STUDENT COMPANION
TO THE
LIBRARY

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PREFACE

WE were prompted to write this book because of the various problems encountered by the different categories of information users that we have come in contact with for many years that we have being working in the library. These came to our notice from the queries that we answer both as lecturers in the course and as librarians in the university library services. Some times the questions do not only come from students taking the course but from students in the higher levels who are supposed to know. The summary of these questions are on lack of knowledge of the different tools used in the location of information in the library, the unfamiliarity of the organization of information in the library and how to acknowledge authors used in academic write-ups, compile references and bibliographies etc.

Thus, the **student companion** is written not only for students offering the use of library course but also for those who are encountering problems on how to effectively use the library. It will also be useful to students studying library science and information users generally.

FOREWORD

I am highly delighted to accept to write the forward of this handbook. I salute the courage of the authors of this book. I would like to believe that "the student companion to the library " started out as lecture notes. It was born out of the need to produce an abridged kind of material for hundred level students who are offering the use of library in our universities. It is felt that the aim of producing this book evolved to satisfy the need to have a better understanding of the dynamics of the factors that affect the use of the library so as to get the information one needs in the shortest time possible. The venture into producing something of this nature is a very serious academic business of which a thorough foundation is necessary. Many of the students started studying librarianship without the basic competence required. Therefore to be able to define the structure, goals, basics is quite necessary to be able to chat this course into the unknown and coming to grips with the unique nature of the new profession. In effect the students needs to be equipped with the simple tools to effectively go through enormous information available in the professional literature. "The student companion to the library" is written for students with many examples drawn from the authors experiences and areas of specialization, introduces undergraduates and other information users to the basic tools that are required in locating desired information in the library. The methods of presentations are quite interesting and therefore making the book useful to everyone involved in the utilization of information. Finally I congratulate the authors for identifying and filling the gap between the basic and higher level preparation of students for a professional career.

M.I. MUHAMMED
UNIVERSITY LIBRARIAN,
FEDERAL UNIVERSITY OF TECHNOLOGY,
MINNA.

DEDICATION

This book is dedicated to all information users.

INTRODUCTION

THE Library indeed has passed through different stages in its developmental process. The Library in its first stage started as the need to preserve important historical documents arose. These documents include culture and human knowledge at various times. But at this stage the knowledge stored were for the traditional rulers, wealthy and renowned scholars.

The growth of civilization resulted in the movement of people all over the world. This of course ushered in the second stage in the developmental process of the library. This movement resulted into the introduction of new cultures, beliefs, trades, religion, western education, etc. Therefore, there was increase in the information to be preserved.

The information that occurred as a result of interactions of people were then recorded in clay, in tablets, papyrus, codex, vellum, etc. But in our world today, the growth of information technology and its effect in the world of printing has so much affected information and therefore the library in diverse ways .By the 1980s, it was clear that human civilization has witnessed the information age.

Thus, today the contribution of the library to education cannot

be over emphasized. Libraries of whatever type serve as an indispensable supportive tool for teaching and research. Libraries are no longer only store house of knowledge, but are agents of education, socio-economic and political changes for everybody. It is now charged with acquisition, organization, preservation, storage, retrieval, and dissemination of knowledge presented in various formats.

This book is a guide to know what a standard library should look like in relation to the different units that a library is made up of and the functions of the units. This of course will help any library user to know which unit to go to when searching for any information. The book also provides a guide on how to locate information in the library. Thus the various bibliographical tools for searching information are well explained in the book.

Handwritten margin note: ① The Encyclopedia Americana defined the Latin word "LIBER" from which the word Library originated to mean book.

DEFINITION OF LIBRARY

LIBRARY can be defined as a collection of books and non–book materials organized for use in a particular place under the guidance of a trained personnel. The encyclopedia Americana describes a library as collection of books and other forms of records housed, organized and interpreted to meet broad and varying needs of people for information, knowledge, recreation, aesthetics and enjoyment.

Handwritten note: Don't read

The chambers encyclopedia put it simply as "special place for reading or reference and by extension a collection of books". In fact different authors have defined the word library, but they are all conveying the same meaning.

TYPES OF LIBRARY

There are different types of libraries and they exist in order to aid in the achievement of the aims and objectives of the institutions and organizations within which they are set up. The

following are the different types of libraries and emphases will be on academic library.

PUBLIC LIBRARY

Public libraries are established and maintained from public fund. It is a community-based institution. It is usually referred to as a layman's university because its doors are open to all, and it does provide the information, educational and recreational needs of the community.

The collections of a public library are as diverse as its clientele. Examples of public libraries are those established by the various state and local governments.

SPECIAL LIBRARY

Special libraries can be defined as libraries that serve a particular group of people whose interest are directed towards the same goal. According to the special library Association, a special library is defined " as a library or information center maintained by an individual, corporation, association, government agency or any other group".

Special library has the main purpose of providing information and knowledge resources that are vital to the parent organization, the users, in order to achieve the objective of the organization.

Special library has specialized collection and the users are limited in terms of interest and work. The clienteles in special libraries usually are specialist in their interests and skills. And their information sources are in various formats to satisfy their information seekers who are mainly the professionals and researchers.

They are usually found in special institutions that are important, e.g. the international institute of tropical Agriculture (I.I.T.A) Library at Ibadan, National Research Institute for chemical Technology (N.A.R.I.C.T) Library Zaria, Jos high court library, the central Bank of Nigeria library, the library Institute of Chartered Accountant of Nigeria, (ICAN).

PRIVATE LIBRARY

They are libraries that are owned or developed by renowned individuals e.g. late Chief Awolowo Library.

Private library is small in size in terms of its collection, it has restricted clientele.

SCHOOL LIBRARY

School libraries are libraries set up within the primary / secondary school. They are to provide background materials, which would supplement class teaching, and prepare the pupils to

work independently so that when they leave the school they can carry on with their education without depending solely on teachers.

The collections in school libraries are mostly textbooks on different subjects and their patrons are pupils, students and teachers.

VIRTUAL LIBRARY

In order to understand what a virtual library is, we need to first of all look at the definition of the library. The library can be defined as a collection of books and non-book materials organized for use in a particular place. under the gui dance of a trained personel.

Start

The virtual library came about as a result of the effects of information and communication technology on the library and on information as a whole. The virtual library can thus be defined as the combination of computer and telecommunication technology in handling of information.

It is sometimes called "wall less" library, and this is because it does not necessarily involve a building. You only need to have a computer in order to have access to any library that is on the Internet.

THE ACADEMIC LIBRARY

The Academic Libraries are attached to institutions of higher learning or tertiary institutions as it is commonly called.

They are libraries that are found in Universities, Polytechnics, Colleges of Technologies and Colleges of Education. The Academic Library acquires, preserve and maintain large collections of materials. These materials are essentially for advanced students and scholars who are often engaged in different kinds of research from time to time.

Its collections reflect the aims and objectives of the institution within which it exists. The examples of such libraries abound – KIL i.e. Kashim Ibrahim Library, Ahmadu Bello University Zaria, Bayero University Library Kano, Federal University of Technology Library Minna, Polytechnic and Colleges of education libraries. Stop

The quality and the quantity of the materials in the academic library of any institution reflect the character and efficiency of that particular institution. The educational system is all about information, and the library is a storehouse of information. Thus the quality and quantity of the information stored in an academic library in many ways affects the quality of the product of any higher institution. The students who are engaged in one form of research or the other, the lecturers who need information for teaching and the immediate community within which the library exist, all need this information in one form or the other, and for one use or the other. The academic library is there to make these information available and accessible to the various users in a higher institution.

THE DIFFERENT UNITS IN AN ACADEMIC LIBRARY

1. *Administrative Unit:* This department houses the office of the University Librarian. The University Librarian is a Principal Officer in the University. He is directly in charge of this department. The department contains all the records that pertain to the running of the library including matters concerning both materials and human resources management in the library. The secretary to the Librarian, a typist and two messengers assist in the smooth running of the department.

2. *The Technical services unit.* This department is made up of Collection development Unit, the Cataloguing and Classification Unit and the serial Unit.

The Collection development Unit is where the selection of books required is made. This is done through the use of various library catalogues, and request forms from different users ranging from lecturers to students and also from the different departments or schools. A professional Librarian heads the section.

3. **The cataloguing and classification unit.**
When the books selected, ordered and acquired arrive in the collection development unit, they are sent to the Cataloguing and Classification Unit. This is where such books are catalogued and classified. In other words, the new arrivals are processed here before they are now sent to the shelves for users.

The processing of books here involves the organization of these books or library materials into the various subject classes they belong. They are then further taken to the various shelves they belong to. The process involves some professional technicalities.

4. Serial unit.

This unit select, order, receive and process the various periodicals that the library subscribe to.

Here selection is also done through requests from various users as in the case of books selection.

5. Readers services unit.

This unit is made up of the Reference Section, The Circulation Section and the Reserve Section.

6. Reference unit.

This is where all the reference materials are kept. The section carries out reference services like answering users questions, directing users to the desired relevant materials.

The section is the best section for any user seeking for any information to inquire from first. It also deals with the provision of specialized information.

7. Circulation unit.

This is the section that deals directly with users daily. Thus, it loans out books, receives them back when due, etc. The following are some of the activities carried out by the Circulation Section.

Registration of all new library users
Keeping records of books borrowed and those returned
Taking note of when the materials borrowed are due back in the library
Keeping the statistics of the unit's activities
Sending over-due notice to defaulting library users who failed to return the borrowed library books at the stipulated time
Checking users on their way out of the library to make sure that library books are not taken out unlawfully.

8. Reserve unit.

This is the section where books that are available in single copies in the library are kept. This is done so that no one user can monopolize usage of such books. In other words, users request for such materials when they drop their identity cards with the library assistant on duty and such a user can be timed depending whether some other users want such materials.

SERVICES PROVIDED BY THE ACADEMIC LIBRARY

The Academic Library apart from providing different kinds of reading materials, also provide some essential services to users.

These services include:

Library orientation or User Education: This is refresher course that is given to new students on how best to use the library in order to achieve the best of their academic pursuit

Information service: This is the provision of specialized information on demand by users. It could be information from any university in the country. This service can also include publishing new information in different fields, and making such information available to users.

stop

This can also include the selective Dissemination of Information (SDI). In this case, information is available to a particular person on demand. The SDI also demands that information is sent to different parts or part of the parent body where it will be useful to individuals. For instance, getting information on students scholarships and placing this on strategic places within the institution where individual students will benefit from such important information.

Lending/Circulation Services: This involves issuing out books on loan and receiving the books back into the library when it is due to be returned. The number of books to be loaned out and the duration of the book before it is returned depend on the category of the user. The academic staff normally are given a longer duration than the students. The specific number of weeks will vary from one institution to another. The circulation unit of the library carries out this service.

Over Due Notices and Students Clearance: The circulation unit also writes and lend out overdue notices to library borrowers when books borrowed from the library are over-due and there is delay in returning them. Over due books even when they are returned attract some fines. The amount also varies from one institution to another.

Readers Advisory Service: This service involves helping students to the choice of materials that they need.

Inter Library Loan: This involves helping the user to get a particular information from other libraries when the needed material is not available in that library. The material is taken on loan from another library. The library from which the material is borrowed also does the same when it has such need. This is because no library no matter how well equipped it is, is self sufficient in terms of availability of information.

Reservation of documents: The service is carried out by the library to make sure that information in the library is fairly distributed to the users on demand. When a particular library material is loaned out and another user is in desperate need of that material, such a material could be recalled back and renewed for another user on demand. This is normally done when its present user has renewed the material more than once.

The said material can also be reserved for the user who has

requested for this service when such a material is returned.
Photocopying Service: The library provides one or two
photocopiers in strategic places in the library. This service is
very beneficial to students. It makes it possible for students to
make photocopies of some desired library materials, which
can be useful to them at home or hostels.

Compilation of bibliography: Bibliography is a very
important reference material that is used for various research
purposes, since it could be a list of books, names of very
famous people in different fields, list of periodical articles etc.
Thus it could be very helpful in various fields of study.

Bindery Services: The academic library also renders bindery
services. Here students can go and mend their torn books and
also bind their term papers, mini projects, thesis, research
proposals etc

THE UNIVERSITY LIBRARY

Though the Academic Library has been defined above as a
library attached to a higher institution, the University Library is
the most developed of the Academic Libraries.

The main objective of the University Library is teaching and
research. This is because the central focus or mission of the
university is the training of specialized manpower needed in a
country for the technological development of both the human
and material resources of a particular country.

FUNCTIONS OF THE UNIVERSITY LIBRARY

Thus to be able to carry out its mission of training specialized
manpower, the university library performs the following
functions to help the university within which it is established to
carry out its mission.

Broad functions:

Provision of materials for under graduate instruction, term
papers and projects as well as for supplementary reading.
Provision of materials in support of faculty, external and

collaborative researches.

Provision of material in support of postgraduate research..

Provision of expensive standard works especially in the professional disciplines.

Provision of materials for self-development.

Provision of specialized information on the region within which the institution is situated.

Cooperation with other academic libraries with a view to developing a network of academic library resources that are at the disposal of all scholars. (Ifidon and Nkoli, 2002).

THE SPECIFIC FUNCTIONS INCLUDE THE FOLLOWING:

To access the information requirements of the university continuously, through formal and informal means, using all segments of the university.

To select from available information sources most needed items by the academic community.

To interpret and publicize other range of information and advertise services to benefit the university community

To acquire, organize and arrange these information sources in such a way as to make the usage of these materials easy.

To make available and publicize other information services through inter library loan.

To anticipate and provide information needed, according to the changing needs of the university activities.

For more clarity, on the academic library, the University Library would be discussed in more details.

UNIVERSITY LIBRARY

The University Library is established in the same way like all other academic libraries to support the actualization of the aims and objectives of the parent body which in a nut-shell is centered around teaching and research for the purpose of the development of skilled manpower.

The library is usually made up of the following units, but there could be more units in other academic libraries.

the Administrative Unit

the Collection Development Unit

the Cataloguing and Classification Unit

the Readers Services Unit

the Reference Unit

the Reserve Unit

the Circulation Unit

the Bindery Unit

These units have already been discussed previously in the section that treated the various units in the academic library.

Chapter

4

USER EDUCATION

The user education is a library course for hundred level student in the higher institution especially the University students.

It is a course that equips the students with the various ways getting information within the library in the shortest time possibl This is a very important course, because education is all abou information. There is no branch of education that is not abou information and specifically the difference between a first class student and a second-class student is all about information.

The following are therefore long and short-term objectives o User Education.

- To ensure that the user can exploit library resource adequately and to his own satisfaction.
- To establish a link between the subject taught and the librar resources available.
- To develop in the user confidence in the use of the librar and in the library staff.

To enable the students to be independent in their information seeking activities.

To make them aware of the most useful reference sources for their studies.

To develop skills in finding information, identifying and locating bibliographic references for specific purposes.

To teach effective method of approach in information library search situation.

To encourage users to ask for assistance.

SHORT TERM OBJECTIVES

To be aware of the existence of the University library, what it contains, when it is open and closing time.

To know some essential services that are provided by the library

THE CHARGING SYSTEM

In order to borrow a book from the library, you must be a registered library user. This process of registering you in the library is done in the circulation unit. When that is done, a student will be issued with two library cards called Borrower's Card, and five library borrower's card, if you are a staff.

On finding a book you would want to borrow, the followin procedures will be followed, and this process is what we ca 'the charging system', thus:

Chapter 5

ORGANIZATION OF KNOWLEDGE

Today, we are in the age of information explosion and this caused by some forces which include improvement in printing and paper technology, progress made in science and technology, speedy communications such as radio, television, telephone etc. In view of these surplus information or knowledge that available; it is not easy for someone to get the information he or she needs. This is what led to the organization of knowledge which makes it easy for information seekers to have access to the information needed and in the shortest time possible.

In fact information sources are also presented in various format and to enable the information scientist make things easy for the users, some tools are used which are called <u>Retrieval Devices</u>. These Devices are carried out in two ways:

Classification

Cataloguing.

CLASSIFICATION

Classification is the arrangement of things in logical order according to their degree of likeness. It is the putting together of similar things. It is sorting and grouping of things. Arthur Matby defined Book classification as "the systematic arrangement by subject of books and other materials on shelves or catalogue and index in the manner which is most useful to those who need or seek a definite piece of information".

TYPES OF LIBRARY CLASSIFICATION SCHEMES

Library classification schemes or schedules are as follow:-

Dewey Decimal classification scheme (D.D.C)

Library of congress classification scheme (L.C.)

Universal Decimal classification scheme (U.D.C.)

Bliss classification scheme (B.C.S)

Colon classification scheme (C.C.S)

However, there are some classification schemes that are locally designed to suit a particular environment or library. These are sometimes called Abridged classification schemes

FUNCTIONS OF A LIBRARY CLASSIFICATION SCHEME

1. — It helps the reader to identify and locate a book through a classification mark

or call number

It helps to group all books of a kind together

Through the medium of catalogue, analyses the contents of

books for readers.

—It is a time saving device for both the reader and the librarian.

—It is also useful in compiling bibliographies.

NOTATION

Notation can be defined as a sign or symbol used in classification to represent the classes and sub-divisions of classes in a classification scheme. No book classification scheme can function without a notation. It is a short hand system.

A notation may consist of any symbol (s), letters, figures or signs to represent the terms of classification scheme. The two types of notation are as follows :-

(a). **PURE**- Consists of one kind of symbol, e-g Dewey Decimal Classification (DDC) has a pure notation, using only Arabic figures.

(b). **MIXED**: - Consists of two or more kinds of symbols, e.g. library of congress classification scheme (L.C) uses a mixed notation of letters and figures.

The pure notation of numbers has advantage in that it conveys order and it is relatively simple. It has the disadvantage of being restrictive i.e. knowledge has to be divided into parts and each subject has to be subdivided in to 9 or 10 parts.

If we use the alphabet, then we can increase the base to 26. Most classifications however used mixed notation because it can be more comprehensive and detailed.

QUALITIES OF A GOOD NOTATION

A good notation should:-

Convey order

Be brief and simple

Be easy to say, write and recall

Be flexible.

LIBRARY OF CONGRESS CLASSIFICATION SCHEME (LC)

This classification scheme uses alphabets and figures to organize knowledge. This means that it can derive up to 26 letters. It uses simple alphabets for the Main Classification and Operating Alphabets for its subclasses and each of th subclasses can be subdivided to specific topics.

OUTLINE OF LIBRARY OF CONGRESS (LC CLASSIFICATION SCHEME

A: General works

B: Philosophy and psychology

C: Auxiliary sciences of history

D: General History and old world

E-F: American History

G: Geography, Anthropology

H: Social sciences

J: Political sciences

k: Law

L: Education

M: Music

N: Fine art

P: Languages and literature

Q: Sciences

R: Medicine

S: Agriculture

T: Technology

U: Military science

V: Naval science

Z: Bibliography and library science

SUBCLASSES

Each of the main classes with the exception of classes E-F and Z is divided into subclasses, representing disciplines or major branches of the class.

Class Q for example, is divided into the following subclasses:-

Q - Science (General)

QA - Mathematics

QB - Astronomy

QC - Physics

QD - Chemistry

QE - Geology

QH - Natural History (General)

QK - Botany

QL - Zoology

QM - Human Anatomy

QP - Physiology

QR - Microbiology

Class T, for example, is divided in to the following Subclasses:-

T - Technology (General)

TA - Engineering (General)

TC - Hydraulic engineering

TD - Environmental Technology

TE - Highway engineering

TF - Road engineering

TG - Bridge engineering

TH - Building construction

TJ - Mechanical engineering

TK - Electrical engineering

TL - Motor vehicles

TN - Mining engineering

TP - Chemical Technology

TR - Photography
TS - Manufactures
TT - Handicrafts
TX - Home economics

Class N, for example, is divided into the following subclasses:

N - Visual arts
NA - Architecture
NB - Sculpture
NC - Drawing, design and illustration
ND - Painting
NE - Print media
NK - Decorative arts, applied arts, etc.
NX - Arts in general

CLASS S is divided into the following subclasses:-

S. - Agriculture (General)
SB - Plant culture
SD - Forestry
SF - Animal culture
SH - Agriculture and fisheries
SK - Hunting sports

stop here

DIVISIONS

Each subclass is further divided into divisions representing components of the subclass. For example, the subclass

'chemistry' has the following divisions:-

QD	-		Chemistry
23	-	26 -	Alchemy (chemistry of the middle Ages)
71	-	42 -	Analytical chemistry
146	-	197 -	Inorganic chemistry
450	-	731 -	Physical and theoretical chemistry
901	-	999 -	Crystallography

SUBDIVISION

Again, each of the divisions in turn has subdivisions specifying different aspects of the subject, such as Form, Time, place and further subject subdivisions. For example:

FORM	-	English – prose, drama, poetry
TIME	-	Victorian English; 1800 Nigerian History
PLACE	-	German literature, American literature.
QD		Chemistry
146	-	Periodicals, societies, congress
174	-	Collected works
148	-	Dictionaries and encyclopedias

As stated earlier, the library of congress classification scheme notation is mixed i.e letters and numbers. Usually, main classes are represented by a capital letter, and a second capital letter is used to show the subclass. E.g.

T - Technology
TH - Building Technology, and building engineering is

a subclass of T. But this is not the case with classed E, F, ... Z which have only a letter and are used integrally from 1.9... with gaps to :accommodate new subjects or topics as they arise. Decimal points are used for further subdivisions, and yet further arrangement is often alphabetical using cutter number after a point.

THE LIBRARY CATALOGUE

DEFINITION – Catalogue in librarianship is a retrieval device. It is a means through which information is stored and obtained from the library. Cataloguing is the process of making entry into the catalogue. A catalogue can also be defined as a comprehensive list or collection of reading materials in a particular library or groups of libraries. It records all the bibliographical information of each reading materials within the library for easy identification and retrieval.

Cataloguing and classification are complementary retrieval devices. While one describes the item the other puts them in an order that facilitates retrieval within a short time.

FORMS OF CATALOGUE

There are different forms of catalogues such as the card, the sheaf, the book and the computer catalogues.

CARD CATALOGUE – This is the type of catalogue, where the entries are done on a separate card and the whole entries are filed in a series of drawers called trays. The collection of these trays is then called catalogue cabinet.

SHEAF CATALOGUE –It comprises a set of slips, held in specially manufactured loose – leave binders. This type of catalogue is not however popular with the libraries in Nigeria. It is mainly used in the special libraries.

BOOK CATALOGUE – Is a conventionally printed catalogue containing several entries on each page and usually in two columns. They are printed and bound in a book form. Some special libraries use book catalogue. It is not suitable for a rapidly changing collection, but it can be updated by producing new editions.

FUNCTIONS OF A CATALOGUE

- It records each work that is received in the library.
- It arranges all entries by the same author in the same place.
- It provides call numbers that are used in retrieving information materials.
- It arranges subject entries in such a way that all related topics are brought together.
- It provides cross-references to guide the readers.

It describes each book or reading materials in the library by a given author, title and subject.

PARTS OF A CATALOGUE

AUTHOR – Is the person responsible for the intellectual as well as the artistic production of the contents of a document.

TITLE – Is a word or phrase appearing in publication naming the publication or work contain in it.

IMPRINT – This is dealing with the following:

(A). Place of publication

(b). The name of publisher

(c). Date of publication

COLLATION – This has to do with,

Pagination or number of volumes

Information of pagination, illustration and diagram

Size of the book.

SERIES - If the book is in series, it has to be stated e.g. library science series.

NOTES - This refers to a brief description of the book and it comes after collation and series.

ISBN - This stands for international standard book number. It is important for ordering a book.

TRACING - These are added entry headings e.g. joint authors, subject, title etc

TYPES OF CATALOGUE

There are three types of catalogues, namely: The author/title catalogue, the classified catalogue and the subject catalogue.

AUTHOR/TITLE CATALOGUE – In this type of catalogue entries, the authors name and the title are emphasized. It is alphabetically arranged.

CLASSIFIED CATALOGUE – This is the type of catalogue where the entries are arranged using the notations of the library materials

SUBJECT CATALOGUE –This is the type of catalogue that are arranged according to the subjects. This is equally arranged in an alphabetical order.

SAMPLE OF A CATALOGUE CARD

QD15. A3.H64

HO1

HOLUM, J.R

Fundamentals of general organic, and biologic
chemistry/by John R.
Holum.- 4ᵗʰ edition,-New York: John Wiley,199.
xix, 792p. ill.
Includes index
ISBN O- 471 – 52449-2
i. Title   ii. Chemistry   1104

HOW TO LOCATE MATERIAL IN THE LIBRARY

To locate a desired library material, you could browse between the shelves but this of course is time consuming.

You could go straight to use the computer terminals, brows and locate the items desired.

You can also use the traditional library catalogue cabinet. Th exist side by side with the use of computer in most librarie that are computerized. The library contains catalogue card that represent the holdings of a particular library. These card are arranged alphabetically in drawers. There are three types of catalogue entries, they are the author/title, the subject and the classified catalogues.

This means that a particular book is described and can therefore be located through any of these entries.

This also means that you could find a book in the library if you know any of the following; name of the author, the title of the book, or the subject matter in the book.

Being equipped with any of these, you could go straight to the one you are used to. Assuming it is the title of the book, you use the title catalogue etc

The catalogue cabinet as has already been stated is arranged alphabetically which means you will use the first letter of the author's surname if it is the Author catalogue you are consulting. You will do the same if it is the subject catalogue.

The dictionary catalogue contains either the author, the subject, or the title of any book. They are all interfiled alphabetically like the dictionary.

When you have located the card bearing your desired material, the same card bears some other information concerning the book, like the number of pages it contains etc and most importantly its location on the shelf

You are expected to copy any desired information in a piece of paper because the catalogue card is not suppose to be removed from the catalogue cabinet.

*erence ser... then loo-
at the refmat... and the
acteristics of... ref mats*

Chapter

6

REFERENCE SERVICES

The Reference Unit is the backbone of every Library just like the library is the backbone of every institution. When we talk about any academic research, we are talking about using information. Thus when we talk about any academic work at all, be it the undergraduate or whatever, we talk about the use and the manipulations of information.

Therefore the use of information cut across every human endeavor. The importance and the use of relevant information cannot be over emphasized.

The Reference service therefore is centered around the dissemination of various kinds of information to information users. It ranges from suggesting to the user the kind of information to use and directing the user on how to locate his her own information in the library. It also includes educating the user on how to use the library collections and identifying the different sources of information in the library. It also

includes giving individual assistance to individual users etc. Thus the Reference service is indeed enormous especially in this era of the information technology.

The Reference service has become more important even now in the face of the New Technology. The effect of technology on information in our world today can be described as 'revolutionary'. There is therefore no doubt that the emergence of the different kinds of technology – the computers, etc has also drastically affected the library. The processing of information, the methods of organizing these huge mass of information that pour in daily as a result of improved technology have all been affected. Thus the method of the dissemination of information in the library has also been affected. These have also further expanded the scope of the Reference service and the duties of Reference Librarian.

TYPES OF INFORMATION SOURCES

Information can be found in different sources ranging from books and other sources, like the encyclopedia, catalogues, dictionaries, etc. There are sources that can directly satisfy one's information needs, examples are information from news papers, magazines, almanacs, dictionaries, etc. There are also sources that will direct you to other sources of information and even the places to get such information. Examples are the catalogues, indexes, bibliographies, etc.

In this age of information technology, and its huge effects on information, reference sources can further be categorized into Traditional Reference Sources and the Computerized Reference Sources.

1. THE TRADITIONAL REFERENCE SOURCES

Bibliography – This could be defined as a list of books, journals, thesis, conference papers, etc. used in an academic work and which includes names of authors, title of the book, article, pagination, publisher, place of publication and written in a special and alphabetical order. A Bibliography helps user or a researcher to locate a particular book of interest and may also help user to choose books that will be relevant to his her work. There are three main categories of Bibliography:

The General Bibliography – This cover broad subject area. The examples include British National bibliography, Nigeria National bibliography, Library of Congress, Current National bibliography. They run into many volumes.

Subject Bibliography – Like the name implies, this cover document specialized subject areas. Some examples are as follows Bibliographical Guide to Law, the American Scientific Book Who Is Who in Chemistry, etc.

Bibliography of Bibliographies – This comprises of the list of other Bibliographies: example, A world of Bibliography of Bibliographies.

The following are some of the uses of Bibliography as put forward by Opara, U.N. (2001).

Bibliographies give necessary bibliographical information such as author, publisher, place of publication, etc which is used for a number of purposes ranging from clarifying proper spellings to locating an item by subject area.

They aid in searching for materials in a given subject area.

They save time by providing already made literature search or survey on one's subject.

They are helpful in solving the problem of going from secondary literature (e.g. book) to primary literature (e.g. journal articles) when working in an unfamiliar field.

Bibliographies help in verifying if a specific item is held by one of the major libraries.

2. ABSTRCTS – These are summaries of a text or a document.

TYPES OF ABSTRACTS – There are two types –

The Indicative Abstract – the indicative abstract goes straight to the point to state in summary what a particular document is

all about. It will do this in a way that anybody that reads it will know whether he/she needs the original document or not. But it is not the substitute for the original document

Informative Abstract – this is equally a summary of the original document but it is more detailed, longer and therefore contains more information than the indicative abstract. The indicative abstract cannot substitute the original text but the Informative Abstract can substitute the original abstract since it contains more information than the indicative abstract. There are abstracts of different subjects like Biological Abstracts, Physical Index, Medical abstracts, etc.

THE IMPORTANCE OF THE ABSTRACT

It saves the time one will use in searching for information in the original document.

One knows immediately whether the original document is of value to the user or not.

3. GEOGRAPHICAL SOURCES - These are the reference materials that are used by surveyors, explorers, tourists, travelers, etc. These include globes, travel guides, atlas, maps – like regional, physical, historical, economic and social maps. It also include directories like the telephone, addresses, parks and hotel directories.

4. GLOBES – These are diagrammatic representations of different countries, towns, of the world, indicating important geographical features of each of the countries represented

5. TRAVEL GUIDES – These are directions to various routes represented diagrammatically with directional arrows. It is normally self explanatory because it includes all the strategic points that can easily be understood by any tourist even an illiterate will understand it very clearly.

6. ATLAS – This is a collection of maps in a compact form. Example includes the Britannica atlas etc.

These are diagrammatic representation of different countries indicating towns and important geographical features. It is normally singly represented in a flat surface. There are different types of maps. These include, Regional, Physical, Historical, etc.

7. DIRECTORIES - There are compilations of the names, places, organizations or names of people with addresses, alphabetically arranged. There is the Telephone directories, hotel directories, etc.

The importance of directories are indeed enormous:

It helps when there is need to make one contact or the order, even in business transactions.

It can be useful in a situation that one has forgotten the full name of a chief executive, or an individual, or a firm.

THE DICTIONARY – This is a reference book. It contains list of words and their meanings and it is alphabetically arranged from A – Z. They also carry the pronunciation and the variation of each word in it.

USES OF THE DICTIONARY

It gives the meaning of words, phrases and expressions.
They contain antonyms and synonyms, abbreviations, acronyms, signs and symbols.
It gives the meaning and use of foreign terms used in the language or in English such as modus operadum, etc.
It gives parts of speech like adjectives, verbs, adverbs, etc.
It checks spellings, syllables, etc.
It contains names of important places and important names in politics, history, etc.
It shows pronunciation of words.
they provide important quotations.
It is very useful in any academic work.
It helps to improve ones spoken and written English.

ENCYCLOPEDIA – This contains a synthesis of all branches of knowledge, giving detailed explanations of the topics treated.

There are two types of the Encyclopedia. The titles it contains are treated in alphabetical order. The articles in the encyclopedia are written by various specialists in different fields.

TYPES OF ENCYCLOPEDIA

General Encyclopedia – This type of encyclopedia gives you a general information on the different subjects treated. Thus, the information it gives on the different subjects are normally shallow, but essential and basic or factual issues on each topic are treated. The general encyclopedia is normally for the layman, beginners and the general public. Examples are the encyclopedia Britannica and the Encyclopedia Americana. They are cheaper than the subject encyclopedia.

The Subject encyclopedia – This type treat the subjects they contain in more detailed form. It therefore contains long articles and concentrate on special fields. They are meant for specialist in different subject areas, for students and researchers. They cost more than the general encyclopedia. Examples are Encyclopedia of Library and Information Science, Encyclopedia of Education, Encyclopedia of Physical Science and Technology, Encyclopedia of Librarianship, etc.

CHARACTERISTICS OF REFERENCE MATERIAL

The following are some of the characteristics of reference materials.

— they are not to be read from cover to cover, e.g. dictionaries, encyclopedias.

— They are designed to be consulted for specific items of information.

— They lack continuous exposition e.g. one entry in an encyclopedia may have no relationship with the next entry.

— They are usually organized as separate collection in the library and cannot be borrowed.

— The information in reference books are deliberately arranged alphabetically so that they can be located with ease.

— They belong to the category of secondary and tertiary source of information.

Opara, U.N. (2001).

SERIALS

Serials are one of the various sources of information like books and the other reference sources. As described by Agbaje, A.A. (2004) 'serials are sources of information (printed or electronic) that are produced in successive parts, and at regular intervals and intended to be continued indefinitely. They include news papers, minutes of meetings, newsletters, bulletins, government publications, magazines, radio and television programmes, CDs, video tapes, journals (printed or electronic) and other periodicals.

PERIODICALS/JOURNALS

They are type of serials that have distinctive titles that are issued in successive parts and tend to be continued indefinitely.

They are produced at fixed interval of time or periods. They are also publications that have corporate authorship and different subject specialists contribute to the contents. They contain primary source of information

TYPES OF PERIODICALS

There are two types of periodicals, Primary and Secondary sources.

PRIMARY SOURCE

This carry information on current research findings in different subject areas. They are called 'Primary Source' because they present the original work or findings of the researcher. They can be found in Journals, Magazines, and bulletins, Proceedings and can also be found in the unpublished works like conference presentations, seminars, workshops, thesis, etc.

SECONDARY SOURCE

These digest, comment and interpret the research reported in the primary periodicals 'Opara, U.N. (2001).

They also contain news generated from one subject area or the other. It includes recreational news, entertainment news, etc.

ORGANIZATION OF PERIODICALS

This is normally done by entering all the serial titles on a card and filed on the Kardex. This card equally contains the date that each of the titles was received and contains also the classification mark that is assigned to the said titles. These information are entered in the card before they are now filed in the Kardex.

To find out whether the library has a particular title, a 'strip index' is consulted, just like you will consult a catalogue cabinet to find out what books the library has. The strip index contains the list of all the periodicals in the library.

In this age of the computer, any computer terminal (in a computerized library) can be used to find out what journal is available, and any other information one deserves to know concerning a particular or even the choice of a relevant title.

As the journals arrive, they are processed and displayed as discussed above. However, when an issue is complete, it is sent to the bindery, bound and shelved. But in some academic libraries that lack adequate bindery equipments, the completed issues are held together by a strong rope and filed on the shelve, in the serial unit.

It is important to state here that journals or periodicals like reference materials are not to be taken out or loaned out. This essentially is because of their fragile nature, one copy borrowed and lost renders information in the set incomplete. This is not good for the continuity of information for research and other educational purposes.

CHARACTERISTICS OF PERIODICALS

- they contain current articles
- the contributors are usually specialists in their field.
- they carry permanent titles.
- they are produced at regular intervals.
- they have contents that are different each time they are issued.
- they are produced in successive parts that are intended to be continued indefinitely.
- they have corporate authorship but different contributions.
- each serial title is assigned an ISSN that is unique to that title.

IMPORTANCE OF PERIODICAL

- they are one of the main means of dissemination of current scientific information that result from research findings.
- unlike books, the current information it contains appear within very short intervals as they are produced. While books can take several months or years before they are published.
- they contain factual and current information or research findings on various fields of knowledge.
- they are primary source of information, and therefore very useful when conducting a new research.
- they have unique contents.
- the titles inside a journal are written and reviewed by experts.
- they constitute the most important information source of the information age.

REFERENCING

It is that ability to use information from other sources to prove a point or assertions as you conduct researches, write up term papers, thesis, write conference papers, etc. You can also consult and get information from other sources to disprove a point, or compare results.

As the encyclopedia of Library and Information Science put it, 'It is the skill of using different information sources to their utmost value'.

When a student gets to higher level in the University, he or she is given a research topic (normally called project title). In order for the student to carry out this and come out with a dependable result, the student must read various literatures. That is, various related work done by others before him/her. This is because the essence of any research is to discover new things or new knowledge. One can not therefore achieve this without consulting other authorities.

The importance of looking at previous works done by others when carrying out any academic work is because no one can claim a monopoly of knowledge, and therefore believe that he/she can not consult other sources of information.

The advantages of being able to consult authorities when writing or carrying out any academic work can not be over emphasized.

Among many advantages is that it makes your assertions very authoritative and therefore dependable; you will become an authority in the particular field of study and also other people will be able to consult you, etc.

It is however important to add that the authorities or the other sources you have consulted in your academic work must be acknowledged. This is to avoid being accused of 'academic theft' by the owner of the work used one day, and this may attract a prison term or payment of some fines. It can be very embarrassing.

BIBLIOGRAPHIC CITATION
This is the process of acknowledging and writing down the sources of the information you consulted in your academic work. It could be conference papers, term papers, thesis, or project work, etc.

This is called 'Bibliographic Citation. The importance of this cannot be over emphasized. If as at present there is no record of the previous works done by our predecessors, you and I will not be where we are today. The world is technologically being developed because people keep studying and improving on previous knowledge of others. No wonder the Encyclopedia of Library and Information Science has this to say "what is recorded by whatever means historical development permitted is the foundation of all activity".

It is therefore important scholars and researchers alike must compile these sources used for future consultations.

This is normally done at the end of the work in a special order. The correct referencing style or citation order recognized in the academic world and currently in practice is the APA referencing style. The APA style emphasize certain principles. It is important however that the bibliographic style should adhere to two essential norms, thus: *American psychological association referencing style*

1. It must be accurate i.e. making sure of correct spellings, correct names, correct titles and dates, correct initials are used.

2. It must be consistent. This means that the pattern or the order that you have chosen must be maintained throughout the compilation. It also means that places of publication, pagination, etc must be consistent and accurate.

To avoid repeating the bibliographic details of a particular author after it has been previously written, some Latin expressions are sometimes used. When a subsequent work refers to the same work previously cited and immediately preceding it, the Latin word IBEDEM (ibid) is used. This means : in the same place. For example,

a)Udensi, J.N.(2002)Guide to the use of Library.Nigeria, Coleman Publishers,

b) Ibid. pp. 30-33.

When references to the same work are separated by other references used, the Latin word OPEREA CITATO(op. cit.) is used. This means: in the work cited. In this case the author's name must be cited also. For example:

Udensi, J.N.(2002)Guide to the use of Library.Nigeria,Coleman Publishers. pp.30-33,

b)Nwankwo,O.P(2000)Classification of Library Materials.Ibadan ,Coleman Publishers, p.40.

c)Udensi, op. Cit. Pp.5-7.

METHOD OF CITING

There are different methods of citing or writing the sources of the various information used. This however differs, depending on the source. Is your source from a Newspaper? From a Book? From a Journal? From a thesis etc.

The following practical examples will help in this regard.

(a) Book

Udoye, A. J. (1999) Nigeria: background to nationalism Berkely University of California press, pg. 28.

Oshoma, W. H. (2000) Collection use study: A study of chemistry materials in K.I.L.(unpublished M.L. S. or B.L.S. Thesis/project) Ahmadu Bello University, Zaria.

Periodical or journal

(C) Usman, k. E. (2001) "The location of public Libraries in urban areas" Journal of librariship 3(1) pp237- 244 Osmond, J. O.(2003) Situational ethnicity in Urban Africa with African studies Association, New York 216 (a paper presented to

In citing News papers, mention the author, if there is one followed by the title of the Article,the name of the News paper, the date and the page.

Idowu, M.A.(1999) cash price winner for best institute of management and technology, Enugu Engeneering student. National Guardian, May 20, 1999, pg. 6.

PURPOSES OF BIBLIOGRAPAHIC CITATION

- to pay homage in one's subject area.
- to give credit to related work
- to identify methodology, equipment etc.
- to provide background reading

- to correct one's own work
- to criticize previous work   give facts to support
- to substantiate claims
- to alert researcher of forthcoming work
- to disclaim work or ideas of others
- to dispute the priority claims of others

    argue, debate, quarrel in words

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OLANLOKUN, S. O and SALISU, P. M.(1985) Understanding the Library. A hand book on Library use.Nigeria, Concept publications limited.

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SHARMA, J. S.(1981) Library organization. New Delhi: Vikas publishing house LTD.

THE ENCYCLOPEDIA AMERICANA (1979) VOL. 17 USA. Americana corporation.

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REVIEW QUESTIONS

1. Library is a collection of ....Books.......... and
   qon Books.
   a) Catalogue and classification
   x (b) Books and non-book materials
   (c) Encyclopedia and Dictionaries
   (d) Cabinet and display

(2) Mention any four types of library that you know

(3) ......and........are complimentary retrieval devices
   (a) Catalogue and classification
   (a) Imprint and collation
   (c) Map and atlas
   (d) DDC and UDC

(4) Give three forms of catalogue that you know

(5) State three long-term objectives of user education

(6) Give any three function of the library catalogue that you
know

(7) What is notation? Name the two types of notation

(8) Explain any three function of classification

(9) What is the library of congress (LC) equivalent of the
following subjects

I Mathematics.........PA

II Engineering..........TA

III Home economics.........7x

IV Architecture..........N/A

(10) Imprint in catalogue consist of;

(a) Place of publication, the publisher and date of publication.

(b) Pagination, illustration, volumes and size of the book.

(c) Added entry.

(d) Services and notes.

(11) Mixed notation consist of;

(I) Two or more kinds of symbol

(II) One kind of symbol

(III) All of the above

(12) Indicate any two library crimes that can lead to expulsion
for any library user

(13) Mention three activities that are usually carried out in every
circulation unit of any library.

(14) All the following are classification schemes except

(a) Universal decimal classification scheme (UDC)

(b) Library of congress (LC)

(c) Anglo American Cataloguing Rule(A.A.C.R)

d Dewy decimal classification scheme (DDC)

(15) As a student searching for information, which section of the library do you contact first? *Reference Unit*

(16) Library of congress classification scheme uses *Alphabet* and *Figure* to organize knowledge.

(17) Any type of publication that is not read from cover to cover is *reference*

(18) *Catalogue* Is the means through which information are stored and obtained in the library.

(19) Mention any three units you know in an academic library.

(20) Mention three characteristics of a journal.

(21) In academic libraries *L.C* scheme is used in classifying their information while *DDC* is used in public libraries

INSTRUCTION.

Use the answers provided in the box below to answer questions 22 - 29.

(22) *_____* libraries are established in specialized institutions eg NARICT library, while 23_____ libraries are developed by renowned individuals. 24_____ libraries are setup within the primary and secondary schools. 25_____ libraries are established in tertiary institutions and 26 libraries provide the informational, educational needs of the state or community where it exists.

Library is different from bookshop because the materials in the library are 27 for use, and the collections are under the guidance of a –28. Patrons or library users consult these collections for –29.

	A	B	C	D
22	Notation	Series	Special	Academic
23	Private	General	Research	School
24	College	School	Public	Catalogue
25	Academic	Imprint	Collation	Special
26	Primary	University	Classification	Public
27	Mixed	Organized	Collected	Distributed
28	Teacher	Messenger	Security Staff	Trained personnel
29	Material	Information	Collection	Research

(30) Fines are collected in this part of the library?

(a) Cataloguing

(b) Reference

(c) Circulation

(d) Reserve both section C and D

INDEX

ABOUT THE AUTHORS

Julie N. Udensi is a senior librarian with the library services of Federal University of Technology, Minna. She attended the Ahmadu Bello University, Zaria where she obtained her B. Ed.(Educational Administration and Planning) in 1984 and attended University of Ibadan where she obtained a MLS (Library, Archival and Information Studies) in 1992.

Mrs. Julie Udensi gathered her wealth of experience in this subject matter as a circulation librarian, a post she has held for more than ten years now. She has been teaching the use of Library course for more than ten years. She is happily married with children.

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