

Semester II

LIS- 202: REFERENCE AND INFORMATION SERVICES **(4 Credits)**

Objectives:

- To acquaint with reference and Information services, systems and their utility and significance.
- To understand various types of users, their information needs and seeking pattern etc.

Method of Instruction: A combination of lectures, discussions, guest lecturers where possible) and special presentations will form the methods of instruction. The module will follow with an examination at the end of the semester carrying 80 marks covering all units having three types of questions (long, short and very short) to be solved within 2 1/2hrs. Besides, internal assessment of 20 marks will be assessed on attendance, performance in presentations, assignments and symposiums.

Unit 1: Reference Service

- 1.1 Reference Service: Concept, Need and Development.
- 1.2 Types of reference services:
 - 1.2.1 Ready Reference Service.
 - 1.2.2 Long Range Reference Service.
- 1.3 Online Reference Service: Concept and techniques.
- 1.4 Search strategy in Reference and information Services.
- 1.5 Reference librarian: Role, Skills and Competencies.

Unit II: Users and their Needs

- 2.1 Information Needs of Users.
- 2.2 Categories and Nature of different Information users
- 2.3 Information seeking pattern.
- 2.4 User Studies: Concept, Types, and Methods.
 - 2.4.1 Conventional methods
 - 2.4.2 Non-conventional methods
- 2.5 User Education/Information Literacy Skills: An Introduction.

Unit III: Information Services and Products

- 3.1 Dissemination of Information: Methods
 - 3.1.1 Current Awareness Service (CAS): Definition, Need, Types and Steps.
 - 3.1.2 Selective Dissemination of Information (SDI): Definition and functional Phases.
- 3.1.3 New techniques in Current Awareness Service (CAS). Alerting Services through e-mail/ SMS etc.

Unit IV: Information Systems and Networks

- 4.1 Information Systems: Definition and Development.
- 4.2 International Information Systems:
 - 4.2.1 INIS: Features and Functions
 - 4.2.2 AGRIS: Features and Functions
 - 4.2.3 MEDLARS/MEDLINE: Features and Functions
- 4.3 Information Systems & networks National and local:
 - 4.3.1 NISCAIR with reference to information services
 - 4.3.2 INFLIBNET
 - 4.3.3 DELNET
 - 4.2.4 ENVIS
 - 4.2.5 INDEST and others.

Suggested Readings:

- Bell, Simon. (1996). *Learning with information systems: Learning Cycles in Information Systems Development*. London: Rutledge.
- Bopp, Richard. E., & Smith, Linda. (1974). *Reference and Information Services: An Introduction (3rd Ed.)*. Colo: Libraries Unlimited.
- Davinson, Donald. (1980). *Reference Service*. London: Clive Bengely.
- Grogan, Dennis. (1992). *Practical Reference Work*. London: Library Association.
- Katz, Bill. (1991). *Reference and Information Services: A Reader for the Nineties*. Metuchen: Scarecrow Press.
- Katz, William. A. (1978). *Introduction to reference work: Reference services And reference process*. New York: McGraw Hill.
- Katz, William. (1982). *Introduction to reference work: Basic information*

Sources. (4th Ed.)(3v). New York: Mc Graw Hill.
Khanna, J.K. (2000).*Documentation and Information Services, Systems and Techniques*.Agra:Y.K Publishers.

Krishan Kumar. (1980).*Reference Services*. New Delhi: Vikas Publishing.

Mukherji, A.K. (1975).*Reference Work and its Tools. (3rd Rev .Ed.)*.Calcutta: World

Websites (Illustrative):

INFLIBNET.(2007). Available at
<http://www.inflibnet.ac.in/>

DELNET .(2007). Available at
<http://delnet.nic.in/>

CALIBNET .(2007). Available at
<http://www.calibnet.in/>

NASCAIR .(2007). Available at
<http://www.niscair.res.in/>

FAO.(2007). Available at
<http://www.fao.org/Agris/>