Name of the Course	Information Services and Sources
Course Code	INF-206
Credit Hours	3
Objectives	1. To develop the ability to understand reference queries through conducting effective reference interviews. 2. To be able to identify and use appropriate reference sources to find answers to reference questions. 3. To apply criteria to be used in evaluating reference sources. 4. To demonstrate knowledge of users' information needs, seeking, and information use.
Contents	**Unit-I Introduction to information services and sources** 1.1 Meaning & definition 1.2 Importance 1.3 Characteristics 1.4 Functions of reference service 1.5 Evolutions -both print and non-print **Unit-II History and varieties of reference and information services** 2.1 Samuel Green and the founding of reference service 2.2 Changes since 1876: Technology 2.3 Changes since 1876: Diversity 2.4 Styles of reference service 2.5 Types of reference service 2.6 Models of reference service 2.7 The future of reference **Unit-III Information work environment** 3.1 Technical aspects 3.2 Cultural aspects 3.3 Ethical aspects 3.4 Legal aspects **Unit-IV Reference service** 4.1 Traditional and virtual environments 4.2 Reference interview process 4.3 Search strategies **Unit-V Organizing and delivering reference and information services** 5.1 Reference as a place 5.2 Service models 5.3 Delivering virtual reference services 5.4 Keeping current, staying relevant **Unit-VI Selection and evaluation of reference sources** 6.1 Reference collection development and maintenance 6.2 Evaluation of sources 6.3 Virtual reference collection development 6.4 Selection aids 6.5 Sources, collections, and services in transition **Unit-VII Important information sources**

	7.1 Directories
	7.2 Almanacs and fact books
	7.3 Encyclopedias
	7.4 Dictionaries and thesauri
	7.5 Biographical sources
	7.6 Bibliographies and its types
	7.7 Basic guides to reference materials
	7.8 Library catalogs
	7.9 Serials guides
	7.10 Indexes and abstracts
	7.11 Geographical sources-- Maps, atlases & gazetteers
Teaching & Learning Strategies	A combination of lecturing, class participation, and discussions will be used to conduct the course. Students will be expected to read extensively ahead of each class session and actively participate in discussions.
Assignments	Practical assignment (10 marks), presentation (5 marks) and quiz (10 marks)
Recommended Reading Material	Bopp, R. E., & Smith, L. C. (2011). *Reference and information services: An introduction.* Englewood, Colo: Libraries Unlimited. Cassell, K. A. & Hiremath, U. (2018). *Reference and information services in the 21st Century: An Introduction* (4th ed.). New York: Neal-Schuman. Hirsh, S (Ed.). (2018). *Information Services Today* (2nd ed.). Lanham, MD: Rowman & Littlefield. Janes, J. (2003). *Introduction to reference work in the digital age*. New York: Neal-Schuman. Katz, B. (Ed.). (2013). *Digital reference services*. New York: Routledge, Taylor & Francis Group. Ross, C. S., Nilsen, K., & Radford, M. (2009). *Conducting the reference interview: A how-to-do-It manual for libraries* (2nd ed.). Chicago: Neal-Schuman. Smith, L. C., Wong, M. A. (2016). *Reference and information services: An introduction* (5th ed.). Santa Barbara, California: Libraries Unlimited.

Assessment and Examinations:

Sr.#	Elements	Weightage	Details
1	Midterm Assessment	35%	Written test (at the mid-point of the semester)
2	Formative Assessment	25%	Assignment, presentation and quiz
3	Final Assessment	40%	Written test (at the end of the semester)