



# 13



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## TRADITIONAL LIBRARY SERVICES: RESPONSIVE AND ANTICIPATORY

### 13.1 INTRODUCTION

Libraries, traditionally, provide a variety of services to users by organizing their collection for ease of access and availability, build up tools to inform what document resources they have, and also to assist users in getting any information needed.

In lesson 12, you have been provided an account of information needs of library users and an overview of types of services provided by the libraries to meet these needs. In this lesson you will learn in detail about how these services are provided and what the impact of information and communication technologies is on the provision of these services.



### 13.2 OBJECTIVES

After studying this lesson, you will be able to :

- explain the role of traditional library services;
- identify the categories of traditional library services, viz. Responsive and Anticipatory;
- list out various Responsive and Anticipatory Services;
- describe the need and functions of Responsive Services;

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- describe the role of Anticipatory Services in libraries; and
- give examples of Responsive and Anticipatory Services.

**13.3 TRADITIONAL LIBRARY SERVICES**

Library Services are generally known as Reference and Information Services. These are considered to be the most essential and important of all activities of a library. In order to organize and operate these services effectively and efficiently to the fullest satisfaction of users, these are broadly divided into two distinct categories, viz. Responsive and Anticipatory.

**13.4 RESPONSIVE SERVICES**

Responsive services are offered in response to requests from the users, for making use of the library tools and facilities, or help users in obtaining answers to any type of reference questions. The request may come from the users in person, over the telephone, through correspondence, or via e-mail or online via Internet. The technology now allows users to submit their requests to the library at any time from any place in the world. These services are listed below:

- Assistance in the use of the library and its tools
- Lending Service or Circulation Service
- Inter- Library Loan
- Reference Service
  - Short-range Reference Service
  - Long-range Reference Service
- Literature Search
- Compilation of Subject Bibliographies
- Photocopying Service
- Referral Service
- Translation Service

You have learnt about the above mentioned responsive services in lesson 12 of this course. In this lesson, three responsive services, viz. Long- Range Reference Service, Literature Search and Compilation of Subject Bibliographies will be dealt with in detail.

**INTEXT QUESTIONS 13.1**

1. What do you understand by responsive services?
2. List out different responsive services.



## Notes

### 13.4.1 Long- Range Reference Service

This reference service is generally provided to a specialist, who is seeking information for research, for delivering a lecture, for writing a paper or for solving a problem. Information sought may be too specialized in nature; it may be too recent; it may be related to another period; or it may be in another language. Depending upon the query, the information may be searched in several sources including printed as well as electronic sources. At times, organizational or informal sources are also consulted to provide the desired information. As a wide range of sources are consulted, a considerable amount of time is taken to provide this service.

Long -Range Reference Questions demand not only more time to find the answers, but also need to consult sources which may or may not be standard reference books. To handle such long range and at times, intricate reference questions, there are a certain set procedures and practices which are generally followed, so that the search for the query is in the right direction and the information collected is acceptable to the user. The foremost and the most important step, here, is to have personal dialogue with the user. A dialogue with the seeker, to know the field in which he/she works, the purpose of the need and such other details, would provide tips to formulate a search strategy. This dialogue is usually referred to as a 'Reference Interview'. The 'Reference Interview' helps to know the query thoroughly, the purpose for which the information is sought, the background of the user and the type of information sources required. An example of a long- range reference question is given below:

A reader specializing in Sociology and involved in a special study of children's literature, wanted to know if there is an analogy of the Cinderella myth in Indian children's literature. After a reference interview, it came to be known, that the person was working on 'folk literature'. A search under the subject heading *folk tales* in the library catalogue, gave a citation of a book on a collection of Deccan tales. The book was located in the library and consulted. There was an exactly analogous story of Cinderella in the story of 'Sudevi Bai', describing her initial sufferings followed by her good fortune, resembling the story of Cinderella. Within a few hours of the request, the researcher was informed about the book which was then issued to the user.

Both, short and long range reference services promote the use of library resources, connect the users with their appropriate and relevant documents available in the library that meet their information needs and requirements. The depth and range of these services varies with the type of library and the kind of users it serves.

**Notes****13.4.2 Literature Search**

Literature search is a systematic search for published material on a specific topic. This service is concerned with searching and locating the documents in response to a specific request from the user.

The queries such as, I have to write a paper on different breeds of horses, where can I find some information? Or I have to make a comparative study of republic Vs democratic forms of government, where can I find the information? Such queries, depending upon user's needs lead to carrying out *specific searches*, finding the required document(s) and giving it to the user. This type of service is also known as *long-range reference service*. While, in ready reference or short range reference service, the answer is mostly in the form of data or facts, i.e. short answer from reference books, in long range reference service, the answer is in the form of one or more documents containing the information.

To meet information needs of researchers (scientists, technologists, social scientists, etc.) at times, extensive literature searches are carried out in several sources like books, periodicals, non-book material, etc. Sometimes informal sources are also consulted. Thus, the literature search in these cases is more exhaustive, both in depth and range. To complete this exhaustive search, it may take several weeks. This eventually may lead to the second step, namely, compilation of a bibliography on the subject.

**13.4.3 Compilation of a Subject Bibliography**

Subject bibliographies are compiled by libraries on requests from the users. Sometimes bibliographies are compiled on a regular basis in anticipation of users' needs. At times, bibliographies are compiled on special occasions, such as during the seminars and workshops to provide the participants with the latest literature on the subject. University and special libraries offer this service more frequently than the public library. The bibliographical compilation service is given only to those who are involved in research projects and not to research students who are expected to prepare their own bibliographies with guidance.

**a) Search Process: Manual**

For literature search and compiling a subject bibliography, it is important to know the basic steps involved in its preparation. In manual search, printed sources are consulted, while in computer based search, computerized databases are used. The basic steps in a manual search and compilation of bibliography are as follows:-

1. Understanding the subject
2. Taking a decision on the scope, coverage and period

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3. Formulation of a search strategy
4. Searching secondary and primary sources
5. Preparation of entries
6. Arrangement of the entries
7. Preparation of an index
8. Supplying the Bibliography

**Step 1: Understanding the subject**

In this step the exact subject to be searched and related areas to be covered are identified. For this, subject dictionaries and subject encyclopaedias are consulted, when in doubt. Here personal interaction with the user is also very important to know the subject scope and the purpose for which information is required.

**Step 2: Taking a decision on the Scope, Coverage and Period**

In this step a decision is taken on the scope, coverage and period of subject bibliography. Scope specifies whether the bibliography should be comprehensive or selective. Coverage specifies the types of documents to be covered, e.g. periodical articles, books, theses, reports, etc. and period specifies whether bibliography should be current or retrospective. For this, personal interaction with the user, known as '*Reference Interview*' is very important. The reference interview helps to know:-

- The query thoroughly
- The purpose for which information is required
- The background of the user
- Subject, scope, types and period of the documents to be covered,
- What the user has already consulted, and
- The time frame within which information is required.

**Step 3: Formulation of the Search Strategy**

In this step a systematic plan for conducting the search is formulated. This involves selecting keywords to represent the subject, identifying abstracting and indexing periodicals on the subject.

**Notes****Step 4: Searching Secondary and Primary Sources**

In this step indexing and primary periodicals are searched to identify and retrieve relevant items for the bibliography and finally, primary sources are consulted to find more recent information.

**Step 5: Preparation of Entries**

In this step an entry is prepared for each item that is identified as relevant. Each entry is noted down on a card, so that later on these entries can be arranged in a systematic order. Each entry is written in standard format and contains sufficient information to identify the document. To write bibliographical details in standard format, national or international standards are followed.

**Step 6: Arrangement of Entries**

The entries are arranged in some convenient order to facilitate browsing. If the number of entries in a bibliography is small, the entries are arranged alphabetically, author- wise or chronologically by year of publication. But, if the number of entries in a bibliography is large, the entries are arranged in a classified order or under broad subject headings

**Step 7: Preparation of Index**

In this step various indexes (such as title, author, subject index, etc.) are prepared to provide multiple means of access to the user. Indexes are prepared mainly for large bibliographies.

**Step 8: Supplying the Bibliography**

The last step is to get the subject bibliography typed to deliver it as a final product in required form and format to the user.

**b) Search Process: Computer- Based**

At present, most of the indexing and abstracting periodicals are computerized and available in three different formats, viz. in print, on CD-ROM and on the Web for online searching. Print version of these periodicals can be searched manually using various indexes. The other two versions are available in electronic database form and can be searched using computers. Electronic databases offer more search options, can be searched speedily, and are updated more frequently.

**Notes****Basic Steps for Computer- Based Searching**

With the introduction of web- based graphical user interface, the task of online searching has become quite easy. Most of the online e-database producers and CD-Rom producers offer a free training module where a novice user can search the database step-by-step and retrieve the required information. To conduct effective and efficient searches, one has to familiarize oneself with various search and retrieval options available with specific electronic database before searching. In addition, there are some basic steps for conducting computer based searching and online searching. These steps are as follows:-

1. Understanding the subject,
2. Taking a decision on the scope, coverage and period,
3. Getting connected to the Internet
4. Logging on to the Search Service Provider
5. Selecting the appropriate Database
6. Formulating the search expression
7. Selecting the appropriate format for display of records
8. Reformulating the search expression, if required
9. Selecting the mode of delivery

The first two steps, i.e. steps 1 and 2 are the same as in a manual search. Steps 3 and 4 are not required while searching CD-ROM databases. You do not need the Internet connection to search CD-Rom products. Like print product, the CD-ROM product remains in the library for unlimited use, once it is purchased.

**Step 3: Getting connected to the Internet**

To search online e-database, an Internet connection is required. In addition to the Internet connection, one needs to register with an online search service provider that provides access to the databases for searching. Online search service provider may be a vendor like EBSCO, Emerald or any other, providing access to a number of databases from different publishers, or a publisher providing online access to its own databases like H. W. Wilson & Co., CAS (Chemical Abstracts Service), etc.

**Step 4: Logging on to Search Service Provider**

To log on, one should know the web address of the search service provider.

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For example, for Emerald it is <http://www.emeraldinsight.com/>. To access and search the database one has to enter the user's ID and password, which is provided when a user registers with the search service provider.

**Step 5: Selecting the Appropriate Database**

The next step is to select the appropriate database to search. Most search service providers allow users to browse through their database categories to select the appropriate database.

**Step 6: Formulating the Search Expression**

This requires selection of appropriate terms or phrases for searching the database. Many databases have their own specialized vocabulary (thesaurus) for searching the database. Their thesaurus is available online and one can select appropriate terms and phrases from this.

**Step 7: Selecting the appropriate format for display of records**

When search terms are entered into the system, the database starts displaying the records that match the search expression. Here one can specify whether one wants to browse the full record or brief record for selection. Most of the databases offer this option.

**Step 8: Reformulating the Search Expression**

If search results are not satisfactory, one can reformulate the search statement. Online search is usually a repetitive process, where the user conducts several searches, compares the results, and modifies the search statement or conducts a new search in order to get the best results.

**Step 9: Selecting the mode of delivery**

One can download all the selected records online on the local computer or order offline prints out by mail.

**INTEXT QUESTIONS 13.2**

1. What do you understand by literature search?
2. List out the basic steps involved in compilation of a bibliography manually.
3. What are the various steps involved in compilation of a bibliography using e-databases?



### 13.5 ANTICIPATORY SERVICES

Services provided in anticipation of the demands from users are called anticipatory services. These services are also known as active services. The need for these services was felt due to i) tremendous growth of published literature, particularly in areas of science and technology, ii) interdisciplinary nature of research areas, resulting in scattering of information in different disciplines, and iii) publications of research results in different types of sources and in different formats. As a consequence of the growth in volume, diversity and complexity of information sources, the researchers found it difficult to keep themselves abreast of the latest developments in their areas of interest. To solve this problem, the libraries, particularly S&T libraries started providing some form of anticipatory services for their users, depending upon their needs.

To provide these services, the information needs of the users are assessed and then services are designed accordingly. Initially the service is provided on trial basis and when response is satisfactory, the service is regularized. Now not only S&T libraries or information centers, but all kinds of libraries are offering some form of anticipatory services, depending upon the needs of their users.

Anticipatory services are best given with a good understanding of the needs and requirements of users, depending upon the types of users in different types of libraries. For example, in academic libraries, i.e. those that are meant to support education, learning and research, it is possible to assume the needs of users with a certain degree of accuracy and offer anticipatory services. The service can be planned, as learning and study in these types of academic institutions are based on curricula, syllabi, teaching and learning of different courses. Research activities can also be supported, anticipating the needs for providing specialized services.

A wide range of anticipatory services are provided by different types of libraries. Some of the anticipatory services are:

- Preparation of lists of reading material
- Current Awareness services
  - Accession List
  - Content-by-Journal Service/ Table-of-Content Service
  - Selective Dissemination of Information (SDI) Service
  - Newspaper clipping services
- Indexing and Abstracting Services
- User Education



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**Notes****13.5.1 Preparation of Lists of Reading Material**

In schools, for the benefit of students and teachers, lists of text books, in addition to the prescribed text books, reference books and journal articles on specific topics, are usually prepared in advance to help and assist users in their term projects and other related work.

Special lists and bibliographies with annotations are prepared in advance for events, such as inter school/college competitions comprising oratorical contests, debates on topics of current interest, etc.

In other types of libraries also such special lists of literature may be prepared in advance for forthcoming events and activities.

**13.5.2 Current Awareness Services**

Current awareness services are provided in academic and research libraries, for the benefit of advanced level students and researchers, to keep them abreast of current developments in any discipline. The work involves scanning newly available documents in print as well in non-print form, selecting items relevant to the needs of individuals or groups of users, recording them and disseminating them to users on a regular basis. Current awareness service is an ongoing service that enables one to monitor new information on a regular basis. The types of services offered under this category are:-

- Accession List
- Content-by-Journal Service
- Selective Dissemination of Information (SDI)
- Newspaper Clipping Service

**a) Accession List**

The accession list basically covers the latest books acquired by the library. This type of current awareness service is most commonly offered by the libraries. Apart from displaying the latest publications, the accession list is brought out regularly (fortnightly or monthly) to inform the users about the latest additions to the library.

**b) Content-by-Journal Service/Table of Content Service**

Here content pages of the latest primary research journals are duplicated, arranged journal wise and disseminated to the users on a regular basis. This service informs users about the recent articles published in the journals of their interest and keeps them abreast of the current developments in their area of



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work. Photocopies of full texts of articles, as a result of their perusal of CAS products, are supplied on demand.

### c) Selective Dissemination of Information (SDI) Service

SDI service is a personalized current awareness service. It is provided to individuals or a research group, working on the same research project in an organization. It is a computerized service. SDI system comprises six components, viz. user profile, document database, matching mechanism, notification, feedback mechanism, and modification of the profiles.

**User Profile:** To provide the SDI service the user's profile is created. User profile consists of subject terms, which represents the user's interest most precisely.

**Documents Database:** This is a computerized file containing recent documents with complete bibliographical details along with the terms representing subject contents of the documents.

**Matching Mechanism:** At fixed intervals, which may be weekly or fortnightly, the user profile and documents database are compared by the software. As per the instructions, whenever a close match is observed between the subject terms of the user profile and the document record, details of both the records are noted by the system.

**Notification:** Each individual user is sent a notification from the system whenever a close match is observed between his profile and document record. The notification is sent to alert the user about the recent items of his research interest which are added to the document database.

**Feedback Mechanism:** Here the user assesses the relevance and usefulness of the items received by him through the system and provides regular feedback.

**Modification of Profiles:** Feedback from the user is analyzed and if required, the user profile is modified.

Tables-of-Content or Content-by-Journal service is based on broad subject area and serves several individuals. Here each individual has to browse through the entire list to select items of his interest. Whereas, in SDI service, which is oriented towards the user's current research interest provides only those items which are most useful to the user. The SDI service not only saves the efforts and time of the individual researcher, in addition, it ensures all relevant items of information are brought to his notice as quickly as possible.

### d) Newspaper Clipping Service

Daily newspapers carry a large amount of current information about practically

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every sphere of human affairs. They constitute very valuable information for many purposes and are always in demand by a variety of users for different needs. Apart from news, they carry reviews and analysis of current affairs, in every area contributed by journalists and specialists.

Keeping in view the importance of newspapers, libraries provide this information service based on newspapers. One such service is the newspaper clipping service. Under this service, libraries provide important news items of interest published in national and international newspapers to the organization. To provide the service, selected newspapers are scanned everyday and news items that are important for the organization are selected, cut and pasted on plain paper or card. Each news item is assigned a subject heading or class number. At periodic intervals e.g. daily or weekly, these news items (called clippings) are arranged by subject headings or class number and circulated to the users. The newspaper clipping service is quite common in media libraries and libraries of government departments, industrial organizations, etc.

**INTEXT QUESTIONS 13.3**

1. List out the various types of anticipatory services.
2. What types of anticipatory services can be provided in schools?
3. Why are current awareness services necessary? What types of libraries provide this service?
4. What purpose do newspaper clipping services serve?

**13.5.3 Indexing and Abstracting Services**

Apart from CAS services that deal with current literature, indexing and abstracting services are provided for accessing books, periodical articles, monographs, technical reports and such other types of publications for retrospective search. The bibliographic entries of these documents are prepared according to standard procedures, systematically arranged, organized and brought out at regular intervals, along with indexes. These services are issued at regular intervals like weekly, fortnightly or monthly. These services have extensive indexing system to facilitate searching.

Indexing services index each document along with full bibliographical details, so that particular document is identified and traced. Abstracting services provide a concise summary of the entire content of the document also. The summary enables the user to identify the basic contents of the document quickly and

determine its relevance to his research area of interest. At times, a well-prepared summary or abstract serves as substitute for the document.

These days, commercial indexing and abstracting services are available in most of the disciplines and all of them are available in machine readable form and can be searched on the computer using Internet. The libraries search the requisite databases and provide the service and supplement it with in-house resources.



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### INTEXT QUESTION 13.4

1. Why are indexing/abstracting services useful in research libraries?

#### 13.5.4 User Education

While this topic is dealt with in lesson 12, we are mentioning it here as a part of anticipatory service.

A number of user studies conducted in different countries have revealed the fact that only a few users make optimum use of the various kinds of bibliographical reference tools, particularly the secondary and tertiary tools for literature search. To familiarize with the different kinds of valuable search tools, training in the use these types of tools has been considered desirable. Formal courses are offered in research and university libraries to those who are interested in this training facility. Imparting formal training courses to users is commonly referred to as User Education. Such courses have been planned, programmed and offered with a syllabus appropriate to the level and types of user groups. Sometimes instructional material can also be prepared to supplement the training.



### WHAT YOU HAVE LEARNT

- In this unit, we have learnt that traditional libraries stock various kinds of reading materials, process and service them for use by a variety of users.
- These user services are organized in two groups viz. Responsive and Anticipatory services.
- Responsive services are those that are offered to users who make personal visits to libraries or send requests through mails or through telephone messages.
- Anticipatory services are provided in anticipation of the demands from the users.

## MODULE - 4

### LIBRARY AND INFORMATION SERVICES



#### Notes

### Traditional Library Services : Responsive and Anticipatory

- The services under responsive services comprise providing assistance in the use of library and its tools, lending service, reference service, literature search, compilation of bibliographies, photocopying service, referral service and translation service.
- Reference service is of two types, short-range reference service and long range reference service. Short-range reference service deals with providing answers to fact -finding questions using standard reference tools. Long range reference service is provided in response to a request from the specialist and deals with literature search, finding the required documents, and providing them to the user.
- Services under anticipatory services comprise preparation of reading material, current awareness services, indexing and abstracting services and user education.
- Current awareness services keep users abreast of the current developments in their fields of interest. Current awareness services comprise preparation of reading list, content-by-journal service, SDI service and newspaper clipping service.
- Indexing and abstracting services help the users in retrospective searching of literature in their fields of interest.
- User education is a formal training facility offered by university and research libraries to interested users in the effective use of bibliographical search tools.



### TERMINAL QUESTIONS

1. What are the essential differences between responsive and anticipatory services?
2. Explain the need for the current awareness service. Describe the services offered under this category.
3. What do you understand by literature search? Describe briefly the steps involved in manual and computerized literature search.



### ANSWERS TO INTEXT QUESTIONS

#### 13.1

1. Responsive services are offered in response to requests from the users, for making use of the library tools and facilities, or help users in obtaining



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answers to any type of reference questions. The request may come from the users in person, over the telephone, through correspondence, or via e-mail or online via Internet. The technology now allows users to submit their requests to the library at any time from any place in the world.

2. Types of responsive services offered by the libraries are as follows:-
  - Assistance in the use of the library and its tools
  - Lending Service or Circulation Service
  - Inter- Library Loan
  - Reference Service
  - Literature Search
  - Compilation of Subject Bibliographies
  - Photocopying Service
  - Referral Service
  - Translation Service

13.2

1. Literature search is a long-range reference service for getting published information, conducted systematically using all bibliographic search tools, and aimed at locating as much material on the topic as possible.
2. The basic steps involved in conducting literature search manually are as follows:-
  - (i) Understanding the subject
  - (ii) Taking a decision on the scope, coverage and period
  - (iii) Formulation of a search strategy
  - (iv) Searching secondary and primary sources
  - (v) Preparation of entries
  - (vi) Arrangement of the entries
  - (vii) Preparation of an index
  - (viii) Supplying the Bibliography
3. The basic steps involved in compilation of bibliography using e-databases are as follows:-



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- (i) Understanding the subject
- (ii) Taking a decision on the scope, coverage and period
- (iii) Getting connected to the Internet
- (iv) Logging on to the search service provider
- (v) Select the appropriate database
- (vi) Formulating the search expression
- (vii) Selecting the appropriate format for display of records
- (viii) Reformulating the search expression, if required
- (ix) Selecting the mode of delivery

### 13.3

1. A wide range of anticipatory services are provided by different types of libraries. Some of the anticipatory Services are:
  - Preparation of lists of reading material
  - Current Awareness services
  - Accession List
  - Content-by-Journal Service/ Table-of-Content Service
  - Selective Dissemination of Information (SDI) Service
  - Newspaper clipping services
  - Indexing and Abstracting Services
  - User Education
2. In schools reading lists can be prepared for aiding students in project works and also for inter-school competitions like oratorical contests and debates on any topic.
3. CAS is necessary for active researchers to keep abreast of current developments in any discipline. It is offered in research and academic libraries.
4. Newspaper clipping service is particularly useful for journalists and specialist writers to contribute on current affairs in any field.



13.4

1. These services are necessary for researchers working on lengthy projects to have exhaustive references, both current and retrospective.

**GLOSSARY**

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

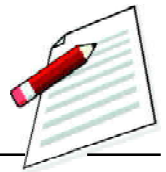
**Indexing services:** Providing access to journal articles and such other documents through organized arrangement of entries of subject headings

**Referral centers:** Are those that direct the user to a source of information which may be a document, an organization or an individual.

**Union Catalogue:** A catalogue of several libraries

**SUGGESTED ACTIVITIES**

1. Go to a library and find out type of Responsive Services being provided there.
2. Visit a library and find out if it provides any Anticipatory Service.



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