

must be a primary and essential function of any information service. Positively, an enquiry represents an opportunity to inform which is ready-made and requires no promotional effort. Negatively, failure to answer legitimate questions suggests organizational bankruptcy or institutional arrogance, of neither of which a government department can afford to be convicted. The response to enquiries was carried out both in Ottawa and at posts. Where the enquiry required deeper research than could be provided at a post, the enquiry would be forwarded to Ottawa; otherwise, and more frequently, posts would respond from the base of their own local reference resources. Enquiries also came direct to Ottawa from all corners of the globe and normally replies were sent directly back to the enquirer with a copy of the question and answer sent to the relevant Canadian post. A very large number of enquiries, of course, originated in Canada, asking questions about anything and everything outside Canada. Questions of a simple nature were answered directly; others were referred to the diplomatic or consular missions of other countries in Canada and, for yet others, reference sources were suggested for the enquirer to consult.

The Reference Section had a heavy load and produced a volume of written material. At this stage it had a staff of six engaged in research and writing. Its