

USIS Libraries in Japan
A Contemporary System for the Seventies

日本における USIS 図書館
1970 年代に対処する新しいシステム

Theodore F. Welch

セオドア・F・ウェルチ

要 旨

USIS (米国大使館広報文化局) は世界の 83 か国に 200 余りの図書館をもっている。毎年推計約 23,000,000 人の人々が 200 万冊近い蔵書を利用するためにこれらの図書館を訪れる。日本の USIS 図書館はアメリカ文化センター、通称 ACC の中に置かれている。ACC 図書館は現在東京、大阪、京都、福岡、札幌、広島、新潟および仙台にある。ACC はその図書館を通して、米国の諸相についての基本的資料や情報を主として英語で提供する。しかし蔵書の 1 割は日本語である。ACC 図書館は東京の 25,000 冊から仙台の 2000 冊というようにその規模は一樣でない。ACC 図書館では日本人の職員が働いていて、それを米人の館長が統轄する。各館長は東京の USIS に報告する。

米国大使館、USIS の役人、在日アメリカ文化センターは物理的には別個のものであるが、米国公務員という立場としては職階的につながっている。

日本では ACC 図書館の役割をきめるのは USIS の局長の責任である。ACC の所長は USIS の計画を各担当の地域で遂行する。ACC の図書館活動は、日米の文化情報交換の諸活動の中の一分野にすぎないし、予算も限られているので、図書館の蔵書は米国に関する著作と、広く一般に読まれる米国の著者の作品に限られている。ACC 図書館は元來人文・社会科学の資料を中心とし、あらゆる人のあらゆる要求にこたえる意図はもっていないが、このことはこれまで充分理解されていなかった。

どのような種類の図書館であれ、日本に図書館を存在させるということは何故米国の国家的関心事であるのかという疑問はくりかえし問われるが、これに対する一つの答は日本自身に要求、希望があるということである。しかし日本の情報要求は急激に変化しているのに、ACC 図書館はそれを充分理解していない。ACC 図書館は米国の公共図書館のサービス水準を維持してきたが、日本の指導的立場の人々にサービスすると同時に一般大衆にも奉仕するという二重の役割を果たすということは矛盾するし困難である。

米国大使館広報文化局は ACC 図書館が効果的なサービスを行なうため、蔵書の量と質、職員の長所と弱点、活動、施設の近代化等について徹底的な調査を行なっている。調査の結果から得た勧告の多くはすでに実行に移されている。ACC 図書館は全体としてみると図書館間の協力体制のととのった重要な

Theodore F. Welch, Assistant University Librarian for Public Service, University Library of Northwestern University, Evanston, Illinois, U. S. A.

セオドア・F・ウェルチ：ノースウェスタン大学図書館パブリックサービス担当副館長。

ネットワークである。しかし研究に必要な印刷資料その他の新しい情報伝達媒体をもっと広く効果的に利用者に提供することは更に努力を必要とする分野である。

最近行なった USIS, ACC の利用者調査および米国政府出版物をマイクロフィッシュ化した場合の需要調査について述べ、調査結果の分析を示している。

ACC 図書館は過去において模範的公共図書館の例として成功をおさめたが、1970 年代の現在では、あらゆる人々のための図書館でなく、特定の指導的役割を果たす人々に対してよりよいサービスを行なうことに性格がかわったので、一部の利用者はとまどっているようである。しかし特定の利用者の要求に直接こたえるのみでなく、活動計画や施設、機能等にも弾力性が必要で、新しいシステムに対する急激な変化も適宜制御できるものでなければならない。今後日本人に対して現代世界の中の米国についての情報を提供するという重大な役割を果たすには、1970 年代の日本の USIS 図書館の問題に対して強力な専門家の指導力が一つの重要な鍵となるであろう。

(I. H.)

Their Nature and Role

The United States Information Agency, known abroad as the U. S. Information Service (USIS), operates more than 200 libraries and reading rooms in 83 countries. An estimated 23 million people visit USIS libraries each year to use collections totaling nearly 2 million volumes, over a quarter of which are in local languages.¹⁾ As part of one of the world's largest library sponsoring organizations, USIS libraries in Japan are housed in *Amerika Bunka Senta*—American Cultural Centers, popularly referred to as “ACC's”. ACC Libraries are located today in Tokyo, Osaka, Kyoto, Fukuoka, Sapporo, Hiroshima, Niigata, and Sendai. Closer in character to local community centers than auspicious outposts of officialdom, American Cultural Centers, through their libraries, supply source material and basic information about most aspects of the United States, primarily in English. About 10 per cent of each ACC library's collection, however, is in Japanese. The majority of Japanese texts are translations from English of social science, historical and literary materials, but there are some original works about America of Japanese authorship. ACC libraries vary in size from approximately 25,000 volumes in Tokyo to 2,000 volumes in Sendai.²⁾ ACC libraries are staffed by Japanese who are responsible to American foreign service information officers in charge of over-all operations. These ACC Directors in turn report

to USIS Tokyo.

The American Embassy, USIS officers, and American Cultural Centers in Japan are physically separate but related hierarchical elements of official U. S. presence. USIS headquarters in Tokyo is located in the former South Manchurian Railway building near the Embassy, sharing the old building with other offices of the Embassy, including the Consulate General. There is some overlap of functions of USIS and ACC facilities which has occasionally resulted in duplication of effort and inconvenience to patrons, particularly in Tokyo.

The responsibility for determining the role ACC libraries have in Japan belongs to the Director of USIS, known also as the Country Public Affairs Officer of the Embassy (CPAO). In consultation with the Ambassador, and with policy and program assistance from USIA in Washington, he and his staff define the specific purposes of USIS in Japan. Directors of American Cultural Centers carry out USIS programs at the local level. The CPAO, having access to limited funds, must regulate his programs according to certain priorities he establishes for all USIS activities. The book and library program is only one facet of the total pattern of U. S.—Japan cultural and informational interchange. ACC libraries in Japan are therefore limited to a concentration on works about the United States and by U. S. authors on general subjects of interest. It has not been well understood by most users that ACC libraries are

social sciences-humanities collections primarily and are not designed to be all things to all people. Increasingly, the role of these libraries has been narrowed by their commitment to specified audiences and preferred user groups.

Why is it in the national interest of the United States to maintain any kind of library presence in Japan? One response to this recurring question relates to Japan's own interests. U. S. libraries are needed and wanted.³⁾ Ironically, the needs and wants of the Japanese for informational assistance are changing dramatically, while ACC libraries appear to have held too long to a traditional understanding of those needs. During the twenty-five years ACC libraries have been in Japan, starting first as Civil Information and Education (CIE) libraries during the Occupation, they have succeeded in presenting the story of U.S. individual and national achievements. They have been instrumental, to borrow formal phraseology, in facilitating the free flow of information vital to maintaining international understanding. They have upheld the service standards of the U.S. public library. But since being charged to account for themselves first by serving the "opinion makers" and other national and local leaders, and then also the general public, a dual and conflicting role became increasingly difficult to reconcile. As the importance of providing readers services in greater depth and timeliness has grown, ability to keep up with individual demands has not kept pace.

USIS Japan is now conducting thorough inquiries into the effectiveness of its ACC libraries in serving the study and research needs of their preferred users. Surveys have been made of each library as to its collection size and quality, staffing strengths and weaknesses, programming relevance to stated objectives, and modernization of physical facilities. Many

of the recommendations stemming from these surveys have already been implemented. Assessed also as to their capabilities and actual performance as a unified system, ACC libraries have been shown to be collectively a significant network of traditional inter-library cooperation. But wider dissemination of printed materials requisite to research and news media presentation in a timely and efficient manner is an area in which a greater concentration of effort is needed.

Recent User Surveys

In early spring of 1969 a random selection of 105 leading Japanese opinion molders (a nucleus of the kind of people USIS is most interested in) in the Tokyo-Yokohama and Kyoto-Osaka areas were interviewed to determine what access they have to materials on the U.S.⁴⁾ They were asked to comment on the extent USIS and American Cultural Centers assist in providing access to much sought-for materials, and how USIS might improve its services. The respondents, mostly academicians but including many freelance and near freelance media contributors plus a few politicians, were in need of greater access to U.S. government publications, standard references, and journals dealing with topics related to their research interests. About two-thirds had access to less than a quantity needed to conduct adequate research. Ways in which USIS could efficiently increase its services were borne out in the remarks of the respondents. About 70 per cent of those interviewed had used USIS or ACC facilities. Their "complaints" included "materials desired are not available or are inadequate" and "deliveries from the U.S. are too slow."⁵⁾ The resulting list of suggestions⁶⁾ provided ample substantiation of earlier USIS premonitions:

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| <i>Suggestions</i> | <i>No. of respondents</i> |
|---|---------------------------|
| Provide bibliographies and lists, showing where and when items are available, possibly appended to other regular USIS output. | 22 |
| Make available USG publications in wide variety of fields, with advance notice of upcoming items. | 19 |
| Boost quality and scope of ACC holdings. | 17 |
| Speed up service, allowing more staff imagination and initiative, including after-hours service. | 13 |
| Provide inexpensive copying service. | 11 |
| Retain back issues of journals, old books and documents, and restore formerly discarded items by getting copies or photo-copies from U.S. ACC should be an authoritative repository. | 10 |
| Hold more meetings, seminars; broaden contacts with leaders of all political viewpoints. | 8 |
| Liberalize USIS output, allowing for critical as well as laudatory items on U.S. | 7 |
| Be more freely approachable, avoiding image of exclusiveness with "in" group. | 7 |
| Place deposits of U.S. materials in Japanese libraries. | 7 |
| Give regular servicing, and not sporadic, on major periodic reports and publications. | 7 |
| Re-check distribution lists, up-dating periodically, and follow up requests. | 6 |
| Publicize services available. | 5 |
| Increase high-quality exchanges of persons. | 4 |
| USIS and American Embassy should be forthright in expressing American positions and views. | 4 |
| Develop circle of writers favorable to U.S. | 3 |
| Set up agency providing both lists of items and ordering service, for which recipient would pay. | 3 |
| Locate ACC more conveniently. | 3 |
| Establish inter-library loan system with facilities in the U.S. | 2 |
| Extend library hours. | 2 |

The USIS sponsorship of the survey was known to the respondents. The forthright nature of the questions made fore-knowledge of it desirable. There were apparently no political implications which would have distorted the results had U.S. sponsorship not been known. On the contrary, this identification seemed to have encouraged some respondents to express themselves more freely, perhaps because they felt their individual opinions would get USIS attention. It is evident from the variety of suggestions that many respondents took advantage

of the interview survey to report their concerns for other than solely library related problems.

A separate survey of the market potential for U.S. government publications on microfiche provided still further indication of the extent of demand for certain materials in USIS libraries. Conducted by the National Cash Register's Tokyo office, its purpose was to determine the market reaction to a USIS proposal for possible dissemination through ACC libraries of U.S. government publications in microfiche form.⁷⁾ From October 3 to November 14,

1969, questionnaires were sent to 4,744 individuals and organizations, selected from lists supplied by USIS, library directories, and the Japan Chamber of Commerce. The valid replies numbered 1,137, representing 24 per cent of the sample. The low return ratio was not

felt alarming for a mail survey in Japan. The survey indicated that 90 per cent of the replies were in favor of the proposed USIS microfiche service. Only 1.5 per cent were not in favor of it. (See Table 1) Due probably to insufficient use experience and other personal factor, a

Table 1. NCR Survey: Reaction to the U.S.I.S. Proposal

| GROUP NAME | No. of Quest. | No. of Returned | Return Ratio % | Reaction to U.S.I.S. | | |
|---|---------------|-----------------|----------------|----------------------|------------|---------------|
| | | | | Agreeable | Unknown | Not Agreeable |
| A. Academicians (% of reply) | 1,826 | 601 100.0% | 32.9% | 548 91.2% | 35 5.8% | 18 3.0% |
| B. Press, Nation-Wide & News Agencies (% of reply) | 219 | 38 100.0% | 17.4% | 33 86.8% | 3 7.9% | 2 5.3% |
| C. Press, Local (% of reply) | 131 | 16 100.0% | 12.2% | 13 81.3% | 2 12.5% | 1 6.3% |
| D. Magazine Publishers (% of reply) | 247 | 40 100.0% | 16.2% | 37 92.5% | 2 5.0% | 1 2.5% |
| E. Radio & Television (% of reply) | 234 | 17 100.0% | 7.3% | 13 76.5% | 2 11.8% | 2 11.8% |
| F. Free-Lance Critics & Writers (% of reply) | 114 | 33 100.0% | 28.9% | 28 84.8% | 3 9.1% | 2 6.1% |
| G. Defence Agency Units (% of reply) | 68 | 16 100.0% | 23.5% | 15 93.8% | 1 6.3% | 0 — |
| H. International Affairs Organizations (% of reply) | 25 | 6 100.0% | 24.0% | 6 100.0% | 0 — | 0 — |
| I. Public Libraries (% of reply) | 314 | 46 100.0% | 14.6% | 36 78.3% | 4 8.7% | 6 13.0% |
| J. University Libraries (% of reply) | 370 | 71 100.0% | 19.2% | 64 90.1% | 3 4.2% | 4 5.6% |
| K. Special (Research) Libraries (% of reply) | 414 | 101 100.0% | 24.4% | 92 91.1% | 5 5.0% | 4 4.0% |
| L. Trade Associations (% of reply) | 103 | 15 100.0% | 14.6% | 13 86.7% | 1 6.7% | 1 6.7% |
| M. Industrial/Commercial Firms (% of reply) | 679 | 137 100.0% | 20.2% | 127 92.7% | 5 3.6% | 5 3.6% |
| TOTAL (% of reply) | 4,744 | 1,137 100.0% | 24.0% | 1,025 90.1% | 66 5.8% | 46 4.0% |

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Table 2. Types of U.S. Government Publications Prospective Users Are Most Interested in Obtaining from U.S.I.S.

| GROUP | A. Academicians | B. Press, Nation-Wide & News Agencies | C. Press, Local | D. Magazine Publishers | E. Radio & Television | F. Free-Lance Critics & Writers | G. Defence Agency Units | H. International Affairs Organizations | I. Public Libraries | J. University Libraries | K. Special (Research) Libraries | L. Trade Associations | M. Industrial-Commercial Firms | Total | % of Reply |
|---|-----------------|---------------------------------------|-----------------|------------------------|-----------------------|---------------------------------|-------------------------|--|---------------------|-------------------------|---------------------------------|-----------------------|--------------------------------|-------|------------|
| No. of Replies | 541 | 37 | 14 | 42 | 13 | 25 | 15 | 6 | 22 | 55 | 76 | 13 | 113 | 972 | |
| 1. Economic Report of the President | 129 | 19 | 10 | 20 | 6 | 4 | 2 | 1 | 8 | 20 | 25 | 4 | 41 | 289 | 29.7 |
| 2. U.S. Government Organization Manual | 52 | 10 | 4 | 14 | 5 | 4 | 3 | 1 | 4 | 9 | 15 | 1 | 17 | 139 | 14.3 |
| 3. Foreign Relations of the United States | 130 | 21 | 9 | 23 | 8 | 12 | 11 | 2 | 7 | 14 | 6 | 3 | 12 | 258 | 26.5 |
| 4. Statistical Abstract of the United States | 194 | 18 | 2 | 13 | 3 | | 3 | 1 | 10 | 27 | 44 | 8 | 58 | 388 | 39.9 |
| 5. Census of Manufactures (or Census of Business) Periodicals | 101 | 16 | 3 | 11 | 1 | 1 | 0 | 0 | 5 | 16 | 36 | 4 | 59 | 253 | 26.0 |
| 6. American Education | 246 | 6 | 5 | 16 | 8 | 4 | 4 | 1 | 13 | 33 | 6 | 0 | 1 | 343 | 35.3 |
| 7. Congressional Record | 59 | 11 | 1 | 8 | 2 | 4 | 1 | 0 | 0 | 10 | 7 | 0 | 8 | 111 | 11.4 |
| 8. Department of State Bulletin | 46 | 10 | 3 | 5 | 1 | 6 | 4 | 0 | 3 | 5 | 5 | 0 | 7 | 95 | 9.8 |
| 9. Federal Register | 9 | 5 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 4 | 9 | 0 | 12 | 42 | 4.3 |
| 10. Monthly Catalog of U.S. Government Publications | 118 | 11 | 3 | 17 | 3 | 6 | 5 | 0 | 7 | 30 | 40 | 4 | 42 | 286 | 29.4 |
| 11. Monthly Labor Review | 95 | 10 | 3 | 7 | 0 | 5 | 0 | 0 | 0 | 17 | 11 | 1 | 10 | 159 | 16.4 |
| 12. Survey of Current Business | 103 | 15 | 3 | 12 | 2 | 4 | 3 | 1 | 6 | 16 | 24 | 4 | 65 | 258 | 26.5 |
| 13. U.S. Senate Committee Hearings | 79 | 19 | 2 | 9 | 3 | 8 | 2 | 1 | 1 | 8 | 16 | 1 | 12 | 161 | 16.6 |
| 14. U.S. Senate Committee Reports | 78 | 17 | 2 | 7 | 3 | 8 | 3 | 1 | 1 | 8 | 16 | 1 | 15 | 160 | 16.5 |
| 15. U.S. House of Representatives Committee Hearings | 79 | 15 | 2 | 6 | 2 | 7 | 3 | 1 | 0 | 7 | 14 | 1 | 12 | 149 | 15.3 |
| 16. U.S. House of Representatives Committee Reports | 73 | 13 | 1 | 6 | 2 | 7 | 3 | 1 | 0 | 8 | 16 | 1 | 14 | 145 | 14.9 |
| 17. Annual Reports of Various Departments and Agencies | 185 | 9 | 3 | 14 | 1 | 5 | 2 | 2 | 7 | 20 | 33 | 7 | 47 | 335 | 34.5 |

Table 3. Publications Prospective Users Wishing to Have Other Than U. S. Government Publications

| | A. Academicians | | B. Press, Nation-Wide & News Agencies | | C. Press, Local | | D. Magazine Publishers | | E. Radio & Television | | F. Free-Lance Critics & Writers | | G. Defence Agency Units | | H. International Affairs Organizations | | I. Public Libraries | | J. University Libraries | | K. Special (Research) Libraries | | L. Trade Associations | | M. Industrial-Commercial Firms. | | Total | | % of Reply | |
|--|-----------------|----|---------------------------------------|----|-----------------|----|------------------------|---|-----------------------|----|---------------------------------|----|-------------------------|-------|--|--|---------------------|--|-------------------------|--|---------------------------------|--|-----------------------|--|---------------------------------|--|-------|--|------------|--|
| No. of Replies | 569 | 37 | 14 | 53 | 15 | 17 | 16 | 5 | 28 | 56 | 87 | 10 | 130 | 1,037 | | | | | | | | | | | | | | | | |
| 1. Management and industrial engineering | 110 | 8 | 4 | 12 | 3 | 1 | 2 | 2 | 7 | 28 | 37 | 3 | 64 | 281 | 27.1 | | | | | | | | | | | | | | | |
| 2. Economics, banking and public finance | 170 | 19 | 8 | 18 | 4 | 8 | 2 | 1 | 7 | 30 | 45 | 9 | 74 | 395 | 38.1 | | | | | | | | | | | | | | | |
| 3. Commerce and foreign trade | 109 | 13 | 7 | 11 | 4 | 3 | | 4 | 6 | 22 | 37 | 6 | 75 | 297 | 28.6 | | | | | | | | | | | | | | | |
| 4. Politics and foreign affairs | 155 | 22 | 12 | 15 | 8 | 15 | 11 | 2 | 11 | 20 | 15 | 2 | 16 | 304 | 29.3 | | | | | | | | | | | | | | | |
| 5. Military affairs | 44 | 22 | 10 | 12 | 6 | 11 | 12 | 2 | 3 | 5 | 4 | | 4 | 135 | 13.0 | | | | | | | | | | | | | | | |
| 6. Social, racial, educational and student problems | 308 | 16 | 8 | 23 | 10 | 13 | 2 | 2 | 16 | 40 | 18 | | 2 | 458 | 44.2 | | | | | | | | | | | | | | | |
| 7. Literature, philosophy and history | 201 | 3 | 3 | 12 | 2 | 6 | 2 | | 12 | 33 | 2 | | | 276 | 26.6 | | | | | | | | | | | | | | | |
| 8. Art, design and music | 63 | 2 | 2 | 11 | 2 | 4 | | | 12 | 21 | 5 | | 1 | 123 | 11.9 | | | | | | | | | | | | | | | |
| 9. Chemistry, physics and mathematics | 38 | 4 | | 3 | | 1 | 1 | | 4 | 22 | 29 | | 34 | 136 | 13.1 | | | | | | | | | | | | | | | |
| 10. Mechanical engineering, electricity, communication and EDP | 34 | 10 | 1 | 7 | 2 | 3 | 3 | | 3 | 18 | 33 | 2 | 48 | 164 | 15.8 | | | | | | | | | | | | | | | |
| 11. Civil engineering and architecture | 18 | 3 | | 2 | | 2 | | | 4 | 11 | 21 | 2 | 21 | 84 | 8.1 | | | | | | | | | | | | | | | |
| 12. Medicine and pharmacology | 42 | 3 | 1 | 4 | | 2 | 1 | | 4 | 16 | 15 | | 12 | 100 | 9.6 | | | | | | | | | | | | | | | |
| 13. Atomic energy and radioactivity | 24 | 15 | 1 | 7 | 1 | 2 | 3 | | 6 | 8 | 22 | 2 | 20 | 111 | 10.7 | | | | | | | | | | | | | | | |
| 14. Space Development | 36 | 18 | 7 | 10 | 8 | 3 | 6 | | 17 | 10 | 17 | | 26 | 156 | 15.2 | | | | | | | | | | | | | | | |
| 15. Marine Development | 50 | 19 | 7 | 12 | 6 | 7 | 6 | | 11 | 9 | 33 | 3 | 51 | 215 | 20.7 | | | | | | | | | | | | | | | |

majority of the respondents (56 per cent) were interested in print-out service in addition to microfiche availability. NCR assumes that reliance on hard copy will diminish as use familiarity with readers increases. The assumption is made because many (75 per cent) of the few who objected to microfiche service also indicated lack of knowledge of the potential the service held for them personally. The future should therefore bring greater recognition of microfiche and hence wider acceptance, NCR reported. The types of U.S. government publications prospective users are most interested in are shown in Table 2. Table 3 indicates other kinds of publications in high demand. NCR's own response to the survey is in part found in three proposals:

1. To render a microfiche service to university libraries, special (research) libraries and businesses which will find it comparatively easy to install microfiche readers or reader-printers of their own.
2. To install a microfiche reader at all American Cultural Centers in Japan to facilitate rendering a microfiche service to individuals and businesses which cannot afford readers of their own.
3. Provide hard copy print-outs upon application to the NCR Microform Center.

Towards a Systematic Service

Since the beginning of the reign of computers the term "system" has been defined, analyzed and often overworked. The basic intent of including the concept here is to describe an ideal USIS Japan library service as one capable of providing a thorough coverage of specific fields of knowledge according to an orderly plan of acquisition, control and display of texts throughout a network of related libraries which has been organized for the purpose of efficiently distributing portions of its collective store of information to users anywhere within the system. The system which can inform its users of what is available from any point within the entire system accurately, swiftly, and economically and can loan readily, then

has the essential capacity to attract and hold its users.

In the USIS library system there belongs, as revealed through the above mentioned surveys, a greater emphasis on government agencies, foundations, universities, and research institutes and the series, monographs, pamphlets, and microforms which they produce. These kinds of materials from these sources, as has been seen, command the most serious study in Japan today. All relevant aspects of American thought, life and problems, in both primary and secondary presentation, should be acquired by the ACC system immediately upon availability of publications. While books might continue to be found on the open shelves of USIS libraries, their number could be sharply reduced, and the relevant areas of their coverage sufficiently broadened. By updating them through air shipments, staple works on historical and literary themes particularly could be well represented in this format. Conversely, periodicals might be represented by fewer popular and general titles, replacing them with finely focused selections of journals relevant to economic and foreign affairs, environment, education, arts and letters, and the role of democratic institutions in society.

The coming of age of microforms indicates an increasingly important place for microtexts of all kinds in libraries which can no longer afford the cost of storing large quantities of little used materials, especially in bound form. A significant variety of microforms are therefore commanding great attention in institutions judiciously seeking to allocate precious space. Microforms also promise savings for libraries in the areas of collection development and cooperational exchange. Should USIS decentralize its holdings by placing large quantities of microfiche throughout the ACC system on a non-overlapping basis by disciplinary categories, each Center library could bring a unique in-depth subject strength to the system. These categories could be adjustable to respond to occasional shifts in program emphases which seek to accommodate new topics of international importance, such as urban ecology. Through

relatively inexpensive shipment by air and other special delivery handling of light-weight microforms, it would be possible to cut initial request and receipt of materials turnaround time to as little as two days. The use of TWX equipment has proven effective in other cooperative systems seeking to minimize turnaround time and build up overall efficiency.⁸⁾ Computerization of ACC collections, given a small data base requiring no automatic manipulation, is not seen as an immediate necessity.⁹⁾ What is needed is equipment, such as telex, which goes beyond the telephone, by providing almost instant receipt of request data in legible printed form so that initial citations are not misconstrued, such as is often the case in telephoned requests, or tardy, as in the case of mail delays.

Present Resources

Those who would either implement, or cooperate in supporting, a strengthened Japan-wide USIS library network will find their task eased by an existing efficient and reputable system. Sophistication of readers services blossomed early in ACC libraries, and has been a hallmark of their entire existence.¹⁰⁾ In addition to the many informational exchange activities long associated with USIS libraries overseas, such as telephone, mail and in-person reference and inter-library loan service, ACC libraries in Japan have distinguished themselves in a variety of specialized ways. The libraries in Tokyo and Osaka regularly serve as training and observation centers for library science students and interns. The Tokyo ACC Library deposits analytical cards of articles in learned journals in various departments of the Kyushu National University. The Kyoto ACC Library has for many years circulated tables of contents lists to the many professors in the city, who have received the modest service with continuing appreciation. Local Libraries throughout the country, as well as other institutions and individuals, have been the recipients of carefully selected book and collections presentations.

The very able staffs of the ACC libraries, all Japanese nationals, take deserved pride in serving their countrymen. They have responded professionally to the evolutionary changes of their work, and they are well trained and capable of providing resourceful services. They are understandably anxious to see further official expansion, through policies, programs and funding, of their present operations.

At the time of this writing there is no professional director of USIS libraries in Japan, either American or Japanese. No discussion of the outlook for the future of the system can ignore this crucial issue. The situation in Japan is mirrored in USIS posts around the world. Today there are less than 22 professional American librarians working in USIS centers overseas, their numbers having decreased from a high of 132 librarians in the 1950's. The reduction in force has been a point of concern to library leaders both within and without the Agency for nearly twenty years, while the Agency has been criticised for not offering the kind of opportunities to U.S. professional librarians that its great size would indicate is possible.¹¹⁾ But a director of libraries is needed in Japan, and it may well be time to appoint a Japanese librarian to the position. A Japanese director of libraries, however, should be responsible, ideally, to an American professional librarian who could provide general direction and broad policy guidance, possibly as a regional library affairs officer in charge of programs in several East Asian countries.

Conclusion

The very success of ACC libraries in Japan as model public libraries in the past has in some ways led to today's frustrations encountered by those seeking a service not within the current scope of USIS library policies or capabilities. They are now admittedly not libraries for everyone. Their aim is to be effective to those for whom they are intended. Ways to provide greater services to "target

audiences" have been realized through careful study and reassessment. But whatever becomes of these libraries through implementation of new policies and new approaches in the decade of the seventies, timeliness and fundamental relevancy are not the only concepts with which redirection must be envisioned. A *timelessness* should be a part of it.

Programs and facilities should have the flexibility to transcend the immediate implications of their service requirements. A dynamic or even radical approach to a new system must be controllable always, while remaining relatively impervious to the vicissitudes of administrative expediencies. Strong professional leadership for USIS library affairs in Japan in this decade is an important key to their future if they are to perform a vital role in providing Japanese audiences with current information about America in the contemporary world.

- 1) U.S. Information Agency, *Careers in cross-cultural communication*, 1969, p. 6.
- 2) U.S. Information Agency, *U.S. Information Centers Annual Statistics*, unpublished, 1969.
- 3) The surveys cited later in this article provide ample individual evidence of needs for USIS library service. Official recognition was dramatically recorded in 1967 when four ACCs were closed in Kobe, Kanazawa, Yokohama and Nagoya. Chujiro Haraguchi, Mayor of Kobe, said in part to Secretary of State Dean Rusk in a letter dated April 26, 1967:
I have been informed that the American Cultural Center in Kobe will be closed down for good in accordance with a directive issued by the State Department of the United States. Since it was opened in this city after the last war, that Cultural Center has always been utilized by countless citizens of various circles which include politi-

cal, financial, cultural and educational worlds, thus contributing immeasurably to the advancement of social life and the betterment of international relations... Earnestly I hope that you would kindly review the circumstances... and reconsider to arrange so that the American Cultural Center will continually exist in Kobe and attract, as the most adequate institute for cultural exchange between Japan and America, many citizens of Kobe as before.

- 4) U.S. Information Service, Tokyo, "*Access-to-America*" study of Japanese opinion leaders, unpublished report, 1969.
- 5) *Ibid.*, summary, p. 2.
- 6) *Ibid.*, pp. 8-9.
- 7) National Cash Register Co., Japan, *An analysis of questionnaire survey on document clearing service*, unpublished report, 1969.
- 8) Two regional cooperative programs come to mind. The Minnesota Interlibrary Teletype Experiment (Minitex), a project started in 1969 and which has been successful in demonstrating the possibilities of fast accurate communications among 11 libraries; and, the National Lending Library of England, which uses similar devices for speeding up turnaround time. Both systems contain elements applicable to the situation in USIS libraries in Japan.
- 9) A modest computerization of the entire collections, a printout of the catalog in book form, would provide widest publicity of union holdings, and is the most compelling present incentive for automation.
- 10) See Naomi Fukuda, "Some aspects of Japanese libraries," in *American Libraries: Report of the U.S. Field Seminar on Library Reference Services for Japanese Librarians*, 1960, p. 102.
- 11) Edward Heiliger, "What is happening to our overseas libraries?" *A. L. A. Bulletin*, LIV (September, 1960), p. 663.