

ARULMIGU PALANIANDAVAR ARTS COLLEGE FOR WOMEN

PALANI

DEPARTMENT OF LIBRARY

LEARNING RESOURCES

INFORMATION SOURCES AND SERVICES

Sources and types of information

This chapter brings out various sources of information like Documentary and Non-Documentary sources of information. It also tells about the various types of information sources like primary, secondary, tertiary, formal and informal sources of information.

Information Sources:

Information services are usually provided through the information sources, where the required information amount is always available. The nature of information sources in libraries varies according to the infrastructure, collection and development, financial human resources, and policy of its organization. Library automation systems have become firmly established. The internet has virtually limitless sources of information. The World Wide Web has emerged as a viable and legitimate way to publish information. In the present century nearly 21,000 peer-reviewed e-journals are published through WWW (World Wide Web). Course text books, Encyclopedia, reference books, scholarly monographs, and reference materials are important sources of information to the users. Apart from books and journals, there are other types of publications, archives, theses, scientific and government reports, local and national newspapers, manuscripts, sheet music, ephemera collections, maps, musical and sound recordings, and art works.

Forms of Information Sources:

The two forms of information sources are

1. Documentary Sources.
2. Non-Documentary Sources.

Documentary Sources: Is recorded information which is formal in nature. Invention of paper and printing machine increased documentary sources for the public. The documentary sources are further classified into Primary, Secondary and Tertiary sources.

The information which are transmitted to scientific world other than documentary sources are known as non-documentary sources. They are of two types namely formal and informal, Radio, T.V, conference etc., are examples for Formal non-documentary sources. Oral and Telephone file are examples of informal non-documentary sources.

Documentary Sources:

Primary Sources: Primary sources are the first published records of original research and developmental activities. Research findings are records and published first in the primary sources. These are the original medium of scientific communication. The following are important primary literature.

Periodicals:

It is a publication with a distinctive title, which appears at stated or regular interval. Reports: A report is an account of work done on a research project. Conference Literature: Many papers presented in conference usual research report work. Several months before publication in many periodicals. The main function of conference is

- a. Announcement of new knowledge.
- b. Exchange of information.
- c. Education.
- d. Fact finding and reporting.
- e. Policies formulation.

Patents:

It may be defined as a “ Specification concerning the design or manufacture of something which is protected by letters and secured for profit”.

Standard and Specifications:

These are documents, which states how materials and products should be manufactures, defined, measured and tested.

Thesis and Dissertations:

Thesis or Dissertations are an importance category of primary literature. University libraries have the collection of thesis submitted to their universities only.

Trade Literature:

It may be defined as the “catalogue and other advertising or promotional material distributed by business firm usually free of charge”. Unpublished documents; some important information’s are transferred between scientist through letters and informal memoranda’s. There are very useful.

Secondary Sources:

The primary sources by nature are scattered and unorganized. By secondary sources tend to overcome this nature. The scattered primary information is collected. Compiled, consolidated and repackaged in secondary sources. The following are the secondary literature. Secondary

periodicals: Filtered and condensed primary periodicals are known as secondary periodicals.

Review publication:

It is a periodical publication, which is devoted largely to critical articles and Review of new books:

Abstracts and Indexes:

Abstracts provide summary of text content in original document with bibliographies details to trace original. Indexes provide only bibliographic data to identify the extent of knowledge in a field.

Reference Books:

Users can search some documents defined a particular item and they don't extended search beyond that item. These are called reference books.

Monographs:

A monograph is a single treatise on a small class of subject. Treatises are the comprehensive sources which aim to cover a complete subject.

Text Books:

These are mainly used for Teaching and Learning.

Tertiary Sources:

The advantages of the above two sources are analyzed and are present in tertiary sources. The following are the important tertiary sources.

Bibliographies:

These are list of documents.

Guide to literature:

To cases information a number of guide to literature are being published. These are used to identify secondary sources.

Non-Documentary Sources:

The information which are transmitted to scientific world other than documentary sources are known as non-documentary sources. These are of two types

- i) Formal – E.g. Radio, T.V. Conference.
- ii) Informal – E.g. Oral & Telephone File.

SOURCES OF INFORMATION

Documentary Sources

Non-Documentary

Primary Sources

Informal

e.g.

e.g.

Periodicals,

Oral,

Reports,

Telephone

Conference Literature

File.

Patents,

Trade Literature, etc.,

Secondary Sources

e.g.

Secondary Periodicals

Reviews,

Monographs,

Abstracts,

Indexes., etc.,

Territory Sources

e.g.

Bibliographic,

Guide to

literature.

Formal

e.g.

Radio,

T.V

Conference

Information and Communication

Introduction:

The chapter gives definition and meaning of information, knowledge and data. It also makes the students understand the difference between them. It gives a detailed analysis of nature, features and characteristics of information. It also points out how information help in communication and what are the barriers of immunization.

Information:

The term „information“ has been derived from the Latin words – „Forma“ and „Formation“ which means knowledge. It also denotes fact, data, news and message. It is not easy to define the term „information“ precisely. The recorded knowledge gained by man through experience, observation and experiments for futurity is known as information.

Information Defined:

Information may be defined as data of value to decision making. Information is the data which can be transmitted between individuals, and each individual can make use of it No decision is generally taken when there is uncertainty about the options. Information reduces this uncertainty and helps a person to arrive at a decision. The degree of uncertainty however, varies from person depending on the time and place. Each person, as such, shall require different amount of information to arrive at a decision. Thus information “can be quantified in term of its effect on the state of the decision maker at a particular moment in time”. The amount of information

which affects the behavior of a recipient and makes him to take some decision, however, varies from person to person, from time to time, and from place to place.

Definition:

According to Webster's „Third International Dictionary it may be defined as

1. Facts or figures ready for communication or use as distinguished from those incorporated formally organized branch of knowledge.
2. The process by which the form of an object is impressed upon the apprehending mind so as to bring about the state of knowing.

Theories of Information

1. Mathematical Theory – Shannon and Weaver Model
2. Semantic Theory

Mathematical Theory:

Most early work was based on classical research of Shannon and Weaver who gave a formal and quantitative definition of information. They suggest the amount of information in a message is related to what one could say in other words the size of vocabulary available in a key factor. It asserts that the amount of information in a message is related to probability ratio of the message.

Semantic Theory:

The Previous theory has come under criticism. In that model it is assumed that a prior knowledge will reduce the amount of information in a message. An information science student will gain more from an information textbook than schoolboy.

Data and Information:

The results of observation or Measurement by human brain in action are called data. The indication or record of occurrence of a fact, or an event, or an attribute of something – concrete or conceptual – is also data. Any fact or all facts about something are data. In other words, the representation of a fact or set of facts about an entity, or value or a set of values of the attribute

of an entity in a formalized manner suitable for communication interpretation or processing by human and/or mechanical or computer means are data.

Information is quite different from data. Information is organized or processed data which conveys significant or specific meaning about something. In other words, information is the knowledge obtained by processing the data or the meaning derived from data. Whereas data are raw, unevaluated or unprocessed are meaningless, while referring to distinct concepts, the term data and information are used interchangeably, but this is incorrect. It is by handling or manipulating raw data or isolated items of facts and transforming these into meaningful data or facts that information is generated.

Knowledge:

The term „Knowledge“ sounds synonymous with the term „fact“ or condition simply it defines the „sum of what is known by a person. According to Foskett “Knowledge is what I know”. According to Klebsters New International Dictionary of English Language knowledge is “familiarity gained by actual experience, practical skill, and technical acquaintance. The simplest definition given by Dr. S. R. Ranganathan is “knowledge is the totality of ideas conserved through human civilization”. Knowledge can be expanded according to reading habits and so on. Knowledge is the base for information. While knowledge is recorded it is termed as information. So without knowledge there is no possibility of information and communication. So knowledge is an essential ingredient for a nation’s development.

Information Explosion:

1. The Structural Approach: In this approach information is viewed as structures of the world or static relations between physical objects which may be Perceived or not:
2. The Knowledge Approach: This approach records Knowledge that is built on the basis of perception of the structure of the world. But the problem with this approach is that the term „information“ may erroneously be used for term „knowledge“.
3. A Message Approach: The mathematical theory of communication uses this approach. It is concerned with the transmission of symbols representing a message.

4. The Meaning Approach: In this approach semantic content of a message is accepted as information.

5. The Effect Approach: This approach says that information occurs only as a specific effect of a process; and

6. The Process Approach: According to this process information occurs in the human mind when a problem and useful data are brought together.

Nature of Information:

Information has various attributes and characteristics. The inherent characteristics go along with the following seven adjectives, when it is information; human, expandable, comprehensive, substitutable, transportable, diffusive and sharable. As information is an important valuable resource, it ought to have certain ideal qualities. Some of the important qualities of information are:

1. Accessibility
2. Comprehensiveness
3. Timeliness
4. Clarity
5. Precision
6. Flexibility
7. Verifiability
8. Free basis
9. Quantifiable

Further it has six parameters of information; which are:

1. Quality of information which can be measured by the number of the documents, pages, words, characters, bites, drawings etc.,

2. Content that is the meaning of information.
3. Structure with the organization of information and its logical relationship between statements or elements.
4. Language, symbols, alphabet, codes, and syntax with which the ideas are expressed.
5. Quality which measures the completeness, accuracy, relevance and timeliness of information.
6. Life, the total span of time in which value can be derived from the information.

Information Types:

Even information can be categorized on the basis of the nature of its use and purposes for which it is used. Shera (1998) has categorized information under six heads. *Conceptual information – relates to ideas, theories and hypotheses about the relationship which exists on the basis of the variables in the area of problem.

- Empirical information - relates to the data and experience of research which may be drawn from oneself or through communication by others.
- Stimulatory information – is the type of information which is motivated by oneself or environmentally derived. In Social Science, information is generally categorized under the following heads:
 - Statistical information
 - Descriptive information
 - Analytical or Interpretative information

Characteristics of Information:

Today information has become the necessity of every one. Everybody needs information for some purpose or the other. Information is defined in most of the dictionaries as knowledge, intelligence, facts or data, which can be used, transferred or communicated. Information is human's most valuable resource, which has played and continues to play a crucial role in building up human civilization and society. Educational and research activities require more and more information. Students need it relating to the prescribed syllabi for pursuing academic studies, more specifically to pass their examinations. In addition, the teachers also need

information for imparting education to their students. Elite readers like students, teachers, and researchers, who are engaged in doing research in various subjects especially in the field of Science, need information on a persistent basis and are considered the biggest users of information,. Hence, most of the information systems and services have been developed in academic institutions and universities to satisfy the requirements of the academicians.

Communication:

Introduction: One of the most important contributory factors to the supremacy of our specie over others is our ability to communicate at higher level. It enables us to meaningfully relate ourselves with other, exchange our ideal, share, our thoughts and efforts in common endeavor. Important library managers know that, their success depends on communication skills. The librarian is concerned with communicating effectively with her users as well as the staff.

Meaning:

The word communication has derived from the later word communism, meaning „common“, communication seeks to establish “commonness” with his receivers. The American society of training Directors regards. Communication is the interchange of thought or information to bring about mutual understanding.

Definition:

Communication may be defined as any interchange of ideas, information, feelings and emotions among two or more persons in a way that they share a common understanding about it.

Importance:

- Effectiveness of manager depends on his ability to communicate effectively with his superiors subordinate and so on.
- Depends on this ability a manager (or) take decisions.
- To perform the work of individuals the policies, procedure should be communicated property.
- Recruitment is based on communication as a basic function.
- For direction, co-ordination & control communication act on best tool.

- Feed back mechanism can be done by proper communication.
- It is used to improve the performance. Process

Communication involves at least two persons:

1. A Sender
2. A Receiver

Steps

1. The ideas of the sender must be encoded. This is essentially the cognitive process of formalizing the idea and gives a concrete shape.
2. Encoding results in message. The message may be verbal on non-verbal.
3. The encoded message must be send to the receiver via media. Medium is the carrier of message.
4. When the message reaches the receiver he decodes it i.e. he interprets it's meaning purpose and intent.
5. The receiver's response to the message provides feedback to the sender, to modify the message to enhance its effectiveness.

Communication process

Channels:

The design of an organization provides for the channels through which communication flows among its various methods. The formal communication structures tie the various parts of the organization into a framework. These channels act as a linkage among employees and aims at facilitating the performance of co-operative effect in a co-ordinate manner. The following are the channels in terms of structure.

- Upward channels.
- Downward channels.
- Lateral diagonal channels.

•Networks or Communication Nets.

•Grapevine.

i. Upward: This information must be fed upwards to enable management to evaluate the effectiveness. An important aspect of upward communication is that it is condensed and summarized as it passes through various levels in the hierarchy.

ii. Downward: The process of delegation and the concept of authority flow require information in the form of orders and directions to flow downwards from superior to subordinates.

iii. Lateral Diagonal: This is used to eliminate the difficulties in vertical communication.

iv. Communication Networks: It is a structured situation in which people transmit information in a specific pattern. The communication configurations are

i. Wheel

ii. Circular.

Iii. Free flow.

v. Grapevine or informal: Through informal communication a person can discover information, which takes few days him to receive through official channels.

Ways: (Media)

i) Oral

ii) Written

Oral means this can be formal or informal or planned or deliberate.

Merits:

a. Provide speedy interchange.

b. People can ask question and clarify points.

c. A meeting may give importance to subordinate.

d. It can promote team spirit.

Demerits:

- a. 1% Word is to be misunderstood.
- b. 1% not suitable for lengthy communication.
- c. Requires effective skill of speaking.
- d. Inadequate for permanent form.

CATEGORIES OF INFORMATION SOURCE

DIRECTORIES, ENCYCLOPEDIAS, YEAR BOOKS

The chapter bring out the significance, meaning and purpose of some important reference books like Directories, Encyclopedias, Year Books, Hand Books, Imanacs and atlases. A user must have knowledge of the sources of data which are kept in the reference shelves of the Library.

Some of the important information sources are listed below:

- Dictionaries.
- Encyclopedias.
- Handbooks.
- Tables.
- Formulas.
- Manuals.
- Textbooks.
- Bibliographies.
- Directories.
- Gazetteers.
- News Summaries and Newspaper Indexes.
- Yearbooks.

Directories:

Directories for the largest category of reference sources. Directories provide information about organizations of different kinds covering learned bodies, scientific societies, professional bodies, trade associations etc., A directory is a list of persons, organizations, professionals, industries or trades. The list is systematically arranged, either in alphabetical or in classified order. Because

the information in directories becomes out-of date fairly rapidly they are published annually or new editions are brought out in every two three years.

Types of Directories:

1. Local Directories: Usually for the large towns and cities only. These normally include:

- a. A list of private residents, arranged alphabetically by surname.
- b. An alphabetical list of streets, giving the name of the occupier of each property in each street.
- c. A classified list of trades-similar to the “Yellow pages” in a telephone directory.
- d. List of establishments such as places of worship, places of entertainment, etc., e.g. Kelly’s Post office London Directory.

2. Professional Directories:

These are list of qualified practitioners in particular in professional, and include brief biographical details and sometimes information about the profession itself.

For example:

- a. Crock rod’s Clerical Directory – published every other year.
- b. Law List – annual.
- c. Library Association Year Book – annual, and
- d. Medical Directory – annual.

3. Trade Directories:

- a. General and National – i.e. All trades and industries of a particular country. Arrangement is usually classified or alphabetical; by the type of trade or industry; with an additional alphabetical list of individual firms, etc Kelly’s Directory of Manufactures and merchants; Kompass UK.
- b. Specialist and National – i.e., concerned with one field of industry in a particular country, e.g. British Plastics year Book.

4. Telephone Directories:

Each telephone directory covers the subscribers in a defined geographical area. The main list is alphabetical by name of subscriber, but the “yellow pages” section, which is separately published, contains classified list of subscribers arranged by type of industry or service.

Encyclopedias:

An Encyclopedia is a book giving information on all branches of knowledge or a specific subject. It is an ideal book, which deals with concepts. An encyclopedia is a store-house of

knowledge giving all information of significance. However, it is best used for finding answers to background questions related to general information and self-education. One often turns to encyclopedias for one's every day information requirements. This is also true of scientist and technologist.

Examples: Encyclopedia Americana, New York

Encyclopedia Britannica:

The Encyclopedia Britannica was first published in 1768-71 as Encyclopedia Britannica, or, A dictionary of arts and sciences, compiled upon a new plan. The Britannica was an important early English-language general encyclopedia and is still regarded as one of the most important reference books in the English language. It is published today by Encyclopedia Britannica Inc., a privately held company. From the late 18th century to the early 20th century, the Britannica's articles were often judged as the foremost authority on a topic, and sometimes included new research or theory intended for a scholarly audience. During this era, the Britannica gained its reputation and had a unique position in English-speaking culture.

Hand Books:

A handbook is a compilation of miscellaneous information in a compact and handy form. It contains data, procedure, principles, etc., tables, graphs, Diagrams and illustration are provided, Scientists and technologists use handbook in their fields rather frequently.

Examples:

Hand Book of Chemistry and Physics: A ready reference book of chemistry and physical data, 52nd ed., Cleveland Ohio, Chemical Rubber, 1971.

Almanacs and Year Books:

ALA defines it as,

- i) an annual publication containing a calendar frequently accompanied by astronomical data and other information,
- ii) An annual year book of statistics and other information, sometimes in a particular field. "A publication usually an annual contains a variety of useful facts of miscellaneous nature, and statistical information. It was originally a projection of the coming year by days, months, holidays etc",

Year books are the reference books that describe the events relating to a particular year. They are alphabetically organized treatment of the people, process and development of significance

during a year. They are issued annually for the purpose of providing current information in narrative, statistically or directory form.

ALA defines, “an annual volume of current information in descriptive and or statistically forms sometimes limited to a specified field”.

A volume often called an annual contains current information in of a variable nature, in brief, and or statistical form which is published by every year. Often year books review the events of a year”, - librarian’s Glossary.

Almanacs and year Books: Some Basic Differences: The terms “Almanac” and “Year Book” are overlap with each other. They have striking similarities with fewer differences. In practice these two terms are used interchangeably. A year books is a compendium of current information about previous year. Almanac covers information of the previous year as well as considerable amount of retrospective information. Yearbooks survey the progress in a given year only whereas almanacs present the old information and add the previous year data also.

Since the almanacs present the old as well as new information. They contain the statistical data only sometimes with less description of the numerical data. They survey the last year happening by providing the descriptive articles. Almanacs are the compendium of statistics and facts. Almanacs usually cover the whole field of knowledge without limiting the coverage. Yearbooks which evolved as general sources. Due to the growth of subject fields, it limits the coverage into specific subjects.

Maps and Atlases:

We know maps represent certain boundaries of the earth on a flat surface, “A map is a flat pictorial representation usually of the earth’s surface or a section of it.” A Map is a representation of the environment. It is an abstraction and a simplification. It is a miniature of the earth land and world. A map is “a plane representation usually flat of the earth’s surface, or a part of it or the celestial sphere or a part of it”. The use of any map depends upon the understanding of the conventional signs, scale and the method of locating a required sheet in a uniform series.

Atlas is the collection of maps usually bound together in one volume. But Atlas refers to any volume containing not only maps, but also plates, Charts, and tables with or without descriptive text. Librarians Glossary defines atlas as “a volume of maps, with or without descriptive letter pages”. Atlas provides a wide range of data from a simple description of a geographic area to

companion detailed information like area of population, minerals, energy, irrigation, soil, field etc.,

Atlases are the excellent sources of cartographic information. It has a collection of small or larger maps and there is arranged in a systematic order to facilitate easy consultation with on exhaustive index.

Maps and atlases are becoming an essential source not only in his history or geography, but in any branch of knowledge. They are the basic sources and guides to the news items reported in T.V. radio and news papers. They assist to verify names, places, events and so on. They are the basis for metrological information. The rainfall, temperature, vegetation and other related data are recorded and presented effectively in the from direction, or height, Geographers used to atlases to find the scales which enable to compare the measurements for different region on different plates.

Travel Guides:

The gazetteers and atlases list the major places whereas the travel guides concentrate a particular country city, a location like a museum monument etc., they provide the basic information which are useful to the tourist. They focus a specific location alone emphasizing needed to the tourists only.

This atlas shows the earth as the part of the universe. It includes photographs of the earth as seen from space. It contains oceanographic maps, political maps and individual maps and shows the world population tables. This massive work has more than 400 maps with numerous maps inserts. The 100 page index lists around 82,000 places and features.

Common Types of Reference:

Dictionaries and encyclopedias are some of the most common types of reference works, but there are many kinds. The following is a list of reference books, what they do, and an example for each.

- Dictionaries and Thesauri – give word meanings, spellings, and histories (dictionaries) or synonyms and related words (thesaurus).

Example: Merriam-Webster’s Collegiate Dictionary.

- Encyclopedias – contain articles on subjects in various fields, usually including helpful bibliographies. They can be either general or specialized. General example: Encyclopedia Americana.

- Specialized example: Encyclopedia of Drugs and Alcohol.
- Indexes – tell where information can be found in other sources.
Example: Granger’s Index to Poetry.
- Yearbooks – (often called annuals) chronicle the events of a certain year usually in a particular field.
Example: The Statesman’s Year-Book.
- Handbooks and Manuals – are often “how to” books, containing instructions and miscellaneous items of information on one subject.

TYPES OF INFORMATION SERVICES

Reference and Information Services may be categorized as:

- i. Responsive services or services on demand, and
- ii. Anticipatory services

. Responsive services or services on demand, and **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. The following features and some of the important information services provided by libraries under these categories are discussed in the following sections

Responsive Information services

An information service provided in response to an expressed demand by the user is called a responsive or on demand information service. Here, the user requests an information professional to search and find out the specific information that he/she needs. A brief description of important responsive information services provided by a library is given below.

Reference Services

The concept of reference service was formulated in 1876 by Samuel Swett Green, librarian of Worcester Free Public Library in Massachusetts. In an article published in Library Journal, he advocated personal assistance and service by librarians to library readers. The purpose of reference service is to facilitate access to information. This is a highly personalized service, where the librarian interacts with the users in a one-to-one manner and provides access to the information. According to Dr. S. R. Ranganathan, “reference service is the establishing of

contact between reader and book by personal service". The concept will get clearer when we understand the role of the library professional or the reference librarian, who delivers the reference service. Green's original paper suggested a reference librarian as the one who teaches people how to use the library resources, answers reader's questions, aids the reader in the selection of good books and promotes the library within the community.

Types of Reference Services

Libraries provide a variety of library and information services to satisfy different information requirements of users. Here the researcher mentions library and Information services are as under.

1) Reference Service:-

Reference services help users to locate and obtain specific pieces of information from information sources such as reference books, catalogues, directories, files, abstracting and indexing periodicals, databases (online and CD-ROM) and other reference materials. Library personnel may either help users in searching (direct search) or they themselves do the search for users (delegated search) in online or offline mode. Reference service is subjective because of its stress on personalized service. Instruction has objective connotations about it because it encourages the user to independent study. About the Rangnathan reference service was the essence of librarianship.

2) Referral Service:-

Referral services aim to refer users to the sources of information such as secondary publications, information units, professional organizations, research institutions and specialists/experts. Such services do not provide the documents or information required by the user for his/her query but give the direction where available. Librarians utilize directories and databases on sources, specially designed and developed for rendering referral services.

3) Current Awareness Service (CAS):-

CAS satisfies users' current approach to information and thereby keeps them up-to-date in the field of their work. The important characteristics of CAS are as under:

- i. It is a technique of communicating current information to users.
- ii. It provides latest developments in a subject field and does not provide answer to any specific query.

iii. Generally covers a broad subject area and supplements the user's own channel/media of obtaining information.

iv. It is known for the speed and timeliness.

v. It is meant for use before its contents are absorbed by secondary publications like abstracting and indexing journals.

CAS may be provided through variety of media and channels such as current awareness lists, current contents, routing of periodicals, list of research in progress and forthcoming meetings/seminars/conferences, newspaper clippings etc.

4) Selective Dissemination of Information (SDI) Service:-

SDI is a special type of current awareness service. It provides each user with the references of documents to their predefined areas of interest, selected from document published recently or received during a particular span of time. In 1950s, H. P. Luhn first coined the concept of SDI as a computer mediated information services. The workflow of SDI service is based on the following steps:

- i. Create users' profile.
- ii. Create document profile.
- iii. Matching the User's profile and document profile.
- iv. Give the notification to users.
- v. Take a feedback from the users.

5) Literature Search Service:-

It is an extension of reference service. This service includes the following steps:

- i. Analysis of the search parameters of a query.
- ii. Formulation of a suitable strategy for searching different information sources.
- iii. Identification and choosing of most appropriate sources to be searched and the order of searching them.
- iv. Understanding of retrieval features of online databases and CD-ROM.

6) Document Delivery Service (DDS):-

Document delivery is a key element in access to information. Unless the documents required by the user are available to him/her, all the other services are of no use. DDS is a complex process and is concerned with supply of documents to users on demand in required format. DDS is the last point in this chain of information services that actually locate the

required document and supplies it to users in required format. Electronic DDS supports delivery of documents in digitized form at anytime from anywhere.

7) Translation Service:-

In the area of science and technology about half of the world's literature is published in languages other than English. Access to non-English literature by people who know English is possible through translations. Translation services thus help in the global access of information. In India, DESIDOC, NISCAIR, IASLIC, ONGC, BARC, BHEL, DRDO laboratories and several wings of the Ministry of Defense and Ministry of Science and technology provides translation facilities.

8) Web-OPAC Service:-

Web-OPACs are next generation of OPACs. Web-enabled OPACs allow users to search library catalogues and access other services from any client at Library Services anywhere at any time. It allows users to search for the bibliographic records contained within a library's collections. It helps to users for find out necessary information and removes the time barriers. The users access the Web OPAC service with a standard web browser connect as a client machine because the mechanism does not require installation of any additional client-side software. (Bhatnagar , Anjana 2005).

9) Article Indexing Service:-

Modern automation packages also provide facility to create and index database of articles or papers published in the journals subscribed by the library. The abstracts of papers/articles may also be included in the database. Such a database allows specific and combined searching by author, title, keywords etc. and produces number of user specific services like table of contents services, compilation of subject bibliographies and generation of CAS, SDI, etc. in online and off-line mode.

10) Lending Service:-

Lending service provides facility to allow books and other library materials to be read elsewhere by users. This service increases the use of library collection. Computerized lending includes following value-added user services

- i. Quick issue, return and renewal of books and other library materials.
- ii. Automatic display of document availability and possible date of availability, display or printing of documents borrowed by a member.

- iii. Quick generation of fine receipts;
- iv. Issue of member ID card with photograph;
- v. Membership history in the form of list of documents issued and returned by a member during his/her membership tenure.
- vi. E-mail reminders for overdue books.
- vii. Reservation of document by users through OPAC/Web-OPAC, if it is on loan.
- viii. Inter library loan (ILL) services for documents not available in the local library.

RFID and smart card based circulation system allows self-issue and self-return of documents, secure use of library resources and personalized access to public domain resources.

11) Union Catalogue and ILL Service:-

Union catalogue is a collection of bibliographical details of resources belongs to a group of libraries. No library of the world can purchased all resources. Union catalogue helps user of one library to check the availability of required documents in other libraries, if not available in the stock of local library. Union catalogue is the result of co operative processing works of member libraries of a resource sharing network or consortium. These are available in the form of CD-ROM databases or online databases. Rowell initiated U.C. Berkeley's first program of inter library lending in 1894, with the California State Library as partner. Inter library loan (ILL) service handles the processing related with the borrowing of items from collections beyond that of the local library. ILL service acts as a central service in resource sharing activities.

12) Electronic Document Delivery Service:

Document delivery has always been at the heart of services offered by libraries. Due to the digitization of document; it is possible to make more efficient through the introduction of electronic document delivery. The document delivery service is an integration of document discovery, the location of a supplier, request and delivery. It takes many forms, deals with variety of formats and involves a number of intermediaries. The different types of documents delivery services as under.

- i. Library networks and consortia based services.
- ii. CD-ROM based services.
- iii. Suppler and agent base services.

13) Outreach Services:-

Outreach services aim to automate the processes required to deliver materials to the home-bound and other patrons who cannot physically enter the library. Automated library systems also offer community information services in the form of list of names and addresses of local organizations or persons, local leisure facilities, employment etc. Outreach services allow creation of user interest profiles, reading histories, easy selection, delivery and return of items. Access to outreach services and community information service is often integrated with OPAC.

14) ICT Base Library Services:-

Information Communication Technology (ICT) has made significant impact on all spheres of human life. For the Libraries, ICT's has tremendously changed the Management of Resources or House Keeping Operations as well as the way services are delivered. IT application tools and Integrated Library Management Systems are largely used in housekeeping operations, like acquisition, cataloguing, circulation control, serials control etc. In the library, Internet has been used extensively as a resource as well as a tool to deliver the Library and Information Services. Library provides the following ICT base service to their users.

- a. Full text Database services.
- b. CD-ROM Database Services.
- c. Web-based information services. (Chauhan Budhdhi Prakash.(2004)

15) Reprography Services:-

Reprography means reproduction of documents by photography or xerography, Reprography service is useful for information dissemination. This service provides with charges. Today, reprography plays a very important role in the transmission of knowledge in the library resources and services. Introducing Reprographic services helped to preserve the document from stealing or mishandling.

Ready Reference Services:

This is another important category given to the practicing librarians leading towards the development of reference services and process. Here again Ranganathan worked in detail about the 'What', 'Why' and 'How' of Ready Reference Services, what is also called as short Range Reference Services in view of the time involved. Ready Reference Services requires a good knowledge of reference sources. He has established how the preparation and assimilation help

the reference librarian in effectively providing this service to the generalist users in minimum time.

Long Range Reference Services:

The fourth category of reference service (including its process) is the Long Range Reference Services, and Ranganathan has told about its 'What', 'Why' and 'How' to provide this service to the specialist users, particularly in research and special libraries. Reference service for serious studies will require a good bibliographical mastery and familiarity with the developments in the universe of subjects

Thus he has developed the concept of reference service in detail, and elaborated various methods of giving the service in the form of 'What', 'Why' and 'How'. He also described the "idiosyncrasies of readers" as well as those of books, and these types have already been recognized by the reference librarians the world over. These have also necessitated, indeed, the rendering of reference service itself.

Ranganathan's concept of Long Range Reference Services has been his unique contribution in the development of reference service, as it is the result of the implication of the fifth Law of Library Science. When one studies reference service of this kind in relation to the Fifth Law, it comes to the mind that Ranganathan had perceived about the rate of information explosion, which many scholars, including De Solla Price, studied much later.

Difference Between Ready Reference and Long Range Reference Services

Ranganathan's basic contribution, however, lies in drawing a line of demarcation between the Ready Reference Services and the Long Range Reference Services which otherwise seems quite indefinite and elusive. He has recognized their distinguishing features, and the basic difference between the two lies in respect of the following points:

- a) The time involved
- b) the material used and
- c) The nature of information sought

It is the general practice to classify queries into quick or ready reference and long range reference queries. A quick reference query is one the answer to which can be found readily in a directory, yearbook or other reference material. A long range reference query is one, the answer to which can be found only by consulting several reference works or source and which therefore

takes a longer time to answer. A long range reference query becomes a ready reference one when it is repeated a second time, since the answer is now readily available.

User Education

Library is a social institution charged with the most enviable function of dispensing knowledge to the ignorant and the informed alike and the librarianship is a noble profession of services. Library collections are growing particularly the large libraries have a big collection comprising books. A person, who enrolls himself as a member of the library for the first time, is simply bewildered to see the vastness of the collection of the library. He is lacking behind to find the reading material of his interest. Initiation of a freshman is concerned providing orientation of a new member involves introducing him to the library functions, services, rules and regulations, facilities etc.,

Need:

A new member of a library may term a freshman. He is not familiar with the working and functions of the library. He does not know rules, regulations and services, concerning the library. The procedures and practices, the variety and size of library collection especially in a large library can easily bewilder him. The tools library catalogue, bibliographies, accession lists, reading list etc., The library assists of the users in their use but these have an element of artificiality about them because they are based on conventions unfamiliar to them. In a small library with a few thousand the use of the documents there might not be any need for any special ignition, but in a large library it becomes necessary. A well established library with big collection is divided into various sections for smooth running of the work. The circulation section of the library is responsible for the issue and return of books and to enroll new members and keep their record. There is also a public catalogue which is to be consulted for tracing the location of books. But the freshman does not know how to consult the catalogue, locate particular books and get it issued for his use. The freshmen require some sort of orientation. The librarian has to provide this orientation. A freshman has to be told about the function of various sections of the library and he should be given necessary instructions for using the catalogue.

