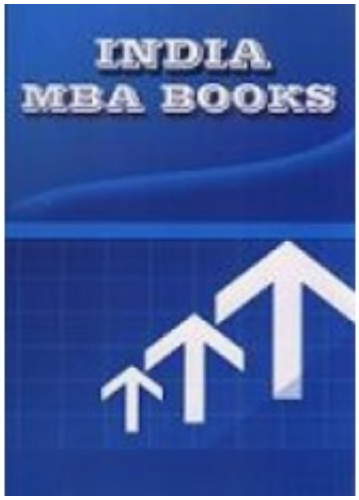
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Who needs information? , What information? , Varieties of Information
Chapter 2: Information Service Organization
Introduction
C.A.S.
Features of C.A.S., Levels of C.A.S. , Method of C.A.S.
Content method, Comprehensive subject based, Classified method, Project method, Mixed
method , S. D. I.
Steps of work, Mechanical S.D.I.
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Abstract
Indicative abstract, Informative abstract, Annotations, Telegraphic abstract, Automatic abstract
Document Delivery
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Speed, Cost, Satisfaction Level
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Problems of DDS and Role of International Organizations, Document Delivery Service of INSDOC
Chapter 4: Literature Search and Database Services
Introduction ,Users Their Information Needs and Literature Search, Reference Service and Literature Search
,Need for Literature Search
Steps in Literature Search
Selection of Sources
Search in Secondary Sources, Search in Other Sources, Recording of References on Information,
Presentation of Results, Skills -in Literature Search
Computer Databases
Indexing and Abstracting Databases, Online Searching, Some Examples of Online Databases,
Expansion and Diversification
General Observations
Chapter 5: Reference Service
Introduction, Growth of Reference Service, Origin of Reference Service, Evolution of Reference Service,

Reference Service: Definition and Nature, Recent Trends, Reference Service: In Search of Theory

Chapter 6: Reference Service: Organization and Management

Introduction, Planning, Organization, Appointment of Staff, Directions, Cooperation, Reports, Financial
provisions and statement of Income and expenditure

Chapter 7: Reference Processing

Introduction, Definition and nature, Selection of queries

Selection of queries in respect of decision making

Exercise: Selection, Words for subject indicator, Given subject and required subject

Selection of reference tools, Words for subject indicator and table of answerable-sources

8 Steps of Grogan

Problem, Information needs, Primary question, Reference interview, Search method, Search system,
Answer, Response

Chapter 8: Organization of Information Services

Introduction

Documentation and Information Centres and Databases

Definitions, Relationship to Libraries

Types of Documentation and Information Centres

By Ownership, By Specialised Interest, By Different Levels

Functions of Documentation and Information Centres

Organization of Documentation and Information Centres in India

Functional Organization, Planning Process

Growth and Development of Documentation and Information Centres in India

Government's Encouragement and Support, Progress during the 1950s and 1960s, Progress during
the 1970s, Progress during the 1980s and 1990s, Future Direction

Chapter 9: Information Services in Libraries

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