Module-2 | Organization of Library Resources: Advanced

Unit-3: Technical Processing of Documents

After studying this Unit, students will be able to:

- *Explain the need of technical processing of library material*
- *Know the importance of record maintenance in libraries*
- *Explain Call Number and its components*
- *Learn to prepare Class Number, Book Number and Collection Number for library books*
- *Describe the use of preparing a catalogue of the library material*
- *Understand the need for physical processing of library documents*

Contents

2.3.1 Introduction

The resources in a library are procured to facilitate the teaching-learning process and to satisfy the needs of the users of a library. The documents must be processed and organized to not only make them available to the readers but to ensure an easy access too. In other words, we can say that before shelving all the documents in the library stack and making them available for circulation in the library, they need to be physically prepared.

2.3.2 Technical Processing

The preparation of documents for use in the library is called technical processing; and is done by the technical staff of the library. In technical processing, the following steps are followed:

- Accessioning (i.e., Record maintenance)
- Classification of documents
- Assigning Call Number
- Cataloguing
- Physical Processing
    - Inspection (checking), stamping property mark and labelling for circulation
    - Due date slips
    - Plastic covers, laminates or cases to protect material
    - Barcodes (in automated libraries)
    - Pasting stripes or slips

2.3.2.1 Purpose of technical processing

Before items are shelved and circulated from the library, they need to be physically prepared. The library material goes through processing so that it can be located, used, and returned to the library. Each item in the library must go through a thorough physical processing before it reaches the library stacks or the users.

The steps involved in technical processing varies in each library. The processing steps vary by the type of library too as different types of material is processed in different sections in different ways. For example, a public library would probably reinforce fiction paperbacks with vinyl book tape and protect book jackets with a vinyl laminate. Academic libraries do not usually retain the commercial book jacket because it may not be durable. Besides this, special binding by the library helps in the identification of books owned by the library.

The libraries that have automated their circulation system need revised and streamlined processing procedures. These libraries also require time saving material such as pressure sensitive labels and book jackets that can simplify processing. In order to make processing efficient in terms of time and money, libraries need to regularly evaluate their processing methods. When all processing steps are completed, the material is separated by subject or department or area and sent out for shelving, which is also called classification.

2.3.3 Record Maintenance

A permanent record should be maintained by the library staff for documents acquired by the library. As per the government order, necessary records should be maintained in the Accession Register. The process is explained in the following steps:

2.3.3.1 Accessioning

Each document in the library should be uniquely distinguished from every other document. Recording the details of a document in the register (commonly known as Accession Register) is called accessioning. The accession register is an essential and permanent record of a library. Maintenance of an accession register is also a requirement according to the Government of India decision vide Rule 113 of General Financial Rules.

2.3.3.2 Assignment of Accession Numbers

An accession register is similar to a stock register, in which every book of the library is assigned a specific number. Each item in the library should be uniquely distinguished from every other item. This helps in the process of identifying whether a given copy of an item has been returned. It also aids the inventory process of the collection.

ACCESSION REGISTER

Fig 2.3.1: Accession Register

Fig 2.3.2: Information in Accession register

2.3.3.2.1 Accession numbers in manual circulation systems

In libraries with manual systems, the accession number and date should be written or stamped on the:

- Title page, last page of the book and on the confidential page, in the space provided in the ownership stamp affixed at all these three places in the book, space in the due- date slip and space in the book card.

- Circulation card and/or pocket – if it is done on both, it must be ensured that the correct card is placed in the correct item.

- Shelf list card – this is done for the inventory purposes

Accession numbers must have a unique sequence of numbers. To ensure that the numbers are not duplicated, most libraries use an accession numbering machine. The machines are available through library supply vendors. The numbering machine is a stamp that can be set to provide unique incremental sequences of numbers. By pressing a lever, one can adjust the machine to indicate the number of times that the same accession number will be repeated. The machine is then stamped on each place where the number will appear. For the next item, the machine automatically advances to the next sequential number.

Many libraries use the first 2 digits to indicate the year that an item was added to the collection and the remainder of the digits as inventory control counts for the year (e.g., 15-214, 15-215, 15-216, and 15-217). Here, '15' indicates the year 2015 and the subsequent numbers, viz. 214, 215, 216…… indicate the sequence number of documents added in the year 2015. Other libraries simply take note of the accession number at the beginning of the year and at the end of the year. This gives them the total number of processed items. Libraries which do not use accession numbers based on the date often stamp the date on the new item. This helps to indicate, when the item was acquired and can be helpful in weeding and inventory control.

2.3.3.2.2 Accession numbers in automated circulation system

In libraries with automated circulation systems, barcodes are used to provide a unique accession number for an item. Barcode labels are specific to an item. Each item in the collection is assigned a unique barcode number by the automated system, usually during the cataloguing or acquisition process. During barcode label production, the computer program associates the appropriate call number and copy number with each barcode. When the barcode labels are printed, the call number and title of each item is included on the barcode label. For the ease of application during processing, the barcodes are usually printed in their call number order.

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Fig 2.3.3: Barcode label

Barcode labels are put on the library material in the following locations:

- Inside the front or back cover – this protects the barcode label from being damaged but it adds an additional job at the circulation desk as the book has to be opened to read the barcode.

- On the front or back cover – this makes it easier to circulate the item because the book does not have to be opened but the label may not be desirable.

- On both – this gives more options but increases the processing costs.

Whatever location is chosen, it should be uniform in practice. Barcode labels are applied:

- When items are received and accessed

- During cataloguing, when the location is added

- When a call number is assigned to an item.

Libraries can either purchase barcode labels or create labels in-house, using a laser or barcode printer. Purchased labels are usually photocomposed. This is done by a computer controlled graphic process which forms original images within photosensitive paper. Photocomposed labels are very durable and can stand the abrasion of repeated scanning very well. Laser printer produced labels are less durable because the barcode is printed only on the surface. Repeated scanning, dirt, abrasion and grease damages the labels, therefore, they should be protected with a clear plastic label protector.

2.3.4   Classification of Documents

The main purpose of library classification is to facilitate the use of reading material. Library classification confirms the exact location of a document in the library and it also helps to arrange documents in the most convenient order. The two main functions of library classification are shelf arrangement and notation. The details related to classification of documents have already been discussed in Unit 4 of the previous book and Unit 3 of this book.

Notation is defined as artificially ordained numbers that represent the classes (subjects) in a library classification scheme. It is essential in every scheme of classification, as it serves as a symbol for a subject. As notation makes up the class number, it can be described as the standard abbreviation of a classification scheme.

2.3.4.1 Call Number

Besides the notation in a classification scheme, library material should also include an author indicator, i.e. the first three alphabets of an author's surname. Some libraries may also add a title indicator, date of publication, and/or a copy number. All these elements together, form a Call Number.

The purpose of the call number is to provide the address for an item acquired by the library. This address is where the staff will shelve the item, and where the user can look for the item. The call number also allows a user to browse the collection, to find the available items on any given topic. The idea of creating the call number for each item in the library is that each item can have a unique address. It is the cataloguer's job to determine the specific focus of the item being catalogued, and group the various material dealing with the same topic together. It, thus, creates an organized and accessible collection.

The call number of a document consists of three parts

(i)   Classification Number/Class Number

(ii)   Book Number

(iii)   Collection Number

Therefore, we can say

Call Number = Class Number + Book Number + Collection Number

2.3.4.1.1 Class Number

The class number of a document is an ordinal number representing the position of a class in a scheme of classification used in a library and also represents the subject matter of the document. The purpose of classification is to bring related items together in a helpful sequence from the general to the specific. There are several schemes of library classification

available. The one used most widely in the libraries is the Dewey Decimal Classification (DDC). A classification scheme of Indian origin, is the Colon Classification.

2.3.4.1.2 Book Number

A book number is the ordinal number which fixes the position of a document in a library, relative to the other documents belonging to the same class. The book number adds a further detail to the book. It is usually constituted from the author's name.

2.3.4.1.3 Collection Number

The collection number is a symbol denoting any special characteristics (size, physical form, or class of users, and so on.) of a group of books, with which the books may be separately located. In other words, the mark added to the class number and book number of a book to indicate a collection, is called the collection number. The following is a sample schedule for Collection Number:

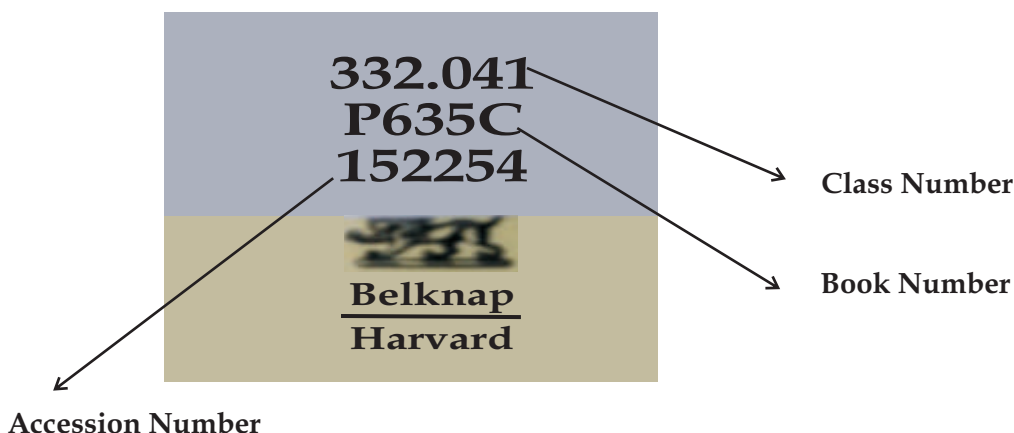| Nature of Collection	Collection Number
Under-size	Underline book number
Oversize	Over line book number
Rare Book	RB
Reading Rook	RR
Text Book	TC
Film Strip	FS

Fig 2.3.4: Call Number (Collection Number is not mentioned)

Examples

A book entitled, *A Textbook of Physics* by A. K. Kapoor, will have the following call number according to the Dewey decimal classification:

D

530

KAP

Here, D = Collection Number for main collection of lending section. It denotes the lending restrictions.

530 = Class Number for Physics

KAP = Book Number from first three alphabets of the author's surname

A book entitled, *Elementary Education* by C. M. Anand, published in 1992 will have the following call number according to the Colon Classification.

T15 N92 TD

Here,

T = Education

T15 = Class Number for Elementary Education

N92 = Book Number according to the year of publication, i.e., 1992

TD = Collection Number, indicating that the book belongs to the Education

Department (as per a table given in Colon Classification Schedules)

2.3.5 Cataloguing

For providing access to the collection of a library, an index or list of the material available in the library has to be maintained. This index or list of the available material is called a catalogue. A library catalogue is defined as, 'A list of books, maps, stamps, sound recordings or any reading materials that constitute a library collection. Its main purpose is to record, describe and index the holdings of any library collection.'

Cataloguing is the process of preparing a catalogue, or preparing the bibliographic records, which reflect the various details of a library item. An example of a catalogue card, with items to be written at different places, is given below:

Call Number	Main Entry Heading	
Acc. No.		Title proper (GMD).= Parallel title: Other title / statement of responsibility. –Edition / Statement of responsibility relating to edition. - Place of publication, distribution: Publisher, date of publication. Extent of item: other physical details: dimensions + accompanying Material. – (series; number). Notes. ISBN. 1. Subject heading. 2. Subject heading. I Added Entry II Added Entry III Title IV Series O

Fig 2.3.5: Catalogue card

The other details related to catalogue and cataloguing of documents have already been discussed in Unit 5 of the previous book and Unit 4 of this book.

2.3.6   Physical Processing

All library documents go through the technical processing. So, whenever required, they can be easily located, and be used and returned to the library. The steps involved in the processing of a library document may vary from library to library, depending on whether a library is using a manual or an automated circulation system. Physical processing covers inspection, stamping the property mark and labelling.

2.3.6.1 Inspection

The documents received from the suppliers should be examined for any physical defects such as damaged covers or folded pages. If the purchased document is found damaged, it may be returned to the supplier. But it can be returned only if it has not been processed by the library. These are usually replaced by the suppliers promptly.

2.3.6.2 Stamping

Most libraries, label their documents with some form of permanent identification that provides the name of the library and its address. Stamping is one of the identification marks of the library. It is done to stop theft and ensure that lost documents are returned to the library. The ownership stamps are usually put at the following places in a book:

❖ On the title page/back of the title page

❖ At the top/bottom of the confidential page chosen by the library; and

❖ At the last page of the book.

It can be done with a rubber stamp. Instead of a stamp, some libraries use special book plates, pasted on the inner side of the front cover.
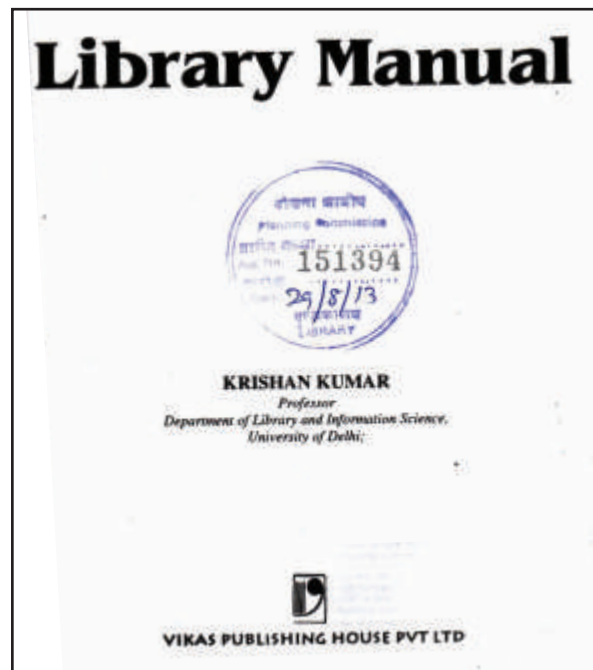
Fig 2.3.6: Stamping with a rubber stamp on the Title page and on the last page of the book

2.3.6.3 Labelling

Labelling is the process in which the following labels are pasted on the procured documents:

For Manual Circulation:

❖ Book plate/Ownership slip   ❖ Spine Label

❖ Due Date slip   ❖ Book Card

❖ Book Pocket

For Automated Circulation:

❖ Book plate/ Ownership slip

❖ Spine Label

❖ Barcode Label

❖ Electromagnetic tape (if the library uses an electromagnetic security system)

➥ RFID label (if the library is fully automated)

A **Book plate**, which is the prominent mark of ownership, is pasted on the inner side of the front cover.

After completing the process of classification and cataloguing, the **Barcode labels** and **Spine labels** are printed, the call number of each item is included on both the labels. The Spine label may be placed on the spine of the book (¼ inch above the bottom). The label can be cut along the right side and the bottom, if necessary, to make it fit. If the book is too thin for putting the label on the spine, it should be placed on the upper left corner of the front cover (¼ inch from the spine).

Government of India

PLANNING COMMISSION

LIBRARY

Class No. ___ **823** ___

Book No. ___ **S813F** ___
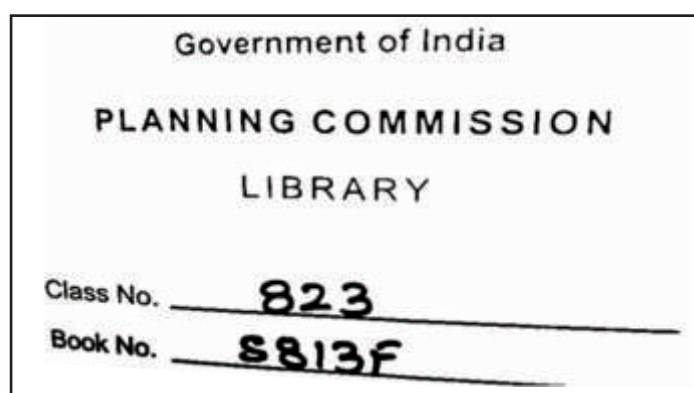
Fig 2.3.7: Book Plate / Ownership Slip

A Barcode label may have the call number, accession number and the name of the library. It may be pasted below the due-date slip or on the inner side of the front or back cover of the books. However, whatever location is chosen, it should be consistently used, so that, the circulation staff does not have to look for the barcode while checking the items. Repeated use of the document, dirt, and so on may damage the label. Therefore, it should be protected with a clear cellophane label protector.

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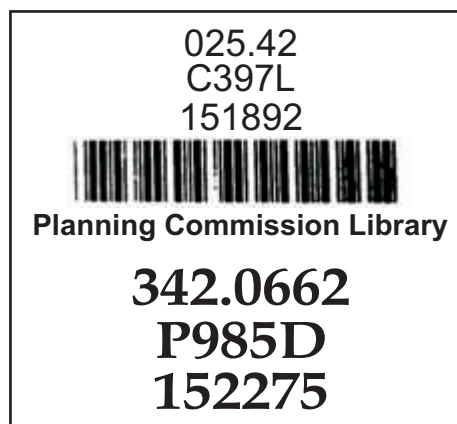
Fig 2.3.8: Spine label

The **Due-Date Slip** may be pasted on the last page of the book. Only the upper edge of the slip is pasted. It is placed on the library documents as a courtesy aid to the reader. It can be used by the reader to determine when the documents should be returned to the library.

DATE DUE	
THIS ITEM MUST BE RETURNED ON OR BEFORE THE LAST DATE STAMPED BELOW.	

Fig 2.3.9: Due-Date Slip

Book cards are a key component in the manual circulation system, where they are used for identifying the borrowing member of a document and its date of return. It contains, the name of the library; call number; accession number; the author; and the title of the book.

The above mentioned information is given on the upper section of the card and the lower section of the card is used for recording the borrower's information and due date, when the document is issued. It comes in a wide variety of colours, papers and sizes. The common size is 3"×5".

Fig 2.3.10: Book Card

A **Book Pocket** also known as the book card cover, is pasted on the bottom of inner side of the back cover of the book. It contains the name of the library and some important library rules.

Fig 2.3.11: Book Pocket

Electromagnetic Tape is available in different shapes and sizes. For the library books the tape is most common. It can be affixed to a book, CD or DVD. During check out, if an item has not been deactivated, the electronically active gate of the library detects the strip and rings an alarm. When the items are returned, the strip is reactivated. The electromagnetic strip is usually pasted inside the books; between pages. So, the members cannot find it easily.

RFID tag is the heart of a fully automated library system. These tags are pasted on the inner side of a book's back cover or on CDs and DVDs. The RFID tag consists of a chip and an antennae. The tag can be divided into three different categories, namely, Read Only, WORM (Write One Read Many), and Read/Write tags.

Most libraries use the high frequency Read/Write tag.

2.3.7 Summary

Every library has a technical services department/division/section. This department handles acquisition, classification, cataloguing, physical processing, preservation, and maintenance of the material in the library. The manner of organising this material is called

technical processing. It includes their classification and cataloguing. The technical processing of books has been explained in this unit. The journey of a book, from procurement shelves has been discussed. The components of the call number have also been explained.

The library material in all formats - books, periodicals, videos, microfilms, sound recordings, CD- ROMs, etc. - have to be physically processed before they are 'shelf-ready'. This may entail, adding spine labels, due-date slips, circulation cards and pockets, bar codes and security strips, ownership markings, protective cases and covers and/or reinforcements. Physical processing makes the material ready for circulation and prolongs its shelf life.

2.3.8 Glossary

Accession Register: The chief record of the books added to a library. Books are numbered incrementally as they are added to the stock and entered in the register.

Barcode: A machine-readable code in the form of numbers and a pattern of parallel lines of varying widths, printed on library books and used especially for security and stock control.

Book Number: The combination of alphabets or alphabets and numbers, used to indicate an individual work in the library. The book number may consist of several parts: an indicator for the author (i.e., author's last name); an indicator for the title (when an author has published more than one work in the same subject area); the date of publication (i.e., 2014); a copy number if there is more than one copy of this particular work in the collection (i.e., copy 2).

Call Number: This is the location or address of an item on the library shelves. The call number is made up of the notation (the number indicating the subject of the book) and the book number (indicating the author and information about that particular copy). There should be a unique call number for each item in a library collection. This can be done through the use of indicators for the title, date and copy number in the book number. In short, it consists of the class number, book number and collection number of a book.

Notation: The number, or the alphabet and number combination, developed using the information given in a classification system (i.e., the schedules and tables of the DDC).

Physical Processing: The library materials in all formats have to be physically processed before they are "shelf-ready." Physical processing makes the material ready for circulation and prolongs their shelf life.

Technical Processing: The preparation of documents for use in the library is called technical processing.

RFID: Radio Frequency Identification System

2.3.9 Exercise

Short Answer Questions

1. State the need for technical processing of library material.
2. List the steps involved in technical processing of library material.
3. Explain the role of barcodes in automated circulation systems.
4. What is the main purpose of library classification?
5. Write a brief note on role of notation in library classification.
6. What does a call number consist of?
7. Define book number.
8. Explain the need for having collection number.
9. Draw a catalogue card indicating various items to be written at different places.
10. Enumerate the various aspects of physical processing of documents.
11. Why should library books be inspected before processing?
12. Give a list of various labels to be pasted on library books.
13. List the various items of information on a book card.

Long Answer Questions

1. Explain the need, purpose and steps of technical processing.
2. Write in brief note about Accession Register.
3. Give a comparative account of the assignment of accession numbers in manual and automated circulation system.
4. What is a Call Number? Explain the different parts of Call Number.
5. Discuss the process of physical processing of a document
6. Discuss the need for having various labels for library documents.

Module-3 | Library and Information Services

Unit-1: Traditional Library and Information Services

After studying this unit, students will be able to:

- *Understand the need and role of information services*
- *Learn about the nature and functions of information services*
- *Study about various types of information services*
- *Understand responsive and anticipatory information services*
- *Learn about value added information services*

Contents

3.1.1 Introduction

An important need for human development is to seek information, and today libraries have become more than the information centres. Libraries may also be considered as service centres. Libraries have evolved from being a closed store house of documents (data–centric) to being an open destination where users are catered with information according to their needs (user-centric). Over the years, the task of the librarian has transformed from being a caretaker of information to being an information professional, who manages a system of information in multiple formats. This information is disseminated through specifically designed services as per the users' demands.

One of the prime objectives of any library is to satisfy the needs of its users and library and information services are designed to achieve this. The obligation of a library to its users is to provide information services to support their educational and recreational needs. This demands well-planned information services and proper implementation. There are basically three categories of information sources, primary, secondary, and tertiary. The method of dissemination of information is also variable. The basic methods are of two types, one is to provide information to the user in response to an expressed demand (on demand or responsive services) and the other one is to anticipate user's needs and provide them the right information (anticipatory services). The main focus of this unit would be to focus on basic categories of information their, services, needs, functions and role of information service.

3.1.2 Information Services: Need and Role

Libraries fulfil the needs of the user communities by acquiring a wide variety of information sources of diverse nature and formats, storing and preserving these sources at a suitable location, and adding value to them by organizing for easy access. The next step is to connect the users with the resources by providing direct assistance to them. Libraries provide users with information resources and in some cases leads or refers them to other information sources. The difference between a source and a resource is that a source is a raw material whereas a resource is a processed product. Sources become resources when they become relevant for the user. It should be verified and the content should be enriched with proper storage and easy retrieval. The development of a system or mechanism to acquire required sources, providing uninterrupted access to users, managing it in an organized way and customizing the resources and providing information services as per the needs of the users are the basic functions carried out successfully by any well-managed library or information centre. Information services in a library are also focused on marketing its products to the potential user or the one who demands. Making the information products marketable is a challenge before any modern library. The trends in the information required by the users of different educational, economic, and social backgrounds are to be conducted in order to decide the nature and scope of information services a library or information centre intends to provide.

3.1.2.1 Reference and Information Services

To meet informational needs of the users, libraries provide a range of services referred to as Reference and Information Services. Reference service are concerned with direct personal assistance to the users seeking information. They cover services such as assistance to the users 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.

On the other hand, information services are provided in anticipation of various needs of the users of libraries. The current awareness services, indexing, and abstracting service are included in this category. These services are provided to users when they ask for it. The factors which affect the nature of services depend on the information-seeking behaviour, the information needs, and the service expectations of the targeted community. There are a number of ways by which a library can provide information services including direct personal assistance or reference service and referral services where the user is directed to the source, reader's advisory services, document delivery services and many other services designed in anticipation of user needs such as current awareness services, Selective Dissemination of Information (SDI), etc. There are value added information services like information repackaging (particularly in the field of business and science), subject analysis and information analysis, citation analysis, abstracting, translation, etc.

3.1.3 Users' Approach to Information

The nature and functions of an information service depends on the information and requirements of the end user. A user needs information for accomplishing certain objectives. We may classify a user's approach to information as below:

i. **Everyday Approach:** This approach satisfies the daily information needs of the users. For example, Data on the property of a substance like colour of a substance.

ii. **Comprehensive or Exhaustive Approach:** The purpose may be to identify a research area or to formulate a research proposal of a given subject by the users. This approach facilitates a detailed study on the field of interest.

iii. **Current Approach:** This is the most essential approach to information for professionals and researchers. The user tries to keep abreast of what is being published from time to time in his/her area of specialization and in areas closely related to it. The knowledge about the latest advancements in the field of interest to keeps a professional up-to-date and also helps a researcher in avoiding duplication in research.

A library may device information services that are adequate to provide right information within the shortest time limit, keeping in mind the above approaches of information.

3.1.4 Types of Information Services

The variety and number of information services and products provided by modern libraries and information centres are quite large in the present era of information and knowledge explosion. The surge in knowledge creation and consumption happens in basic and interdisciplinary fields of technology, development, industry, marketing, trade and research and calls for an increase in personalized services.

Library and information services may be categorized as:

i.   Responsive services or services on demand, and

ii.   Anticipatory 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.

The following features and some of the important information services provided by libraries under these categories are discussed in the following sections

3.1.4.1 Responsive Information services

An information service provided in response to an expressed demand by the user is called a responsive or on demand information service. Here, the user requests an information professional to search and find out the specific information that he/she needs. A brief description of important responsive information services provided by a library is given below.

i.   Reference Services

The concept of reference service was formulated in 1876 by Samuel Swett Green, librarian of Worcester Free Public Library in Massachusetts. In an article published in Library Journal, he advocated personal assistance and service by librarians to library readers. The purpose of reference service is to facilitate access to information. This is a highly personalized service, where the librarian interacts with the users in a one-to-one manner and provides access to the information. According to Dr. S. R. Ranganathan, "reference service is the establishing of contact between reader and book by personal service". The concept will get clearer when we understand the role of the library professional or the reference librarian, who delivers the reference service. Green's original paper suggested a reference librarian as the one who teaches people how to use the library resources, answers reader's questions, aids the reader in the selection of good books and promotes the library within the community.

Joan M. Reitz, in her "Dictionary of Library and Information Science" defined reference service as, "including but not limited to answering substantive questions, instructing users in the selection of appropriate tools and techniques for finding information, conducting searches on behalf of the patron, directing users to the location of library resources, assisting in the evaluation of information, referring patrons to resources outside the library when appropriate, keeping reference statistics, and participating in the development of the reference collection."

Reference services delivered by a library depend on the local situation, traditions,

kind of users, size, resources and the organizational and administrative philosophy followed by the library. The nature of service also varies from one type to another type of library. The reference services may be divided into three categories.

A.   **Basic services:** There are several essential and minimum reference services that a library should perform. These include:

a)   Provision of general information (e.g., queries like "where is periodical section?")

b)   Provision of specific information (consulting the documents)

c)   Assistance in the location and searching of documents (locating on the shelf and if not available, then searching in other places)

d)   Assistance in the use of library catalogue

e)   Assistance in the consultation of reference books, etc.

B.   **Services performed on regular basis:** The reference services usually performed in a library are:

a)   **Readers' advisory service:** This is the process of recommending sources to library users based on their needs/queries. The reference librarian chooses a source which may be a book, journal, database, or website based on his/her skills, expertise and the nature of user's query.

b)   **Inter-library loan and document delivery:** Inter-library loan is the process of sharing materials between libraries. The libraries under a consortium or a mutual agreement may loan a physical item in original or a partial copy of it and deliver the same to the requesting library for a specific period of time based on certain established codes and copyright guidelines.

c)   **Reservation of documents:** This service allows a user to reserve an item of the library that has been loaned out to another user. When the item is returned, the user who reserved the same is informed and allowed to borrow it.

d)   **User Education (instruction):** User education deals with educating the user about the use of library facilities and services. In other words, this is a methodical approach to teach the users as to how to use the library effectively. There may be user education programmes on the general use of library and the use of library tools like catalogue, bibliographies, reference books, etc. Library orientation, which is given in the beginning (initiation of a freshman), is also a part of user education. But, user education is treated as a continuous service.

e)   **Compilation of Bibliographies:** This service may be on demand or in anticipation. This service will significantly help students and researchers.

f)   **Bibliographic verification and citations:** This is the process of reading, identifying, and interpreting citations to information sources, including books, manuscripts, journals, theses, web pages, or any other form of publication. During this process of verification, the reference librarian frequently finds other reference sources that cite the same publication, correct errors, and determines where to find the preferred information.

g)   **Indexing and abstracting services:** This service is mostly performed by special libraries. The abstracts and indexes of acquired publications may be prepared locally at the library .The intended users can refer to these services to find the required information.

h)   **Subject specialists:** Subject specialist reference librarians are now common in large and special libraries. They are specialists in specific subject fields or disciplines who select material for the collection as well as assist users with specialized research requirements. These service providers work closely with researchers and handle very complex questions.

i)   **Ready reference:** This service is particularly important for public libraries, where factual answers to highly specific queries are provided. (e.g., "What is the population of New Delhi?").

j)   **Library Tour:** This is a reference service given to a library visitor or a new member to understand the resources and services. The member is taken around the library under the guidance of a professional/instructor.

k)   **Holding of library exhibitions:** Exhibitions and displays are important services to attract users' attention towards new additions or previously unknown resources.

l)   **Issue of permits for library use:** This involves issuing of permits to non-members of the library to use the library for a certain period of time.

m)   **Maintenance of clippings and vertical files:** Clippings prepared from newspapers, magazines and pamphlets and vertical files containing pamphlets, prospectuses, reports, press clippings, etc., are sources of information having special importance.

n)   **Preparation of library publications:** Bringing out publications like handbooks, user guides/manuals, newsletters, bibliographies, indexing and abstracting documents, etc., and assisting other departments in their publishing activities, is an important reference service.

C. **Services performed sometimes**

These are information services not always provided by the library but only when the users demand. They are:

a)   Display/list of current periodicals

b)   Maintenance of special files

c)   Reproduction of documents (Photocopying, CD/DVD writing, microfilming, etc.)

d)   Translation service: Translation is a process of transforming precisely the information contents of the text from one language into another language.

ii. **Referral Service**

Referral service is referred to a prospective user of information source. The Concise Dictionary of Library and Information Science defines referral service as a "service which, if unable to provide the information required, refers the enquirer to another potential source or service". The distinction between a reference service and a referral service is that, in the former, the user is actually provided with the required document or information but in the latter (referral) the user is directed (referred to) the sources such as secondary publications, professional organizations, information units, research organizations or individual specialists. A referral service guides a user where to search for a resource which is presently not available in the library.

iii. **Literature Search Services**

Literature search service is an extension of reference service. The process of literature search starts with the library professional first understanding the nature, scope, depth and exact area of enquiry of the user by a user interview. Assessment of these indicators decides whether the search is for specific information, or for a few select references or for a comprehensive bibliographic information (mainly for research). This is followed by the formulation of a search strategy for searching different information sources. Knowledge of the subject area of search is beneficial for the librarian here. Traditionally, books, journals, theses, etc. and in modern parlance online databases, CD-ROM databases and web sites are considered as the most important sources for literature search service.

3.1.4.2 Anticipatory information Services

An information service provided for anticipating a user's needs is called an anticipatory information service. The important services under this category are given below:

i. **Current Awareness Services (CAS)**

The meaning of the term "current awareness" is the knowledge regarding recent

developments in a subject area of special interest to an individual. The process of current awareness function includes the reviewing of newly available resources relevant to the user community or pertinent to the programme of the organization and the selection and organization of individual items which must be brought to the attention of the user. The means for delivering this service varies depending upon the type of library. This service is concerned with the dissemination of latest information to a specialist to keep him/her up to date and well informed.

Finding relevant information has become more and more difficult for a professional, particularly in the field of science and technology. The exponential growth of scientific and technical information makes it impossible for the users to examine the information comprehensively. The need and relevance of CAS comes into effect at this point. The CAS enables the researchers to keep them up-to date and well informed. The information products delivered periodically by the libraries under CAS keep the researchers abreast of the recent developments in their field of study or work and save their valuable time. This is a perfect example of an anticipatory information service which draws a user's attention to latest trends/developments in a specific area of interest.

Current Awareness Services have two categories:

a.   **CAS directed towards individuals or group of users:** This type of CAS includes communication of information to individuals or groups through informal conversation or by telephone or mobile phone; through electronic messages (SMS), messages sent on notification form, selective dissemination of information (SDI), selective dissemination of documents, routing of documents (periodicals), etc.

b.   **CAS directed towards all users of the services:** This includes accession lists (new arrivals), bibliographies, indexing and abstracting services, literature surveys, bibliographic surveys, table of contents of periodicals, etc. The end products are current awareness bulletins which may include all the above elements.

The systematic ways to deliver a CAS are:

(i)   reviewing or scanning of documents regularly and focusing on a desired subject.

(ii)   selecting information and recording individual documents, and

(iii) sending notification to the users about items of information of their interest.

The selected information is recorded and delivered by suitable means, such as (i) telephone calls or personal visit by the library professional; (ii) Written messages sent

on notification forms or post to call at the reference desk; (iii) routing of periodicals, selective dissemination of documents and users; (iv) preparation and publishing of library bulletins; (v) display, and (vi) view data.

ii. Selective Dissemination of Information (SDI)

The concept of Selective Dissemination of Information was originally given by Hans Peter Luhn in 1958. Selective Dissemination of Information (SDI) is a highly personalized service. It is a method of supplying each user or a group of users with references of documents or abstracts relating to their pre-defined areas of interest selected from documents published recently/received during the period in question. This service saves the user the effort and time of having to scan through a number of publications, and to choose the documents of interest to him. The basic concept behind SDI is the matching of information/documents with the profile of each user or group of users with same interest. A user profile and document profile are two important components of the SDI service. Then the matching items are brought to the attention of the user. The same activity can be performed effectively with the help of a computer. Commercial mechanized SDI services are available in highly information rich fields like science and technology.

During the process of SDI, the `user profile' which comprises of a set of `key words' organised as meticulously as the 'system' permits, describe the subject of interest, in accordance with the keywords that appear on the documents. A document is selected when two key words coincide. In an automated environment, once a search profile of the user is created and saved, relevant information is sent to the researcher automatically (and the selected databases/catalogues are updated). The effectiveness of an SDI service depends on the completeness or comprehensiveness of the user profiles and the relevance of the information; which are to be matched with each other. The SDI is considered as one of the best current awareness services available at present.

3.1.5 Value-added Information Services

'Value-added' information services are those services which have an added value to the original, in order to make them more useful for the users. These are the services or products that are provided in a collated, refined and convenient form to make them readily usable by the users. These are different from services offered in routine manner and are treated as special.

Taylor suggested three advantages of value addition to the information services. These are:

i.   Making choice easier, by labelling information and reducing noise;

ii.   Classifying a situation by providing a new structure to information;

iii. Increasing the possibilities of better decisions by providing better quality, better formatted, and more precise information, adapted to the problem or situation.

Value added information services can be organised into the following groups:

i. **Selection and packaging:** This is the process of selection and integration of information from different sources (internal and external) and of varied kinds (bibliographic and numeric/factual or formal and informal) to get an enriched end product with an added value.

ii. **Subject analysis:** The added value by this service is based on the intellectual input of the analysis (by means of indexing, classifying, cataloguing, abstracting, etc.) makes the information easily accessible and more comprehensible.

iii. **Information analysis:** Information analysis is done for improving the authenticity and usability of information. This is done by specialists in the concerned subject areas, keeping in view the requirements of the potential users of the information. The process of information analysis includes selection, evaluation, validation, standardization, summarization and synthesis.

iv. **The user interface:** User interfaces are mechanisms built into information systems and services to enable the users to utilise these services in an effective manner. For example, user interfaces in an online bibliographic information retrieval system.

v. **Context setting:** Context setting, by its very nature, implies a particular context and a particular user need. This service is most relevant for inter-disciplinary areas where the significance and inter-relation among individual pieces of data are assessed. This data will be converted into information.

vi. **Information for innovation:** Innovation gives a winning edge to an organization. It is based on new ideas and new combination or interpretation of old ideas. The quality of processed information by an organization and information activities within it make their innovations fruitful.

vii. **Information rich environment:** This will keep communication among individuals and groups more relevant and accurate. Every time access to quality information supports good decision making and better management.

The main disadvantage of a value added information system or a service is its high cost of production and delivery, which may not be affordable to all users.

The advancements in the field of Information Technology have initiated a large number of online and digital information services. Many traditional information services may become non-relevant in future due to the exponential growth of new technologies and tools. We will discuss in detail the new trends in the field of information services in the next unit.

3.1.6 Summary

The primary objective of a library as a service organization is to satisfy the information needs of users, and the information services are designed to achieve this objective. The nature and scope of any information service depends on the user's approach to information. Information services are basically categorized into responsive or on-demand services and anticipatory services. Responsive services are provided in response to the demand by the user. Major responsive information services include, reference services, referral services, and literature search. Reference services may be categorized into: (i) basic services (e.g., Provision of general and specific information, assistance in locating the document, searching the library catalogue and using a reference source), (ii) services performed usually (e.g., readers' advisory service, inter-library loan and document delivery, reservation of documents, user education, compilation of bibliographies, bibliographic verification and citation, indexing and abstracting, subject specialists, ready reference, library tour, exhibitions, issue of library use permits, maintenance of clippings and vertical files, preparation of library publications, etc.), and (iii) services performed sometimes (e.g., display of current periodicals, special files, reproduction of documents , translation service, etc.). Referral services refer a user to the right source. An information service provided by anticipating a user's needs is called an anticipatory information service. Examples are: current awareness and Selective Dissemination of Information (SDI). Value added services are different from routine services, with the addition of something special which makes them more useful. The sudden growth of technology has changed the nature of library and information services tremendously, but their role in providing the right information to the needy users remains unquestioned.

3.1.7 Glossary

Abstracting services: Short summaries of articles of periodicals, collected and organized and brought out periodically for access.

Active service: Library staff provides the service in anticipation to keep the user well-informed.

CD-ROM: Compact Disc Read Only Memory.

Indexing services: Providing access to journal articles and such other documents through organized arrangement of entries of subject headings.

Passive service: Library staff waits for the user to approach them and make a demand.

Referral Service: A service which directs enquirers to an appropriate source for the information or data required.

Reference Service: A service that is concerned with direct personal assistance to the user seeking information.

Special Libraries: The libraries that are attached to R&D organizations to serve the specialists of the R&D organization, who are actively engaged in research in a particular subject or discipline.

User Education: Imparting formal training to users for using library and its resources.

3.1.8 Exercise

Short Answer Questions

1. Name the two basic types of information services.
2. Name the three basic categories of reference services.
3. What are the factors on which reference services provided by a library should depend?
4. What is an anticipatory information service?
5. Distinguish between Every day approach, Comprehensive approach and Current approach to information.
6. What is a responsive information service?
7. Define a reference service.
8. Distinguish between library orientation and user education.
9. Write a short note on 'referral services".
10. Write a short note on 'Current Awareness Service'.
11. How are the value added information services categorized?
12. Compare the advantages and disadvantages of value added information services.
13. Name the two types of Current Awareness Services.
14. Who set forth the concept of Selective Dissemination of Information?
15. What are 'value-added information services'?

Long Answer Questions

1. Explain the role and need of library information services.
2. How do the user approaches to information affect the information services? Discuss.
3. What is a responsive information service? Describe the major services under the category.
4. What is the role and importance of anticipatory information services in a library? Describe different types of Current Awareness Services.
5. Discuss about the value added information services and how are they categorized?