

other foreign tongues.

Forwarding problems are another area of difficulty. Air freight is direct and usually prompt but very costly, particularly when counted in the costs incurred with many small packages arriving daily. Surface mail is much cheaper but delays can prove formidable and frustrating. Many publishers seem to think that a bit of light paper and a piece of string is all that is necessary to protect their wares from the rigours of a long sea voyage. The librarian soon learns that light wrapping paper is no match for salt water.

All publishers make mistakes. Attempting to return an incorrect, damaged or faulty volume directly to a foreign publisher is downright foolhardy. Many will not refund but only issue a credit note which may never be used. Frequently, the desired volume originally ordered is out of print by the time the complaint is received. If cash is refunded, it is in the publisher's currency which can cause endless accounting difficulties for the library. Service does vary among countries and among publishers within a country, but few seem prepared to offer a high level of service to foreign customers.

The above-mentioned problems are those related to a