



REFERENCE SERVICES AND INFORMATION ACCESS

Dr.V. Senthur Velmurugan 

Librarian,
Kongu Arts and Science College (Autonomous),
Nanjanapuram, Erode – 638 107.
Tamilnadu, INDIA.



OJS **PKP**
OPEN JOURNAL SYSTEMS PUBLIC KNOWLEDGE PROJECT

Abstract

The library is an administration establishment. Reference administration is considered as the core of the library administrations. A reference administration is a definitive objective of all library administrations. Reference administrations have assumed a focal position in library and data administrations. They are additionally viewed as customized administrations since much of the time an individual discourse happens between a client and a reference administrator. The Reference and Information Services Section tends to all parts of reference works, in a wide range of libraries, in all areas of the world. Current interests include the new electronic condition and the subsequent changes in reference work, job of the reference custodian, and the nature of reference administrations. Reference administrations may differ from library to library, yet most libraries have data where help from an administrator is accessible. At last, the paper proposes some new zones of research that might be embraced to improve the arrangement of customized data administrations or reference administration in libraries.

Keywords: Reference Service, Types, Functions, need, Strategies of reference administration, and new patterns of reference administration.

Corresponding Author Email:

ORCID: <https://orcid.org/0000-0001-5783-7774>

Gmail: srisenthur85@gmail.com

INTRODUCTION

Data is one of the fundamental needs of individuals and it is boundless in degree. Individuals look for data from changed sources and configurations for undertaking an assortment of assignments. The expression "reference administration" is characterized basically as close to home help gave to library clients looking for data. The library administrations fall into two primary classifications - data in expectation and data on interest. Data in expectation identifies with the present mindfulness or specific spread of data administration. The data on interest identifies with the past data looked for by a client and for which there is the arrangement of reference and data administration known as review looking. Reference administration in the early long stretches of the twentieth century was constrained when all is said in done to the guidance and direction. The suggested arrangement was of negligible help and accentuation on the custodian as teacher. Custodians, in any case, before long wound up progressively drawn into "certainty finding" and giving direct data administration. The requirement for custodians to turn out to be progressively master in assorted fields drove in the long run to a developing pattern towards subject specialization in reference.

The expression "reference administration" is characterized just as close to home help gave to library clients looking for data. ... Another type of reference administration is study hall and one-on-one guidance in the utilization of print and electronic assets. Reference administration is the preeminent and extreme capacity of the library. ... As indicated by James I. Wyer – "Reference administration is that piece of library organization that manages the assistance given to the per users in their utilization of the assets of the library 1.

DEFINITION OF REFERENCE SERVICE

As per Margaret Hutchins—"Reference administration incorporates the immediate, individual guide inside a library to people looking for data for whatever reason and furthermore different library exercises uniquely planned for making data as effectively accessible as could be expected under the circumstances."

Reference administration is the preeminent and extreme capacity of the library. This is taint the center of all library exercises. Reference administration is some of the time alluded to as 'reference and data administrations' or 'per user administrations'.

S.R. Ranganathan offered a meaning of reference administration in an exact way: "Reference administration is the way toward building up contact between a per user and his reports in an individual way. 2"

As per Samuel Rothstein-Reference administration as "the individual help given by the libraries to singular per users in quest for data."

TYPES OF REFERENCE SERVICE IN LIBRARY

The objectives of Library's reference administration are to associate library clients with the best accessible library and data assets for their examination needs, and to accomplish the association between the library and clients in best way.

As indicated by its tendency, reference administration might be ordered as two unique sorts,

- A. Prepared reference administration;
- B. Long-run reference administration.

A. Prepared Reference Service:

Prepared reference administration is reference administration completed in an extremely brief time-in a minute if conceivable. The ideas of prepared reference administration depend on length of time. Most prepared reference questions are tackled in almost no time, while some take a more extended time yet rare the greater part 60 minutes. If there should arise an occurrence of prepared reference administration, the reference staff can answer the request in a brief term of time, might be at right away. Diverse reference books are utilized in prepared reference administration, for example, Encyclopedia, Dictionaries, Yearbooks, Directories, Biographical word references, Geographical lexicons, and so forth.

B. Long-go Reference Service:

Long-go reference administration in not skilled to be rendered right away. Scarcely any long range reference addresses take not exactly 30 minutes, while some take an entire day and even weeks. In long range reference administration, the pursuit of data begins with prepared reference administrations of data and is preceded into standard books, reports, periodicals, and so on. On the off chance that, data isn't situated in the library, at that point search might be preceded into assets of different libraries even completed to libraries in different pieces of the world.³

CAPABILITY BETWEEN SHORT RANGE AND LONG RANGE REFERENCE SERVICE IN LIBRARY AND INFORMATION SCIENCE:

Dr. S.R. Ranganathan has given nine of capability between short range reference association and long range reference association.

1. Current data:

Such data's are reality discovering at any rate such request can't be fulfilled by short range reference association since reference sources spread such data's which occur before the scattering of reference sources. For the most part reference sources are circled following a hole of one year, which is reasonable for long range reference association. Then again each and every such datum's which are truth finding are perhaps open and served by short range reference association.

2. Complex information's:

There are a couple of data's which are confused and need knowledge of more than 2 to 3 reference sources. Such data's are given by long range reference association as it requires some theory to direct and seek after. Such data's are not supervised by short range reference association. For instance: The action of libraries in exercises of Adult planning.

3. Information identified with a specific perspective:

There are data's which are open in cloud vernaculars or in such language which isn't known to the per customer. Such data's gone under the space of long range reference association as it requires some theory. Such data's are given by clarification association.

4. Information not opens in the library:

There are not many solicitation of such data's which are not open in the library. Such data's are gathered from different libraries or the bosses.

5. Data identified with authorities:

Aces join investigate researchers, experts and organizers. Such request are identified with express information's. For models, new signs in the field of library gathering, and new degrees of progress in disease research. Such data's are accumulated following to coordinating different sources and take quite a while. Thusly, such associations are called long range reference association. Such request is not shrouded in short range reference association.

6. Data looked for:

All inquiries secured by short range reference administration are:

- I. Reality finding

2. Include short research process
3. Include for the most part single reference source
4. Pinpointed
5. Promptly accessible.
6. Short

While in long range reference administration questions are:

1. Complex
2. Point by point
3. Include long research process
4. Include more than one reference source.

7. Material utilized:

There are different reference sources utilized for long range reference association and short range reference association. Short range reference solicitation need reference sources like Dictionary, year-book, handbook and reference book, and so forth while long range reference tends to require data sources like lists, records, modified works, and summary of wellsprings of courses of action of sources. These reference sources may deal with the per customer to seek after his data. Periodicals and presents are in like way profitable in long range reference association. In spite of whether any source does not fulfill the per customer, different libraries in the nation or out of nation might be coordinated to give data.

8. Out of date data:

There are data's which are old and given by long range reference association. Such data's are not current. For instance Kargil war which was battle five years sooner. What was its impact on financial states of India?

9. Time included:

Long range reference association fuses much time while short range reference association takes extraordinarily compact time. Short range reference association is given quickly or inside brief period. It tends to the request rapidly and takes one moment to 5 minutes. Regardless, it requires widely more effort to answer the solicitation in long range reference association. It might take from time to time on a very basic level the bigger segment 60 minutes. Once in a while long range reference association goes to short range reference association. Precisely when a long reference association has been given and the

REFERENCE SERVICES AND INFORMATION ACCESS

aftereffect of the request is recorded at reference work an area, next time it will wind up being short range reference association and will set aside short effort to answer the inquiries⁸.

ELEMENTS OF REFERENCE SERVICE:

In 1942, The American Library Association (ALA) communicated the six components of reference organization:

1. The supervision work.

This limit include,

- a. Authentic relationship of workplaces;
- b. Assurance of reference materials;
- c. Heading of personnel, and
- d. Examination of the library statistic.

2. The information work.

The reference overseer should be set up to answer a wide scope of request and should have the alternative to make source that would react to the request. Attempts have in like manner been made to aggregate request in various ways. Reference caretaker should be set up to offer assistance to the enquirer as much as he requires.

3. The bearing work.

The reference caretaker should have the choice to offer heading to the per clients in the choice of books and other examining materials and ought to oversee them in the region of chronicles.

4. The direction work.

A reference Librarian should prepare the per clients about how to work in the library, the use of record and reference works, the zone of materials, etc. For this a course program should be planned to familiarize the per clients with the library practices and procedures.

5. The bibliographic limit.

The arrangements of sources in various subjects essential to the per clients, should be set up by the reference staff, with the objective that the per clients can know the books and other scrutinizing materials in a particular subject. 4

6.The assessment work.

The achievement in reference organization for the most part depends on two factors:

- (i) Possession of right material.
- (ii) Knowledge of how to exploit it.

NEED OF REFERENCE SERVICES IN LIBRARY

It is obvious that Reference administration isn't any uncertainty a prerequisite administration in libraries. With the presence of machine the social event expanded in differed structures. Per users were just a couple. Proficient individual is frequently conjectured to grasp the social occasion of the library. Per user conjointly knows about a certain something or the reference of the perusing. In such case there's not really a need of curator's encourage to the per users. Be that as it may if per user do know with the fresh introductions and distinctive material or its substance, he needs the help of the Reference proficient individual. what is more there's consistent development of reports and it's appallingly intense for the per user to get a handle on the new archives and along these lines needs the help of the expert individual for information's. There's information blast and it's appallingly hard to go watching the predetermined information out of the loads of records. Proficient individual composes and controls the enormous information and presents it before the per users. It's basically to follow the pearl in Partner Sea.5

Dr. S.R. Ranganathan focused on the resulting focuses to deliver reference administration.

1. Unnaturalness of Books:

In vogue time there's an outsized creation of perusing and it's a solid technique. it's frightfully difficult to set up the writing and see the whole, by the per user. It's a dull activity. It includes Brobdingnagian assets and work. Henceforth, it's important to get a handle on the social occasion and supply reference administration to the per users.

2. Nature of Catalog:

Various libraries pursue very surprising inventory code to sort out list cards or inventorying. List cards are sorted out generally in venture with the character of the code. though' index is prepared and utilized for giving fundamental information concerning grouping of the library, it's important to deliver information to the newcomers concerning

the library arrangement, that is attainable by close to home contact or reference administration. 6

There are a few purposes behind the need of compelling reference administration:

- To spare the season of the per users.
- To blessing the common writing containing new information.
- To decentralization of most recent information's.
- To modernize the new instrumentality and frameworks.
- To actualize 5 laws of humanities.
- To hold up under at the top of the priority list of the different methods for the library.
- To manufacture the quality see characterization and recording.

Accordingly, the troubles are accessible in the technique and to dispose of them, to spare bunches of time of the per users to frame them mindful to the library frameworks and to meet the objects of the library, reference administration is that the exclusively instrument.

STRATEGIES IN ESTABLISHING A REFERENCE AND INFORMATION SERVICE:

For building up the reference and data administration, or to give the reference and data administration, the administrator needs to experience the accompanying steps⁷:

1. Digestion:

In the reference administration experience is the most significant thing. The administrator ought to occasionally have the option to retain data and gain from his experience so that in not so distant future if same kind of issue emerges his development ought to legitimately lead him to the way well on the way to give the data he needs.

2. Building Reference Collection:

The upkeep of the print reference accumulations including lexicons, registries, and reference book is an absolute necessity for any sort of reference administration. Gathering book indices, building up and keeping up vertical records, planning shows, notice sheets, and displays additionally frequently fall inside the extent of the reference staff. Some outlaw materials comprising of paper cuttings, magazine clippings, organizers and accumulation of some comparable sorts of materials ought to likewise be incorporated into the reference segment.

3. Proceeding with Education of Reference Librarians:

The reference administrator ought to be routinely sent for preparing. For him preparing is basic to discover the data he needs. Moreover, the rise of the advanced data sources and the fast changes in advances makes it fundamental for the bookkeepers to go for preparing intermittently.

4. Deciding Aims and Objectives of the Library:

The sort of reference administration being given would fluctuate from library to library. The administration being rendered would rely on the kind of library, its points and destinations, its gathering, the goals of the reference segment and the way of thinking of the main administrator. The curator ought not squander much time in giving responses to the inquiries that don't come quite close to the parent association, and his library.

5. Morals and the Provision of High Quality Service:

The library clients have diverse mental dispositions, some are tame and latent, some have a prevalence complex while some are not eloquent enough to express their needs or needs effectively or in an exact way, and some others might be of constrained persistence. The reference custodian ought to pursue some essential morals to manage each one. He ought not share his own involvement about the clients with others

6. Social event Knowledge of the Subject:

The curator ought to have a sound learning pretty much all the reference accumulations in his library. He ought to likewise think about the web crawler, subject registries, etc.

7. Offices Organization:

Notwithstanding a broad research/perusing room, there is likewise the need of an interactive media room furnished with rapid PCs with Internet and sight and sound capacities, telephone/fax machine in the reference area so the Reference Librarian can in a split second give the appropriate responses looked for.

8. Starting the Search:

The Reference Librarian should get the catchphrases to look in lists of sources, files, online databases, subject web crawlers, etc. By utilizing the earlier information he/she ought to have the option to choose the request wherein every one of the different sources

accessible ought to be counseled and afterward should pursue the conceivable alternate way technique.

9. Unraveling the Query:

The reference administrator discovers and gives the response to a particular inquiry raised by the library client. The data looked for by the enquirer, its quality and level will rely upon the inquiry and sort of the inquiry. It might appear as conveying the particular data itself or direct him to fitting wellsprings of data. The administrator may likewise get the concerned data interpreted and give the deciphered variant of the record. He may give a self arranged subject book index, conveying the aftereffect of the writing search, etc. In all cases the reference custodian's answer ought to be client driven.

10. Promoting/Visibility:

The library reference administrations ought to be promoted widely to get the consideration of the library clients.

11. Root of the Query:

Inquiries to the Reference Librarian can be made by the library client himself physically, by post, through telephone calls, email, online visit, etc. The Reference Librarian ought to be in a situation to answer the questions in a more reasonable for the client. He ought to have the option to give answer to the reality discovering question on telephone/visit in a split second.

12. Reference Interview:

A client will feel the requirement for data. He may approach the Information/Reference work area and make a solicitation for data as a particular inquiry. In the main endeavor the Reference Librarian ought to decide the per users' concern. He ought to have the option to state plainly what the per user needs.

13. Staffing:

Library and data science experts ought to be designated to take care of the on-request reference and data administration.

14. Imparting Experience to Others:

A reference curator should attempt to impart his experience to his associates in the reference segment. During his work, he would find certain shortcoming in the gathering, in the library index, in the game plan of records, and so forth. He should make

recommendations to his partners in different areas of the library to realize the essential improvement in the working of the library. The reference custodian would likewise be managing the ordering and abstracting administrations arranged by outside association, lists of sources, national and worldwide report administration. He ought to likewise share and bring up the weakness of such instruments to individual experts.

NEW TRENDS OF REFERENCE SERVICES

By today, library organizations have definitely changed in light of the changing needs of the overall population. Moreover, the Information and Communication Technologies (ICTs) have extraordinarily affected that. Most likely, these developments have transformed access to information in libraries of different sorts and sizes (Bopp and Smith, 2001). Library reference benefits also have encountered colossal changes due to the new examples and upgrades in ICTs. They are following new examples of reference organizations:

- (i) New examples of reference sources
- (ii) New examples of reference meet
- (iii) Collaborative Digital Reference Services (CDRS); and
- (iv) Non-library based information services⁵.

CONCLUSION

For the most part data can be gotten to in online stage. The data over-burden has given new period and progress to library reference administration. Assessing data sources and incorporates with reference curator as a data specialist in addition to the great comprehension and abilities of the reference and data administrations. Online assets have expanded in prevalence among data searcher; concerning people and associations that have associated with the worldwide system.

REFERENCES

1. <http://www.netugc.com/reference-and-information-service>
2. <https://islmblogblog.wordpress.com/2016/05/09/reference-service-definition/>
3. <https://islmblogblog.wordpress.com/2016/05/09/types-of-reference-service-in-library/>

REFERENCE SERVICES AND INFORMATION ACCESS

4. <https://islmblogblog.wordpress.com/2016/05/09/function-of-reference-service/>
5. Bopp, Richard E. and Smith, Linda C. (2001). Reference and information services: an introduction. 3rded. Englewood, CO: Libraries Unlimited.
6. Sharma, C. K. (2006). Reference Service and Sources. Atlantic Publishers & Dist.
7. <http://www.netugc.com/reference-and-information-service>
8. Sharma, C. K. (2006). Reference Service and Sources. Atlantic Publishers & Dist.