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Chapter 1: Concept and Need for Information

Introduction

Origin of Information processing

Research and development, Survey and census, Government Activities, Other activities

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.

Cataloguing

Alphabetical subject cataloguing, Classified cataloguing, Chain indexing, PRECIS, Coordinate

indexing, Title index, Citation index

Abstract

Indicative abstract, Informative abstract, Annotations, Telegraphic abstract, Automatic abstract

Document Delivery

Chapter 3: Document Delivery Service

Introduction, What is a Document Delivery Service (DDS)?

Efficiency of the- Document Delivery Service

Speed, Cost, Satisfaction Level

Document Delivery Service - World Scenario

Historical Perspective, Increase in Demand, Recent Trends

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

Introduction, Public Library, Academic Library

Special Library

Information service

Bibliography-based service

Online search service

Document supply service

Indexing source

Abstracting service

Publication and Notifications service

Translation service

Newspaper Clipping service

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