

**RESEARCH WORKS IN LIBRARY AND  
INFORMATION SCIENCE  
VOLUME 3**

**Roslina Othman  
Basri Hassan  
Ahmad Bakeri Abu Bakar**



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# RESEARCH WORKS IN LIBRARY AND INFORMATION SCIENCE VOLUME III

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## Editors

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## **12. END-USER DELIVERY METHODS IN INFORMATION SKILLS TRAINING**

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Sakinah Abdul Razak, Basri Hassan & Roslina Othman

### **ABSTRACT**

This chapter reports on end-user delivery method. Nowadays, most libraries provide electronic classrooms to their users in delivering the training. The most effective methods were: Hands-on; Individual instructions; Lectures combined with some other methods, and Active learning methods. While the least effective methods frequently mentioned were: Lectures; Tours; Printed handouts, and Workbooks. The problems faced by the librarians in delivering the training were lack of the physical facilities, like computers and projectors. The librarians also faced the problem of “burnout”.

### **13.1 Introduction**

Robert & Blandy (1989) explained that the “delivery method” also means the format is used in teaching library and information skills. Some of the examples are: printed guides, workbook and audiovisual programmes (p.52).

Evans, Amodeo & Carter (1999) divide this programme into two parts: informal instruction and formal instruction. Informal instruction is the type of help usually provided by the reference staff on a one-to-one basis at the reference desk. It usually occurs “on demand” at the point at which a client wants or needs to use a library source. On the other hand, formal instruction is the systematic instruction provided by the libraries. Table 13.1 shows the common methods practised by most libraries.