

Contents

Introduction	7
1 Who needs an information service?	9
2 Setting up the service	25
3 The information base	63
4 Giving out information	93
5 Publicity and promotion	121
6 How to maintain an effective service	139
Appendix 1 Model job specification for the organizer of an information service	149
Appendix 2 List of umbrella organizations covering information and advice services	153
Index	