UNIT 4   REFERRAL SERVICE

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4.0 OBJECTIVES

After reading this Unit, you will be able to:
• describe the history of referral service;
• explain the need for referral service;
• identify the tools for referral service;
• know the tools that you are to create; and
• equip yourself for referral service.

4.1 INTRODUCTION

Learned people, students, teachers, researchers, common readers, and many others visit libraries to borrow a book, to return a book, to consult reference books, periodicals, and newspapers which are not usually issued, to search the Internet, to search databases, to place an order for a bibliography, to get a photocopy of an article, etc. In case of difficulty, the library staff extends help to them to tide over the difficulty. In addition to all these, they visit the library with various other demands. The number and variety of demands are limitless. These demands pertain to documents as well as for information. They may range from the demand for a translation of a Zulu document into English or to supply of latest information on superbugs. The collection of the library varies from a few hundred documents to a few lakhs or more. The collection of Library of Congress goes beyond one crore. The library staff tries to answer the queries on the collection the library
Referral Service

has. It is a fact that no single library in the world can answer all the queries or meet all the demands of the users. When a library staff does not find an answer to a query, s/he has two options – either to tell the user that the library does not possess the document or to inform the user about the probable place or person wherefrom the user can get the document or the information. It is the second option we are going to deal with in this Unit. The service underlying the second option is called referral service.

4.2 REFERRAL SERVICE

Reference service is being provided by libraries since long. Compared to that referral service is a new phenomenon. National Referral Centre for Science and Technology in the Library of Congress was formally established with the support of National Science Foundation in September 1961 and became operational in March 1963 (Mcfarland, O’Hara). “The National Referral Centre was designed as ‘a clearing house to provide comprehensive, co-ordinated access to the nation’s resources of scientific and technical information’ (Mcfarland 264). It was entrusted with four major areas of responsibility: ‘(1) the identification of all significant information resources in the fields of science and technology; (2) the acquisition, cataloguing and correlation of substantive and procedural data defining the nature, scope and capabilities of these resources; (3) the provision of advice and guidance about these resources to any organisation or individual requiring access to them by responding to requests for referral assistance and by publishing directories and guides in selected subject fields; and (4) the exploration, through actual operating experience, of the roles and relationships that exist or should exist among the many elements of the scientific and technical information complex’ (Mcfarland 264).

The term ‘information resource’ used in the first area of responsibility comprises ‘any organization, facility, or individual willing and able to give authoritative responses to scientific and technical inquiries out of an existing – but perhaps little known, or known but not discovered store of knowledge or expertise’ (Mcfarland 264).

The National Referral Centre served as a model for establishing referral centres in various places in the world by spelling out the requisites essential for establishing a referral centre, the type of services it should provide, the publications it should bring out, etc. With the passage of time the concept gained momentum and libraries started providing referral service. Some institutes also became referral centres on a specialised area. For example, National Dairy Research Institute (NDRI) is a referral centre on dairy research in India. Similarly National Neuroscience Information Centre of National Institute of Mental Health and Neurosciences (NIMHANS) is a recognised referral centre in the area of mental health and neurosciences. It is to be noted that some hospitals are also termed as referral centres. These types of hospitals are beyond the scope of our study.
Self Check Exercise

Note: i) Write your answer in the space given below.
    ii) Check your answer with the answers given at the end of this Unit.

1) Enumerate the four areas of responsibility entrusted upon the National Referral Centre for Science and Technology.

4.2.1 Definition

**Referral centre** – An organisation which directs researchers to information and appropriate sources but does not supply documents.

**Referral service** – A type of reference service in which an information seeker is directed to an agency or expert outside the library wherefrom the information may be obtained.

From the two definitions given above, it becomes clear that referral service is a type of reference service, may be an extension of reference service, in which no document is given. The information seeker is directed to an agency or an expert who is likely to supply the information. From the definition it is also implied that the information is not available in the library.

4.2.2 Scope

This service is not bound by any limit. The scope is omnifarious. The service may be provided on any topic, to any user literate or illiterate, male or female, young or old, at any place – a remote village or a busy town, at any time, based on the sources available at hand or in the memory.

4.2.3 Need for Referral Service

Let us take the case of a scholar who was doing research on the Naxal Movement. The scholar knew that Naxals were publishing a periodical called *Deshbrati* which was banned by the government. As a result the scholar was not getting the periodical from any library. One librarian informed that the copies might be available at the Police Headquarters in Kalkata. The scholar went there. After verifying her/his credentials the police allowed the scholar to consult all the issues. This is how the research scholar was helped through referral service.

Another librarian was moving from library to library to find out the picture of a particular medicinal plant grown in India. The top boss of her institute needed
the picture for a research paper. One day she chanced upon her teacher and informed him about her problem. Immediately the teacher told her that she would get the picture in Kirtikar and Basu’s *Illustrated Indian Medicinal Plants* and the book was available in IARI library. In no time the job of the librarian was done.

These two examples make it clear that there is a need for referral service.

**Self Check Exercise**

**Note:**

i) Write your answer in the space given below

ii) Check your answer with the answers given at the end of this Unit.

2) Explain why a library should provide referral service.

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4.2.4 Tools for Referral Service

It is rather unfortunate that in our LIS courses much importance is not given to the referral service. As a result, if the required document or information is not available within the library, most librarians usually say that the required document or the information is not available in the library. They do not advise the user to go to some experts, libraries, or agencies to get the document or information. The reason is - in most cases they do not know where to direct the inquirer. Now we shall discuss about the tools which will help you to render referral service. Some of the tools required for the purpose are available either in print or in digital form. Other tools you will have to create. First, we shall deal with those tools which are already available. Afterwards we shall discuss about those tools which you will have to create and if situation permits you can print them as well.

There are certain tools which give you information about the holdings of various libraries. These tools are called union catalogues. There are union catalogues of books, periodicals and other bibliographic materials. A union catalogue records the holdings of various libraries. Usually it is arranged alphabetically according to author, document titles, etc. Under each document, the names of libraries having the document are given usually in abbreviated form. In the union catalogue of periodicals apart from title, sponsor, place of publication, date of starting and ceasing (if the periodical has ceased publication), volume numbering, etc. are recorded including all irregularities. Given below is a page scanned from *National Union Catalogue of Scientific Serials in India*. 

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**Referral Service**

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Conventional Products and Services

DENTAL BRIEF.
PHILADELPHIA, PA. 1-18, 1896-1913.
1, 1896 WELCHS MONTHLY.
BLWKG 4-18, 1899-1913 /7, 17
DENTAL CLINICS OF NORTH AMERICA.
PHILADELPHIA, PA. 1957+
ADIMM 13-18, 1960-74
ADIMM 1, 1957+
BADMMN 12, 1968+
BRKMSG 6, 1962+ (13, 10)
BLWKG 1957+
BYINCM 9-19, 1965-75 /11-14/
FCRMPG 12, 1968+
FLAMCM 14-18, 1970-74 (15, 18)
GRKCMG 15, 1971+
HRRSPG 13-20, 1959-76
KRYMMN 5, 1960+ (5-9, 13, 15, 18)
KHNRGD 12, 1968+
KBRRWS 23, 1979+
KCTMCN 19, 1975+
KTNMCN 7, 1963+ (9, 16, 20)
KTMCMC 6, 1961+ (0, 10)
PMSCM 9, 1965+ /10-20/
PMTRMN 7, 1963+ /11-12, 16-25/
QPYNV 14, 1970+ /13, 18-19/
SBNMK 23, 1977+
WCMAD 1, 1957+ /2, 4-6, 10
15/17, 16
DENTAL COSMOS.
NEW ENGLAND DENTAL SOCIETY.
PHILADELPHIA, PA. 1-78, 1859-1936
AMALGAMATED WITH -- JOURNAL OF THE AMERICAN DENTAL ASSOCIATION AND DENTAL COSMOS.
ADIMMN 72-77, 1930-35
BLWKG 1-78, 1859-1936 /4/
KRYMMN 68-78, 1926-36
KBYMMN 68-78, 1926-36 /74, 76/
WCAUCV 44-56, 1902-14 /45-46, 49-52, 54-55
DENTAL DIALOGUE.
INDIAN DENTAL SOCIETY.
MAHARASHTRA STATE BRANCH.
BOMBAY. 1, 1974+
ADIMMN 2, 1975+ (2-3)
KRYMMN 1, 1974+
KHNRGD 1-7(2), 1974-80
DENTAL DIGEST.
DENTAL PROTECTIVE ASSOCIATION OF THE UNITED STATES.
PHILADELPHIA, PA. 1-78(4), 1895-1932
AMALGAMATED WITH -- QUINQUENSENSIONAL.
ADIMMM 38-65, 1932-59 /46-63/, 57-63/ (55, 64)
ADinh 62-78, 1956-75 (78)
BLWKG 8-78, 1902-72 /9-65
FCRMPG 71-78, 1965-72 (78)
GRKCMG 69-78, 1963-72
KBYMMN 42-47, 1936-71 /48-51, 55, 76/
KBYMTN 30-78, 1932-72 /43-77/ (39-42, 78)
KPMCMC 30-78, 1932-72 /43-77/ (39-42, 78)
KPMSCM 56-75, 1950-69
PMSCM 56-75, 1950-69
WCMAD 63-77, 1957-71 /63-77/
DENTAL ECONOMICS.
PITTSBURGH, PA. 1, 1111-
CONTRO FROM -- DENTAL HEADLIGHT.
1-57, 1937-67 ORAL HYGIENE.
GRKCMG 49-51, 1959-61 (49, 51)
KBYMMN 19-27, 1929-57 (22-26)
KBYMTN 57-59, 1967-69 (57-59)
NMMCM 57, 1967+
PMSCM 66, 1976+
DENTAL HEALTH.
BRITISH DENTAL HYGIENISTS ASSOCIATION.
LONDON. 1, 1962+
ADIMMN 3-14, 1964-75 /6-9, 12/
DENTAL HYGIENE.
AMERICAN DENTAL HYGIENISTS ASSOCIATION.
SAN FRANCISCO, CALIF. 1, 1927+
1-46, 1927-72 JOURNAL OF THE AMERICAN DENTAL HYGIENISTS ASSOCIATION.
PMSCM 50, 1976+
DENTAL ITEMS OF INTEREST.
PHILADELPHIA, PA. 1-75, 1879-1933.
1-37, 1879-1915 ITEMS OF INTEREST.
ADIMMM 66-69, 1944-47 /68/
BLWKG 19-75, 1897-1953
/25-32, 34, 36, 39/
42-51, 59-60, 63-68, 70, 73-74/
KBYMMN 52-70, 1930-48
DENTAL JOURNAL.
TORONTO.
SEE JOURNAL OF THE CANADIAN DENTAL ASSOCIATION.
DENTAL JOURNAL OF AUSTRALIA.
AUSTRALIAN DENTAL ASSOCIATION.
NEW SOUTH WALES BRANCH.
STONEY. 1-27, 1892-55.
AMALGAMATED WITH -- AUSTRALIAN DENTAL JOURNAL.
KBYMMN 8-27, 1936-55 (8-27)
DENTAL LABORATORY NEWS.
NEW YORK STATE DENTAL LABORATORY ASSOC.
NEW YORK. 1, 1940+
PMSCM 18, 1956+ /21-23/
DENTAL MAGAZINE AND ORAL TOOLS.
LONDON. 1004-1918, NS NO. 1, 1895-24, 41(4), 1924+
1884-1907 QUARTERLY CIRCULAR.
1908-10 ASHS CIRCULAR.
1911-16 ASHS MONTHLY.
1917-18 ASHS JOURNAL.
NS NO. 1, 41(4)-45, 1919-28 DEN.
TAL MAGAZINE. IRREGULAR NUMERING.
ADIMMM 52-87, 1935-70 /54, 74, 85/
KBYMMN 46-56, 1929-39
KBYMMN 46-84, 1929-67 /51-52, 57-62, 64-65, 81-83/
WCAAM 1932-39 /1935/
DENTAL PRACTITIONER.
SEE DENTAL PRACTITIONER AND DENTAL RECORD.
DENTAL PRACTITIONER AND DENTAL RECORD.
BRISTOL. 1-122, 1950-71/72.
CONTRO FROM -- JOURNAL OF DENTISTRY.
1-5, 1950-54 DENTAL PRACTITIONER.
ADIMMM 9-22, 1959-62/72
KBRKMSG 9-12, 1959-62 (9-10)
BLWKG 9-21, 1958-70/71
BYYCNM 10-17, 1960-66/66
FCRMPG 12-22, 1962-72 (12, 16)
KBYMMN 5-22, 1955-72
KBRKBA 15-22, 1964-66/72
KBMAGN 10-22, 1960-70
KTMCM 11, 1961+ /16/
PMSCM 6, 1965+ /8-12/
PMTRMN 14-21, 1964-71 /17-18/
PYKCM 17, 1967+ (17)
QPMN 16-22, 1964-71
WCMAD 17-20, 1965-67/69/70
WCMAM 10-22, 1959-60/71/72
DENTAL PRODUCTS REPORT.
CHICAGO. 1, 1967+
KBYMMN 11, 1977+

Let us try to understand the various components of an entry as given in the above page. In the entry number 3 of column 1,

i) Dental Cosmos is the title of the journal.

ii) New England Dental Society is the sponsor.

iii) Philadelphia, PA is the place of publication.

iv) 1-78 indicates that 78 volumes of the journal were published.

v) 1859-1936 implies that the journal started publishing in 1859 and ceased in 1936.
vi) The next component signifies that the journal finally amalgamated with *Journal of the American Dental Association* and the title became *Journal of the American Dental Association and Dental Cosmos*.

vii) The last component lists the holdings of five libraries. For each library a six-character symbol has been used. The first line - **ADIMNM 72-77, 1930-35** means that National Medical Library, New Delhi has volumes 72-77 that published during 1930-35. The second line **BLWMKG 1-78, 1859-1936 /4/** shows that the library has all the volumes except the 4th volume.

Now, suppose somebody is looking for, say, volume 70 of *Dental Cosmos*. If your library does not possess the journal, you can straightway direct the user to National Medical Library or any other library having the volume, where the user will get the volume and her/his job will be done. This is the beauty of a referral service. Despite the non-availability of the document in your library you can help the reader.

A list of some famous union catalogues of the world is given below:

**Union Catalogue of Periodicals**


   Popularly known as BUCOP this catalogue is in four volumes plus the supplement list. This source covers 140,000 titles held in 440 British libraries. All these titles from all over the world were published during 1665 to 1960. It is to be noted that BUCOP had listed the first periodical of the world called *Journal de Scavans* started publishing from France in the year 1665. This shows that the coverage of the union catalogue starts from the very first periodical of the world. This catalogue incorporates *World List of Scientific Periodicals* (59,961 titles) as well. This is an extremely powerful source to locate a particular periodical in the world. The quarterly supplements of BUCOP with annual cumulations are being issued since 1960.


   Lists 150,000 periodicals published during 1665-1949. You may notice that the coverage of this union list is wider than the previous catalogue. If a periodical is not available in BUCOP, it may be available here.


   Covers about 6,000 titles held in 249 libraries in India and 175 libraries of Indonesia, Malaya and Burma.

From 1965, Indian National Scientific Documentation Centre (INSDOC) (now NISCAIR) had started compiling serial catalogues, and by 1981, it started compilation of large number of individual library catalogues and regional union catalogues. The catalogues of serials of the following libraries were brought out in the following chronological order.

ii) **Indian Institute of Science Library, Bangalore.** January 1966.

iii) **Indian Statistical Institute Library, Calcutta.** August 1966.

iv) **Indian Agricultural Research Institute Library, Delhi.** March 1967.

v) **National Institute of Sciences of India Library, New Delhi** October 1968.

NISCAIR (erstwhile INSDOC) brought out the following Regional Union Catalogues as well:


Besides these, NISCAIR has brought out the following Union List/Catalogue as well.


ii) **Union List of Current Scientific Serials in India.** December 1981. This union list recorded 11,511 foreign scientific serials and 1,892 Indian scientific serials held in about 800 libraries all over the country.

All these efforts of the NISCAIR culminated with the compilation of *National Union Catalogue of Scientific Serials in India (NUCSSI)*. It was published in 1988 in print form in four volumes and recorded holdings data of about 36,000 serial titles held in about 800 libraries in India. It has been updated till 2001, and is available in CD-ROM also. Presently, the database contains over 45,223 unique journal titles with 2.68 lakhs holdings data of more than 564 libraries of major universities, S&T institutions, R&D units of industries, higher institutes like IISc, IITs and professional institutes in S&T disciplines within the country (NISCAIR).

The National Social Science Documentation Centre (NASSDOC) also brought out a number of union catalogues in two series. One series is devoted to periodicals covering bulletins, journals, magazines, newspapers, etc., and the other series is devoted to serials covering annual reports, annuals, advances, handbooks, etc. The lists of both the series are given below (Krishan Kumar).

**Union Catalogue of Social Science Periodicals**

i) **Union Catalogue of Social Science Periodicals – Andhra Pradesh.** 1974.


Union Catalogue of Social Science Serials


iv) Union Catalogue of Social Science Serials- Delhi. 1975. 3 Parts.


The 33 union catalogues listed above cover the holdings of 550 libraries (including National Library, Calcutta) situated in 17 states and two union territories. The data of all these unified catalogues has not yet been combined to bring out a unified national union catalogue of social science periodicals and serials. As a result, often, for locating a periodical or a newspaper a number of union catalogues are to be searched.

For providing referral service regarding periodicals you may refer to these sources or to NISCAIR for scientific and technological periodicals, and NASSDOC for social science periodicals. American Library as well as British Council may also be referred to in case the periodicals are not available in India.

**Union Catalogue of Books**

This type of publication is less common. The publications which are there are really very useful. One very important union catalogue of books is being described below.


The catalogue provides the main entry of each book, along with the symbol of libraries having the book. It is ‘a repertory of the cataloged holdings of selected portions of the cataloged collections of the major research libraries of the United States and Canada, plus the more rarely held items in the collections of selected smaller and specialized libraries’.

It includes around one million titles available in 800 North American libraries. (Krishan Kumar 288). Undeniably, it is a monumental work comprising 528,000 pages and a veritable source of information on books from all parts of the world. As the title indicates the catalogue lists books published before 1956. For keeping the work updated 10-yearly supplements are being issued. *National Union Catalog 1956-1967* was published in 1970 by Roman and Littlefield in 1970 in 125 volumes.

Countries like New Zealand, Finland and Vietnam have also brought out their national union catalogues. Till now we do not have any national union catalogue of books.

Apart from union catalogue of books and serials, there are union catalogues of manuscripts, non-book materials, audio-visual materials, early printed books, etc. Some examples are given below.


So far, we have talked about union catalogues which are available in print form, microform, etc. Now, we are going to talk about union catalogues which are available online.

i) **OCLC Worldcat**

It is the biggest online union catalogue of the world and connects to the collection and services of more than 10,000 libraries of the world. The database contains bibliographic records of 1.5 billion items comprising books, music CDs, videos, downloadable audiobooks, article citations with links to the full-text, authoritative research materials such as documents and photos of local or historic significance, and digital versions of rare items that are not available to the public. The resources of the library are available in many languages. It is to be noted that while searching you are connected to the collections of many libraries at once. By becoming a member you can post your review of an item or contribute factual information about it. The most interesting part is that anyone can search the catalogue free of charge.

ii) DELNET (Developing Library Network, New Delhi) has a number of online databases searchable by its members only. Some of them are listed below.

a) **Union Catalogue of Books**

It is an online union catalogue of books available to its member-libraries. It is being continuously updated. The information can be retrieved by author, title, subject, conference, series, etc. It has 1,11,16,937 bibliographic records. The request for inter-library loan can be placed through the online system.

b) **Union List of Current Periodicals**

This union list covers current periodicals in science and technology, social sciences and humanities. The database has 33,916 periodicals and is updated annually with the addition of new titles or deletion of old titles. It is a major resource for document delivery service and is available online to DELNET members only.

c) **Union Catalogue of Periodicals**

The union catalogue contains full holdings data of the libraries. At present the database has 20,235 records.

d) **CD-ROM Database**

This database is under creation with the data of CD-ROM holdings of its member libraries. At present it has 19,324 records.

e) **Database of Theses and Dissertations**

This database is being created with the data of theses and dissertations submitted to Indian universities. The database has 48,621 records.

iii) **IndCat: Online Union Catalogue of Indian Universities**
Conventional Products and Services

It is a product of INFLIBNET and includes books, theses and journals available in 143 university libraries in India. For each entry it provides bibliographic description, location and holdings information. A web-based interface is provided for easy access to the merged catalogues. It is a major source of bibliographic information that can be used for inter-library loan, collection development, copy cataloguing and retro-conversion of bibliographic records. The catalogue harbours bibliographic records of books, (1,22,59,389) theses, (2,37,393) current serials (35,209) and serial holdings (50,164).

Self Check Exercise

Note: i) Write your answers in the space given below.

   ii) Check your answers with the answers given at the end of this Unit.

3) Enumerate the components that constitute an entry of a union catalogue of serials.

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4) Briefly describe National Union Catalogue of Scientific Serials in India.

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Online Sources

Sometimes you cannot find a piece of information in encyclopaedias, dictionaries and other reference books that you have in your library because they were published years ago and are now outdated and their scope might be limited, etc. To obviate the difficulty you can direct the information seeker to some websites in the Internet which in most cases provide you the latest information. A few such websites are mentioned below.

i) Wikipedia

It is an online encyclopaedia and searchable free of cost. It had as many as 3,395,857 articles in English on 28 August 2010 and on 29 August 2010 the number rose to 3,395,907 indicating that within a single day as many as 50 articles have been added. As far as coverage is concerned it covers all subjects, and by far it is the biggest encyclopaedia in terms of coverage. It is being updated all the time.

**Featured content** – It represents the best that Wikipedia has to offer. It comprises articles, pictures, and other contributions that showcase the polished result of the collaborative efforts that drive Wikipedia. All featured content undergoes a thorough review process to ensure that it meets the highest standards.

**Overview** – It is a survey that indicates what is covered or included in an area. For example in the area of reference works it covers - Almanac • Atlas • Citation index • Database • Dictionary • Encyclopaedia • Gazetteer • Glossary • Handbook • Magazine • Newsgroup • Newspaper • Scientific journal • Thesaurus • Web directory • Wikipedia.

**Portal** – It is an introductory page for a given topic. It complements the main article of the subject by introducing the reader to key articles, images, and categories that further describe the subject. Portals also help editors find related projects and things they can do to help improve Wikipedia. At present there are 585 portals.

**Lists** – These are lists of topics. Some of them are lists of other lists. A list of topics is a non-comprehensive list of article lists, arranged by topics. Example: **General reference lists** • Abbreviations • Collective nouns • Common misconceptions • Common misspellings • Etymologies • Library and information science • Pairs • Postal codes • Topics by country • Unusual articles.

**Glossaries** – These are lists of specialised or technical words accompanied with their meanings. An example is given below.

<table>
<thead>
<tr>
<th>Arts [All words ending with –graphy]</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cartography - the art and field of map making</td>
</tr>
<tr>
<td>• Choreography - the art of creating and arranging dances or ballets</td>
</tr>
<tr>
<td>• Collagrapy - In printmaking, a fine art technique in which collage materials are used as ink-carrying imagery on a printing plate.</td>
</tr>
<tr>
<td>• Cryptography - the art of disguising information</td>
</tr>
<tr>
<td>• Lithography - a planographic printing technique.</td>
</tr>
<tr>
<td>• Photolithography - a method for micro fabrication in electronics manufacturing.</td>
</tr>
<tr>
<td>• Photography - the art, practice or occupation of taking and printing photographs.</td>
</tr>
<tr>
<td>• Serigraphy - a printmaking technique that uses a stencil made of fine synthetic material through which ink is forced.</td>
</tr>
<tr>
<td>• Tasseography - the art of reading tea leaves</td>
</tr>
<tr>
<td>• Thermography - thermal imaging.</td>
</tr>
<tr>
<td>• Tomography - three dimensional imaging</td>
</tr>
<tr>
<td>• Typography - the art and techniques of type design</td>
</tr>
<tr>
<td>• Videography - the art and techniques of filming video.</td>
</tr>
<tr>
<td>• Vitreography - In printmaking, a fine art technique that uses glass printing matrices.</td>
</tr>
<tr>
<td>• Xerography - a means of copying documents.</td>
</tr>
</tbody>
</table>
A-Z Index – This index designed as Aa, Ab, Ac, … AA, AB, AC, … is case sensitive. Pages under Aa will be different from the pages under AA. For example, if you click Aa it will show you the following and more.

<table>
<thead>
<tr>
<th>Aa</th>
<th>Aa!</th>
<th>Aa! Megami-sama</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aa! Megami-sama!</td>
<td>Aa! Megami-sama: Sorezore no Tsubasa</td>
<td>Aa! Megamisama</td>
</tr>
<tr>
<td>Aa! Megamisama!</td>
<td>Aa’id ‘Abdullah al-Qarnî</td>
<td>Aa’id ‘Abdullâh al-Qarnî</td>
</tr>
</tbody>
</table>

If you click under AA, it will show you the following and more:

<table>
<thead>
<tr>
<th>AA to Adrian Zabala</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adrian Zackheim to Alfred M. Gatlin</td>
</tr>
<tr>
<td>Alfred M. Gray to Angel Islington</td>
</tr>
<tr>
<td>Angel Ivanov to Arrow theorem</td>
</tr>
<tr>
<td>Arrow to the Heart to BCS Hong Kong Section</td>
</tr>
</tbody>
</table>

Categories inclusive of other features like cross references, lists, and infoboxes help a user to find information even if she does not know what exists and what it is called. The broad categories are as follows:

<table>
<thead>
<tr>
<th>Wikipedia’s contents: Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General reference</strong></td>
</tr>
<tr>
<td>Culture and the arts</td>
</tr>
<tr>
<td>Geography and places</td>
</tr>
<tr>
<td>Health and fitness</td>
</tr>
</tbody>
</table>

Sister Wiki Projects

Wikipedia Foundation has quite a few sister projects. Information about some of them are recorded below as they are quite useful for reference as well as referral services.

ii) Wikinews

A group of volunteers whose mission is to present and contribute reliable, unbiased and relevant news items. All the content is released under a free license. By making the content perpetually available for free redistribution and use, the volunteers hope to contribute to a global digital commons. Wikinews stories are written from a neutral point of view to ensure fair and unbiased reporting.

iii) Wiktionary

It is a collaborative project to produce a free-content multilingual dictionary. Being a lexical companion to Wikipedia, it has grown beyond a standard dictionary and now includes a thesaurus, a rhyme guide, phrasebooks, language statistics, and extensive appendices. Each entry includes definitions, etymologies, pronunciations, sample quotations, synonyms, antonyms, and translations. The dictionary is being updated and edited by volunteers everyday. On 29 August 2010, the dictionary had 1,893,321 entries with English definitions. It is an extremely useful dictionary for finding out the meanings of most recently-coined words.
iv) **Wikiquote**

It is a free online compendium of sources of quotations from notable people and creative works in every language, includes translations of non-English quotes, and provides links to Wikipedia for further information. Volunteers are allowed to contribute and edit the quotations.

v) **Wikibooks**

It is a collection of open-content textbooks. On 29 August 2010, it had 2,476 books. Volunteers are allowed to edit the books.

vi) **Wikisource**

It is an online library of free-content publications, collected and maintained by Wikipedia community. On 29 August 2010, it had 152,962 texts in the English language library.

**Self Check Exercise**

**Note:**

i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

5) Briefly describe Wiktionary.

Answer-providing Websites

We are just mentioning two websites where you can post your query and in most cases get the answers within a short time.

i) **AllExperts.com**

It is the oldest and largest free question and answer service on the Internet.

ii) **The AnswerBank**

From this website also you get answers to your questions. You can also see the answers to previous questions put by people.

**Internet**

When retrieval of information on a particular item fails despite using all the sources mentioned above you may try the Internet. In majority of the cases you are likely to find something which can serve your purpose or provide a lead that may help you to find something more.

**Tools You are to Create**

Printed and online sources notwithstanding, referral service does not become fully effective until the professional providing referral service creates some tools herself/himself. Take the case of a rural librarian. The rural library serves a cluster
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of villages inhabited by mostly farmers and majority of them are illiterate. They have got numerous information needs such as:

i) The place wherefrom good quality seeds or new variety of seeds can be obtained.

ii) The suppliers of various agricultural implements (tractors, power tillers, pump sets, etc.) in nearby areas.

iii) The repair shops or mechanics for agricultural implements.

iv) The sellers of fertilizers, pesticides, etc. in nearby markets.

v) The facilities available for irrigation.

vi) The buyers of food grains (retail and wholesale) and other agricultural products.

vii) The availability of cold storage facility in nearby areas.

viii) The bank/s wherefrom agricultural loan can be obtained.

ix) What course a meritorious student of a village can pursue after completing higher secondary education.

For the above mentioned information needs, most of the information will not be available in the printed and online sources as all the above mentioned needs pertain to local information. The librarian will have to collect the information and make an inventory and update it as and when needed.

Normally illiterates do not approach a library, as they think that a library is meant for literate people only. If they can be convinced that a library is also an information centre and they also can get their required information then they will approach the library and ask for information. For answering them the librarian will have to create an inventory by gleaning information from various people. If you analyse the questions being asked, you will find that mostly they belong to: i) people like doctors, mechanics, labourers, smiths, plumbers, electricians, astrologers, masons, village head, and ii) organisations like the office of the block development officer, post office, banks, courts, specialised shops that are selling fertilisers, pesticides, agricultural implements, medicines, etc. This apart there may be inquiries on transport, place, etc. If you make three inventories – one for people, another for organisations, and the third one for miscellaneous inquiries, your job will gradually become easy and effective.

4.2.5 Institutions

Libraries, information centres, document supply centres, and many other institutions provide information service. With a few examples we can try to show when you can refer a clientele to a library, information centre, document supply centre, etc.

Case 1 – Somebody is looking for a book published from India in the early 19th century. In such a case you can refer the user to our National Library, Asiatic Society Library, British Library, and India Office Library. It is quite likely that s/he will get the book from any one of these libraries.
**Case 2** – A person has a Portuguese document. S/he wants to get an English translation of the same. You can refer the person to National Institute of Science Communication and Information Resources (NISCAIR) or School of Language, Literature and Culture Studies of Jawaharlal Nehru University (JNU). NISCAIR has a large panel of translators. Anyone knowing Portuguese in that panel will be able to do the job. JNU teaches a large number of languages of the world including Portuguese. Any staff teaching Portuguese language is likely to provide the translation.

**Case 3** – A researcher needs a paper published in *Philosophical Transactions of the Royal Society* published in 1670. For such a request you can safely refer her/him to British Library Document Supply Centre.

The three cases discussed above clearly show that different institutes need to be referred to for different type of services. A referral librarian can correctly refer if s/he has very good knowledge of the resources and services of various institutions.

### 4.2.6 Persons

By persons we mean not only literate and highly educated persons but also other persons who may be illiterate, semi-literate or moderately literate but knowledgeable. As a librarian you are to identify those people to whom you can refer a customer for information or a document. These persons may be professionals like doctors, lawyers, scientists, technologists, technicians, brokers, librarians, journalists, etc. You can identify these people by going through biographical reference sources, directories of professionals, etc.

### 4.2.7 Equipping Yourself for Referral Service

Nobody becomes a referral librarian overnight. Becoming a reference librarian is comparatively easy inasmuch as reference service is provided on the basis of resources available in the library. On the other hand referral service is provided on the basis of what is available outside the library. As such you are to guide the customer to other libraries, people, organisations, websites, etc. You can guide them when you have full knowledge of outside sources. For gathering that knowledge you are to work hard and use as much as possible the aforesaid resources and create tools yourself.

### 4.3 SUMMARY

Initially we have tried to give you an idea as to how referral service began at the National Referral Centre for Science and Technology in the Library of Congress. With the establishment of this centre it became clear what would be the function of a referral centre and what type of services it would provide. The definition of ‘information resource’ in the context of referral service has been reproduced. The terms ‘referral centre’ and ‘referral service’ have been defined and the scope of referral service has been outlined. The need for referral service has been explained with examples. For rendering referral service various printed and online tools are essential. Mention has been made of a large number of union catalogues, and the components constituting the entry of a union catalogue have been explained. A large number of union catalogues of books are nowadays available online. Several of them (both Indian and foreign) have been described. Quite a few online sources like *Wikipedia* and *Wiktionary* which act as highly powerful
reference sources have been described along with a few others. Two websites that answer questions put by anybody have also been described. The tools that are to be prepared by the referral librarian have also been discussed. Users are quite often referred to institutions and knowledgeable persons. These two items have also been touched upon. In general LIS courses, no formal training is given for referral librarianship. That is why a short guideline has been provided whereby one can prepare oneself for the job.

### 4.4 ANSWERS TO SELF CHECK EXERCISES

1) The four areas of responsibility with which the National Referral Centre was entrusted were the:

   i) identification of all significant information resources in the fields of science and technology;

   ii) acquisition, cataloguing and correlation of substantive and procedural data defining the nature, scope and capabilities of these resources;

   iii) provision of advice and guidance about these resources to any organisation or individual requiring access to them by responding to requests for referral assistance and by publishing directories and guides in selected subject field; and

   iv) exploration, through actual operating experience, of the roles and relationships that exist or should exist among the many elements of the scientific and technical information complex.

2) No library in the world possesses enough resources to answer all the queries of the users or meet all the demands of the users. To help the users various tools like printed as well as online union catalogues have evolved whereby a librarian knows about the resources of other libraries and accordingly informs the user. This process helps the users a great deal. There are many cases in the world to show that referral service has been immensely useful to the researchers and other users.

3) A typical entry of a union catalogue of serials includes the following:

   i) The title of a periodical.

   ii) The sponsor.

   iii) The place of publication.

   iv) Year of starting of the periodical as well as the year of ceasing (for ceased periodical) are mentioned with the corresponding volume numbers.

   v) The availability of the volumes in the library. Incomplete as well as missing volumes are also indicated.

   vi) The historical elements like changes in the title, sponsor, volume numbering, place of publication, etc. are mentioned.

   vii) Libraries having the periodical along with the volume numbers are mentioned as the last item.
4) INSDOC (now NISCAIR) has brought out five serials catalogues of individual libraries and 13 regional union catalogues. The holdings’ records of all these combined together resulted in the National Union Catalogue of Scientific Serials in India (NUCSSI). It was published in 1988 in print form in four volumes and recorded holdings data of about 36,000 serial titles held in about 800 libraries in India. It has been updated till 2001, and is available in CD-ROM also. Presently, the database contains over 45,223 unique journal titles with 2.68 lakhs holdings data of more than 564 libraries of major universities, S&T institutions, R&D units of industries, higher institutes like IISc, IITs and professional institutes in S&T disciplines within the country.

5) It is a collaborative project to produce a free-content multilingual dictionary. Being a lexical companion to Wikipedia, it has grown beyond a standard dictionary and now includes a thesaurus, a rhyme guide, phrasebooks, language statistics, extensive appendices. Each entry includes definitions, etymologies, pronunciations, sample quotations, synonyms, antonyms, and translations. The dictionary is being updated and edited by volunteers everyday. On 29 August 2010, the dictionary had 1,893,321 entries with English definitions. It is an extremely useful dictionary for finding out the meanings of most recently-coined words.

4.5 KEYWORDS

Omnifarious : Of all kinds, varieties and forms.
Union Catalogue : A union catalogue is a combined catalogue depicting the collections of a number of libraries.

4.6 REFERENCES AND FURTHER READING


