

GE 1b

Community Information Need and Services

60 Hours
(45hrs Lect. + 15hrs Tut.)

Course Title & Code	Credits	Credit Distribution of the Course			Eligibility Criteria	Pre-Requisite of the Course (if any)
		Lecture	Tutorial	Practical/ Practice		
GE 1b: Community Information Need and Services	4	3	1	0	-	-

Course Objectives

The course aims to develop an understanding of community information needs and the role of libraries in supporting community development and empowerment. It equips students with skills to assess diverse information needs, especially of marginalized and underserved groups, and to design effective community information services. The course also prepares learners to address challenges, use ICT tools, and adopt best practices for inclusive and sustainable information service delivery.

Learning Outcomes

After completing this course, students will be able to:

- ☞ know the concept, foundation and significance of community information service for inclusive growth;
- ☞ analyse different type of communities and their information needs using appropriate method;
- ☞ design and create effective community information services
- ☞ understand the challenges and ways to come out of the barrier in access to information and effective delivery

UNIT I: Foundations of Community Information Needs

12 Hours

- ☞ Types of Communities and their Information Needs
- ☞ Factors Influencing Community Needs
- ☞ The Role of Information in Community Development and Empowerment

UNIT II: Community Information Needs

Assessment

11 Hours

- ☞ Information Needs of Various Groups
- ☞ Special Needs of Marginalized, Rural, and Minority Communities
- ☞ Digital Divide and Issues of Information Equity
- ☞ Methods of Community Needs Assessment

UNIT III: Delivering and Managing Community Information Services

11 Hours

- ☞ Community Information Services (CIS): Concept and Objectives
- ☞ Models of Community Information Centers
- ☞ Role of Public Libraries in Providing Community Information
- ☞ Use of ICT and Social Media for Community Engagement

UNIT IV: Challenges and Future Directions

11 Hours

- ☞ Barriers to Information Access
- ☞ Sustainability and Funding of Community Information Services
- ☞ National and International Best Practices
- ☞ The Evolving Role of Information Professionals in Community Information Services

Essential Readings

- ☞ FISHER (KE) and others, eds. Theories of information behavior. Medford, NJ: Information Today. 2005.
- ☞ HERNON (P) and McCLURE (CR). Evaluation and library decision making. Norwood, NJ: Ablex Publishing. 1987.
- ☞ KOONTZ (C) and GUBBIN (B), eds. IFLA public library service guidelines. Berlin: De Gruyter Saur. 2010.

- ☞ LINE (MB). Draft definitions: Information and library needs, wants, demands and uses. *ASLIB Proceedings*, 26(2), 87–91. 1974.
- ☞ PAISLEY (WJ). Information needs and uses. *Annual Review of Information Science and Technology*, 3, 1–30. 1968.

Suggested Readings

- ☞ CASE (DO) and GIVEN (LM). *Looking for information: A survey of research on information seeking, needs, and behavior*. Bingley: Emerald Group Publishing. 2016.
- ☞ CHATMAN (EA). The impoverished life-world of outsiders. *Journal of the American Society for Information Science*, 47(3), 193–206. 1996.
- ☞ RUBIN (RE) and RUBIN (RG). *Foundations of library and information science*. Chicago: ALA Neal-Schuman. 2020.
- ☞ WILLIAMSON (K) and others. *Research methods: Information, systems, and contexts*. Cambridge: Chandos Publishing. 2018.