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