



MANGALORE UNIVERSITY
Department of Library and Information Science
Master of Library and Information Science

LSE506: REFERENCE/INFORMATION SERVICES

Objectives:

- To familiarize students with the meaning, definition, use of Reference/Information Services
- To know the various types of information services
- To study the activities of National and International information systems
- To study Information Needs, use and user studies
- To understand user education and techniques methods of user education programme
- To study the Knowledge skills and Techniques required for Professionals to deal with Print, Non-Print, and electronic forms of Information System and Web Based Services
- To understand the indexing and abstracting services

Course Outcome (CO):

- CO1 Will be familiar with the concept need and importance reference / information services and the planning of reference services.
- CO2 Familiar with the different types of library services like CAS, SDI, DDS, Translation and other services.
- CO3 Will familiar with indexing and abstracting services.
- CO4 Will understand the information users and their information needs, categories of Information users and Information Seeking Behavior.
- CO5 Will gain the knowledge of user education, objectives technique and methods of user education programs.
- CO6 Will study the information systems and programmes like NISCAIR, DESIDOC, INFLIBNET, MEDLARS, INSPEC, BIOSIS, CAS, ISI.
- CO7 Will solve problems of libraries information centres, knowledge centres and professional requirement for to deal with print and electronic information system and services.

Unit 1	:	Information Services: Definitions, Need, Importance. Reference Service: Concept, Definition and types, Reference interview, planning of reference services.	08hrs
Unit 2	:	Current Awareness Services (CAS) & Selective Dissemination of Information (SDI) services, Translation Services and Document Delivery Services – concept, definition, types and planning.	08hrs
Unit 3	:	Indexing Services, abstracting services-concept, definition, types and planning.	08hrs
Unit 4	:	Information Users and their Information Needs, Categories of Information Users Information Needs and Information Seeking Behavior, User Studies: Methods.	08hrs

- Unit 5 : User Education, Objectives of user education, Technique and methods of user education programme. **06hrs**
- Unit 6 : Study of Information systems and Programmes: NISCAIR, DESIDOC, INFLIBNET, MEDLARS, INSPEC, BIOSIS, CAS, ISI. **08hrs**
- Unit 7 : Knowledge skills and Techniques required for Professionals to deal with Print, Non-Print, and electronic forms of Information System, Web Based Services. **04hrs**

References:

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16. Khaisar M. Khan, Mallaiah, Vishala B.K.: Proceedings of the National Conference on 'Democratization of Information using ICT: Role of Libraries for Social Enlightenment (DEMICT-2014), DLISc., Mangalagangothri, 2014, ISBN: 978-93-82845-33-1.