

Paper – B-108 – INFORMATION SOURCES AND SERVICES 

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UNIT- I: Fundamental Concepts

Meaning, Definition, Importance, Nature and Characteristics

Printed and Electronic Information Sources

Types of Information Sources and Services

Criteria for Evaluation of Reference Sources

UNIT- II: Sources of Information

Primary Information Sources :General introduction (Periodicals, Conferences, Patents, Standards, Theses/ Dissertations, Trade Literature, etc.)

Secondary Information Sources: Dictionaries, Encyclopedias, Biographical, Geographical, Bibliographies, Indexing and Abstracting, Newspaper Indexes and Digests, Statistics, Handbooks and Manuals

Tertiary Information Sources: Directories, Year books, Almanacs, Bibliography of Bibliographies, Union Catalogues

UNIT- III: Reference and Information Services

Users and their Information Needs

Theory and Functions of Reference and Information Service

Enquiry Techniques

Role of Reference Librarian and Information Officer in Electronic Environment

UNIT- IV: Types of Information Services

Documentation Services: Abstracting and Indexing Services

Alerting Services, CAS, SDI, Reprographic Service, Translation Service, Document Delivery and Referral Service

UNIT- V: Information Literacy Programmes

Concept, Objectives, Initiation of Users

Users and their Information needs: Categories of users, Ascertaining users Information needs

Information Literacy Products

Recommended Books

1. **CHENEY (F N)** and **WILLIAMS (W J)**. Fundamental reference sources. Ed. 3. 2000. ALA, Chicago.
2. **CRAWFORD (John)**. Evaluation of library and information services. 2000. ASLIB, London.
3. **FARMER (LSJ), Ed.** The human side of reference and information services in academic libraries: adding value in the digital world.2007. Chandos Publishing, Oxford.
4. **FOSKETT (D J)**. Information service in libraries. Ed.2. 1967. Archon Book Hamden, Connecticut.
5. **FOURIE (D)** and **DOWELL (D)**. Libraries in the information age.2002. Libraries Unlimited, New York.
6. **KATZ (William A)**. Introduction to reference work: reference service and reference process. v.2. Ed. 5. 1987. McGraw-Hill, New York
7. **KRISHAN KUMAR**. Reference service. Ed. 3. 1996. Vikas Publishing, New Delhi.
8. **RANGANATHAN (S R)**. Reference service. Ed 2. 1989. Ranganthan Endowment for Library Science, Bangalore.
9. **WALFORD (A J)**. Guide to reference books. v.3. Ed. 4. 1980. Library Association, London.
10. **WOODSWORTH (Anne)** and **WILLIAMS (James F)**. Managing the economics of owning, learning and contracting out information services. 1993. Gower, London.