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LIBRARY AND INFORMATION SERVICES

INTRODUCTION

Library functions that are common to all types of libraries are acquisition, organization, storage and retrieval of recorded sources of information such as books, journals, newspapers and other library material. Earlier, books were meant for preservation and libraries were regarded as mere store house of this knowledge. Librarians were considered merely custodian of the library collection and they played no role in the use of library material by the users. Users were expected to use the library on their own. Librarians concentrated more on the collection development and maintenance of the library rather than promoting its use.

The present scenario is different. The modern libraries are considered as service institutions. They not only acquire, organize, store, retrieve and disseminate the library material but actively promote its use by the library users. They offer assistance to library users in various ways which can be broadly grouped as reference and information services. These services promote the use of library material, connect the users with the library resources and meet the information needs of the users.

In this Lesson you will learn about services offered by different types of libraries to their users and role of information technology on the provision of these services by the libraries.



OBJECTIVES

After studying this lesson you will be able to :

- discuss the importance of library and information services;



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- differentiate between responsive and anticipatory information services;
- list the types of services offered by academic, special and public libraries;
- explain the impact of information technology on these services;
- identify different types of current awareness services;
- differentiate between short range and long range reference service; and
- differentiate difference between library orientation, bibliographic instructions, user education and information literacy, and role of library in provision of these services.

5.1 TYPES OF SERVICES

The services offered by the libraries are known as reference and information services.

Reference service is concerned with direct personal assistance to the users seeking information. It covers direct services such as assistance to the user in the use of library and its tools, assistance in searching and locating documents, ready reference and long range reference service, literature search and compilation of bibliography, helping in research etc. The indirect services such as selection, organization and maintenance of library material for reference service, and other tasks of reference section such as keeping record of reference queries, preparation of publicity material, evaluation of reference section, etc. are provided.

Whereas information services are provided in anticipation of various needs of the users of libraries and information centres. Current awareness service, indexing service, abstracting service, etc. come under information services.

The reference and information services which modern libraries offer are broadly grouped into following two categories:-

1. **Responsive Information Services or Passive Information Services** and
2. **Anticipatory Information Services or Active Information Services**

Responsive information services, also known as passive information services, are provided in response to the requests from the library users. Anticipatory information services, also known as active information services are provided in anticipation of the needs of the library users.

5.1.1 Responsive Information Services

As the name indicates, responsive information services are those services which libraries provide in response to the requests from the library users. Libraries receive requests from users in many ways such as in person, or over the telephone, through correspondence, or via e-mail or Internet. On receiving the request, the library provides the desired service. These services are also known as passive information services, as these services are provided only when there is any request from the

user. The following library services come under responsive information services :

- Lending Service
- Reservation of Documents
- Inter Library Loan
- Assistance in the Use of Library and Library Tools
- Reference Service
 - Short Range Reference Service
 - Long Range Reference Service
- Literature Search and Compiling a Bibliography
- Reprographic Service
- Referral Service
- Translation Service



INTEXT QUESTIONS 5.1

1. The services offered by the libraries are known as _____ .
 - a) Customer services
 - b) Entertainment services
 - c) Reference and information services
 - d) User awareness services.
2. _____ is concerned with direct personal assistance to the user seeking information.
 - a) Reference service
 - b) Information service
3. _____ are provided in anticipation of various needs of the users.
 - a) Library services
 - b) Active information services
 - c) Passive information services
 - d) Responsive information services.
4. List the library services which come under responsive information services.



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5.1.1.1 Lending Service

This service is concerned with lending of books and other library material to the registered members of the library for a specific period of time. The service is also known as circulation service. For this, each library follows a particular issue system for lending the books to the users and receiving them back from the users. All libraries viz., academic, public and special libraries offer this service. Though, rules and regulations of circulation service may differ from library to library. In some libraries, issue and return of the books are handled manually. In some libraries this service is computerised.

5.1.1.2 Reservation of Documents

Reservation of the documents is one of the important service of the library. In this service, the library makes provisions to reserve a book in user's name, when the required book is already issued to someone else and is not available in the library. Whenever the book is returned, the library informs the user in whose name the book is reserved so that he/she can get the particular book issued for use.

5.1.1.3 Inter Library Loan

As you are aware, all libraries whether academic, public or special ones, build collection to fulfill the needs of their users as well as to support the mission of the institution they are attached with. However, no library even the largest one can afford to have sufficient collection to satisfy all the requirements of its users. At times user requires a document that is not available in its own library, but may be available in some other library. For this, libraries usually have agreement with other libraries to share their resources on reciprocal, basis. Under this agreement, the required document is borrowed from other library on **Inter Library Loan** and given to the user. The cooperating libraries not only share their collection but also human expertise as well as equipments, etc.

5.1.1.4 Assistance in the use of Library and Library Tools

Assistance in the use of library collection and library tools such as catalogue including OPAC (Online Public Access Catalogue), reference books, etc. is provided to the users, who are not familiar with the library. This information is sought by the user, who visits the library for the first time. Such readers need directional guidance in the use of library. They need to know general layout of the library, location of the newspapers and magazines display racks, location of the textbooks and reference books, availability of card catalogue or computer terminal for searching the library collection, etc. To provide this service, it is important that the librarian and his staff should have positive attitude towards the profession. They should be friendly in nature and show willingness to help the user. It is often observed that new users do not approach the librarian and keep struggling to find their way all by themselves. In such cases, librarian should take initiative to approach the user to find out if he needs any help. Librarian should be professionally competent to establish rapport with the user and at the same time make user feel that he/she can approach the library staff without any hesitation. Such attitude not only enhances the image of the library but also encourages the use of library material as well as library services.

To familiarize the students with the library and its services, the school, college and university libraries normally offer regular “user orientation” or “user education” programmes to the new entrants in each academic session. You will learn more about these programmes in the next section.

5.1.1.5 Reference Service

Reference service is a personalised service which is provided in response to the request from the user. Request may be for locating an answer to the fact finding question; for literature search for solving research problem; for compiling a bibliography; or for general help. Dr. S. R. Ranganathan defines reference service as “Personal service to each reader in helping him to find documents, answering his interests most pin-pointedly, exhaustively and expeditiously.” It is also he says, “To provide the right book to the right reader, in the right personal way.”

To provide the service, the Library staff may utilize the resources available in the library as well as those available outside the library. Depending upon the user’s requirement, librarian may give information or the documents containing the information. Basic services under this category are Ready Reference Service and Long Range Reference Service.

a) Ready Reference Service

This service deals with providing answers to fact finding questions from the users. Questions asked may be : What is the capital of Jordan? How far is the moon from earth? Who is the Vice-Chancellor of Delhi University? Where are Alps Mountains located? When was Japan struck by Tsunami?

To provide answers to these (what, why, where, who, and when type) questions standard reference sources like dictionaries, encyclopaedias, yearbooks, almanacs, gazetteers, etc. are consulted and answer is provided. Time taken to find answers to these questions is very short usually from a few minutes to half an hour. That is why this type of reference service is known as “Ready Reference Service or Short Range Reference Service’.

Some examples of type of queries (for ready reference service) and the sources from where one can find the answer are listed below:

Sr. No.	Type of Queries	Type of questions	Type of Reference Sources
1	Grammar & Language	How to pronounce the word ‘Tsunami’?	Language Dictionaries
2	Background Information on a topic	Where can I find information on history of communication?	General Encyclopaedia
3	Trends	What major developments took place in the field of Telecommunication last year?	Yearbooks



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4	General facts, astronomical data	Dates of eclipses of the sun and moon.	Almanacs
5	Places	What is the area and population of Somalia?	Geographical sources, General Encyclopaedias.
6	People	A brief life sketch of Queen Victoria.	Biographical sources, general encyclopaedias.
7	Organizations	Names and addresses of electronic industries in India.	Directories

Most of the queries received from students in school and college libraries are of ready reference type. However, percentage of ready reference questions handled by libraries, differ from library to library. In one study, it was found that 60 percent of the questions handled by a public library were of ready reference type and the rest 40 percent were for the background information on a topic. While in academic library, it was found that 40 to 50 percent of the questions were of ready reference type. Ready reference service is not limited to the users who visit the library personally to ask questions, many libraries offer this service on the telephone, through correspondence, via e-mail, or Internet as well.

b) Long Range Reference Service

This service is generally required by specialists, such as R&D personnel, professors, business executives or professionals like doctors, engineers, etc. They seek information for solving a research problem, for delivering a lecture, for writing a paper or for some other purpose in hand. To provide this service, information may be searched from many sources including printed as well as electronic sources such as Internet and databases. At times depending upon the query, organizational and informal sources are also consulted to provide the service. In order to provide this service, a wide range of sources are consulted and time taken to provide this service is much longer than the ready reference service. That is why this service is known as long range reference service.

The type of information required may be highly specialized in nature, or information sought may involve an opinion or point of view on a particular topic, or information required may be in foreign language sources for which translation service is to be arranged. Depending upon the type of query, it may take an hour or two to couple of weeks to search and provide information.

In ready reference service data or facts are provided, while in long range reference service documents, periodicals or reports containing information are provided.

5.1.1.6 Literature Search and Compiling Subject Bibliography

Another very important service offered by the library is to compile subject bibliographies on request. This service helps the user to know about previously published literature on his topic of interest. A subject bibliography is a list of documents on a particular subject. The list may be comprehensive or selective depending upon the requirements of the user. The list is arranged by some order.

Each entry in subject bibliography provides bibliographical details of the document. For example an entry for book contains following information - Name(s) of the author(s), title of the book, publisher, and date of publication. An entry for journal article contains name(s) of the author(s), article title, journal title, volume number, issue number and year of publication of the journal and page numbers where the particular article appeared. Sometimes bibliographies are compiled on regular basis anticipating the needs of the users. These compiled on special occasions such as during the seminars and workshops to provide the participants with latest literature on the subject.



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5.1.1.7 Referral Service

In most of the libraries, the service is offered mainly from resources available in the library. But at times, users require information that is not available in the library but may be available elsewhere with other organizations or some experts. Then users are referred to the sources where the required information is available. The source may be either a document, or an organization or an individual. This service is called referral service. Hence, referral service does not provide users with the documents or information needed by them, but directs them to the sources of information where required information is available.

5.1.1.8 Reprographic Service

Reprography deals with reproduction of various types of documents, such as books, journal articles, etc. by photocopying, photography, microfilming or digital imaging using some machines. Most of the libraries these days use photocopier to give copies of the documents (parts of books or journal articles) to the users on demand. This service is called reprographic service. The service is offered either free or users are charged nominally for the service to curb misuse of the facility.

There is another closely associated service known as ‘Document Delivery Service (DDS)’, which deals with the supply of document(s) to the users on demand, either in original or its copy in print or non-print form, irrespective of its location. A number of libraries and information centres in India offer document delivery service for copies of a journal article, a dissertation, or a report, etc. published anywhere in the world. On receiving the request from their patrons, the library or information centre traces the location of the requested item in India as well as abroad, procure it and deliver it to the user. Some of the university libraries under Information and Library Network (INFLIBNET) and some information centres such as National Institute of Science Communication and Information Resources (NISCAIR) provide document delivery service.

5.1.1.9 Translation Service

Translation is the process of transferring the information contents of the text in one language to another language. The former is called the “source language” and later is called the “target language.” Translation of documents is carried out by the translators. For translation, particularly scientific translation, a translator should have good knowledge of both the languages, i.e., source language and target language, and also of the subject to understand the terminology of the given subject.

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Translation service is one of the responsive services of the libraries and information centres. As translation service is a specialized service requiring a number of language experts as well as subject experts to carry out the work, most of the libraries do not have in-house facility for translation. But libraries can play active role in meeting user's demands for translation. They should have information about translation centres, professional associations, government agencies and private agencies providing translation services.

In India, NISCAIR (formerly INSDOC) has been providing translation service to S&T community since 1952 when it was established. It meets the translation requirements of national laboratories, S&T institutions, R&D organizations, Corporate and Public Sector Undertakings, universities, research scholars and individuals. NISCAIR provides translation of S&T documents from 20 foreign languages into English. NISCAIR provides reverse translation (from English into foreign languages) also.

Machine Translation (MT)

Machine translation is application of computers to the task of translating text from one natural language to another. Machine translation is also referred to as "automatic translation". Research in machine translation has resulted in a number of commercial MT systems for mainframe, personal computers and Internet. Search engines like AltaVista and Google are offering rough automatic translation services for many languages. Many MT systems offer free translation facility on the Web. Following are some of the sites:

<http://www.babelfish.yahoo.com/>

<http://www.freetranslation.com/>

<http://www.appliedlanguage.com/>

<http://www.systran.com/>

<http://www.babylon.com/>

**INTEXT QUESTIONS 5.2**

1. Reprography service deals with _____.
 - a) Supply of documents
 - b) Reproduction of documents
 - c) Binding of documents
 - d) Printing of documents
2. Application of computers to the task of translating text from one natural language to another is called _____.
 - a) Mechanical Translation
 - b) Machine translation
3. What is Document Delivery Service?

5.2 ANTICIPATORY INFORMATION SERVICES

Anticipatory information services are provided by libraries in anticipation of the needs of the library users. These services are also called active information services. Services such as current awareness services, indexing and abstracting services, SDI services, readers' advisory services, and educating the users in the use library and its resources most profitably, etc. can be categorized as anticipatory information services.



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5.2.2.1 Current Awareness Service

Current awareness services are provided by libraries to make library users aware of current development in their respective fields of interest. Libraries also inform the users about the latest publications acquired by them. All such services are called current awareness services. The services and products under this category are :

- Accession List
 - Title Announcement Service
 - Contents-by-Journal Service
 - Selective Dissemination of Information
 - Newspaper Clipping Service
- a) **Accession List:** Covers list of latest books acquired by the library. It is brought out by the library fortnightly or monthly. Some libraries regularly display the latest books in the library after accessioning.
 - b) **Title Announcement Service:** This service covers list of articles of latest journals or other sources of information received by the library.
 - c) **Contents-by-Journal Service:** In this service, content pages of newly received journals are duplicated and circulated to the users for keeping them abreast of latest articles published in their field of interest.
 - d) **Newspaper Clipping Service:** In this service, selected newspapers are scanned and news items that are important for the organization are selected, cut and pasted on the plain paper, then arranged under broad subject headings and disseminated to the organization periodically, such as daily or weekly.

These days, commercial current awareness services are also available which libraries can subscribe for their users. 'Current Contents' produced by Institute of Scientific Information is an example of commercial CAS.

Current Contents are produced in seven broad subject areas like Life Sciences; Clinical Medicine; Social and Behavioral Sciences; Arts and Humanities; Engineering, Computing and Technology; Agricultural, Biological and Environmental Sciences; and Physical, Chemical and Earth Sciences.

5.2.2.2 Selective Dissemination of Information (SDI)

SDI service is personalized current awareness service. It is directed towards



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individual or a group of individuals working on the same research project in an organization. In this service recently received sources of information are matched with individual's area of interest (called User Profile) and only those items are selected which match the individual's interest. These items are disseminated to the user on regular basis and feedback is obtained. Based on the feedback from the user, User Profile is modified; so that only relevant items are brought to his/her notice. The concept of SDI service was put forth by a computer scientist, H. P. Luhn in 1961. This service is normally a computerized service. The SDI system comprises six components viz. user profile; document database; matching mechanism; notification; feedback mechanism; and modification of the profiles.

5.2.2.3 Indexing and Abstracting Services

Indexing and Abstracting services are very important services as these services bring together at one place the current literature on a particular subject field, which is published in a variety of primary sources (such as primary periodicals, research reports, conference proceedings, dissertations, etc.) scattered all over the world. Indexing and abstracting services systematically scan the current literature on a particular subject field, select the relevant items, index or provide summary of each item, and arrange them in helpful sequence. Indexing services index each item along with full bibliographical details, so that particular item is identified and traced. Abstracting services provide concise summary of the entire content of the document also. It enables the user to determine its relevance and helps him to decide whether to read whole document or not. These days, commercial indexing and abstracting services are available in most of the disciplines and all of them are available in machine readable form and can be searched on the computer using Internet. Example of an indexing periodical is *Index Medicus* brought out by National Library of Medicine, U.S.A. One of the examples of abstracting service is *Indian Science Abstracts*, brought out by NISCAIR.

5.2.2.4 Reader's Advisory Service

The basic aim of this service is to motivate the library users to use the library and inculcate good reading habits. This service deals with providing reading guidance to the users. The service helps the readers to select right book for educational and recreational purposes. Such service is usually offered in school and public libraries. School children require this type of service very much. As in the school, positive attitude towards the library needs to be developed, so that when children grow up they know the importance of library and its resources for life long learning and personal development.



INTEXT QUESTIONS 5.3

1. _____ is current awareness service.
 - a) Document delivery service
 - b) Contents-by- journal service
 - c) Translation service
 - d) Reprography service

2. _____ is personalised current awareness service.

- a) Accession List
- b) Contents-by-journal service
- c) Selective dissemination of information
- d) Reprography service

3. State the difference between indexing and abstracting service.

4. State the importance of reader's advisory service.

5.2.2.5 Information Literacy

A wide range of training programmes are provided by the libraries. These training programmes aim to help the users to find and search information independently. Depending upon the type of instructions, the programme may be user orientation, bibliographic instruction, or user education programme. Let us study what each training module offers.

User Orientation: Libraries, particularly school, college and university libraries normally organize 'user orientation' or 'user initiation' programmes for the new students every year in the beginning of the academic session. Such programmes acquaint the user to the library and its facilities such as general rules and regulations, collection and its location, catalogue and how to use it, lending and borrowing facilities, and about reference and information services of the library. The basic aim of the user orientation programmes is to introduce the library and its services to the new user. These programmes are in the form of a lecture by the librarian followed by a tour of the library; or a brochure containing all the information is distributed to the students; or an audio/visual kit is prepared to introduce the library to the new comer.

Bibliographic Instructions: Training programmes on bibliographic instructions concentrate on teaching the participants with basic literature search techniques to find required information. The training course normally covers structure of the literature of a subject, that is, different types of documents that are available and their information characteristics; how to plan a search that will give best results in shortest possible time; availability of computerized databases and search techniques through them; and practical exercises on literature search on specific topic. Such training programmes are normally offered to senior graduate and post-graduate students and researchers in college and university libraries.



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User Education: User education is a broader concept. It is more of an educational activity which is concerned with creating awareness among the students the value of information, motivating them to use library resources to supplement class room teaching. User training programmes are designed, based on the course curriculum of the target users. At times class teachers are also involved in preparing practical exercises. Hence, user education aims to create awareness among the users the value of information and developing a skill in the users to find and search information independently for study, research and recreational purposes. It is not limited to any particular information system and involves not only educated community but all groups of people.

Information Literacy (IL): Information literacy is a recent concept. The establishment of American Library Association (ALA) Presidential Committee on Information Literacy, led to the development of the concept of information literacy. Its final report outlined the concept of information literacy. The report defines information literacy as “to be information literate, a person must be able to recognize when information is needed and have the ability to locate, evaluate and use efficiently the needed information (1989).” As the information may be presented in number of formats (print, audio/visual, electronic, etc.), the term information literacy applies to more than just the printed sources. Other literacies such as visual, media, computer, network and basic literacies are also covered in information literacy. IL enables the students to become life long learner and critical thinker. To make an individual information literate is a fundamental principle of higher education. So information literacy instructions must be integrated with the course curriculum and reinforced both within and outside the educational setting.

Here libraries can play an active role in information literacy programme of the parent organization by creating information access tools, selecting, organizing and preserving information in all formats and serving as consultant and facilitator in introducing information technologies and ensuring their effective use. What started as library orientation grew to bibliographic instructions, user education and finally became information literacy.

5.3 INFORMATION TECHNOLOGY (IT) RELATED SERVICES

Information and communication technologies (ICTs) have introduced new and powerful ways of finding and using information. People are using Internet and World Wide Web (Web) to find and access information. Most of the primary, secondary and tertiary sources are now available in electronic form. People, mostly young people, are using search engines on the Internet to find information, instead of going to the library. As anybody can put information on the Internet, the information available on the Internet may not be always reliable. Here library can play an active role to encourage the users to access information through library’s website.

Library Website: A web presence is very important for the library to reach its users. On library’s website, users can search library resources through Online Public

Access Catalogue (OPAC) from anywhere and at anytime using Internet without personally visiting the library. Users can reserve a book, make suggestions for purchase of a book, and renew the borrowed books online from the library. Many libraries are providing links to OPAC of other libraries which are useful for their users. Some libraries are also providing online access to union catalogue of books, theses, conference proceedings etc. of the participating libraries which users can search remotely. Many libraries are offering reference services in an online mode where user can communicate with the librarian from remote location face-to-face as they normally do in traditional reference service. Many libraries provide a list of frequently asked questions (FAQ) and their answers on their website, which users can access anytime and from anywhere using Internet.



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Access to e-publications: Library can provide access to its electronic publications such as full text e-journals, e-books and e-databases which library is subscribing. Access can also be provided to e-publications of library's parent organizations such as annual reports, research articles, and other publications. These days, most of the reference books are available on CD-ROM and on the Internet for online searching. Libraries can acquire some of them with embedded multimedia facility. Some examples are *Grolier Multimedia Encyclopedia*, *Oxford Essential Dictionary*, etc. CD-ROM version of *Oxford Essential Dictionary* has speaking dictionary with record and playback facility. It has picture dictionary with illustrations and 66 video clips. One can view free online demonstration of CD-ROM version of this dictionary. (<http://www.oxforddictionaries.com/>)

Shabdkosh-English-Hindi Dictionary available at <http://www.shabdkosh.com> provides English to Hindi as well Hindi to English translation.

5.4 HOLDING OF LIBRARY EXHIBITIONS

Libraries organize book exhibitions on special occasions to attract the users to the library. At times libraries celebrate 'book week' and hold competitions among the participants. To display the new addition in the library is regular feature of the libraries.

5.5 TYPE OF LIBRARY AND THE SERVICES OFFERED

Reference and information services offered by libraries vary from library to library depending upon the type of library, its collection and staff strength. However, the basic services rendered by all types of libraries irrespective of their collection and staff are:

- Lending Service
- Reservation of Documents
- Inter Library Lending
- Assistance in the Use of Library and Library Tools
- Short Range Reference Service



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- Reader's Advisory Service and
- Library Orientation

ACADEMIC LIBRARIES

These comprise school, college and university libraries. Let us study what type of services are provided in these libraries.



- a. **School library:** School library is the place where students are exposed to the library for the first time. Good or bad impression of the library is formed here by the students. Special efforts should be made by the library to encourage and motivate the students to use appropriate reference, fiction and non-fiction books to support education and for entertainment. The library should provide reader advisory service and instruct the student in the use of library and its resources. The teachers should also be encouraged to teach through library resources and for this library should provide the necessary documents to the teachers. Now most of the children's standard reference books like dictionaries, encyclopaedias etc. are available on CD-ROM, DVD and online on the Internet. These sources have simple to read articles with illustrations and embedded multimedia. Library should acquire these resources and encourage students to use and learn from them. Some of the examples are *Grolier Multimedia Encyclopedia*, *The New Book of Knowledge*, *World Book Student*, *Encyclopaedia Britannica Children Encyclopaedia on CD-ROM* and many more.

World Book Student website: Provides access to all the articles of the World Book Encyclopedia print set plus 9500 more pictures and maps, videos and animations, sounds including pronunciations and links to other websites.

(<http://www.worldbookonline.com/>)

Encyclopaedia Britannica Children's Encyclopaedia on CD-ROM:

Designed for children in the age group 7-14 years, covers topics for students in grade 1-9. The disc covers articles from *Britannica Student Encyclopaedia*, *Britannica Elementary Encyclopaedia* and *Merriam-Webster Student Dictionary and Thesaurus* and a complete *World Atlas*. The CD provides multimedia facility with video clips, audio clips and virtual tours.



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- b. College Library:** College life offers many attractions to the college students other than the library and its services. Here librarian has to carry out special efforts to make students use library resources and its services. Apart from basic services, college library provides instructions in the use of library and carries out literature search and compile bibliographies when required. The library instructions should be provided to the students when classes have already started and students are required to prepare and submit class assignments. The user instructions given at that time will have positive effect and encourage students to use library and its resources.
- c. University Library:** University library is a part of the university set-up and supports teaching, research and publication functions of the university. In addition to the basic services, the library provides reference service, current awareness service, indexing and abstracting service, document delivery service, reprography service and holds library exhibitions. Library compiles subject bibliographies on request as well as during special occasions such as during seminars and workshops.

Public Library

Public library serves the general public. Users of the library include people from all walks of life such as students, housewives, professionals, businessmen, retired persons, etc. Their interests and educational qualifications vary widely. They use the library for recreation, information, learning or inspirational purposes. In order to serve them better, the librarian should study the information needs of the users and provide the services accordingly. Moreover, public library should gather information about local institutions, local industries, local history and important personalities of that area. It is observed that most of the ready reference queries posed by public library users are related to the above mentioned local bodies. Among the basic services offered by the library, reader's advisory service for children and housewives should be given particular attention. It is observed that children and sometimes housewives need help in the selection of right material for information as well as for recreation purposes.

Special Library

A special library specializes in particular subject or group of subjects or a particular form of documents. Some professionals consider special libraries serving the needs of special clientele such as children, patients, handicapped, etc. Here we will consider special libraries that are attached to R&D organisations. Such libraries serve the specialists of the R&D organization, who are actively engaged in research in particular subject discipline. Library offers specialized services to these R&D personnel. It provides information not only on demand but also in anticipation.



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Provision of SDI service, contents-by-journal service, indexing and abstracting service, document delivery service, searching and provision of required information from anywhere and in any form, getting the translation done on demand, etc. are some of the services rendered by special libraries. Some special libraries offer access to full text e-journals where researchers can search and view the articles and if found useful can get the articles printed on their personal computers. Many special libraries have joined e-journal consortia to have access to computerized databases as well as access to full- text e- journals for their users.



WHAT YOU HAVE LEARNT

Library provides a number of services to the users in anticipation or on demand. However, the type of services to be provided, depend upon the type of library and its users. But all the libraries are required to offer some basic services such as lending service, reservation of books, assistance in the use of library and library tools, short range reference service and reader's advisory service. This Lesson provides a brief overview of responsive and anticipatory information services. Under responsive services, the services such as, lending service, reservation of documents, interlibrary loan, assistance in the use of library, reference service, compilation of bibliography, reprography service, translation service and referral service have been dealt with. Under anticipatory information services, the services such as current awareness service and its types, indexing and abstracting services, reader's advisory service and information literacy have been covered. Impact of information technology on the provision of these services has been highlighted. The Lesson also provides a brief overview of the types of services offered by various libraries such as academic, public and special libraries.



TERMINAL EXERCISE

1. Define reference service. State difference between ready reference service and long range reference service.
2. What are the user training programmes offered by the libraries? State the role of libraries in developing information literacy skill for library users.
3. Write short note on reader's advisory service in the library.
4. Briefly describe the basic services which all libraries should provide to their clients.
5. Describe the IT related services which modern libraries are providing.



ANSWERS TO IN-TEXT QUESTIONS

5.1

1. (c)

2. (a)
3. (b)
4. Responsive information services are:
 - i) Lending service
 - ii) Reservation of documents
 - iii) Inter library loan
 - iv) Assistance in the use of library and library tools
 - v) Reference service
 - vi) Literature search and compiling subject bibliography
 - vii) Referral service
 - viii) Reprography service
 - ix) Translation service

5.2

1. (b)
2. (b)
3. Document delivery service deals with the supply of documents to the users on demand, either in original or its copy in print or non print form, irrespective of its location.

5.3

1. (b)
2. (c)
3. Indexing and abstracting services bring together the current literature for easy browsing on a particular subject field, which is widely scattered and published in various primary sources. These services systematically scan the current literature on a particular subject field, select the relevant items, and arrange them in helpful sequence. Indexing service indexes each item along with full bibliographical details, so that particular item is identified and traced. Whereas abstracting service indexes and provides concise summary of the contents of the document also. This helps the user to determine the relevance of the document and helps him to decide whether to read the whole document or not.
4. Reader's advisory service deals with providing reading guidance to the users. The service helps the users to select right book for educational and recreational purposes. Basic aim of this service is to motivate the library users to use the library and inculcate good reading habit.

**Notes**



Notes

TERMINOLOGY

CD-ROM: Compact Disc Read Only Memory. The disc can store as much as 325,000 pages of information.

Databases: A database is an organized collection of related data or information in a computer which can be easily accessed, managed and updated.

DVD: Digital Video Disc.

E-Journal: Electronic journal published and distributed in electronic form.

E-Journal Consortium: An agreement among the libraries to jointly finance the e-Journal subscription and share the resources.

Multimedia: It is an integration of multiple forms of media such as text, graphics, audio, video into a single entity in digital environment and can be accessed on computer system.

SUGGESTED ACTIVITIES

1. Go to a public library and find out where reference section is located. Find out what type of services the public library is providing to its users.
2. Visit a college library and see if the services provided by the library are adequate or not. If not, then list the shortcomings in the provision of these services.
3. Visit a special library such as National Medical library or National Science Library and describe in detail the types of services offered by these libraries.