

**Syllabus Outline for Examination to be held in
December 2021, 2022 & 2023
& May 2022, 2023 & 2024
Bachelor of Library and Information Science
(B.Lib.I.Sc.)
First & Second Semester**



**Post Graduate Department of
Library and Information Science
University of Jammu
Jammu**

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

B.Lib.I.Sc. Programme

The following courses of study are prescribed in the First and Second Semesters of the B.Lib.I.Sc. Programme for the Session December 2021, 2022 & 2023 and May 2022, 2023 & 2024

First Semester Courses

Course Code	Title of the Course	Maximum Marks/ Credits
BL 101	Library and Information Society	100/ 6
BL 102	Knowledge Organization: Library Classification and Cataloguing (Theory)	100/ 6
BL 103	Reference and Information Sources & Services	100/ 6
BL 104	Library Management	100/ 6
BL 105 (A)	Fundamentals of Information Technology (Theory)	50/3
BL 105 (B)	Fundamentals of Information Technology (Practical)	50/3

Total Marks/ Credits: 500/ 30

Second Semester Courses

Course Code	Title of the Course	Maximum Marks/ Credits
BL 106	Library Classification (Practical) DDC and CC	100/ 6
BL 107	Library Cataloguing (Practical) AACR-II	100/ 6
BL 108	Library Operations	100/ 6
BL 109	Communication Skills	50/3
BL110 (A)	Application of IT in Libraries (Theory)	50/ 3
BL110 (B)	Application of IT in Libraries (Practical)	50/ 3

Total Marks/Credits: 450/ 27

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

The following courses of study are prescribed in the First Semester of B.Lib.I.Sc. Programme for the session December 2021, 2022 & 2023.

First Semester Courses

Course Code	Title of the Course	Maximum Marks/ Credits
BL 101	Library and Information Society	100/ 6
BL 102	Knowledge Organization: Library Classification and Cataloguing (Theory)	100/ 6
BL 103	Reference and Information Sources & Services	100/ 6
BL 104	Library Management	100/ 6
BL 105 (A)	Fundamentals of Information Technology (Theory)	50/3
BL 105 (B)	Fundamentals of Information Technology (Practical)	50/3

Total Marks/Credits: 500/ 30

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 101
Library and Information Society**

Credit: 6

Duration of Exam: 3 Hours

Max. Marks: 100

Semester Examination: 80 Marks

Internal Assessment: 20 Marks

Objectives:

- To make the students understand the basics of Library and Information Science as a subject.
- To acquaint them with the concept of a library.
- To acquaint them with the implications of Laws of Library Science and Library Legislation.
- To acquaint them with the role and functions of Library Associations.

Learning Outcomes:

The students will be able to:

- Comprehend the concept of Library and Information Society
- Understand the development of libraries with respect to their types and functions
- Understand Five laws of Library Science and their Implications
- Understand the importance of Library Legislation
- Assess the role of National and International library Associations and Organizations

Unit- I

Library: Concept and its Role in Society
Historical Development of Libraries in India
Five Laws of Library Science and their Implications
Library: Types, Objectives and Functions

Unit- II

Library Extension: Need, Importance and Methods
Resource Sharing: Concept, Needs and Methods, Library Consortia
Library Legislation: Need and Functions; Salient Features of Library Acts in India
Intellectual Property Rights

Unit- III

Role of Professional Associations at National Level: ILA and IASLIC
Role of Professional Associations at International Level: ALA and IFLA
National and International Promoters: RRRLF, UGC, UNESCO
National Information Policy

Unit- IV

Information: Characteristics, Nature, Importance and Use
Conceptual difference between Data, Information and Knowledge
Information Communication: Generation, Channels and Barriers
Information & Knowledge Society

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 101
Library and Information Society**

Instructions for Paper-Setters / Examiners and Candidates:

- The syllabus is divided into four units.
- The examination in theory shall consist of 2 sections:
 - ❖ **Section-A:** shall be of **20 marks** and will comprise of 4 short answer type questions, one from each of the units and carrying 5 marks each. Answer should be comprehensive having 150-200 words only (all compulsory).
 - ❖ **Section-B:** shall be of **60 marks** and will comprise of 4 long answer type questions, one from each of the units and carrying 15 marks each. Answer should be 500 to 600 words with detailed analysis/ explanation/critical evaluation to the question.
- The candidates will be required to pass separately in theory and internal assessment examination.

Recommended Readings:

- ⇔ Dhiman, A. K. & Yashoda, R. (2005). *Learn library and society*. New Delhi: EssEss Publications.
- ⇔ Gupta, S. & Singh, G. (2006). *Public library system in J & K state*. Jammu: Sonal Book Enterprises.
- ⇔ Greer, R. C., Grover, R. J. & Fowler, S. G. (2017). *Introduction to the library and information professions*. (2nd ed.) Westport, CT: Libraries Unlimited.
- ⇔ Jefferson, G. (1969). *Libraries and society*. London: James Clarks.
- ⇔ Khanna, J. K. (1984). *Fundamentals of library organization*. New Delhi: EssEss Publications.
- ⇔ Khanna, J. K. (1994). *Library and society*. New Delhi: EssEss Publications.
- ⇔ Koontz, C. & Gubbin, B., Eds. (2010). *IFLA public library service guidelines*. Berlin: De Gruyter Saur.
- ⇔ Krishan Kumar (1987). *Library organization*. New Delhi: Vikas Publishing House.
- ⇔ National Knowledge Commission. (2007). *Libraries: Gateway to knowledge*. Delhi: NKC.
- ⇔ Pitroda, S. (2009). *Recommendations of the national knowledge commission*. New Delhi: Academic Foundation.
- ⇔ Prasher, R. G. (1991). *Information and its communication*. New Delhi: Medallion Press.
- ⇔ Ranganathan, S. R. (2006). *Five laws of library science*. Bangalore: Sarada Ranganathan Endowment for Library Science.
- ⇔ Rout, R. K. (1986). *Library legislation in India: Problems and prospects*. New Delhi: Reliance Publishing House.
- ⇔ Sharma, P. S. K. (1987). *Libraries and society*. New Delhi: EssEss Publications.
- ⇔ Singh, S. P. (2005). *Special libraries in the electronic environment*. New Delhi: Bookwell.
- ⇔ Sridevi, J., & Vyas, S. (2005). *Library and society*. New Delhi: Shree Publishers & Distributors.
- ⇔ Sujata, G. (1999). *Resource sharing and networking of university libraries*. New Delhi: EssEss Publications.
- ⇔ Venkappaiah, V. & Madhusudhan, M. (2006). *Public library legislation in the new millennium*. New Delhi: Bookwell.
- ⇔ Rubin, R. E. (2016). *Foundations of library and information science*. London: Facet Publishing

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

Course Code: BL 102

Knowledge Organization: Library Classification and Cataloguing (Theory)

Credits: 6

Duration of Exam: 3 Hours

Max. Marks: 100

Semester Examination: 80 Marks

Internal Assessment: 20 Marks

Objective:

- To acquaint with conceptual foundation of Library Classification and Library Cataloguing as a base for knowledge organization.

Learning Outcomes:

The student will be able to:

- Explain the features of different Classification Schemes
- Elucidate various facets of Notation
- Understand the concept of Library Catalogue and its Forms
- Understand the concept and features of Subject Heading Lists

Unit- I

Library Classification Concept: Definition, Need and Purpose
History and Development of Library Classification since 19th century
Structure and Features of Dewey Decimal Classification (DDC)
Structure and Features of Colon Classification (CC)

Unit- II

Notation: Concept, Definitions, Types, Qualities and Functions.
Canons/ Normative Principles of Classification
Species of Library Classification
Five Fundamental Categories: PMEST
Postulational Approach: Steps for Practical Classification

Unit- III

Library Catalogue: Concept, Definition, and Functions
History and development of standard Library Catalogue Codes: ALA, AACR and CCC
Types of Library Catalogue: Dictionary Catalogue and Classified Catalogue
Physical Forms of Catalogues

Unit- IV

Co-operative and Centralized Cataloguing
Union Catalogue: Definition, Need, Purpose and Functions
Canons of Cataloguing: An Overview
Subject Headings - Aim, Purpose; Sear's List of Subject Heading (SLSH)

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

Course Code: BL 102

Knowledge Organization: Library Classification and Cataloguing (Theory)

Instructions for Paper-Setters/ Examiners and Candidates

- The syllabus is divided into four units.
- The examination in theory shall consist of 2 sections:
 - ❖ **Section-A:** shall be of **20 marks** and will comprise of 4 short answer type questions, one from each of the units and carrying 5 marks each. Answer should be comprehensive having 150-200 words only (all compulsory).
 - ❖ **Section-B:** shall be of **60 marks** and will comprise of 4 long answer type questions, one from each of the units and carrying 15 marks each. Answer should be 500 to 600 words with detailed analysis/ explanation/critical evaluation to the question.
- The candidates will be required to pass separately in theory and internal assessment examination.

Recommended Readings:

- ⇔ Dhyani, P. (2008). *Library Classification Theory & Principles*: New Age International (P) Ltd.
- ⇔ Baba, A. M. (1988). *Dewey Decimal Classification, Universal Decimal Classification and Colon Classification*. Srinagar: Gulshan Publishers.
- ⇔ Bose, H. (1987). *Universal Decimal Classification: Theory and practice*. Bangalore: Sterling.
- ⇔ Bowman, J. H. (2003). *Essential cataloguing: The basics*. UK: facet publishing.
- ⇔ Hussain, S. (2004). *Library classification: Facets and analyses*. Delhi: B. R. Publishing.
- ⇔ Krishan Kumar (1985). *Theory of classification*. New Delhi: Vikas Publishing House.
- ⇔ Krishan Kumar (1986). *An Introduction to AACR2: Anglo-American cataloguing rules*. (2nd ed.). New Delhi: Vikas Publishing.
- ⇔ Kumbhar, R. (2011). *Library classification trends in the 21st century*. Burlington: Elsevier Science.
- ⇔ Ranganathan, S. R. (1993). *Classification and communication*. Bangalore: Sarada Ranganathan Endowment for Library Science.
- ⇔ Ranganathan, S.R. (2006). *Prolegomena to library classification*. Bangalore: Sarada Ranganathan Endowment for library Science.
- ⇔ Ranganathan, S. R. (2006). *Classified Catalogue Code*. New Delhi: EssEss Publications.
- ⇔ Ranganathan, S. R. (2015). *Colon Classification*. New Delhi: EssEss Publications.
- ⇔ Read, J. (2003). *Cataloguing without tears: Managing knowledge in the information society*. Oxford: Chandos Publishing.
- ⇔ Satija, M. P. (2013). *Dewey Decimal Classification* (19th ed. – 23rd ed.). New Delhi: EssEss Publications.
- ⇔ Sears, M. E. (2004). *Sears list of subject headings*. (20th ed.). New York: H. W. Wilson.
- ⇔ Taylor, A. G. (2007). *Introduction to cataloguing and classification*. (10th ed.) New Delhi: Atlantic.
- ⇔ Taylor, A. G., & Miller, D. P. (2006). *Wynar's introduction to cataloguing and classification*. (10th ed.). London: Libraries Unlimited.
- ⇔ Viswanathan, C. G. (2008). *Cataloguing: Theory and practice*. New Delhi: EssEss Publications.
- ⇔ Welsh, A., & Batley, S. (2013). *Practical cataloguing: AACR, RDA, MARC21*. New Delhi: EssEss Publications.

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 103
Reference and Information Sources & Services**

Credits: 6

Duration of Exam: 3 Hours

Max. Marks: 100

Semester Examination: 60 Marks

Internal Assessment: 20 Marks

Practical: 20 Marks

Objectives:

- To provide an overview of the different categories of References Tools.
- To acquaint with the criteria for evaluation of Reference Sources (Both online and offline).
- To make acquaintance of various Web-based resources and their evaluation.

Learning Outcomes:

The student will be able to:

- Understand, identify, explore and evaluate different types of Reference Sources, including E-resources.
- Explore, Collate and Facilitate Access to the Electronic Resources, such as e- Journals, e-Books, Databases and Digital Repositories.
- Provide Library Services using sources such as Blogs, Portals, Wikis, Subject Gateways, etc.

Unit- I

Reference Service: Concept, Need and Purpose

Theories of Reference Service

Types of Reference services: Short Range Reference Service, Long Range Reference Service

Online/Digital Reference Service: Concept and techniques

Unit- II

Reference Librarian: Role, Qualities and Competencies

Types of Reference Sources: Documentary and Non- Documentary

Difference between Reference Services & Information Services

Evaluation of Reference Sources- Online and Print Parameters

Unit- III

Introduction to Electronic and Web-based Resources

E-journals and E-books, Websites etc.

Databases, Online Dictionaries, Encyclopedia etc.

Subject Gateways and Institutional Repositories (IR)

Unit- IV

Practical Component:

Evaluation of Physical and Web-based Resources: Dictionaries, Encyclopedias

Bibliographical Sources: National, Trade and Subject Bibliographies

Directories: DOAJ, ROAR and DOAR

Statistical Sources: Handbooks, Manuals, etc.

Geographical Sources, Biographical Sources

Institutional Repositories (IR) – National and International

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 103
Reference and Information Sources & Services**

Instructions for Paper-Setters / Examiners and Candidates

- The syllabus is divided into four units.
- The examination in theory shall consist of 2 sections:
 - ❖ **Section-A:** Section-A shall be of 15 marks and will comprise of 3 short answer type questions, one from each of the units and carrying 5 marks each. Answer should be comprehensive having 150-200 words only (all compulsory).
 - ❖ **Section-B:** Section-B shall be of 45 marks and will comprise of 3 long answer type questions, one from each of the Units and carrying 15 marks each. Answer should be 500 to 600 words with detailed analysis/explanation/critical evaluation to the question
- The practical examination will be only from unit IV of 20 marks. The assessment will be done by HOD and the teacher concerned.
- The candidates will be required to pass separately in theory, assessment and practical examination.

Recommended Readings:

- ⇔ Singh, G. (2013). *Information Sources Services and Systems*. New Delhi: PHI Learning Pvt. Ltd.
- ⇔ Cassell, K. A., & Hiremath, U. (2013). *Reference and information services: An introduction*. 3rd ed. London: Facet Publishing.
- ⇔ Chatterjee, Amitabha (2013). *Elements of information analysis, consolidation and repackaging (IACR)*. Kolkata: Prova Prakashani.
- ⇔ Choudhury, G. G. (2001). *Information sources and searching on the World Wide Web*. London: Facet Publishing.
- ⇔ Choudhury, G. G. (2001). *Searching CD-ROM and online information sources*. London: Facet Publishing.
- ⇔ Grogan, D. (1992). *Practical reference work*. London: Library Association.
- ⇔ Higgins, C. (Ed.). (1980). *Printed reference materials*. London: Library Association.
- ⇔ Katz, B. (1991). *Reference and information services: A Reader for the Nineties*. Metuchen: Scarecrow Press.
- ⇔ Katz, William A. (1982). *Introduction to reference work: Basic information sources* (4th ed). New York: McGraw Hill.
- ⇔ Khanna, J. K. (2000). *Documentation and information services, systems and techniques*. Agra: Y. K Publishers.
- ⇔ Krishan Kumar (1980). *Reference services*. New Delhi: Vikas Publishing.
- ⇔ Mohapatra, M. et al. (1997). *Access to electronic information*. Bhubaneswar: SIS Chapter
- ⇔ Reference & User Services Association (RUSA) (2017) 'Guidelines for implementing and maintaining virtual reference services.' Available at: http://www.ala.org/rusa/sites/ala.org/rusa/files/content/Guidelines_VirtualReference_2017.pdf.

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 104
Library Management**

Credits: 6
Duration of Exam: 3 Hours

Max. Marks: 100
Semester Examination: 80 Marks
Internal Assessment: 20 Marks

Objectives:

- To present an understanding of Management concepts, theory, principles and practice in Library & Information Centers.
- To enable students to become effective Library/Information managers.

Learning Outcomes:

The student will be able to:

- Understand the concept of Motivation and Leadership
- Monitor and Analyze the ongoing projects
- Learn various Budgeting techniques and methods
- Understand the methods and importance of Human Resource Management
- Learn Quality Assurance Techniques
- Learn the Disaster Management and Change Management Techniques

Unit- I

Management: Principles and Functions
Theories/Schools of Management Thoughts
Management by Objectives (MBO), Management Information System (MIS)
Total Quality Management

Unit- II

Change Management
Monitoring & Controlling Techniques: SWOT Analysis
Conflict Management
Disaster Management
Crisis Management

Unit- III

Leadership: Need, Purpose, Theories or Approaches
Motivation: Need, Purpose and Theories
Human Resource Management: Need, Purpose and Functions
Human Resource Planning, Human Resource Development
Performance Measurement and Evaluation Techniques

Unit- IV

Policy and Decision making
Financial Management: Need, Purpose, Principles and Sources of Finance in LICs
Budgeting Methods and Techniques, Budgetary Control System,
Costing Techniques and Cost Analysis
Marketing of Library Products and Services

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 104
Library Management**

Instructions for Paper-Setters / Examiners and Candidates

- The syllabus is divided into four units.
- The examination in theory shall consist of 2 sections:
 - ❖ **Section-A:** shall be of **20 marks** and will comprise of 4 short answer type questions, one from each of the units and carrying 5 marks each. Answer should be comprehensive having 150-200 words only (all compulsory).
 - ❖ **Section-B:** shall be of **60 marks** and will comprise of 4 long answer type questions, one from each of the units and carrying 15 marks each. Answer should be 500 to 600 words with detailed analysis/ explanation/critical evaluation to the question.
- The candidates will be required to pass separately in theory and internal assessment examination.

Recommended Readings:

- ⇔ Jacobs, F. R., & Chase, R. (2017). *Operation and chain supply management*. New Delhi: McGraw Hill.
- ⇔ Khanna, J. K. (2008). *Advances in library administration*. Agra: Y.K. Publishers.
- ⇔ Krishna Kumar (2004). *Library administration and management*. Delhi: Vikas Publishing.
- ⇔ Krishna Kumar (2011). *Library management in electronic environment*. New Delhi: Har-Anand.
- ⇔ Mahapatra, P. K. (1999). *Collection management in libraries*. New Delhi: EssEss Publications.
- ⇔ Mittal, R. L. (2007). *Library administration: Theory and practice*. New Delhi: EssEss Publications.
- ⇔ Mohammad, N. & Mukherjee, B. (2016). *Knowledge management in library: Concept, tool and approaches*. London: Chandos Publishing.
- ⇔ Premchand, P. (2009). *Total quality management in university libraries*. Delhi: Authors Press.
- ⇔ Pugh, L. (2007). *Change management in library and information services*. (2nd ed) England: Ashgate.
- ⇔ Ranganathan, S. R. (2006). *Library administration*. New Delhi: EssEss Publication.
- ⇔ Sahu, A. K. (2008). *Library management: New trends*. New Delhi: Shree Publishers.
- ⇔ Seetharama, S. (2015). *Marketing in library and information centres*. New Delhi: EssEss Publications.
- ⇔ Tripathi, P.C., & Reddy, P.N. (2017). *Principles of management*. (6th ed.). New Delhi: McGraw Hill.

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL 105 (A)
Fundamentals of Information Technology (Theory)**

Credits: 3

Duration of Exam: 2 Hours

Max. Marks: 50

Semester Examination: 40 Marks

Internal Assessment: 10 Marks

Objective:

- To familiarize with basic Concepts and components of Computer, Programming Language useful for Information Management.

Learning Outcomes:

The student will be able to:

- Build the concept of Computer and the functions of various units
- Understand the Generation and Classification of Computer
- To know about Character Recognition Codes
- Understand the concept of Computer Hardware, Software and Programming Languages

Unit- I

Computer: Concept, Need, and its Components
Evolution and Generations of Computer
Character Recognition (ASCII, ISCII, UNICODE)

Unit- II

Computer Hardware and Peripherals
Computer Software: System and Application Software
Programming Languages: Concept

Instructions for Paper-Setters / Examiners and Candidates

- The syllabus is divided into two units.
- The examination in theory shall consist of 2 sections:
 - ❖ **Section-A:** Section-A shall be of **10 marks** and will comprise of 2 short answer type questions, one from each of the units and carrying 5 marks each. Answer should be comprehensive having 150-200 words only (all compulsory).
 - ❖ **Section-B:** Section-B shall be of **30 marks** and will comprise of 2 long answer type questions, one from each of the Units and carrying 15 marks each. Answer should be 500 to 600 words with detailed analysis/ explanation/critical evaluation to the question.
- The candidates will be required to pass separately in theory and internal assessment examination.

Recommended Readings:

- ⇔ Droomy, R. G. (2004). *How to solve it by computer*. New Delhi: Prentice Hall of India.
- ⇔ Sinha, P. & Sinha, P. K. (2004). *Computer Fundamentals: Concepts, Systems & Applications*. BPB Publications
- ⇔ Leon, A. & Mathews, L. (1999). *Fundamentals of information technology*. Chennai: Vikas Pub.
- ⇔ Norton, A. (2006). *Introduction to computers* (2nded.). New Delhi: Tata McGraw-Hill.
- ⇔ O'Leary, T. J. & O'Leary, L. I. (2018). *Computing essentials 2019*. International Edition. New York: McGraw-Hill Irwin.
- ⇔ Pratt, T. W. & Zelkowitz, M. V. (2003). *Programming languages: Design and implementation*. (4th ed.). New Delhi: Pearson Education.
- ⇔ Ray, A.K., & Acharya, T. (2004). *Information technology: Principles and Applications*. New Delhi: Prentice Hall.
- ⇔ Schneider, G. M. & Gersting, J. L. (1998). *An invitation to computer science*. (2nd ed.). California: Brooks/Cole Publishing Company.
- ⇔ Senn, J. A. (2004). *Information technology: Principles, practices, and opportunities* (3rded.). N. J: Pearson Prentice Hall.
- ⇔ Williams, B. K. & Sawyer, S. C. (2003). *Using information technology: A practical introduction to computers and communications*. (5th ed.). New Delhi: Tata McGraw-Hill Publishing.

**Bachelor of Library & Information Science - First Semester
Examination to be held in December 2021, 2022 & 2023**

**Course Code: BL105 (B)
Fundamentals of Information Technology (Practice)**

Credits: 3

Duration of Exam: 2 Hours

Max. Marks: 50

Semester Examination: 40 Marks

Internal Assessment: 10 Marks

Objective:

- To impart practical knowledge of Windows operating Systems, word processors, spreadsheets, and presentations.

Learning Outcomes:

The student will be able to:

- Understand the Desktop Setting in Windows O/S
- Use CMD commands and Window operating system
- Create, edit and manage files using Word Processing, Spread Sheet and Power Point Presentation software

Unit-I

Desktop Settings
Use of operating system- WINDOWS
CMD commands

Unit-II

MS Office: WORD
MS Office: EXCEL
MS office: POWER POINT

Instructions for Paper-Setters / Examiners and Candidates

- The syllabus is divided into two units.
- The practical examination will be conducted jointly by invited external examiner and the internal examiner.
- The candidates will be required to pass separately in practical examination and internal assessment examination.

Recommended Readings:

- ⇔ Bluttman, K. (2013). *Excel formulas and functions for dummies*. New Jersey: John Wiley & Sons.
- ⇔ Jonathan, M. (2018), *The Windows Command Line Beginner's Guide*, independently published
- ⇔ Leonhard, W. (2009). *Windows 7: All in one for dummies*. New Jersey: Wiley Publishing.
- ⇔ Marmel, E. J. (2013). *Teach yourself visually Office 2013: The fast and easy way to learn*. Indianapolis, IN: John Wiley & Sons, Inc.
- ⇔ Mathews, M. S., & Mathews C. (2007). *Microsoft office word 2007 Quicksteps*. New York: McGraw Hill.
- ⇔ Mathews, M. S., & Cronan, J. (2005). *Microsoft office word 2003*. New York: McGraw Hill.
- ⇔ McCoy, J. (1996). *Mastering web design*. New Delhi: BPB.
- ⇔ Ritchie, C. (2003). *Operating systems incorporating UNIX and WINDOWS (3rd ed.)*. New Delhi: BPB Pub.
- ⇔ Rutkosky, N, & Seguin, D. (2004). *Microsoft POWERPOINT 2003*. St. Paul: EMC/Paradigm.
- ⇔ Rutkosky, N., & Seguin, D. (2004). *Microsoft ACCESS 2003*. St. Paul: EMC/Paradigm.
- ⇔ Schwartz, S. A. (2013). *Microsoft office 2013*. Berkeley, Calif.: Peach pit Press.