

TRADITIONAL LIBRARY SERVICES: RESPONSIVE AND ANTICIPATORY

L. No.	Title of the Lesson	Skills	Activity
13	Traditional Library Services: Responsive and Anticipatory	Creativity and innovation, Marketing, Digital literacy, Effective Communication, ICT skills, Problem Solving and Decision Making	Searching Records and Databases, Evaluating and making available Information/information sources from the Library or the Internet

Summary

Present day libraries have extended library services far beyond making materials available. They offer many forms of assistance to library users, which can broadly be grouped as Reference and Information Services. These services promote the use of library material, connect the users with the library resources and meet the Information requirements of the users. These services can be broadly divided into two groups:

- Responsive Information Service: The service that is provided in response to a specific request.
- Anticipatory Information Service: The service that is provided in anticipation of some need.

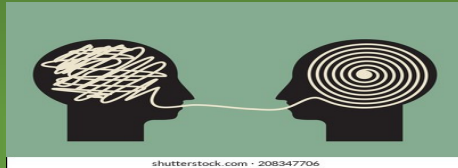
Responsive information services refer to those services that are offered to users who make specific requests or visits to libraries or they may send requests through telephone messages or even messages via mail.

Anticipatory information services on the other hand are a system of proactive approach to customer service. Here the libraries keep the services ready in anticipation of demand for likely request for information/services based on available information resources.

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.

Principal Points

- Traditional libraries stock various kinds of reading materials, process and service them for use by a variety of users.
- A large number of user surveys have been conducted to find out information requirements of different categories of library users. These surveys, in general, have identified four types of information needs of users which are: current information needs, exhaustive information needs, everyday information needs, and catching-up information needs.
- 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.
- 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



Build your Understanding

1. Document delivery service (DDS) or document supply service “refers to the physical or electronic delivery of a document from a library collection to the residence or place of business of a library user, upon request.”
2. Systems employing electronic technology for receipt of request and supply of documents are known as Electronic Document Delivery Systems (EDDS). An EDDS system provides immediate access to the needed information.

What's



1. Reference services help to establish contact between a user and the right document at the right time, thereby saving the time of the user.
2. SDI service was first introduced by H. Peter Luhn in 1958. A need was felt to devise a mechanism in the information system to decide quickly the relevance of each document from the point of view of a user's interest. And SDI service helps users in finding latest relevant information.
3. An Abstracting service is a service that provides abstracts of publications, often on a subject or group of related subjects. An Indexing service is a service that assigns descriptors and other kind of access points to documents.



1. The advent of ICTs (Information Communication Technologies) in recent decades made it possible to store the documents in electronic form and send the same electronically over long distances via telecommunication networks almost instantly. Now, many libraries and information centres are using this technology for delivery of documents to their users.
2. Document Delivery Service (DDS) is concerned with the supply of document(s) to the users on demand, either in original or its copy in print or non-print form.
3. When users are referred to the sources where the required information is available, the service is called referral service. Referral service does not provide users with the document or information needed by them, but directs them to the sources of information where required information will be available.
4. Current digital libraries focus more on access to, and retrieval of digital information, and hardly lay emphasis on the service aspects. Therefore, libraries offer personalised traditional services.

Extend your Horizon

1. Visit the website of Delhi University Library System. Find out the type of Responsive services and Anticipatory services offered by the library to the research scholars.
2. Search the website of library of any R & D organization. List the various Current Awareness services available.

Evaluate Yourself

1. Give an account of the basic steps involved in compilation of a bibliography using e-databases.
 2. Write down the chief components of SDI service.
 3. What types of anticipatory services are possible in school libraries ?
 4. Distinguish between Indexing and Abstracting Services in libraries.
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