



**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar, Gujarat**  
**(Reaccredited with 'A' Grade by NAAC (CGPA 3.25))**  
**Syllabus with effect from the Academic Year 2021-2022**

(Bachelor of Library and Information Science) (Library and Information Science)  
(BLISc) (Library and Information Science) Semester II

Course Code	UA02ELIB51	Title of the Course	Reference & Information Services (Theory)
Total Credits of the Course	5	Hours per Week	5

Course Objectives:	<ol style="list-style-type: none"><li>1. Students explain and distinguish difference between Reference &amp; Information Services</li><li>2. Students demonstrate types of reference services and distinguish difference among them</li><li>3. Students categorise types of users and their information need</li><li>4. Students outline user studies</li><li>5. Students demonstrate reference interview and carry out search techniques</li><li>6. Students explain user education and elaborate its techniques and methods</li><li>8. Students illustrate various user's education programmes</li><li>9. Students explain various information services</li><li>10. Students demonstrate recent trends of information service</li></ol>
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Course Content		
Unit	Description	Weightage* (%)
1.	<b>Reference &amp; information services:</b> Concept, definition, need Reference services : Long range reference service and ready reference service Difference between information service and reference service	25
2.	<b>Information users:</b> Categories of users and their information need User's studies Reference interview & search techniques	25
3.	<b>User education:</b> Definition, need, purpose, techniques and methods User's education programme	25



4.	<b>Information services:</b> Literature search Bibliographical service Reprographical services Translation Current Awareness Service (CAS) Selective Dissemination of Information (SDI) Document Delivery Service Indexing services Abstracting services Recent trends of information services: Virtual / Digital Reference Services; E-alerts, Web alerts, Web 2.0 tools Google Search Strategies	25
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Teaching-Learning Methodology	Classroom Discussion; Study Tour; Internship; Field Work at University Library (Bhaikaka Library)
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to	
1.	Distinguish reference and information services
2.	Provide long range and ready reference services
3.	Classify users and analyse their information need
4.	Carry out user's studies



5.	Demonstrate reference interview
6.	Outline various search techniques
7.	Explain user's education
8.	Illustrate various techniques and methods of user's education
9.	Carry out user's education programmes
10.	Easily distinguish the concept of user's studies and user's education
11.	Demonstrate various information services and provide various services such as Literature Search Service, Bibliographic Service, Reprographic Service, Translation Service, Current Awareness Service (CAS), Selective Dissemination of Information Service (SDI), Document Delivery Service, Indexing Service and Abstracting Service
12.	Elaborate recent trends in information service
13.	Explain the impact of Information Technology (IT) on Library & Information services
14.	Demonstrate the ways of providing Reference & Information Services through internet

Suggested References:

Sr. No.	References
1.	Austbery, R. (1967). <i>Bibliography and book production</i> . Oxford : Pergamon Press.
2.	Bopp, R. E. and Smith, L C. (2011). <i>Reference and information services: an introduction</i> . 4th ed.. Santa Barbara, California: Libraries Unlimited
3.	Burns, Christa & Sauers, Michael P. (2014). <i>Google search secrets</i> . American Library Association. (Accessible through Bhaikaka Library at SPU only)
4.	Cassell, K., & Hiremath, U. (2009). <i>Reference and information services in the 21st century : an introduction</i> . New York: Neal-Schuman Publishers.
5.	Chakraborti, M. L. (2017). <i>Bibliography in theory and practice</i> . The World Press PVT LTD (1971).
6.	Devine, Jane & Egger-Sider, Francine (2014). <i>Going beyond Google again: strategies for using and teaching the invisible Web</i> . American Library Association. (Accessible through Bhaikaka Library at SPU only)
7.	Esdaile, A., Stokes, R. B., & Almagno, R. S. (2001). <i>Esdaile's manual of bibliography</i> . Scarecrow Press.



8.	Katz, W. A., & Tarr, A. (1978). <i>Reference and information services</i> . Scarecrow Press.
9.	Kumar, K. (1980). <i>Reference service</i> . South Asia Books.
10.	Kumar, G. & Kumar, K. (1976). <i>Bibliography</i> . New Delhi : Vikas Publishing
11.	Rangnathan, S. R. (1961). <i>Reference service</i> . 2nd ed., Bangalore: Sarda Rangnathan Endowment for Library Science.
12.	Ranganathan, S. R., Sivaraman, K. M., & Sundaram, C. (1940). <i>Reference service and bibliography. With a foreword by Sir Maurice Linford Gwyer</i> .
13.	Rath, P. N. (2015). <a href="#"><i>Evolution of systematic bibliographies in India</i></a> .
14.	Roy, P.M. (1984). <i>Systematic bibliography</i> . 2nd ed. Jaipur: Printwell.
15.	Sharma, J. S. & Grover, D.R (1987). <i>Reference Service &amp; Sources of Information</i> . New Delhi: Ess Ess Publication
16.	Singh, S. (1986). <i>Reference service in academic libraries in India</i> . New Delhi: Ess Ess Publication
17.	Zabel, D. Z., & Smith, L. C. (2011) (Eds.). <i>Reference reborn : breathing new life into public service librarianship</i> . Santa Barbara, California: Libraries Unlimited.

On-line resources to be used if available as reference material

On-line Resources

[BAOU Study Materials](https://baou.edu.in/syllabus-slm-e-books) (for Gujarati only) (<https://baou.edu.in/syllabus-slm-e-books>)

[Egyankosh of IGNOU](http://egyankosh.ac.in/) (<http://egyankosh.ac.in/>)

[EPGPathshala](http://epgp.inflibnet.ac.in/) (<http://epgp.inflibnet.ac.in/>)

[National Digital Library](https://ndl.iitkgp.ac.in/) (<https://ndl.iitkgp.ac.in/>)

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