (3494).

## Chapter 7

# Reprography

### 7.1 Photocopying

There are forms for ordering photocopies at the desk, to be filled in by the reader and left, with the item, at the desk. The copies may be collected from the desk or sent, with an invoice, in the post. The reader must be reminded to indicate on the form whether the copies are to be sent or collected. In the former case the completed copying, once checked, is given to Dom Gray, who should also receive any money given in payment of photocopying invoices. All forms for collected or posted photocopies are kept for statistical purposes, including forms for CMAC and Wellcome Archive material.

#### Photocopying charges

VAT is to be calculated and added to all of the below. Money taken for photocopying is kept in a tin in the locked desk cupboard, and the transaction recorded in the blue accounts book. Receipts can be issued if required. It is important to record every transaction, as the accounts book is tallied at the end of each month.

Different rates apply to different categories of people. The standard rate is 10p per sheet for all material except Autograph letters, CMAC and Wellcome Archive material. The following receive concessionary rates:

- Academic and Library Staff: not charged, except for copies made for personal, not Institute use. Personal copies are charged at 5p per sheet plus VAT.

- Wellcome Trust Grant Holders: see lists of these persons inside photocopying folders. This category also includes staff at the Oxford, Cambridge, London (UCL) Manchester (UMIST) and Glasgow Units, and staff of the Wellcome Museum at the Science Museum. Charged at 5p for copyright and not charged for non-copyright material. ‘Non-copyright’ is taken, for practical purposes, to be material printed more than fifty years ago (i.e., before 1936).
- UCL students attached to the Academic Unit: charged at 5p for all copies.

## 7.2 Special categories of material

### Early printed books

Pre-1851 books, and any others in tight bindings or delicate condition, are no longer allowed to be photocopied. The very occasional special exception should be vetted by John Symons (3439) or Christine English (3018). Microfilm may be offered as a substitute for photocopying if the condition of the item warrants it. Seek the advice of John Symons or Christine English.

### CMAC

The reader should be asked to confirm with the Archivist whether photocopies of the collection(s) may be made before ordering them. A separate CMAC photocopying order form is available at the library desk with copyright and other information on the reverse.

Readers should be requested not to remove material from the files: yellow tags are available at the library desk to flag relevant pages for photocopying and should be supplied to them.

Please remind readers that they are restricted to 100 exposures in any one calendar year. (CMAC archivists will keep tally.)

When files have been flagged, the *whole box* should be returned to the library desk with the order form for onward transmission to the CMAC for authorisation. They should *not* go straight to photocopying.

The photocopying cost will be the library cost *plus* 5p per sheet plus handling charge at the archivist’s discretion.

Photograph and microfilm or fiche requests are to be made on the usual form.

*In the case of queries contact the CMAC.*

### Wellcome Foundation archives

Follow the procedure given above for CMAC, getting confirmation and authorisation from the Wellcome Foundation Archivist, Rosemary Milligan (3222).

### Manuscripts and autograph letters

Neither Oriental nor Western manuscripts may be photocopied. Permission may be given to copy autograph letters, but each request should be cleared with the Curator, Richard Palmer (3071).

A separate order form is used for autograph letters, and the charge for copies is 15p per sheet.

### Iconographic collections

Should readers wish to have photocopies of items in the Iconographic Collections, or of the reference photographs (in albums or boxes) of the Photographic Service, the copying will be done, if permitted, by William Schupbach or Trudy Prescott, not by the Library Services team.

### Ephemera

Readers requesting photocopies of items in the Ephemera collection should fill out the usual form and flag the items required. The items and forms should then be passed to Christine English and *not* sent straight down for photocopying.

## 7.3 Microform printout charges

Microform printout from existing microform is ordered on the photocopy order form, and is made by the library services team. If printout from new microform is ordered, the reader should fill in a microform order form *and* a photocopy order form. Charges are as follows:

- 25p per sub-unit of fiche, or per frame of microfiche, from existing microform in Wellcome copyright.
- 50p per sub-unit of fiche, or per frame of microfiche, for microform made for the purpose (the price includes the cost of making the microform).

- *No* copies may be made from the microfiche catalogue or microforms other than those in Wellcome copyright (e.g., microfilms of other library's holdings).
- Readers are limited to 20 microform printouts per day.

## 7.4 Photographic service

The photographic service can supply photographic copies of virtually anything in the library. It does not keep photographs ready to hand out: they have to be ordered either on the order form which is available at the desk or in a letter giving equivalent information addressed to the Librarian. The Institute does not have a 'slide library': any visitor who *starts* by saying, 'I want to see slides of ...' should be advised of the situation.

People ordering photographs from books or manuscripts should be asked to bring the item from which a photograph is required to the desk, by ordering it up from the stacks if necessary. Readers who flag the pages they wish to have photographed will expedite the processing. When they have filled in the order form it should be checked to see that the reader is aware of copyright rules and has given his or her address and telephone number. It is essential that the readers fill out, sign and date these forms correctly: copyright law is involved.

The speed of processing orders will depend on the work load at the time. The staff will attempt to do the work by the date on which it is required, if this is specified on the form, but deadlines are never guaranteed. Please dissuade readers from expecting miracles. Microfilm orders normally take at least two months.

Forms and items for photography other than microfilm are then passed to Trudy Prescott. Pre-1851 books and manuscripts are kept in the safe if she is not there to accept them and the reader's slip should be marked 'for photography.' Forms and items for microfilm only are passed to William Schupbach; otherwise the procedure is the same as for other photography.

## 7.5 Types of enquiry

- Methods of photography, prices, conditions of supply of photographs: refer enquirer to the photographic order form.

- Commercial uses: the Institute's terms of reference prohibit the supply of photographs for purposes 'directly or indirectly in connection with the advertising, promotion or public relations of a commercial company or product.' Anyone ringing up from an advertising, video or PR company should be so advised, and, if they persist, asked to send full details to the Librarian.
- The media, publishing houses, etc., nearly always ring up in a terrific rush. The Iconographic department's preferred method of receiving enquiries is by letter, but the enquirers will rarely be diverted so easily. Thus:
  - If the enquiry is about subjects covering the last fifty years, tell them that we are unable to supply photographs of anything of that period *for publication or TV broadcast* without a long bureaucratic procedure to clear the copyright hurdle.
  - For pre-1930s subjects, one can do a strictly limited search in the subject indexes, catalogue of portraits, and secondary literature. The curators of the Iconographic Collections can advise whether the Institute has primary material on the subject. If pre-1930s material is required for publication or TV broadcast, permission for reproduction must be obtained by writing to the Librarian.
- People wanting to borrow photographs: the Institute does not lend photographs, it makes them on request and sells them.
- People wanting photographs of modern medical subjects: the Institute has very little and it is all in copyright. Refer enquirers to R. Eakins (ed.), *Picture Sources UK* (London: Macdonald, 1985) (but note that the entry for the Institute is inaccurate), or directly to Graves Medical Audiovisual Library, 220 New London Road, Chelmsford Essex CM2 9BJ (tel. 0245 83351).

## 7.6 Concessionary rates

People who pay half-price (i.e., 5p) for photocopying pay half-price for photographs too; photographs are also available free of charge on the same terms as free photocopies.

## **7.7 Payment**

Money received at the desk in payment of bills for photography should be passed to Trudy Prescott or Ellie Garraway.



## Chapter 8

# Running the desk

Now *here* you see,  
it takes all the running *you* can do,  
to keep in the same place. – Carroll

### 8.1 The beginning and the end

The first person on the desk each day should:

1. Check that there are adequate supplies of all desk stationery (order slips, etc.);
2. Check that there is adequate cash for the money box;
3. Change the calendar;
4. Switch on the fans;
5. Switch on the closed circuit television (set it to automatic);
6. Carrel users may be in the library already at this stage, and their names should be entered in the register of readers.

The last person on the desk should check the safe and ensure that no pre-1851 books are left lying about. All appliances should be switched off and all keys should be returned to their proper pegs.

## 8.2 Readers' tickets

A new reader intending to use the library regularly should be asked to complete a membership form which should then be sent to the Librarian for approval (put the form into the third floor post tray outside Norma Phillipson's office). Once approval is granted the form is returned to the desk and filed by name in the grey folder. When the reader next visits the library, he or she can be issued with a blue ticket (also kept with the grey folder). The ticket number should be recorded in the notebook and on the membership form, the form should then be returned to Anne van der Spelt for filing. Numbers listed in the notebook should be given to the front door commissionaires once a week.

New batches of tickets can be obtained from Jim Bracey (3074 or bleep 3701), these normally take a couple of days to be processed. The number of tickets received is noted at the front of the grey folder.

Readers who wish to consult material from the special collections, but who will not be regular users of the library, should still complete a membership form which will be filed for reference, even though no ticket is issued.

### Special categories of readers' tickets

**Blue pass with photograph** This is issued through the Administrator, Steve Emberton, to PhD students under the supervision of a member of the Academic Staff, to carrel users, to temporary staff and to Wellcome research fellows, including members of the Wellcome Units.

**Pink pass with photograph** This is issued as above to BSc and MSc students at the Institute. The issuing of passes to all new students is arranged at the beginning of the academic year. All students must fill out a membership form, to be handed in at the desk, with full details of their college and home addresses, as these will be needed to reclaim Student Loan Books.

Passes with photographs entitle their holders to use the Wellcome canteen.

**Pink pass without a photograph** This is issued from the library desk to undergraduates on courses at the Institute other than the full BSc or MSc.

## 8.3 Book circulation

### Order slips

Order slips are kept at the Enquiry Desk and other points in the catalogue hall for the use of readers wishing to consult closed access material or borrow a student loan collection item. They should be filled out clearly in pencil or ballpoint pen and checked by a member of staff at the Enquiry Desk.

**White slips** White slips are used for all closed access material, whether kept in the stacks or elsewhere at WIHM, Bentley House or at the Enfield Store. It is particularly important to check that a correct book number or adequate information to find the item is given before the slips are collected from the desk by stack staff.

**Blue slips** Blue slips are used for open access material only, and provide a record of items removed temporarily from the shelves for use in a carrel or staff office.

**Blue slips for students** Blue slips for students have the stamp ‘WIHM STUDENT LOAN COPY’ and include space for a copy number to identify accurately items removed from this multiple-copy collection (cf. §8.8).

**Pink slips** Pink slips are used for ordering CMAC and Wellcome Archive material. Collection numbers for the former are given in the separate handlists of various parts of the collection and references to the latter are given on the lists held by the Archivist.

### Circulation amongst general readers

#### WIHM Material

- All books except student loan items are for use in the library only and may not be removed from the building, except for Inter-Library Loan.
- Readers requesting items from any closed access collection (Amer. Rm, Orient. Rm, Reprints Collection, Secondary Coll., Autograph letters, Manuscripts, and any pre-1851 material) should be asked to fill out a white slip with details from the catalogue. Desk staff should check the form to see that a correct book number or other identification has been given.

- Completed slips are placed in the box at the front of the desk for collection by the stack staff. The service should take less than 1 hour. Amer. Room and Or. Room items may be brought down by the Curator of the collection or fetched by a Library Assistant, or stack staff.
- Items brought to the desk for collection should be checked against their order form, which should then be filed. A slip of paper should be inserted instead with the name of the reader clearly visible. Readers collecting items from the pre-1851, manuscripts, autograph letters or American or Oriental Collections should be asked to read them in the Catalogue Hall or Periodicals Room.

Ideally, desk staff should keep an eye on readers of special collections material (screen 1 on the closed circuit television).

- The slips for readers using closed access material are kept in the blue card index box at the front of the desk, filed A–Z by reader. The whereabouts of items in this box should be checked each evening by the last member of staff at the desk.

When items are transferred from one reader to another, (for example, if sent to photographic services) the original slip should be annotated to show the item's present whereabouts and whether the original reader will be consulting it again.

- Pre-1851 books, manuscripts, and other closed access items returned by readers may be kept in the safe, with a reserve slip filled in by the reader, for up to a week. Other items, similarly marked, are kept behind the desk. When items are no longer required, the slip should be found in the blue box, cancelled, placed in the item and this should be left at the back of the desk for return by stack staff to the appropriate place. Reprints are treated in the same way, but are placed in the green pamphlet box at the back of the desk for refiling.

#### **CMAC and Wellcome Archives material**

*Cf. also §6.2*

- Readers requesting CMAC or Wellcome Archives material should fill in a pink slip, indicating which collection their material comes from, and giving item numbers.
- Desk staff should ring Julia Shepherd (3244) or Lesley Hall (3350) for CMAC material, Rosemary (3222) for Archive material. They will

collect the form and bring up the documents in a box. Material should be kept in the box for collection by the reader, and the requisition slip filed A–Z by reader in the red card index box at the desk. Readers of this material should be supervised as described above.

- Items no longer in use should be cancelled and the box put in the Library Assistants' office off the Catalogue Hall for return downstairs by one of the Archivists, who should be notified.

### **Enfield store material**

Requests for material kept at the Enfield Store should be submitted on white slips, with 'store' written in the space for book number, plus any collection code. The details for journals should include page numbers if possible, since many are disbound. Items are ordered by telephone (abbreviated dialling number 434) and are delivered twice a week (Tuesday and Thursday at midday). Readers should be informed of this delay. Once delivered, items are kept at the back of the desk, in alphabetical order of reader and the slips filed in the Enfield section.

### **Bentley House material**

Items at Bentley House are ordered by telephone (3279 or if there is no answer from this 3480), and brought across each afternoon by the Bentley House stackman (Cliff Fuller). The slips are filed in the Bentley House section and the items kept at the back of the desk as above. When items are finished with the Bentley House stackman should be informed.

### **Royal Society of Medicine material**

Books from the RSM department are occasionally collected by RSM staff for use in their library. Slips should be made out in the usual way and exchanged for the slip filled out at the RSM. Their slips are filed in the RSM section.

### **Circulation amongst staff and carrel users**

Staff and carrel users have some privileges not extended to general readers, mainly in being allowed to take library materials to their offices or carrels. *It is essential for them to fill out slips for every item taken out of the library.* Heavily used reference items should not be removed

### **WIHM, CMAC and Wellcome Archive material**

Procedures for staff are the same as those for readers, but items from the open shelves may be removed for work in offices or carrels, provided that a blue slip is filled out for each item. Books on loan to members of staff may be taken out of the building, but essential reference items should never be removed.

### **Inter-Library Loan**

The Inter-Library Loan (ILL) service is available to all members of staff, and requests must be channelled through the relevant Library Assistant. Loans normally take about three weeks to arrive but, needless to say, this varies according to demand.

Requests for photocopies from ILL books should be checked by the relevant Library Assistant and any queries reported to Robin Price.

The lengths of the loan periods vary, but as a general rule ILL material can be kept for three weeks, with an automatic extension of twelve weeks if the item is not in heavy demand. *The British Library at Boston Spa does not give renewals.*

## **8.4 The register of readers**

The register of readers records the names of all users of the library (excluding WIHM staff, but including carrel users) each day. It provides heart-warming statistics for the Annual Report and is also useful if messages come to the Institute for regular readers. Staff at the desk should make sure that they take the name of each library user as they first come in, and remind them to leave coats, bags etc. in the cloakroom. A tally of telephone calls taken each day should also be kept in the register.

## **8.5 Book storage and the safe**

Books brought up from the stacks, store or Bentley House can be kept on reserve for the reader whilst in use. Post-1850 books are flagged with the reader's name and kept in alphabetical order of reader at the back of the desk. Pre-1851 books, manuscripts, and any other special materials are kept in the safe, marked with the reader's name, for a period of no more than five working days. Cards for these items are filed in the box at the desk which is

checked against the books in the safe each evening. Any such items finished with by the reader but not returned to the stack at the end of the day are kept on the top shelf in the safe, with their slips, cancelled, inside.

## 8.6 The telephone

The cardinal rule for dealing with telephone enquiries is to make sure the caller has the right person for his enquiry. Be wary of confusion between the Wellcome Foundation, Wellcome Institute and Wellcome Tropical Institute. The Wellcome Foundation Film Library was closed down in 1985 and enquiries should be referred to Public Relations, via the operator. There will inevitably be occasions when a telephone call interrupts dealing with a reader in person. The call should be taken, with apologies to the reader and, if it is a complicated enquiry, the number recorded and the reader phoned back later, or asked to write in to the library.

Calls also come to the desk from other extensions, if the call is not answered there. The caller may not be aware of the diversion, so staff should check whether they asked for someone in person, or used their extension number, before transferring the call. Calls for carrel users should be transferred to extension 3170.

To transfer a call to another extension; press the 'recall' button on top of the phone and then '2' followed by the extension number and wait for a reply. If there is no answer after three rings the call can be returned to the original caller by pressing the recall button and '4'. If the call is transferred successfully, replace the receiver.

Internal calls are identifiable from their long, slow ringing tone. They will include calls to answer the bleep held by stack staff. This is a means of contacting stack staff or others quickly anywhere in the building. To activate the bleep, dial the 'paging number' given on the telephone list or internal directory, then press the recall button followed by '8', then dial the number again and replace the phone.

The 'Who's who in the WIHM' in section 10 gives full names, which are often useful when there is a call to be transferred.

## 8.7 Notes and messages

There is a board for messages by the cloakroom outside the library. Use this to pass on messages to regular readers other than carrel users. Messages

for carrel users should be left in the tray marked 'carrels' outside Norma Phillipson's office.

Messages concerning desk staff should be brought to their attention and removed when no longer valid to avoid unnecessary clutter. Messages concerning staff absences should be written in the desk diary.

## 8.8 Student loans

The Student Loan book collection, housed in the catalogue hall, comprises books and reprints of articles, solely for the use of students attending courses at the Institute. Student loan books are the only works which may be removed from the library, except in special circumstances. Borrowers complete a blue internal loan slip stamped 'WIHM STUDENT LOAN COPY' which is filed at the desk. It is essential to have the copy number if there are multiple copies of a book in the collection. Loans are for one week, and are restricted to six per reader at a time.

The catalogue for student loan books is to the left of the author catalogue. Books are entered alphabetically by author and some will have duplicate entries in the microfiche catalogue.

Reprints are kept in box files or ring binders and are grouped by course. There is a handwritten card catalogue to the student loan reprint collection in a blue card index box on the student loan shelves. The cards are filed by course and then alphabetically by author of the article. The source work is cited and is in most cases held in the library.

## 8.9 Keys

Keys are kept at the front of the desk for the carrels (1-7), the desk cupboard, the Osler or Seminar Room, for the safe and for staff offices. Keys for the exhibition cases, folio cabinets, microfilm cabinets and the library doors are kept in the cupboard at the right of the desk. The Yale Key marked 3 opens the Print room, the American Room and the Oriental Room.

## 8.10 Security

Security precautions are based not on the assumption that every reader is a potential thief but on the need to preserve our collections for the use of



readers in the future. This respect for items in the library should be transmitted to the readers by the staff – cooperation is always more effective than coercion. Begin by requesting readers to leave their bags in the cloakroom, and accepting valuable items behind the desk if required.

A closed circuit television screen at the desk covers six views of the library and should be switched on to automatic by the first person at the desk. It should be checked periodically, particularly when there are readers using early printed or manuscript items in the Periodicals Room. Such items should not be left unattended but should be returned to the desk when not in use.

## 8.11 Institute publications

Publications of the Institute are displayed in the catalogue hall and may be requested from the desk. The handbook about the Institute, *The Wellcome Institute . . . A brief description*, is free. Copies of the booklets about the separate collections are kept behind the desk and are sold at 50p. This money is passed to Tracy Saul. Exhibition catalogues are also 50p, during the exhibition and 25p once it has ended.

Other books, such as catalogues, etc., are supplied from Dom Gray and Mike Jackson's office, opposite Norma Phillipson's office. If there is no answer from their phone extension (3446) the book may be fetched and details left on the white form. Again, the money is given to Tracy. If Tracy is not available the money should be left in the cash box at the desk with a note giving details of the publication and its price.

Two serial publications are produced by the Institute. *Medical History* is a quarterly journal with annual monograph supplements edited by Drs Bynum and Nutton with Jean Runciman's assistance. Would-be contributors should be referred to them; Jean Runciman comes in only once a week, usually on Tuesdays. She works at home on other days so does not mind getting calls there if necessary. Her number is on the telephone list at the desk. Enquiries about subscriptions, orders and advertising should be directed to Professional and Scientific Publications at BMA House, tel. 01-387-4499.

*Current work in the History of Medicine* is a quarterly, international bibliography compiled by Miss Hully. Enquiries regarding subscriptions should be redirected as above.

## **8.12 Fire drill**

The fire alarm is tested on the last Friday of each month at 4.30 pm and on other Fridays at 5.30 pm. If the ring is intermittent there is no need to clear the building. If the ring is continuous, the building must be cleared and people told to assemble in Gower Place. There is a notice giving instructions on fire action to the right of the doors leading from the Periodicals Room to the Reading Room.

## Chapter 9

# How to solve problems

Mankind always sets itself only such problems as it can solve. – Marx

Ask the reader to come back in 15 mins, to give yourself time to think.

### 9.1 A book cannot be found

#### Open shelf books

If a reader cannot find a book on the open shelves, check first that he or she has understood the classification scheme, and has looked for the book in the right place, and around it, allowing for misshelving.

Check that the classmark is correct and is not followed by '(2)' or '(folio)'. Many open shelf books are in offices and carrels, so the file of blue tickets should be checked also. Open shelf books are sometimes misshelved as secondary collection items, so the slip can be marked '(2)' and sent downstairs to check this.

If all these have been tried and failed, suggest that the reader looks on the tables around the reading room, the trolley at the side of the desk where returned books are left, and goes back to the open shelves in a few days' time, in case the book was removed without being signed out.

If the book resists all attempts to be found, fill out a slip marked 'missing' and put it at the back of the blue card file. These slips are checked against the shelves and then form the basis of periodic 'missing books' lists.

### Stack books

If a slip is returned from the stack marked 'not found,' check that full details have been given, and that they are correct. Some stack staff are more experienced than others, and Peter Chapman may find a book that eludes everyone else. John Symons or Christine English should be consulted if any irregularity in the numbering leads you to suspect that the book may be missing, or if the book cannot be found after all other attempts have failed.

## 9.2 Special callmarks

Several callmarks are listed above in Chapter 5. But there are many more esoteric and arcane callmarks, some of which are obsolete. These can be especially puzzling, so a list of them is given here.

**Arents** A reference to the bibliography of works on tobacco, shelves at YHRAB.

**Camden Society** Items housed in the stacks, in room 11.

**CT (Cancer Trust)** Pre-1851 items are numbered CT.18A.1 (etc.), and are housed in stacks. Post-1850 items are part of WelMOMec.

**Crawford Collection** Given as a location in the printed subject catalogue: the items are destined for WelTROMec. Items which appear in the microfiche catalogue are in the Tropical Institute Library, others are still at Enfield.

**Dr. Crellin** Books no longer available. Cards should be destroyed.

**Cyriax Collection** Being absorbed into WelMOMec. Uncatalogued items are still at Enfield.

**DA1/DA2 etc.** Not a Barnard number, but an item in the Ethnological collection housed in the stacks.

**Duplicate Collection** Now merged with secondary (2) collection in the stacks.

**Erotica** Items in stacks.

**Ethnological Collection** Items in stacks, see DA1/DA2 above.

**GM 2661 (etc)** Not a Barnard number, but a reference to the Garrison & Morton Collection now housed at Enfield and being absorbed into WelMOMec. The GM number is not a callmark.

**Hackett Collection** Material formerly belonging to Dr C. J. Hackett and now kept in a locker in the corridor behind the catalogue hall.

**Hakluyt Society** Items housed in stacks.

**In Progress (WE) etc** A location in the microfiche catalogue; items are part of WelMOMec and are at Bentley House.

**Lewis Collection** A permanent deposit collection at Bentley House, arranged A-Z.

**Library Office** Items kept in Librarian's Secretary's Office.

**Liènard Collection** Part of the Oriental Collections.

**Loan Collection** Now merged with secondary (2) collection in the stacks.

**Nightingale Collection** Part of WelHIMec but kept in stacks.

**Occult Collection** Items in Bentley House.

**Osler Room** Now merged with secondary (2) collection in stacks (given as additional location for classified item).

**Oversize** Oversize, fully catalogued WelMOMec items have a '+' preceding the shelfmark which may be missed on the fiche but is an essential part of the callmark.

**Recording Room** Formerly the office opposite the American Room. Items may be with Chris Carter.

**Science Museum** These items are not in the microfiche catalogue and will be mainly catalogues transferred to the Science Museum with the museum objects, so no longer available at WIHM.

**Seminar Room** Now merged with secondary (2) collection in the stacks.

**Strong Room** In stacks; houses Special Collection, Special Bindings Collection, Erotica and a small collection of early embossed books for the blind, catalogued under 'Blind'.

**Texts** No longer a discrete collection, mostly reclassified in BXC.

**Torrens Collection** A small collection of papers on dentistry to be absorbed into WelMOMec, at Enfield.

**WHMM (Wellcome Historical Medical Museum)** the same as:

**WMMS (Wellcome Museum of Medical Science)** As with items at the Science Museum, these are no longer available at WIHM, unless reclassified in the microfiche catalogue.

## Chapter 10

# Who's who in the WIHM

### The Library

Professor Sir William Paton .....	Honorary Director
Betty Kingston .....	Director's Secretary
Eric Freeman .....	Deputy Director and Librarian
Anne Van de Spelt .....	Librarians's Secretary
Robin Price .....	Deputy Librarian & Curator of American Collections
Dr Nigel Allan .....	Curator, Oriental Collections
Christine English .....	Assistant Curator, Early Printed Books
Patricia Hully .....	Editor, Current Work
Jeannette Lake .....	Curator, Modern Medicine Collection
Dr Richard Palmer .....	Curator, Western Manuscripts
Brenda Sutton .....	Curator, Reference Collection
John Symons .....	Curator, Early Printed Books
Dr Dominik Wujastyk .....	Assistant Curator, Oriental Collections
Judith Barker .....	Library Assistant
Elizabeth Doctor .....	Library Assistant
Katy Hooper .....	Library Assistant
Heather Walkiden .....	Library Assistant

### Retrospective conversion project

Paul Davey .....	Cataloguing Assistant
Michelle Huffstead .....	Data Entry

Marjorie Johnson	.....	Data Entry
Claudette Ming	.....	Data Entry
Jill Neal	.....	Clerical Assistant
Janet Robertson	.....	Data Entry
Ken Scott	.....	Cataloguing Assistant
Ray Ward	.....	Cataloguing Assistant

## Administration

Steve Emberton	.....	Administrator
Norma Phillipson	.....	Administrator's Secretary

## Academic unit

Dr William Bynum	.....	Head, Academic Unit & Assistant Director
Ben Barkow	.....	Research Assistant
Dr Lawrence Conrad	.....	Arabic Medicine
Dr Lindsey Granshaw	.....	20th Century Medicine
Frieda Houser	.....	Secretary, Academic Unit
Dr Christopher Lawrence	.....	Clinical Medicine
Dr Michael Neve	.....	Human Biology
Dr Vivian Nutton	.....	Ancient Medicine
Dr Roy Porter	.....	Social History
Dr Dorothy Watkins	.....	Roy Porter's Research Officer

## Archives

Julia Sheppard	.....	Archivist, CMAC
Lesley Hall	.....	Assistant Archivist, CMAC
Rosemary Milligan	.....	Archivist, Wellcome Foundation
Mary Harding	.....	Assistant Archivist, Wellcome Foundation
Janet Foster	.....	Senior Research Archivist
Marion Bowman	.....	Assistant Research Archivist
Jenny West	.....	Researcher to the Hospital Records Project



## Iconography

William Schupbach .....	Curator, Iconographic Collection
Dr Gertrude (Trudy) Prescott .....	Assistant Curator
Chris Carter .....	Photographer
Catherine Hassall .....	Picture Restorer
Sophie Plender .....	Picture Restorer

## Exhibitions

Huw Geddes .....	Exhibitions Coordinator
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## Conservation

Tony Bish .....	Head of Conservation
Barbara Luff .....	Conservator
Susan Montgomery .....	Conservator

## Library services team

Peter Chapman .....	Staff Supervisor
Gabriel Caine .....	Library Services
Andrew Foley .....	Photocopying
Cliff Fuller .....	Library Services (Bentley House)
Dom Gray .....	Library Services
Arthur Greenbaum .....	Store Supervisor
Michael Jackson .....	Library Services
Peter McCarthy .....	Library Services (Enfield)
Grace Marsden .....	Tea Lady
Andrew Melvin .....	Library Services

## Computing support

Helen Gibson ..... Data Processing Analyst

## Wordprocessing unit

Marika Antoniw ..... W/P  
 Ellie Garraway ..... Secretary/W/P (Photo Services)  
 Tracy Saul ..... Secretary/W/P (Publications)  
 Sally Wood ..... W/P  
 Vivien Wren ..... W/P

## Carrel users

(1) ..... Sandra Cavallo  
 (2) ..... Dorothy Watkins  
 (3) ..... Maria Szlatky  
 (4) ..... Charlotte MacKenzie  
 (5) ..... Godlieve Van Heteren  
 (6) ..... Bernard Brais  
 (7) ..... Malcolm Nicolson

## Publications

Jean Runciman ..... Assistant Editor of *Medical History*