

## SAMPLE QUESTION PAPER LIBRARY AND INFORMATION SCIENCE (339)

**Time: 3 Hours**

**Maximum Marks: 80**

**Note:**

- i. This question paper consists of 43 questions in all
- ii. All questions are compulsory.
- iii. Marks are given against each question

**Section A consists of**

- a. **Q. No. 1 to 16** – Multiple Choice type questions (MCQs) carrying 1 mark each. Select and write the most appropriate option out of the four options given in each of these questions.
- b. **Q.No. 17 to 28** – Objective type questions. Q.No. 17 to 28 carry 02 marks each.
- c. **Section B** consists of
- d. **Q.No. 29 to 36** – Very short questions carrying 02 marks each to be answered in the range of 30 to 50 words.
- e. **Q.No. 37 to 40** – Short Answer type questions carrying 03 marks each to be answered in the range of 50 to 80 words.
- f. **Q.No. 41 to 43** – Long Answer type questions carrying 04 marks each to be answered in the range of 80 to 120 words.
- g. Answer the questions from either Optional Module-5A or Optional Module – 5B

### Part I – Multiple Choice Questions (MCQ) Each question contains 1 mark

S. No.	Question	Mark
1	The secondary sources of information comprise of: a. Text books and research monographs b. Subject periodicals and Trade Journals c. Indexing and Abstracting periodicals d. Standard and Patents	1
2	1. Examples of non-documentary source of information are ----- a. Books and Journals b. Humans and organizations c. Dictionaries and Directories d. Technical Translations	1
3	2. Tertiary sources are based on ----- sources a. Internet b. Primary and secondary c. Multi-volume d. Audio-visual	1
4	Advances in computers and communication technology led to the emergence of -----sources of information. a. Documentary b. Non-documentary c. Secondary d. Electronic	1

5	Two task to be carried out by the maintenance staff on daily basis are - ----- and -----. a. shelf reading and blocking b. shelf arrangement and stacking c. shelving and blocking d. stacking and blocking	1
6	Name the periodical display rack that is considered the best and is an improvement over earlier types. a. Inclined type b. Pigeon hole type c. Step type d. All of the above	1
7	The act of removing library books from the collection which are of no further use in the library is called -----. a. Shifting b. Weeding c. Stock Verification d. Maintenance	1
8	Why is library binding required for library materials ? a. Increases durability of books b. Strengthen the books and increases their lives c. Makes the materials easier to use d. All of the above	1
9	Another name of Ready Reference Service is -----. a. Short Range Reference Service b. Long Range Reference Service c. Reader Advisory Service d. Current Awareness Service	1
10	Name the service that indexes each document along with full bibliographic details, so that particular document is identified and traced. a. Abstracting service b. Bibliography service c. Indexing service d. Reprographic service	1
11	----- is a formal training facility offered by libraries to interested users in the effective use of library materials.  a. Literature search b. Referral Service c. User education d. SDI service	1
<b>OPTIONAL MODULE-A</b>		
12	Induction is necessary to ----- a. make sure that new employee joins b. induct the new employee into the organisation c. recruit people d. select suitable candidates	1

<b>13</b>	Which of the following is not one of the main functions of a library ? a. publicity b. collection development c. circulation of documents d. maintenance of library facilities	<b>1</b>
<b>14</b>	A ----- is a structured schedule of questions, intended to be answered in writing. a. Interview b. Observation c. Questionnaire d. Diary	<b>1</b>
<b>15</b>	Basic aim of user orientation is to ----- the new user. a. Welcome b. Entertain c. Show computers to d. Introduce the library and its services to	<b>1</b>
<b>16</b>	Information literacy is defined as ----- a. ability to know when there is need for information, location and use of information b. answering library queries c. preparing files for users d. introducing new users to the library	<b>1</b>
<b>OR</b>		
<b>OPTIONAL MODULE-B</b>		
<b>12</b>	Identify the types of catalogues found in libraries. a. Author, publisher, series, name b. Author, Title, year of publication c. Author, Title, Subject d. Subject, Library name, Title	<b>1</b>
<b>13</b>	Which of the following is not the main type of indexing language ? a. Natural Indexing Language b. Free Indexing Language c. Controlled Indexing Language d. Computer Language	<b>1</b>
<b>14</b>	Name the kind of Web Search from below: a. Author catalogue b. Precise search c. Library of Congress List of subject headings d. Navigational Search	<b>1</b>
<b>15</b>	Which of the following is not a one of the Boolean Operators ? a. OR b. AND c. GO d. NOT	<b>1</b>
<b>16</b>	Name the set of standard coding scheme intended to replace the multiple coding schemes currently used worldwide. a. OPAC b. WWW c. URL d. UNICODE	<b>1</b>

<b>OBJECTIVE - II</b> <b>Objective type questions of 2 marks each – 12 questions..</b>		
17.	i) Name the two broad categories of information sources. ii) What is the purpose served by secondary and tertiary sources of information ?	2
18.	<b>Fill in the blanks:</b> i) ----- are provide in academic and research libraries to keep users abreast of current developments in any discipline. ii) Anticipatory services are also known as -----	2
19	i) How do you categorize documentary sources by physical form ? ii) Give example of any two non-documentary sources of information.	2
20	<b>Match column –I statement with the right option of column – II.</b> <div style="display: flex; justify-content: space-between;"> <div> <b>Column I</b>            i) Indian National Bibliography            ii) Guide to Reference Books.            iii) Times of India            iv) Science Reporter         </div> <div> <b>Column II</b>            Newspaper            Bibliography            Popular Periodical            Tertiary Source         </div> </div>	2
21	<b>Differentiate between:</b> i) Book and pamphlet ii) Scholarly periodicals and Popular periodicals	2
22	<b>Fill in the blanks :</b> i) Library binding increases the ----- of books. ii) The best way to ensure security of periodicals in modern libraries is ----- and -----	2
23	<b>Fill in the blanks:</b> i) Shelves are either made of ----- and -----. ii) ----- is the systematic checking of the library's holdings for finding out missing items.	2
24	i) Give full form of SDI service. ii) How are indexing/abstracting services useful in research libraries	2
25	<b>Fill in the blanks:</b> i) ----- are provide in academic and research libraries to keep users abreast of current developments in any discipline. ii) Anticipatory services are also known as -----	2
26	<b>Write TRUE for correct statement and FALSE for incorrect statements:</b> i) Humans and organisations are examples of documentary sources of information. ii) Secondary periodicals regularly scan the literature published in primary sources of information. iii) Maintenance work consists of shelving and r-shelving. iv) User Services are organized in three groups, namely- Responsive, Anticipatory and Indicative.	2

<b>OPTIONAL MODULE-A</b>		
<b>27</b>	i) What do you understand by staffing ? ii) Name the three levels of management.	<b>2</b>
<b>28</b>	<b>Fill in the blanks:</b> i) Information needs of users vary from ----- ii) ----- is ability to know when there is need for information. iii) Acquainting the new user to the library and its facilities is referred to as -----. (iv) The technique of observation involves ----- and ----- actions of library users.	<b>2</b>
<b>OPTIONAL MODULE-B</b>		
<b>27</b>	i) What are the two popular types of catalogues ? ii) Give your understanding of the term 'Subject Headings list'.	<b>2</b>
<b>28</b>	<b>Match column –I statement with the right option of column – II.</b>  <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Column I</b>            i) Search engine            ii) Boolean Logic            iii) Web Med            iv) Advanced Search         </div> <div style="width: 45%;"> <b>Column II</b>            (a)AND, OR, NOT            (b) Health information            (c) Precise results            (d)Software programme         </div> </div>	<b>2</b>

<b>Part III</b> <b>Very Short Answer Questions</b> <b>Each question contains 2 marks.</b> <b>Answer the following questions in two sentences</b>		
<b>29</b>	Differentiate between Information analysis centres and Clearing Houses.  OR Enumerate any three time saving devices according to Fourth Law of Library Science.	<b>2</b>
<b>30</b>	How do you categorise documentary sources by content?	<b>2</b>
<b>31</b>	Do you think electronic sources have advantages over print sources?	<b>2</b>
<b>32</b>	Distinguish between print and non-print materials.	<b>2</b>
<b>33</b>	What is a document delivery service ?  OR Name any four Information technology related services.	<b>2</b>
<b>34</b>	List the types of services offered under the category current awareness services.	<b>2</b>
<b>OPTIONAL MODULE-A</b>		
<b>35</b>	'Library provides perpetual self-education'. Explain	<b>2</b>
<b>36</b>	List the qualities of a professional librarian.	<b>2</b>
<b>OR</b>		
<b>OPTIONAL MODULE-B</b>		
<b>35</b>	What do you understand by the term 'Subject Headings List' ? Give two examples of Subject Headings List.	<b>2</b>
<b>36</b>	Explain a search engine.	<b>2</b>

<b>Part IV</b> <b>Short Answer Questions</b> <b>Each question contains 3 marks.</b>		
<b>37</b>	List the factors responsible for transformation of modern day libraries and information centres. <b>OR</b> Write a brief note on the implication of First Law of Library Science on book selection.	<b>3</b>
<b>38</b>	Enumerate the steps in organising library materials. <b>OR</b> Distinguish between Controlled indexing language and Natural Indexing Language.	<b>3</b>
<b>39</b>	Distinguish between ready reference service and long range reference service.	<b>3</b>
<b>OPTIONAL MODULE-A</b>		
<b>40</b>	Specify the various fundamental functions of library management. Explain the importance of catalogues and bibliographic tools in libraries.	<b>3</b>
<b>OR</b>		
<b>OPTIONAL MODULE-B</b>		
<b>40</b>	Explain the importance of catalogues and bibliographic tools in libraries.	<b>3</b>
<b>Part V</b> <b>Long Answer Questions</b> <b>Each question contains 4 marks.</b>		
<b>41</b>	‘Libraries play an important role in modern society and education.’ Explain. <b>OR</b> Explain the implications of Third Law of Library Science on open access.	<b>4</b>
<b>42</b>	How do you categorize documentary sources by physical form? List the categories with examples. <b>OR</b> State the difference between a textbook and a treatise	<b>4</b>
<b>43</b>	List the factors that led to the provision of IT related services. Explain briefly the services offered under this category.	<b>4</b>

## MARKING SCHEME LIBRARY AND INFORMATION SCIENCE

Senior Secondary Course (Code:  
339)

Max. Marks 80

Time : 3 Hours

### *Subjective Question Paper*

Q. No.	Answer Key and Distribution of Marks	Total Marks	Reference from Course Material
<b>OBJECTIVE TYPE QUESTION PAPER</b>			
<b>Part I</b>			
<b>Multiple Choice Questions (MCQ)</b> <b>1 mark each - 16 questions</b>			
1.	c	1	Module 2 Lesson 5, 5.5.1, page 71
2.	b	1	Module 2 Lesson 5, 5.5.2, page 76
3.	b	1	Module 2 Lesson 5, 5.5.2, page 72
4.	d	1	Module 2
5.	a	1	Module 3 Lesson 11, 11.5, page 192
6.	a	1	Module 3 Lesson 11, 11.6.3, page 195
7.	b	1	Module 3 Lesson 11, 11.11, page 204
8.	d	1	Module 3 Lesson 11, 11.9, page 200
9.	a	1	Module 4 Lesson 13, 13.4, page 229

10.	c	1	Module 4 Lesson 13, 13.5.3, page 240
11.	c	1	Module 4 Lesson 13, 13.5.4, page 241
<b>Module 5A</b>			
12.	b	1	Module 5 A Lesson 16, 16.3.3, page 281
13	a	1	Module 5 A Lesson 16, 16.3.4, page 282
14.	c	1	Module 5 A Lesson 17, 17.7.1, page 293
15.	d	1	Module 5A Lesson 17, 17.8.1, page 302
16.	a	1	Module 5A Lesson 17, 17.8.4, page 303
<b>Module 5B</b>			
12.	c	1	Module 5 B Lesson 16, 16.3.1, page 336
13.	d	1	Module 5 B Lesson 16, 16.5.1, page 339
14.	d	1	Module 5 B Lesson 18, 18.3.2, page 368
15.	c	1	Module 5 B Lesson 18, 18.5, page 374
16.	d	1	Module 5 B Lesson 18, 18.8, page 380



<b>Part-II</b>			
<b>Objective type questions of 2 marks each – 12 questions</b>			
<b>Lesson 1</b>			
17	i) Documentary and Non-documentary	1	Module 2 Lesson 5, 5.5.1, page 69
	(ii) Secondary sources are based on primary sources and present the contents of primary sources in condensed form. Tertiary sources are based on primary and secondary sources and act as key to both primary and secondary sources.	$\frac{1}{2}$ + $\frac{1}{2}$	Module 2 Lesson 5, 5.5.1 (ii) & (iii), page 71-72
18	(i) Reference books	1	Module 2 Lesson 5, 5.5.1, page 72
	(ii) Newspaper clipping service	1	Module 4 Lesson 13, 13.5.2 (d), page 239-240
19	(i) By Content and by Form	$\frac{1}{2}$ + $\frac{1}{2}$	Module 2 Lesson 5, 5.5.1, page 69
	(ii) Human, Organisations, Mass media other than print media, and Internet. (any two)	$\frac{1}{2}$ + $\frac{1}{2}$	Module 2 Lesson 5, 5.5.2, page 76
20	(i) Bibliography (ii) Tertiary Source (iii) Newspaper (iv) Popular periodical	1/2x4	Module 2 Lesson 6, Page 86-
21	(i) Book – can be broadly defined as a written or published document of at least 49 pages that communicates thoughts ideas or information.  Pamphlet – is an unbound printed publication with no cover or paper cover.	1/2x4	Module 2 Lesson 6, 6.4.3 page 98
	(ii) Chief purpose of a scholarly journals is to report original and significant research in a particular subject and to inform about new or current topics.  Popular periodicals, written in simple language, are meant for general public and these are published to inform, educate and entertain public.		Module 2 Lesson 6, 6.3.1 (a) & (c), page 88&

22	(i) life	1	1 Module 3 Lesson 11, 11.9, page
	(ii) Stock Verification	1	1 Module 3 Lesson 11, 11.10, page
23	(i) wood , steel	1	Module 3 Lesson 11, 11.4.2, page 191
	(ii) Stock Verification	1	Module 3 Lesson 11, 11.10, page 203
24	(i) Selective Dissamination of Information	1	Module 4 Lesson 13, 13.4.3 (b), page 235
	(ii) These services are necessary for researchers working on lengthy projects to have exhaustive references, both current and retrospective.	1	Module 4 lesson 13
25	(i) Current Awareness Services	1	Lesson 13, 13.5.3, page 240 238
	(ii) Active Services	1	Module 4 Lesson 13, 13.5, page 237
26	(i) False	1/2	Module 2 Lesson 5, 5.5.2, Page 76
	(ii) True	1/2	Module 2 Lesson 5, 5.5.1 (a) (ii), Page 71
	(iii) True	1/2	Module 3 Lesson 11, 11.3, Page 188
	(iv) False	1/2	Module 4 Lesson 13, 13.3, Page 230

Optional Module –A			
27	(i) Top, Middle and Lower	1	Module 5 A Lesson 16, 16.3.1, page 278-279
	(ii) Staffing is an element of management to build up staff strength of a library to achieve its goals and objectives.	1	Module 5 A Lesson 16.3, 13.5.3, page 277
28	(i) user to user	1/2	Module 5 A Lesson 17, 17.3, page 291
	(ii) User study	1/2	Module 5 A Lesson 17, 17.4, page 292
	(iii) User Orientation	1/2	Module 5 A Lesson 17, 17.8.1, page 302
	(iv) watching, recording	1/2	Module 5 A Lesson 17, 17.7.4, page 301
OPTIONAL MODULE-B			
27	(i) Classified Catalogue and Dictionary Catalogue	½ +½	Module 5 b Lesson 16, 16.3.1, page 336
	(ii) Subject Headings are provided in catalogue entries to provide subject access to information. Their purpose is give the cataloguer a way to describe the content of materials in the library.	1	Module 5 B Lesson 16, 16.3.3, page 337
28	(i) d)		Module 5 B Lesson 18, page 367-
	(ii) a)		
	(iii) b)		
	(iv) c)		
Part III			
Very Short Answer Questions – 2 Marks each – 8 Questions			
29	Information analysis centre – they collect literature in a particular field, evaluate its utility and communicate to specialists in usable form on request.  Clearing houses – they are set up on a cooperative basis by national or international agencies. They provide single point of access to information originating from various sources.  OR	1+1=2	Module 1 Lesson 1, 1.6, page 8

	Three time saving devices according to Fourth Law Open access Reference services Stack room guide	2	Module 1 Lesson 4, 4.4.4, Page 59
30	Based on the information content and organizational level documentary sources can be categorized as i) Primary, ii) Secondary, and iii) Tertiary sources of information.	1x2=2	Module 2 Lesson 5, 5.3, Page 83
31	<ul style="list-style-type: none"> <li>Electronic sources are more frequently updated than their print counterpart.</li> <li>They provide more search options.</li> <li>Provide access to wider range of information.</li> <li>Online resources provide linkages from citations to full text e-journals.</li> <li>Full-text data can be delivered instantly on the remote computer.</li> </ul> <p>(Any other point)</p>	1x2=2	Module 2 Lesson 6, 6.6.1, Page 103
32	<p>Print materials- any material that is printed and formally published. Examples are books, periodicals, newspapers, etc.</p> <p>Non-print materials – material available in form other than printed material. Here machine serves as a mediator between information and the users of non-print material.</p>	1+1=2	Module 3 Lesson 9, 9.4.1, page 156  9.5, page 158
33	Document delivery service – deals with the supply of documents to users on demand, either in original or a copy in print or non-print form OR	2	Module 4 Lesson 12, 12.7.5, Pages 220
	<p>IT related services</p> <ul style="list-style-type: none"> <li>- OPAC</li> <li>- Library website</li> <li>- Virtual reference service</li> <li>- Computerised circulation service</li> <li>- Access to e-publications</li> </ul> <p>(any 4 of above)</p>	$\frac{1}{2} \times 4 = 2$	Module 4 Lesson 12, 12.7.9, Pages 221-222
34	<p>Current Awareness services</p> <ul style="list-style-type: none"> <li>- Accession list</li> <li>- Current awareness list</li> <li>- Content -by-journal service</li> <li>- SDI</li> <li>- Newspaper clipping service</li> </ul> <p>(any 4 of above)</p>	$\frac{1}{2} \times 4 = 2$	Module 4 Lesson 12, 12.7.1, Page 219

<b>OPTIONAL MODULE-A</b>			
35	Library provides perpetual self -education, life-long self-education and universal self-education. Education and learning is a life-long process. It is the library system which serves the necessary aids to continue self-education for all.	2	Module 5A Lesson 15, 15.4, Pages 268
36	Qualities of a Professional librarian <ul style="list-style-type: none"> <li>- At least a masters' degree in LIS with good academic record.</li> <li>- Skills in information and communication technology</li> </ul>	1+1=2	Module 5 B Lesson 15, 15.4, page 322
<b>OPTIONAL MODULE-B</b>			
35	<ul style="list-style-type: none"> <li>- A list of subject headings or terms, including references to be used as standard cataloguing or indexing.</li> <li>- Sears list of subject heading</li> <li>- Library of congress subject headings</li> </ul>	1+1=2	Module 5A Lesson 18, 18.4, Pages 311-312
36	The search engine is a software, meant for searching information from electronic or digital information domain. On the basis of query by a searcher, the search engine displays the results in user friendly format.	2	Module 5B Lesson 17, 17.5, Page 352
<b>Part IV</b>			
<b>Short Answer Questions – 3 Marks each – 4 Questions</b>			
37	Factors responsible for transformation of modern day libraries and information centres: <ul style="list-style-type: none"> <li>- Political and social stability of society</li> <li>- Urbanisation and globalisation</li> <li>- Growth in trade and commerce, industry and</li> </ul>	½ x6=3	Module 1, Lesson 1, 1.7, Page 9
	<ul style="list-style-type: none"> <li>- business</li> <li>- Socio-cultural traditions</li> <li>- High standard of living</li> <li>- Well established book trade</li> <li>- Mass communication</li> <li>- Computer and communication technology</li> </ul> (Any 6 of above)		
OR	Implications of First Law of Library Science <ul style="list-style-type: none"> <li>- Library location</li> <li>- Library hours</li> <li>- Library furniture</li> <li>- Book selection</li> <li>- Library staff</li> </ul> Explain any 3 of above	1x3 = 3	Module 1 Lesson 4, 4.4.1, Page- 51-52
38	Steps to organise library material are: <ul style="list-style-type: none"> <li>- Acquisition</li> <li>- Collection development</li> <li>- Technical processing</li> </ul> Explain the three steps OR	1x3=3	Module 3, Lesson 9 9.9, page 161-162

	(iii) Controlled indexing language- only approved terms can be used by the indexer to describe the documents.  Natural indexing language – any term from the document in question can be used to describe the document.	1 ½ x 2 = 3	
39	Ready reference service – deals with providing answers to fact finding questions from users. The time taken for finding answers is very short, ranging from a few minutes to half an hour or so.  Long range reference service- information is searched from many sources, both print and electronic. As long range of sources are consulted, the time taken is much longer than ready reference service.	1 ½ x 2 = 3	Module 3, Lesson 12 12.5.5, Page 215-216
<b>OPTIONAL MODULE-A</b>			
40	Library management meaning  Fundamental functions of library management- Planning, organising, commanding, coordinating, controlling Brief detail of each of above	1  2  1+2=3	Module 5 A Lesson 15, 15.3.2, 265-266
OR	<b>OPTIONAL MODULE-B</b>		
40	Importance of catalogues and bibliographic tools <ul style="list-style-type: none"> <li>- They act as surrogates to the library records</li> <li>- Library catalogue serves as the key to library documents and indicates availability and location of library documents</li> <li>- Bibliographic tools like indexes and abstracts, etc. present contents of books, periodicals and other bibliographic resources.</li> </ul>	1 x 3 = 3	Module 5 B Lesson 15, 15.5, Pages 324-325
<b>Part V</b>			
<b>Long Answer Questions– 4 Marks each – 3 Questions</b>			
41	Library as a social institution Library for raising cultural level <ul style="list-style-type: none"> <li>- Library – as an instrument for creating refined citizens</li> <li>- Library promotes the desire for books</li> <li>- Library facilitates social integration</li> <li>- Library preserves knowledge</li> </ul> Role of library in education <ul style="list-style-type: none"> <li>- Library as a people's university</li> <li>- Library as a centre of mass education</li> <li>- Library as a centre of continuing education</li> </ul>	½ x 4 = 2       2+2=4	Module 1 Lesson 1, 1.5.1 Page 5-6    1.5.2 page 6-7

OR	<p>Implications of Third Law of Library Science</p> <ul style="list-style-type: none"> <li>- Open access</li> <li>- Shelf arrangement</li> <li>- Easy access</li> <li>- Catalogue</li> <li>- Publicity</li> <li>- Display of books</li> </ul> <p>Explain any 4 of the above.</p>	1x4=4	Module 1 Lesson 4, 4.4.3, Page- 56-57
42	<p>Based on their physical form recorded sources can be broadly grouped into</p> <p>i) Paper Based Documentary Sources ii) Documentary Sources on Other Media.</p> <p>Paper based documentary sources include published as well as unpublished sources. Examples of unpublished sources of information are thesis and dissertations, technical reports, manuscripts, etc.</p> <p>Documentary Sources on Other Media can be categorized as follows:-</p> <ul style="list-style-type: none"> <li>- Sound or Audio recording: Audio cassettes, audio tapes, etc.</li> <li>- Visual images –Still: Slides; Filmstrips; Transparencies;</li> <li>- Photographs.</li> <li>- Visual Images- Moving: Films; Videotapes; Video disks, etc.</li> <li>- Artifacts and Realia: Globes; Relief models, etc.</li> <li>- Electronic Media: Magnetic tapes, Discs, Drums, etc.</li> <li>- Optical Media: CD-ROM, DVD, etc.</li> <li>- Microforms: Microfilms, Microfiche, etc.</li> </ul>	<p><math>\frac{1}{2} \times 4 = 2</math></p> <p>2+2=4</p>	Module 2 Lesson 5, 5.4 Page 83
OR	<ul style="list-style-type: none"> <li>- A textbook is a book for regular study by a student and is meant to be used as a standard</li> </ul>	1x4=4	Module 2 Lesson 6,
	<ul style="list-style-type: none"> <li>- book in the study of a particular subject.</li> <li>- Textbooks are graded and instructional in nature and are designed keeping in view the comprehension level of students in each grade.</li> <li>- A treatise is formal work on a subject, dealing with in depth treatment of a subject</li> <li>- Treatises are meant for scholars for advanced study of a subject.</li> </ul>		6.3 Page 107

43	<p>Factors that led to IT related services – advances in ICT and widespread use of Internet</p> <p>IT related services</p> <ul style="list-style-type: none"> <li>- OPAC</li> <li>- Library website</li> <li>- Virtual reference service</li> <li>- Computerised circulation service</li> <li>- Access to e-publications</li> </ul> <p>explain any 3 of above</p>	<p>1</p> <p>1x3=3</p> <p>1+3=4</p>	<p>Module 4</p> <p>Lesson 12,</p> <p>12.7.9 Pages</p> <p>221-223</p>
----	---	------------------------------------	--