



LIBRARY AND INFORMATION SERVICES FOR THE USERS

12.1 INTRODUCTION

Libraries, since ages, have stored materials that enable ideas, knowledge and experiences to be passed on from generation to generation. Libraries build collections tailored to the needs and goals of the organizations they serve. For example, academic libraries, build collections for students, teachers and researchers. This collection is systematically organized by the library for use by the users. The library collection serves as an important resource in education, work, and recreation of millions of people.

Earlier libraries were considered merely storehouses of knowledge, and the librarian a custodian of the collection. Users were expected to use the libraries on their own. Librarians concentrated more on the collection development and maintenance of the library rather than promoting its use.

Present day libraries are different. These are considered as educational and service institutions. Here librarians not only organize the collection, but provide assistance to library users in various ways, to support learning, interest and other vocation related activities. The assistance and services provided by the librarians 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 reference and information services offered by different types of libraries and need and importance of these services.



12.2 OBJECTIVES

After studying this lesson, you will be able to:-

- explain the need and importance of services offered by a library;
- list out the types of services offered by libraries, i.e. essential and desirable;
- describe various essential services;
- identify and discuss various desirable services; and
- elaborate upon the types of services offered by academic, special and public libraries.

12.3 NEED FOR INFORMATION

Information is crucial for all our activities. People need information for study, research, for pursuing their careers, health care, problem solving, recreation and lifelong learning. Everybody needs information for some purpose or the other. For example, students need information to supplement their textbook studies and for project work. Teachers need information for teaching and research. Professionals (doctors, engineers, consultants, etc.) need information to pursue their careers efficiently. Planners and policy makers need information to frame policies and take correct decisions. Researchers need information to keep up-to-date in their areas of research, to find out new areas of research and to solve any research problem. A large number of surveys have been conducted to find out information requirements of all categories of library users. These surveys in general, have identified four types of information needs of the users, such as i) Current Information Need, ii) Exhaustive Information Need, iii) Everyday Information Need, and iv) Catching up Information Need. It is further observed that information needs vary from person to person and a particular person may have different needs at different points of time.

When library users need information to keep themselves up-to-date with latest developments in their areas of interest on a regular basis, the need is known as **current information need**.

When a library user wants to have information on a particular topic as exhaustive as possible, the need is known as **exhaustive information need**. The researchers mainly have this type of information need when they start their research work.

Everyday information need is the need for a specific piece of information which users require, generally in their day-to-day activities. The need is



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generally for factual information, which is normally available in standard reference books.

Catching-up Information need arises when a user, who is not conversant with a particular subject field, requires an account of overall development of that subject in a short and compact form.

12.4 LIBRARY SERVICES

To meet information needs of the users, libraries provide a range of services, which are broadly known as Reference and Information Services.

Reference services are concerned with direct personal assistance to the user seeking information. It covers direct services such as assistance to the user in the use of the 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 and indirect services such as selection, organization and maintenance of library material for reference service, and other tasks of reference section such as keeping a record of reference queries, preparation of publicity material, evaluation of reference section etc.

Information services are provided in anticipation of various needs of the users of libraries. Current awareness services, indexing and abstracting service, etc. fall under information services. At times, these services are provided on demands from the users.

In literature the terms reference service and information service are used synonymously. Some experts refer them as two different kinds of services. The differences are enumerated in the Table 12.1 below:-

Sr. No.	Reference Service	Information Service
1	Traditional Service	Non-Traditional Service
2	Emphasis is on providing documents	Emphasis is on providing information
3	User is given the material or directed to locate the material	Attempt is made to provide exact information
4	Aim is to instruct the user	Less concerned with instructing user
5	Service provided on demand	Service provided in anticipation of need
6	Passive service: Library staff waits for the user to approach them and make a demand	Active service: Library staff provide service in anticipation to keep user well -informed

Table 12.1 : Reference service Vs Information Service



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Reference and information services may also be broadly grouped into responsive information services and anticipatory 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. About these services you will study in detail in lesson 13.



INTEXT QUESTIONS 12.1

1. Differentiate between reference service and information service.
2. Describe different types of information needs of library users.

12.5 BASIC OR ESSENTIAL SERVICES

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

- Lending or Circulation Service
- Reservation of Documents
- Inter Library Loan
- Assistance in the Use of Library and Library Tools
- Reference Service
- Reader Advisory Service and
- Library Orientation

12.5.1 Lending or Circulation 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 purpose, 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 computerized.



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12.5.2 Reservation of Documents

Reservation of the documents is one of the important services of the library. In this service, the library makes provision to reserve a book in the 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 by the borrower the library informs the user in whose name the book is reserved so that he/she can get the particular book issued for use.

12.5.3 Inter Library Loan

As you are aware, all libraries whether academic, public or special ones, build collections to fulfill the needs of their users as well as to support the mission of the parent institution to which they belong. However, no library even the largest one, can afford to have a sufficient collection to satisfy all the requirements of its users. At times, the 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 an agreement with other libraries to share their resources on reciprocal basis. Under this agreement the required document is then borrowed from other library on **Inter Library Loan** and is given to the user.

12.5.4 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 the library. They need to know the 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. Welcoming such users, personal assistance is provided in a number of ways. One such assistance is taking them on a quick tour of the library which includes visits to:

- The stack area where documents are systematically arranged with bay and shelf guides for browsing books and selecting any item required. Organization and arrangement of books is explained, using a typical example.
- To the reading rooms which include the general and periodicals reading rooms.
- To the reference room where standard reference books are stacked and displayed with guides. The reference counter, where a professional assistant is ready to guide or help.



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- The circulation counter where the practice of borrowing and returning books for home reading is briefly explained.
- the racks at the entrance to the reference room, displaying the latest additions to the library with indications for reserving any item for borrowing is explained.
- The place where the card catalogue is located. Use of the catalogue is briefly demonstrated illustrating through a search for a document by its author, title or subject.
- The acquisition and processing sections, which are not generally open to users.
- The office of the Librarian where users can meet him/her for any advice, consultation or for any other purpose.

A guide/booklet, of the library which deals with its collection, facilities for use and services offered is also given to users for consultation.

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

12.5.5 Reference Service

Reference service is a personalized 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. 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 librarian 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 itself or the documents containing the information. Basic services under this category are a) Ready Reference Service, and b) Long Range Reference Service.

a) Ready Reference Service

This service deals with providing answers to fact-finding questions from the users. Questions such as - What is the capital of Zimbabwe? Where can I find information on planet Mars? Who is the Vice-Chancellor of Panjabi University?



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When will the next total solar eclipse occur? When was Japan struck by Tsunami? To provide answers to these what, why, where, who, and when types of questions, standard reference sources like dictionaries, encyclopedias, yearbooks, almanacs, gazetteers etc are consulted and answers provided. The time taken to find answers to these questions is very short, ranging from a few minutes to half an hour or so. 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 in Table 12.2:-

Sr. No.	Topics	Type of questions	Type of Reference Sources
1	Grammar & Language	How should I pronounce the word ‘Schedule’?	Language Dictionaries
2	Background information on a topic	Where can I find information on history of telecommunication?	General Encyclopedia
3	Trends	What major developments took place in the field of space research last year?	Yearbooks
4	General facts, astronomical data	Dates of eclipses of the sun and moon.	Almanacs
5	Places	What is the area and population of Zambia?	Geographical sources, General Encyclopedias
6	People	A brief life sketch of Rabindra Nath Tagore	Biographical sources general encyclopedias
7	Organizations	Names and addresses of electronic industries in India.	Directories

Table 12.2: Types of Questions and Sources to be consulted

Most of the queries received from students in school and college libraries are of ready reference type. However, the 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 an 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.

**Notes****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 in many sources including printed as well electronic sources such as Internet and databases. At times, depending upon the query, organizational and informal sources are also consulted to provide the service. Since to provide this service a wide range of sources are consulted, the 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 services are to be arranged. Depending upon the type of query, it may take an hour or two to couple of weeks' time to search and provide the information.

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

12.5.6 Reader Advisory Service

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

12.5.7 User Orientation

Libraries, particularly academic 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 with the library and its facilities such as general rules and regulations of the library, the library collection and its location, catalogue of the library 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

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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 which is distributed to the students; or an audio/visual kit that is prepared to introduce the library to the new comer.



INTEXT QUESTIONS 12.2

1. Enumerate the basic or essential services provided by libraries.
2. Define Reference Service.
3. What is the Reader Advisory Service and why it is provided?

12.6 NEED FOR OTHER DESIRABLE SERVICES

During the 20th Century, particularly after World War II, there was tremendous increase in research activities the world over. This resulted in exponential growth of published literature particularly in the field of science and technology. Government sponsored research, particularly in areas of space sciences, defence sciences, nuclear sciences, etc. also contributed to this growth. The interdisciplinary nature of the above frontline areas of research resulted in scattering of information in different disciplines. Research results were being brought out in a wide range of publications, such as primary periodicals, research reports, conference proceedings, theses, dissertations, patents, etc. As a consequence of the growth in volume, diversity and complexity of information sources, users, particularly scientists and technologists as well as managers found it difficult to keep track of the latest developments in their areas of interest.

To solve this problem libraries, particularly scientific and technical libraries and information centers attached to Research and Development organizations, started collecting, selecting and organizing latest published literature in specific discipline and bringing to the notice of the researchers as a service on a regular basis. Such information services were being provided in anticipation of the demands from the users. Generally, current awareness type and condensation type of services were offered. Provision of these services led to the demand for other services like reprographic service, document delivery service, translation service and literature search and compilation of subject bibliographies, and referral services. Advances in computers and communication technologies and use of computers in libraries raised the demand for IT related services. In the subsequent sections you will get a brief overview of these services.

**Notes****12.7 OTHER DESIRABLE SERVICES**

The other desirable services are being given below:-

- Current Awareness Services
- Condensation Services
- Literature Search and Compiling a Subject Bibliography
- Reprographic Service
- Document Delivery Service
- Translation Service
- Referral service
- User Training
- Information Technology (IT) Related Services

12.7.1 Current Awareness Services

To keep users abreast of the current developments in their respective field of interest, current awareness services are offered to the users. This involves scanning the newly available documents in print as well in non-print form, selecting items relevant to the needs of individual or group of users, recording them and disseminating them to the users on a regular basis. Current awareness services meet the current information needs of the users. The types of services provided under this category are:-

- Accession List/ Current Awareness List
- Title Announcement Service/Content-by-Journal service
- Selective Dissemination of Information
- Newspaper Clipping Service

You will study about these services in detail in lesson 13.

12.7.2 Condensation Type

In this type of service, contents of the documents are condensed or summarized along with bibliographical details of the documents. This enables the user to identify the basic contents of the document quickly and determine its relevance to their interest. At times a well-prepared abstract serves as a substitute for the document. Types of services under this category are:-

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- Abstracting Service
- Digest Service

You will study about these services in Lesson 13.

12.7.3 Literature Search and Compiling a Subject Bibliography

Literature search is a search for published information on a subject conducted systematically using bibliographic tools for locating as much existing material on a topic as possible. Literature search and compiling a subject bibliography on request is a very important service offered by the library. A subject bibliography is a list of documents on a particular subject. This service helps the user to know about previously published literature on his topic of interest. The list may be comprehensive or selective depending upon the requirement of the user.

12.7.4 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 a 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.

12.7.5 Document Delivery Service

This service 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 centers 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 INFLIBNET and some information centres such as National Institute of Science Communication and Information Resources (NISCAIR) provide the document delivery service.

12.7.6 Translation Service

This service deals with the translation of contents of a document from one language to another language on demand. Translation service is a specialized

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service requiring a number of language experts as well as subject experts to carry out the translation. Most of the libraries do not have an in-house facility for translation. But libraries can play active role in meeting users' demands for translation. They should have information about translation centers, professional associations, government agencies and private agencies providing translation services. Institutions like National Institute for Science Communication and Information Resources, New Delhi (NISCAIR) and some of the other national research institutions have professional translators who carry out the translation from the foreign language into English. Some of the websites also offer free translation services.

12.7.7 Referral Service

In most of the libraries, the services are 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 in the form of a document, or an organization or an individual. This service is called referral service. 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.

12.7.8 User Training

A wide range of training programmes are provided by the libraries. These training programmes aim to help the user to find and search information independently. Depending upon the type of instructions, the programme may be for user orientation, bibliographic instruction, or user education programme. You will study about these programmes in Lesson 13.

12.7.9 Information Technology (IT) Related Services

Advances in information and communication technology and widespread use of Internet by the users, has raised the demand for provision of IT related services by the libraries. Some of the services offered under this category are:

- Online Public Access Catalogue (OPAC)
- Library Website
- Virtual Reference Service
- Computerized Circulation Service
- Access to e-Publications

**Notes****a) Online Public Access Catalogue**

It is a computerized catalogue of library resources available to public for searching online. Earlier OPACs was developed as stand-alone online catalogue, which users searched on the computer terminal available in the library. With the arrival of Internet, most of the libraries have made their OPACs accessible via Internet, which is accessible to users all over the world on a 24X7 basis. Users can search OPAC remotely and find information online. The search facility apprises the users about the availability of each item for circulation, including the current status of individual copies of a title and the reservation status.

b) Library Website

A web presence is very important for the library to reach its users. On the library 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 online the book borrowed 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.

c) Virtual Reference Service

Many libraries offer reference services in an online mode where the user can communicate with the librarian from a 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.

d) Computerized Circulation Service

In manual circulation service, the circulation section issues books to the readers by using the card system or the register system and maintains borrower's cards. In a computerized circulation system, there is no need for the library to issue and maintain borrower's cards or tickets. Every member requires a single card with unique identification number (such as library membership number) to be used by the software to access the member database. The software also controls the multiple borrowing facilities.

e) Access to e-publications

Library can provide access to its electronic publications such as full text e-journals, e-databases which the library subscribes to. Access can also be



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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 multimedia facility.



INTEXT QUESTIONS 12.3

1. Enumerate other desirable Services offered by the libraries.
2. What factors led to the provision of IT related services? List the services offered under this category.

12.8 TYPE OF LIBRARY AND THE SERVICES OFFERED

12.8.1 Academic Libraries:

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

School library: The school library is the place where students are exposed to the library for the first time. Good or bad impressions of the library are 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 readers' advisory services and instruct the students in the use of library and its resources. The teachers also should be encouraged to teach through library resources and for this the 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, easy- to- read articles with illustrations and embedded multimedia. The library should acquire these resources and encourage students to use and learn from them.

College Library: College life offers much more attractions to the college students than the library and its services. Here the librarian has to make a special effort to attract students towards the library and its services. Apart from basic services, the college library provides instructions in the use of library and carries out literature search and compiles bibliographies, when required. The library instructions should be provided to the students when classes start and students are required to prepare and submit class assignments. The user instructions given at that time will have a positive effect and encourage students to use the library and its resources. The library should provide IT based services to attract this category of users.



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University Library: The 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.

12.8.2 Public Library

The 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, the 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, the 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 the right book for information as well as for recreational purposes.

12.8.3 Special Library

A special library specializes in a particular subject or group of subjects or a particular form of documents. Some professionals consider libraries serving the needs of special clientele such as children, blind persons, patients etc. as special libraries. Here, we will discuss special libraries that are attached to R&D organizations. Such libraries serve the specialists of the R&D organization, who are actively engaged in research in a particular subject discipline. Library offer specialized services to these R&D personnel. It provides information not only on demand but also in anticipation of need. 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 article printed on their personal computers. Many special libraries have joined e-journal consortia to have access to computerized databases as well as to get access to full- text e- journals for their users.



INTEXT QUESTIONS 12.4

1. Describe the types of services offered by a university library.
2. Discuss the services provided by a special library.



WHAT YOU HAVE LEARNT

- Libraries provide reference and information services to users to meet information requirements of the users.
- Reference service is concerned with direct personal assistance to the user seeking information.
- Information services are provided in anticipation of various needs of the users of libraries. These services are also provided on demand from the users.
- Basic or essential services offered by all types of libraries irrespective of the type or size are lending service, reservation of documents, inter-library lending, assistance in the use of library and library tools, reference service, readers' advisory service and library orientation.
- Growth in volume, diversity and complexity of information resources, advances in information and communication technology and change in information seeking behavior of users have resulted in an increased demand for other information services including IT- based information services.
- Services offered under other desirable services are current awareness service, condensation type, literature search and compiling subject bibliographies, reprographic service, document delivery service, translation service, referral service, and Information Technology (IT) related services.



TERMINAL QUESTIONS

1. Define reference service. Bring out the differences between ready reference service and long- range reference service.
2. Write a short note on the readers' advisory service in the library.
3. Briefly describe the basic services which all libraries should provide to their clients.
4. Describe the IT related services which modern libraries provide.



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ANSWERS TO INTEXT QUESTIONS

12.1

1. Reference service is concerned with direct personal assistance to the user seeking information. Information services are provided in anticipation of various needs of the users of libraries. Differences can be enumerated as follows:-

REFERENCE SERVICE	INFORMATION SERVICE
Traditional Service	Non-Traditional Service
Emphasis is on providing documents	Emphasis is on providing information
User is given the material or directed to locate the material	Attempt is made to provide exact information
Aim is to instruct the user	Less concerned with instructing user
Service provided on demand	Service provided in anticipation of need
Passive service: Library staff waits for the user to approach them and make a demand	Active service: Library staff provide the service in anticipation to keep user well- informed

2. Four types of information needs of the users, such as i) Current Information Need, ii) Exhaustive Information Need, iii) Everyday Information Need, and iv) Catching up Information Need have been identified. It is further observed that information needs vary from person to person and a particular person may have a different need at a different point of time. When library users need to keep themselves up-to-date with the latest developments in their areas of interest on a regular basis, the need is known as current information need. When a library user wants to have exhaustive information on a particular topic, the need is known as exhaustive information need. Everyday information need is the need for a specific piece of information which users require, generally in their day-to-day activities. The need is generally for factual information, which is normally available in standard reference books. The catching-up Information need arises when a user, who is not conversant with a particular subject field, requires an account of the overall developments in that subject in a short and compact form.

12.2

1. Basic or essential services offered by all libraries irrespective of the type



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or size are lending service, reservation of documents, inter- library lending service, assistance in the use of library and library tools, reference service, readers' advisory service and library orientation.

2. The reference service is a personal service which is provided in response to the request from the user. The request may be for locating an answer to the fact- finding question; for literature search; for solving a research problem; for compiling a bibliography; or for general help. The reference service can be defined as "Personal service for each reader in helping him to find documents, answering his interests most pin-pointedly, exhaustively and expeditiously."
3. The readers' advisory service deals with providing reading guidance to the users. The basic aim of this service is to motivate the library users to use the library and inculcate good reading habits. The service helps the readers to select the right book for educational and recreational purposes.

12.3

1. The services offered under other or desirable services are current awareness type, condensation type, literature search and compiling subject bibliography, reprographic service, document delivery service, translation service, referral service and Information Technology (IT) related services.
2. Advances in information and communication technology and widespread use of Internet by the users, has raised the demand for provision of IT related services by the libraries. The services offered under this category are provision of Online Public Access Catalogue (OPAC) for accessing library resources, hosting of the library website, online reservation/suggestion of books, virtual reference service, computerized circulation service, providing access to e-Publications.

12.4

1. The University library is a part of the university set-up and support teaching, research and publication functions of the university. The basic services offered are lending service, reservation of documents; inter- library lending, assistance in the use of library and library tools, reference service, readers' advisory service and library orientation. In addition to basic services the library provides the current awareness service, indexing and abstracting service, document delivery service, reprography service and holds library exhibitions. The library compiles subject bibliographies on request as well as during special occasions such as during seminars and workshops.

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LIBRARY AND INFORMATION SERVICES



Notes

Library and Information Services for the Users

2. Special libraries that are attached to R&D organizations serve the specialists of the R&D organization, who are actively engaged in research in a particular subject or discipline. The library offers specialized services to these R&D personnel. It provides information not only on demand but also in anticipation of need. 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 article printed on their personal computers. Many special libraries have joined e-journal consortia to have access to computerized databases as well as to get access to full-text e-journals for their users.

GLOSSARY

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: Is an integration of multiple forms of media such as text, graphics, audio, video into a single entity in digital environment which can be accessed through a computer system.

SUGGESTED ACTIVITY

1. Visit a school and a college library. Find out the services provided by these libraries.
2. Spend one day in a public library and observe its activities in terms of services provided and types of users served. Write a brief report on the same.