

Course Code: LISC E3015
Type / Status: Core
Title: Reference, Information Services and Library Management
Learning outcome: By the end of this course unit the students will be able to demonstrate the following competencies:
(1) Effective use of reference sources both printed and electronic
(2) Ability to organize the reference process of a library
(3) Indexing and abstracting techniques
(4) Conducting literature search
(5) Library managerial skills

Course content: Introduction to reference services. Reference sources, printed and electronic; Types. Evaluation of reference sources. Types of reference services. Information services and techniques. Indexing, abstracting, translation and reprographic services. CAS, SDI. General principles of management and their application in library environment. Library finance; financial management. Library staff; human resources management. Physical planning; standards. Library Committees, Library rules and regulations, statistics and annual reports
Library management: the Sri Lankan context

Method of Teaching and Learning:

Seminars, Study guides and written instructions from the Department

Assessment: End of year examination, assignments and presentations.

Assignments: Preparation of an index on 25 topics.

Recommended reading:

Chakrabarti, B., Mahapatra, P.K. (1999). *Organizing Information in Libraries (Vol. 1 & 2)*, New Delhi: Ess Ess Publication,

Gorman, Michael (1998). *Technical Services Today and Tomorrow*. (2nd ed). Colorado: Libraries unlimited, Inc.

Jennerich, Elaine Z. (1977). *The Reference Interview as a creative art*. Colorado: Libraries unlimited, Inc.

Jo Bell, Whitlatcl. (2000). *Evaluating Reference Services: A practical guide*. Chicago: American Library Association.

Katz, Bill compiler. (1986). *Reference and Information Sciences: A reader for today*. London: The Scarecrow press Inc.,

Katz, Bill editor. *New Technologies and Reference Services*. New York: The Haworth Information press,.

Kumar, Krishan. (2001). *Library Administration and Management*. Delhi: Vikas Publication.

Kumar, Krishan. (2001). *Reference Service*, (5th ed.). Delhi: Vikas Publication.

Kumar, Suseela. (1974). *The Changing concepts of Referenceservices*, Delhi: Vikas Publication.

Lankes, David.R ... (et al). (2003). *Implementing Digital referenceservices: Setting standards and making it real*, London: Facet publication.

Parkash, Chander. (1996). *Library Administration and Management*. Jaipur: Mangal Deep publications,

Sauers, Micahel P. (2001). *Using the Internet as a Reference tools: A now-to -do-It Manual for Librarians*. London: Library Association publishing,

දිසානායක, කරුණාතිලක. දිසානායක, මාලනී. (2004). *ව්‍යාපාර කළමනාකරණය: සංකල්ප සහ පරිචය*. මහරගම: සතර ප්‍රකාශකයෝ.