

جامعة باجي مختار – عنابة
كلية العلوم الإنسانية والاجتماعية
قسم علم المكتبات

سنة ثالثة ليسانس - السداسي الخامس
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الاسم واللقب:
الرقم السري:
الفوج:

الرقم السري:

Information service is given in response to actual demands received from the users. Most of the users are not, however, able to express their demands in precise terms. Enunciation of exact demand is, therefore, the first phase of activities for providing information service. After ascertaining the clear scope of the information requirements, it is necessary to search through pertinent secondary and primary documentary information sources and identify the relevant literature. Thus, searching and identification of relevant literature are the activities of the second phase. The third phase of activities for providing information service involves collection of pertinent documents and/or processing and arranging of information in presentable form and the final phase is dissemination, i.e., transmission of information or information bearing documents to the users.

Elements of Information Organization and
Dissemination
AMITABHA CHATTERJEE

Questions :

1- Give a title to the text.(1pt)

- Providing Information Services/
- Phases of providing information services.

2- Are the following statements true or false (4pts)

- Most users are able to express their demands in precise terms. **False**
- After ascertaining the clear scope of information requirements, it is not necessary to search through information services. **False**
- Identifying relevant literature is not necessary for providing information service. **False**
- Dissemination is transmission of information. **True**

3- Answer the following questions:

a-What are the four phases for providing information services? (2pts)

- 1- Enunciation of exact demands.
- 2- Searching and identification of relevant literature.
- 3- Collection of pertinent documents and/or processing and arranging of information.
- 4- Dissemination/ of information.

b- When do we provide Information service?(1pt)

We provide information service when we receive demands from the users.

c- Are all the users able to express their demands in precise terms?(1pt)

No, not all the users are able to express their demands in precise terms.

4- What do the following definitions refer to in the text?(2pts)

- a- Any person who uses the resources and services of a library. **User**
- b- Any service, which is intended to provide information for a client or user, or assist a client or user in finding information. **Information service**

5- Find in the text synonyms of the following words: (3pts)

Patrons = **users**

Relative = **relevant**

Exact = **precise**

6- What do the following acronyms stand for? (6 pts)

- a. ISSN : International Standard Serial Number.
- b. ISBN: International Standard Book Number.
- c. MARC: Machine Readable Catalogin.
- d. ISBD: International Standard Bibliographic Description.
- e. OPAC : Online Public Access Catalog.
- f. IFLA: International Federation of Library Association.