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UNIT – 2 Sources of Information Primary Information Sources :General introduction (Periodicals, Conferences, Patents, Standards, Theses/ Dissertations, Trade Literature, etc.) Secondary Information Sources: Dictionaries, Encyclopaedias, Biographical, Geographical, Bibliographies, Indexing and Abstracting, Newspaper Indexes and Digests, Statistics, Handbooks and Manuals Tertiary Information Sources: Directories, Yearbooks, Almanacs, Bibliography of Bibliographies, Union Catalogues

UNIT – 3 Reference and Information Services Users and their Information Needs Theory and Functions of Reference and Information Service Enquiry Techniques Role of Reference Librarian and Information Officer in Electronic Environment

UNIT – 4 Types of Information Services Documentation Services: Abstracting and Indexing Services Alerting Services, CAS, SDI, Reprographic Service, Translation Service, Document Delivery and Referral Service

UNIT – 5 Information Literacy Programmes Concept, Objectives, Initiation of Users Users and their Information needs: Categories of users, ascertaining users Information needs Information Literacy Products

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