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MACDONALD COLLEGE

FACULTY OF AGRICULTURE
OFFICE OF THE DEAN

RAILWAY STATIONS, EXPRESS AND TELEGRAPH OFFICES
STE. ANNE DE BELLEVUE, QUE.

POST OFFICE:
MACDONALD COLLEGE, QUE., CANADA

July 24th, 1928.

Dr. C.F. Martin,
McGill University,
Montreal, P.Q.

Dear Dr. Martin:-

On my return to the College I have your letter of July 18th, and wish to thank you for writing me.

I am always glad to investigate any complaint such as you mention because I am most anxious that the College service shall be as prompt and as efficient as possible. As you can well understand, I am sure, it is just a little difficult at times to have research men appreciate what such service means. At the same time, I have found that there is a lot to be said on the other side. We have a very limited staff here for the work we are trying to do and a great many people of course are not in a position to know what may be expected of us and what may not, and so while I count on some misunderstanding, I do not propose to allow it as any excuse for inattention and carelessness and I am very pleased that you have brought the case of Mr. Angus to my notice. I regret very much that there was some apparent oversight but from what I can gather, the circumstances are as follows:

Mr. Angus' gardener brought down a sample of hedge and gave it to our Mr. Walker, who is in charge of our greenhouse and some of the outside work. Mr. Walker was unable to advise him about it so passed it on to Professor Coulson of our Plant Pathology Department. Professor Coulson examined it and reported to Mr. Walker that he could find no actual disease, although damage was apparent. He in turn passed it on to the Entomology Department and Mr. Baker of that department reported the trouble as being due to Red Spider and recommended spraying. I understand from Mr. Walker that Mr. Angus' gardener again visited the College in the course of a day or two but did not ask about the hedge, nor did Mr. Walker think to tell him about it. As you probably know, these gardeners have negotiations of one kind or another among themselves from time to time and they are in the habit of doing things in a casual manner. Had there been any direct communication with Mr. Angus and our science departments, I feel sure the information would have been forwarded promptly. I asked