BIBLIOGRAPHY OF PHARMACEUTICAL RESEARCH

Compiled by A. G. DuMez, Reporter on the Progress of Pharmacy.

All articles in these lists will be presented in abstract form in the bound volumes of the Year Book, which is issued annually. Those desiring abstracts immediately can obtain them for a fee of one dollar each by communicating with A. G. DuMez, University of Maryland, School of Pharmacy, N. W. cor. Lombard and Greene Sts., Baltimore, Maryland.

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DEPARTMENT OF BUSINESS MANAGEMENT

Conducted by Paul C. Olsen.*

COMMENTS, QUESTIONS AND SUGGESTIONS ARE INVITED AND WELCOME.

Readers are invited to submit comments, criticisms and suggestions regarding the material which appears in this department. The Editor will also undertake to answer questions regarding general problems of business management. Letters of general interest will be published, but the writer's name will not be revealed without his permission.

ADVERTISING AND SELLING PROBLEMS IN DRUG STORES.

Planning an Advertising Campaign.

The purpose of advertising is to create desire. In so far as retail drug stores are concerned, the purpose of advertising is to create, among customers and prospective customers, the desire to purchase the services and merchandise they have for sale. Stated in another way, this means that successful advertisements of drug stores must make the possession of the services and merchandise these stores have for sale seem more desirable than the money these services and merchandise cost.

Desire can be created in drug stores by personal salesmanship and by displays in the store and in the windows. Personal salesmanship in drug stores will be the subject of later articles in this series.

Creation and installation of displays which create desire was the subject of a series of nine articles of mine which appeared in the JOURNAL OF THE AMERICAN PHARMACEUTICAL ASSOCIATION from August 1927 to April 1928.

The title of these articles is, "The Psychology of Effective Display." The use of the word "psychology" in that title should not frighten anybody. To many people psychology is a formidable and mysterious word. It should not have any such connotation. Psychology is the study of peoples' behavior. The late Dr. George A. Dorsey made a great contribution to the popular understanding of psychology in his book, "Why We Behave Like Human Beings."

What I tried to do in this series of articles on the Psychology of Effective Display was to take the recognized and accepted facts and principles about human behavior and indicate, with definite examples, the effective use of these principles and facts in the construction of displays which create desire for the merchandise and services shown. It is my sincere belief that a study of these facts and principles, as set down in this series of articles, will prove helpful to any druggist who wants to make the time, money and effort he puts into displays produce the greatest possible return for him.

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