

LIS 601(2) Introduction to Reference and Information Services

Fall 2010: Section 2 meets Thursday 5:00-7:40 p.m. in HL 2K

Online Instructor: Lori Bell

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We will share a class website and google group with Section 1 which meets Tuesday nights and is taught by Dr. Diane Nahl.

Class Web Site: <http://www2.hawaii.edu/~nahl/courses601.html>

Class Google Group: <http://groups.google.com/group/lis-601-UH>

Office Hours: Please email for an appointment.

Course Description

Introduces the philosophy, principles, and practice of reference/information services in libraries, information centers, and online communities. Examines the nature of reference work, human information needs, and information literacy. Studies the characteristics and application of bibliographic control, reference effectiveness research, and electronic information retrieval systems. Provides practical experience in evaluation and use of bibliographic and Webographic materials, reference interviewing and search techniques. Includes virtual world field component.

Prerequisite: None

Program Level Student Learning Outcomes

This introductory survey course addresses the following objectives of the LIS Program, enabling students to:

1. demonstrate an understanding of the history, philosophy, principles, policies and ethics of library and information science and technology;
2. demonstrate an understanding of the development, organization and communication of knowledge;
3. apply basic competencies and knowledge that are essential for providing, managing, and designing information services in a variety of information environments;
5. demonstrate theoretical understanding of and basic competencies in evaluating, selecting and organizing information sources;
6. demonstrate theoretical understanding of and basic competencies in storage, retrieval, dissemination, utilization and evaluation of information;
9. demonstrate an understanding of research techniques and methods of applying new knowledge as it becomes available;

10. demonstrate the professional attitudes and the interpersonal and interdisciplinary skills needed to communicate and collaborate with colleagues and information users;
11. demonstrate basic competency with the latest and specialized information technologies.

Course Level Student Learning Outcomes

The assignments that are designed to impart the knowledge, attitudes, and skills of reference librarianship are given in parentheses for each learning objective.

By the end of the course students will be able to:

1. efficiently locate print and online reference sources and specific information in them. (Reference Search Exercises)
2. efficiently use manual and online indexes. (Reference Search Exercises; class exercises; fieldwork; Pathfinder; Bibliography Plan; Quiz)
3. evaluate reference sources using standard criteria. (Text; Reference Search Exercises)
4. cite sources precisely in notes and bibliographies using a standard style manual. (Pathfinder; Bibliography Plan; Reference Search Exercises)
5. prepare a guide to assist library users in locating information on a specific topic in a particular library. (Pathfinder)
6. design a strategy for locating information on a specific subject in a wide variety of print and online reference sources. (Bibliography Plan)
7. critically annotate sources of information. (Bibliography Plan)
8. conduct and analyze information/reference interviews. (role play exercises; fieldwork; Reference Interactions Report)
9. conduct online searches using Boolean strategies in the online catalog, a variety of databases, and on the Internet. (Pathfinder; Bibliography Plan; Reference Search Exercises; fieldwork)
10. express an integrated philosophy of reference and information service. (Class exercises; Reference Interactions Report; Quiz)
11. explain basic concepts, theories, and principles of reference/information service in information settings. (Class exercises; Quiz; Reference Interactions Report)
12. analyze public service experience and reference practices from field observations, applying published reference principles and standards. (Reference Interactions Report)
13. express values that promote accurate and helpful public service. (Class exercises; Quizzes; Reference Interactions Report; Quiz)

Course/Teaching Philosophy

This course emphasizes developing professional attitudes, knowledge and skills critical for understanding information structure and performing information retrieval, reference interviewing, information problem-solving and user instruction. Learning to search and to ask the right questions in pursuit of information requires that we take a *no-fault attitude* toward inevitable search errors, and use them as learning opportunities through error analysis.

The *fieldwork* in Second Life helps students to focus on the intermediary role of reference librarians through observing librarians conducting reference interviews and assisting people in solving their information problems. The broad goal of the course is to help students acquire the ability to *think like information professionals*. In the continuous process of sharing what we have found we learn from each other within a community of professional practice.

Professional Expectations

LIS graduate students are responsible for observing the highest standards of intellectual and personal integrity in every aspect of their careers at the University of Hawaii. The LIS profession promotes ethical and behavioral standards in public service and dealings with colleagues. LIS students are expected to adopt these values and enact them in their interactions with fellow students, faculty, staff and professionals. Please read the Professional Expectations Notice for LIS Graduate Students at UH: <http://www.hawaii.edu/slis/students/profexp.html>

In consideration of all, please turn off cell phones and pagers during class.

Teaching Method

Lecture, demonstration, fieldwork, collaborative projects and problem-solving, class and small group discussion, role play, reference listserv participation, print and online search exercises, generational curriculum model assignments, written examination, case studies, guest speakers (some online).

Research Methods

Students will learn and apply the following research methods in course assignments: *Information Retrieval method* to design and use professional search strategies, analyze, and compare results; *Information Evaluation method* to determine the quality of search results and sources; *Participant-Observer method* to study naturally occurring activities at a reference desk; *Content Analysis* of reference transactions to study how interview techniques are used at a reference desk.

Requirements

Readings

Kay Ann Cassell and Uma Hiremath. *Reference and Information Services in the 21st Century: An Introduction*. 2nd Ed. New York: Neal-Schuman, 2009.

Optional Text

Turabian, Kate L. *A Guide for Writers of Term Papers, Theses, and Dissertations*. 7th ed. Chicago: University of Chicago Press, 2007.

This text is used in major assignments, but is also available in Hamilton Library and at the Reference Desk. It is highly recommended that you have your own copy of the 7th edition, or you may use a Turabian style Web site (see online LIS 601 *Instructions for Assignments* and *Handouts* packets for links). It is often easier to use the print version of the style manual.

Assignments and Grading

Pathfinder Project	10%
Fieldwork Report	15%
Plan for a Bibliography	25%
Search Exercises	25%
Quizzes (2)	20%
Class Participation & Exercises	5%
Total	100%

Refer to the written *Instructions for Assignments* packet. Read the instructions for each assignment and follow them closely. Your grade will depend on how well you follow the written instructions. Please do not use report covers or binders. Assignments must be in **dark** print or readable online format with active links. You may receive **extra credit** for posting your assignments to your e-portfolio on your hawaii.edu Web site.

Grading Scale: 100-98 A+, 97-94 A, 93-90 A-; 89-87 B+, 86-83 B, 82-80 B-;

79-77 C+, 76-73 C, 72-70 C-; 69-67 D+, 66-63 D, 62-60 D-

Due Dates

Assignments are due at the **beginning of class on the due date**. One (1) point will be deducted each day for late assignments. Occasionally, due dates for the Reference Search Exercises will be extended. Please do not miss class in order to finish assignments.

Exam Dates

There will be a mid-term and a final quiz on specified dates given on the syllabus. Students must attend class on those dates to take the quizzes. No take-home or make-up quizzes will be scheduled. Students who are too ill to attend class must have a doctor's note.

Participation Requirements

Active class participation is essential to the atmosphere of this class because it is a model of the dynamics of reference work. The following are required: Attendance; assigned readings and exercises; participation in Internet reference discussion lists, course google group, and Second Life; examination of print and online reference sources; joint work on projects and exercises; active class participation in responding to questions, offering **constructive** comments and observations, and verbally reacting to course topics. *Full points will be given only if all criteria are met.*

(5 pts) All search exercises submitted on time, frequently contributing to class discussions,

frequently contributing to small group work, completing all class assignments, perfect attendance, encouraging others to participate in asking questions and making relevant comments during class discussions and lectures.

(4 pts) Perfect attendance, completing all class exercises and homework, regularly contributing to class discussions, frequently contributing in small group exercises, encouraging others to participate in making relevant comments during class discussions and lectures.

(3 pts) Complete homework and class exercises, near perfect attendance, occasional contributions to class discussions, frequently contributing in small group exercises.

(2 pts) All reference search exercises handed in, regular attendance, contributing once or twice to class discussions, regular contributions to small group work.

(1 pt) Three or more absences, incomplete exercises, no contributions to class discussions, regular contributions to small group work.

Technology Requirements

This course requires you to use a **computer** to produce all of the written assignments. PCs are available in the open LIS Lab in HL 3 and during posted hours in HL 2K (first obtain an **ICS student account**—application forms available in class and the LIS office HL 2).

EMAIL: You are required to obtain and use your free **hawaii.edu email** account and subscribe to **lis-stu**, the LIS internal mail list for students [If you are not on the list, send UH email to lquiroga@hawaii.edu]. Please practice professional email etiquette and **do not forward your UH mail to a non-UH account**. Forwarding is unprofessional because your forwarded mail often bounces to senders, typically the LIS office or the LIS Chair. Exception: because it is nearly limitless you may forward to Gmail.

You are required to have a **Gmail account** for this course, and to subscribe to and use the **LIS 601 Google Group** for updated course information: <http://groups.google.com/group/lis-601-UH>. Students will also use **Google Documents** to submit assignments electronically.

Web: Students are expected to use the **Internet** for information, communication and assignments. This includes subscribing to the **course Google Group** and at least two professional **online reference discussion lists**, using **Google Documents** for assignments, using **LIS 601 site materials**, using the **Internet Public Library** and the **Library of Congress Virtual Reference Shelf** and locating and studying **Web** resources pertinent to course topics.

Second Life: Students will acquire a free **Second Life** account and acquire an avatar to experience virtual world reference services in class exercises and assignments. See Assignment Instructions p. 3, and Reference Interactions Report assignment instructions p. 7.

LIS 601(2) Fall 2010 COURSE SCHEDULE
(Subject to change)

Class	Date	Topics	Assignments & Due Dates
(1)	AUG 26	Course Introduction Reference Service to the Community The Reference Process Information Structure	Readings: <i>Ch 1 & 2</i>
(2)	SEPT 2	Pathfinder Project Levels of Information Structure Controlled Vocabularies & Natural Language as Information Access Tools	Readings: <i>Internet Assignments pp. 1-4; Pathfinder Instructions pp. 5-6; Handouts pp. 2-5 (Info Structure); Ch 1, 2, 3</i> DUE: UH Voyager Tutorial Exercise: Interpreting LCSH Syndetic Structure
(3)	SEP 9	Information Structure of Periodical Indexes & Databases	Readings: <i>Ch 8; Handouts pp. 6-7 (Info. Struct.), p. 8 (ERIC system), pp. 9-13 (Search Principles); Search Exercises pp. 2-6</i> DUE: Email Pathfinder Outline
(4)	SEP 16	Bibliographic Control Publication Style Manuals	Readings: <i>Handouts pp. 14- 15 (Turabian style); Ch 4 (pp. 66-7); Search Ex. 1b pp. 7-11.</i> DUE: Periodical Indexes & Databases Search Exs. 1A; Exercise: Turabian Style
(5)	SEP 23	Encyclopedias	Readings: <i>Ch 5 & 17; Search Ex. 2 pp. 12-13; Creating & Editing a Wikipedia entry</i> DUE: Periodical Indexes & Databases Search Exs. 1B

(6)	SEP 30	The Reference Interview as a Tool for Information Problem-Solving Reference Philosophy Rolig Loon, Reference Coordinator, Info Islands, SL Reference Interactions Report	Readings: Ch 2 & 14; Handouts pp. 16-19 (Interviewing); Taylor in 601 File Drawer & online ; Kluegel & Ross pp. 37-39; Ref. Interactions Assig. pp. 7-10 DUE: Pathfinder Exercise: Reference Negotiation
(7)	OCT 7	Bibliographies Bibliography Plan Project	Readings: Ch 4; BP Assig. Instructions pp. 11-18 DUE: Encyclopedias Search Ex. 2 Exercise: Bibliography Plan analysis
(8)	OCT 14	Communicating with Challenging People Complex Boolean Search Strategy	Readings: Ch 15; Handouts pp. 42-44 (Defusing Conflicts) DUE: Bib. Plan Outline
(9)	OCT 21	Dictionaries Quiz Review	Readings: Ch 7; Handouts pp. 40-41 (Dictionaries) DUE: Bibliographies Search Ex. 3
(10)	OCT 28	Quiz: Chapters 1-5, 7-8, 17, & lectures Reference Research & Evaluation	Readings: Ch 18 & 19; Kleugel & Ross pp. 39-43; Handouts pp. 20-39 (Reference Standards); Search Exs. pp. 15-16 (Web Content Evaluation) Exercise: Reference Negotiation

(10)	NOV 4	Government Documents	Readings: <i>Ch 12; Ref. Interactions Assig. pp. 7-10</i> DUE: Biography Search Ex. 7
(11)	NOV 11	Ready Reference & Biography Dr. Peter Jacso	Readings: <i>Ch 6 & 11; Handouts p 45 (Biography)</i> DUE: Web Search Ex. 4; Dictionaries Search Ex. 5; Bib. Plan Annotated Entries Exercise: Bibliography Plan Topic Classification
(12)	NOV 18	Geographical Sources Ethics in Reference Service	Readings: <i>Ch 9 & 10; Bopp & Smith, Ch 2; Handouts pp. 48ff</i> DUE: Ready Reference Search Ex. 6
(13)	NOV 25	NO CLASS	
(14)	NOV 30	Library Instruction & Information Literacy Quiz Review	Readings: <i>Ch 16; Handouts pp. 46-47</i> DUE: Bibliography Plan; Geography Search Ex.8
(15)	DEC 9	History of Electronic Reference & Future of Reference Service Joe Murphy, Yale "Mobile Literacy, Mobile Reference" Quiz Chapters 6, 9-14, 16, 18-20 & lectures Course Evaluation	Readings: <i>Ch 13, 20, & 21; Cirasella</i> DUE: Reference Interactions Field Report Gov Docs Search Ex. 9 DUE: All assignments due by December 16