

Sant Gadge Baba Amravati University,

Amravati As Per NEP 2020 Syllabus

Faculty: Humanities

Three Years- Six Semesters Bachelor's Degree

**Programme B.A-III, SEM –VI (Library &
Information Science)**

Course Code – 636266

Minor: Reference Source and Services

Level	Semester	Course Code	Course Name	Credits	Teaching Hours	Total Teaching Hours	Max Marks	Internal Marks	Total Marks
5.0	VI	636266	Minor Theory: Reference Source and Services	4	4	60	60	40	100

Course Code – 636266

Minor: Reference Source and Services

Course Objective	- To understand the concept and importance of reference services. - To familiarize students with emerging digital reference tools and technologies.			
Course Outcomes:	- To differentiate between primary, secondary, and tertiary reference sources. - To conduct effective reference interviews to identify user information needs. - To evaluate the authority, accuracy, and currency of information tools. - To provide high-quality reference services in both physical and virtual spaces. - To apply ethical standards and copyright laws to reference practices.			
Unit System	Contents	Workload Allotted	Weightage of Marks Allotted	Exam Type & Marks
Unit I	Source of Information - Primary, Secondary and Tertiary Sources of Information. - Nature, Characteristics of Reference Books - Documentary Information Sources. - Non Documentary Information Sources.	10 Hours	10 Marks	Theory-60 Internal Assessment-40 Marks Total Marks-100
Unit II	Reference Sources - Definition and characteristics of reference sources. - Types of reference sources. - Dictionaries: types and uses - Encyclopedias: types and evaluation.	10 Hours	10 Marks	

Unit III	Introduction to Reference Services • Meaning and objectives of reference service. • Need and importance of reference service in libraries. • Types of reference service. • Ready reference and long-range reference.			
Unit IV	Steps in Reference Service • Receiving and analysis of User query. • Reference Questions, Reference Interviews. • Selection of reference sources. • Providing Information to users.	10 Hours	10Marks	
Unit V	Information Services and User Support • Current Awareness Service (CAS) • Selective Dissemination of Information (SDI) • Referral service and document delivery service. • User education and orientation.	10 Hours	10Marks	
Unit VI	Reference Services in Digital Environment • Electronic reference sources. • Online databases and e-resources. • Digital reference services. • Internet as a reference source .	10 Hours	10 Marks	
References:	• Reference Service by William A. Katz. • Introduction to Reference Work by William A. Katz. • Reference and Information Services by S. R. Ranganathan. • Reference Sources and Services by G. G. Chowdhury. • Information Sources and Services by C. P. Vashishth.			