LIS 601 – Introduction to Reference and Information Services
FALL 2018

Thursdays 1:00 p.m. - 3:40 p.m. Hamilton Library, 3F

COURSE DESCRIPTION
Introduces the philosophy, principles, and practices of reference/information services in libraries and information centers. Examines the nature of reference work, human information needs, and information literacy. Studies the characteristics and application of bibliographic control, reference research, and electronic information retrieval systems. Provides practical experience in the evaluation and use of bibliographic and web-based materials, reference interviewing and search techniques. Includes ethnographic and inquiry-based field work.

Prerequisite: This course is a core course in the University of Hawai‘i-Mānoa Library and Information Science (UHM LIS) Program curriculum. LIS 601 also serves as the prerequisite for the UHM LIS course, LIS 663 Database Searching, and possibly some special topics courses (LIS 693 or LIS 694).

LIS 601 Faculty and Staff

Faculty, Aloha! My name is Vanessa Irvin and I go by “Professor Irvin” or “Dr. V” within the LIS ‘ohana. I have over 30 years’ professional experience as a librarian. During my career, I’ve worked primarily as a young adult / adult services public librarian. However, I’ve also served in school and special libraries. I’ve been teaching LIS since 2005, within three ALA-accredited programs.

Email: irvinv@hawaii.edu
Office: Hamilton Library 003C
Phone: (808) 956-6703
Office Hours: By appointment only, email your request

Staff, Aloha! My name is Sarah Nakashima and I go by “Sarah” within the LIS ‘ohana. I will be serving as your TA for this course. My main focus is on facilitating any questions you might have or support you might need pertaining to this course or grad school, as I am also a graduate student with the LIS Program and with the Educational Technology Program in the Education school.

Office: Hamilton Library 003C
Office Hours: Make arrangements with Dr. V
Email: sarahan@hawaii.edu

Staff, Aloha! My name is Stanislava Gardasevic and I go by “Stasha” within the LIS ‘ohana. I will be serving as the TA for facilitating the Zoom platform for neighboring island LIS classmates. I am also a doctoral student with the Communications & Information Sciences (CIS) interdisciplinary PhD program.

Office: Hamilton Library 003E
Office Hours: Make arrangements with Dr. V
Email: gardasev@hawaii.edu

Note: Aspects of this course are subject to change, at the discretion of Dr. V.
Any modifications will be announced and documented in a timely fashion in-class, via the assigned online course platform, and email.
Last update: 21 August 2018, version: Fall18, /vi
UHM LIS STUDENT LEARNING OUTCOMES (SLOs)
The UHM LIS Program’s curriculum is framed around the following student learning outcomes:
- SLO1 | Design, provide, and assess information services
- SLO2 | Apply history and ethics to develop a professional LIS identity
- SLO3 | Create, organize, manage and discover information resources
- SLO4 | Evaluate and apply information technologies
- SLO5 | Engage with diverse communities and/or indigenous cultures
- SLO6 | Demonstrate skills necessary to manage and work effectively within information organizations

COURSE CONTENT
LIS 601 is a core course in the LIS Program curriculum, enabling students to:
- Efficiently locate print and online reference sources and specific information in them.
- Efficiently use and evaluate print and online reference sources using standard LIS criteria.
- Conduct and analyze information/reference interviews.
- Conduct online searches using controlled vocabulary, natural language and Boolean strategies.
- Design a strategy for locating information on a specific subject employing print and online sources.
- Critically annotate sources of information.
- Precisely write and cite sources in-text and compose bibliographies using a standard citation style.
- Prepare a guide to assist library users in locating information on a specific topic in a library.
- Express an integrated philosophy of reference and information service.

COURSE EXPECTATIONS
The culture of this class is specific and unique. Thus, the following points are for your understanding:
- It is anticipated that you understand that LIS 601 is a graduate-level course that is reading, writing, research, and fieldwork intensive. Per university guidelines, you should expect to spend at least nine (9) hours each week beyond class time engaged in using your text(s), conducting research, actively participating in any online discussions (if applicable), visiting libraries and their collections, and using a variety of print and online resources to compose, submit, and discuss your work.
- It is anticipated that you understand that class lectures, activities, and course materials are presented to appeal to a wide audience of varying levels of understanding in a collaborative environment. Depending on your sensibilities, wording and tone of instructions may at times sound elementary, redundant or abrupt; however, this is not the intent. The intent of repeating instructions and/or responses is to render instructions in as detailed and as clear of a manner, as possible, for a diverse learning community.
- It is anticipated that you possess the professional expectations and computer literacy skills competencies per the stipulations of the UHM LIS program.
- It is anticipated that you will attend class, arriving on time, and staying for the entire class period.
- It is anticipated that you read and follow all policies and instructions for class culture, discourse, and assignments.
- It is anticipated that you adhere to on-time and correct submission of all assignments.
- It is anticipated that as a graduate student, you comply with the university’s academic integrity policy.

TEACHING PHILOSOPHY & METHODS
LIS 601 emphasizes the development of professional attitudes, knowledge, and skills critical for understanding reference queries and performing targeted information retrieval, reference interviewing, and information problem solving. LIS 601 is a foundational core course within the UHM LIS curriculum. As such, the rigor of this course serves to begin students to establishing a viable LIS professional stance and identity. Learning to conceptualize queries, to ask meaningful questions, and to precisely search for and to evaluate results in the pursuit of providing accurate information to library users requires a no-fault attitude toward inevitable search errors and using mistakes as learning opportunities through error analysis. The broad goal of the course is to help you acquire the ability to approach reference queries from a LIS perspective and to internalize best practices from a LIS framework. LIS 601 is presented using a variety of pedagogical approaches, including but not limited to: scholarly reading and writing, seminar-style discourse, search and database demonstrations, critical evaluation of ethnographic data, collaborative problem-solving, role play, attendance to community events, and conversing with guest speakers. A key component to this course is hands-on searching and retrieval of resources and the information within them.
LIS 601 COURSE TEXT.
- Text reading assignments are corresponded for print edition, only. Readings are not correlated to ebook format.
- Should be readily available at UHM Bookstore in Campus Center. | Also available via Amazon Prime.

LIS 601 CITATION/Writing Style = APA.
Professional attention to detail requires producing work that respects language conventions, even if they are not our own. In this vein, we are using APA style for citation and writing conventions for this course. Unless otherwise specified, all course assignments should follow APA standards for spelling, grammar, and for concise, unbiased writing conventions. Additionally, all assignments should be written expressing correct diacritics for all native/indigenous languages (Hawaiian, Spanish, etc.). For more information on diacritics, see: http://bit.ly/2G0SfnE

The style guide text is:
- Text should be readily available at UHM Bookstore in Campus Center.
- Text is also available via Amazon priority shipping.
- Additionally, the course-approved online resource for APA style is located at: https://owl.english.purdue.edu/owl/resource/560/01/

WEEKLY ARTICLES. Bibliographic information for assigned weekly articles will be made available through the #readings channels of the course on Slack. Note: most weeks have readings, some don’t. Always check.

OTHER TEXTUAL REQUIREMENTS.
- UH email
- UH Hamilton Library research tools
- Web-based logon online resources as introduced and required
- Hawaii State Public Library System (HSPLS) library card to access the HSPLS catalog and databases

COPYRIGHT NOTICE
Materials used in this course are copyrighted and used within the legal guidelines of the U.S. Copyright Act (1976), and its accompanying updates and doctrines, which includes the TEACH Act (2002) and the Fair Use Doctrine (17 U.S.C. § 107). Course materials are for class and student reference and use, only. Course alumni’s projects may be presented to demonstrate formatting and content requirements for various assignments. At no time are you permitted to further copy nor distribute course materials (instructor’s nor course alumni’s) without express written consent of the course Instructor.

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TECHNOLOGY

BRING YOUR OWN DEVICE (BYOD).

This course employs the BYOD (Bring Your Own Device) model for enhancing interactive discourse within classroom culture. Thus, you are encouraged to bring your own Wi-Fi device to class as an educational aid/tool to search for and access information pertinent to class discourse.

We all can get easily distracted with our technologies. Yet, this BYOD policy is based on an honor system of trusting that as graduate students, you will be exhibiting their highest integrity and behavior during class sessions, and will not be actively engaging in social media and/or personal web browsing.

Keep in mind that every interaction having to do with this course is considered part of one's class participation score (see Professionalism and Class Participation, page 5 of this syllabus). Thus, disrespectful interactions concerning technology and devices are not anticipated. Any concerns will be handled on a case-by-case basis.

ZOOM FOR NEIGHBORING ISLAND STUDENT ATTENDANCE.

LIS 601 is a hybrid course, utilizing the Zoom virtual meeting platform (https://bit.ly/2c62F5J) to meet the class attendance needs for LIS students who live in Hawai‘i, but not on O‘ahu. Per UHM LIS Program policy, Zoom attendance is available for neighboring island students only. To honor the specific distant education needs of our neighboring island LIS ‘ohana, there are no O‘ahu exceptions for Zoom in LIS 601.

Eligible students are privately emailed a link and ID number for logging onto the Zoom platform for class. This information is proprietary and should be used by applicable students only.

Kindly direct any questions about Zoom to your Instructor or TA.

SLACK FOR in-between CLASS COMMUNICATIONS.

Slack (http://www.slack.com) is a social media platform targeted towards corporate, non-profit, and educational institutions as a digital workspace for working groups. Slack is used in higher education as a user-friendly course management system.

For this course, Slack may be employed to be used to post class readings and materials, to email updates/announcements, and to send assignment feedback. You may be required to use Slack to submit your assignments and to access course materials and information. It is your kuleana to correctly and effectively navigate Slack. (Slack can be downloaded and installed (for free) on all your devices).

For Fall 2018, the invitation link for LIS 601 on Slack is: https://bit.ly/2Bv1u1p. Use this link to join the LIS 601 workspace. This link is valid until September 20, 2018.
STUDENT RESPONSIBILITIES
LIS 601 aligns its agenda with the Program’s vision, values and mission which are rooted within the Hawaiian values of aloha, ‘ohana, and kuleana. With these values in mind, the following intentions are anticipated for all LIS 601 students:

Courseware Technology.
- Zoom. LIS 601 is a hybrid course, utilizing the Zoom virtual meeting platform (https://bit.ly/2c62F5J) to meet the class attendance needs for LIS students who live in Hawai‘i, but not on O‘ahu. Per UHM LIS Program policy, Zoom attendance is available for neighboring island students only. To honor the specific distant education needs of our neighboring island LIS ‘ohana, there are no O‘ahu exceptions for Zoom in LIS 601. Visit http://www.hawaii.edu/lis/programs/distance-education/ for more information on using Zoom for UHM LIS.

Attendance. Attendance to class is your professional obligation akin to showing up for work. At the very minimum, “attendance” means coming to class on time, returning from class breaks on time, and staying for the entire class session. To be excused for lateness or absence due to illness or another emergency, please submit evidence. For an excused absence, you must email appropriate documentation to me at least two (2) weeks in advance of the anticipated missed class session, to receive accommodations for due dates and missed work. Unexcused lateness/absences affect your class participation score, which can affect your overall course grade.

Emailing Dr. V. For LIS 601, professionally composed email becomes an important part of your coursework during the semester. Thus, be sure to email me using your UH email only, putting the correct course number in the email subject line so that I receive your query as priority email. This stipulation is very important. If you don't do this, your email will likely be missed. This should be done consistently throughout the course, even as we get to know one another. For example: From: youremailaddress@hawaii.edu Subject field: LIS 601: Reference Interview, Query 12.2

Additionally, be sure that your emails are professional in tone and presentation, with appropriate address and salutation. You can review established guidelines for composing professional emails at: http://bit.ly/1IMGzo4. Lastly, due to the nature of LIS 601 assignments, unless otherwise requested, I do not accept assignments via email.

Submitting Assignments. You are responsible for the correct and on-time submission of your work; this includes effectively navigating the class course management platform (Slack or Laulima). Assignments are due by 1:00 PM HST, on the date due (usually on class day), unless otherwise specified. Late assignments are subject to a 20% deduction off your earned score and forfeits Instructor feedback. (I do not grant extensions, so please do not ask). If you cannot submit your assignment on time, you need to inform me in a timely fashion as possible. Late and/or incorrectly submitted assignments go to the bottom of my grading queue behind the students who submit correctly and on time. Thus, if you submit late, expect a delay in communications and response. I do not accept assignments by email. Be sure to put your first and last name on all your assignments.

Support Services. Confidential student counseling and support services are available at the UHM Counseling and Student Development Center (CSDC), Queen Lili‘uokalani Center for Student Services, Room 312. More information is available at the CSDC website: http://manoa.hawaii.edu/counseling/. Title IX is a federal civil rights law prohibiting discrimination and harassment in education. The UHM Office of Title IX has the specific responsibility for providing prompt and effective responses to all complaints of discrimination or harassment for faculty, staff and students. More information is available at the Office of Title IX website: http://manoa.hawaii.edu/titleix/.
STUDENT RESPONSIBILITIES (continued)

KOKUA. Any student who feels s/he may need an accommodation based on the impact of a disability is invited to contact me privately. I am happy to work with you, and the KOKUA Program (Office for Students with Disabilities) to ensure reasonable accommodations for LIS 601. KOKUA can be reached at (808) 956-7511 or (808) 956-7612 (voice/text) in room 013 of the Queen Lili‘uokalani Center (QLC) for Student Services. All KOKUA accommodations are confidential. Special accommodations cannot be made unless documented and prescribed by KOKUA.

Professionalism and Class Participation. Professionalism involves taking kuleana for your communications and interactions with your classmate-colleagues and LIS 601 faculty and staff. Class participation includes taking personal kuleana in exhibiting aloha in all in-class, out-of-class (including office hours and phone calls), and online (including email) communications concerning this course. Positive dynamics ensures a good learning experience for the LIS 601 holarships, inte.

When arriving, strive to room ed this semester is: Withdrawal from applications.

Important considerations for exhibiting aloha for LIS 601 class culture include:

- Arrival to class:
  - On-time arrival is anticipated. When arriving, strive to sit towards the front of the classroom to create an effective interactive setting for classroom discussion with the class group, in-person and online.
  - If you arrive late to class, be considerate and find a seat towards the back of the classroom, as opposed to becoming a distraction by trying to sit up front; lateness disrupts in-classroom and Hālāwai participation.

- Respecting class time (“class time” is based on the clock on the classroom wall):
  - Return from class breaks on time.
  - During class presentations, be sure to speak within the time you’ve been allotted so that everyone else gets equal time to present their work.
  - On the rare occasion that class lasts a few minutes longer because classmate-colleagues are finishing their presentations (e.g. midterm and finals time), be supportive: stick and stay.

- Class discourse:
  - Because we are typically on dual platforms (face-to-face and Zoom), all of us must be mindful to speak clearly so that everyone can hear and respond to what is being shared.
  - The classrooms in the LIS ‘ohana carry sound very easily. When you have side conversations, particularly during lectures or presentations, the vitality of the class decreases. Please be mindful.

- Being flexible:
  - Because collaborative work is organic, consider the class schedule as tentative and subject to change, depending on the dynamism and emergent pedagogical needs of the class group, and/or based on LIS, university, and even world developments and events. Be sure to read all class-wide email that is sent by LIS 601 faculty and/or staff and take notes on in-class announcements so that you are informed of all updates.

- Devices:
  - Please keep your interaction on your devices focused towards class topics. We do use the internet to look up and confirm information. However, please save social media interactions for personal time, unless we’re consulting it for class discourse. (See Bring Your Own Device information on page 3 of this syllabus.)
  - In consideration of all during class, silence or set vibrate to your mobile devices.

Withdrawal from LIS 601: If you need to withdraw from class for any reason, the last date to withdraw with a “W” for this semester is: **Monday, October 29, 2018, 4:00 p.m.**
ACADEMIC HONESTY AND INTEGRITY
In keeping with the American Library Association's Code of Ethics (2008), the UHM LIS Program expects its students to conduct themselves in a respectful, responsible, ethical, and professional manner. To this end, the department applies the university's Academic Integrity Policy with vigor.

Additionally, due to the significance of copyright within the realm of library and information science, the UHM LIS Program anticipates your compliance to its professional expectations. In turn, this course adheres to established copyright, internet, and intellectual property standards. Assignment instructions must be followed to the letter for the copyright protection of yourself, the LIS Program, the university, and any outside entities that you may be working with as a part of this course. Successful execution of all copyright/intellectual property standards counts significantly towards your assignment scores/grades. The first incidence of plagiarism, academic dishonesty, or academic impropriety results in an automatic score of “0” for the assignment in question and possible reportage to the Graduate Dean. Additional incidences of plagiarism and/or academic dishonesty results in a failing course grade of “F” and required reportage to the Graduate Dean.

UHM LIS STUDENT LEARNING OUTCOMES (SLOs)
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LIS 601’s course deliverables provide introductory information and/or discourse to address the SLOs, as follows:

<table>
<thead>
<tr>
<th>MODULE</th>
<th>SLOs Addressed</th>
<th>ASSIGNMENT</th>
<th>DUE DATE(s)</th>
<th>Grade / %</th>
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<tbody>
<tr>
<td>Reference Practicum</td>
<td>SLO1, SLO4, SLO5</td>
<td>Question Set 1, Question Set 2, Question Set 3</td>
<td>Week 6, Week 10, Week 14</td>
<td>10 %, 10 %, 10 %</td>
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<tr>
<td>Midterm</td>
<td>SLO1, SLO3, SLO4</td>
<td>Pathfinder URL, Pathfinder presentation</td>
<td>Week 2, Week 8</td>
<td>(class participation) 20 %</td>
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<tr>
<td>LIS Field Research &amp; Critical Inquiry</td>
<td>SLO2, SLO6</td>
<td>Research Journal 1, Research Journal 2</td>
<td>Week 4, Week 12</td>
<td>10 %, 10 %</td>
</tr>
<tr>
<td>Final</td>
<td>SLO1, SLO4, SLO5</td>
<td>Query Search Exam</td>
<td>Week 15</td>
<td>30 %</td>
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<tr>
<td>Professionalism</td>
<td>SLO2, SLO5, SLO6</td>
<td>Class discourse, email reference, student email, office hours, etc.</td>
<td>Weekly, as specified</td>
<td>10 %</td>
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However, to fulfill UHM LIS Program requirements, LIS 601 fully and specifically aligns with SLO1, only:
- SLO1. Services: Design, provide, and assess information services
ASSIGNMENTS

**The LIS Research Journal.** The Library and Information Science (LIS) Research Journal is a reflective record of your critical response to reading assigned articles in the LIS professional and research literature and synthesizing with your experience of reference services in a library of your choice. This assignment is submitted in two stages, at the beginning of the semester, and towards the end of the semester. This work is an ethnographic observational field study that will give you experience in critically observing and reflecting on reference services in librarianship. This work allows you to synthesize LIS research with the course text, class discourse, and your field observations. Assignment guidelines will be distributed/posted for details for completing this assignment.

The **LIS Research Journal** is designed to:
- acquaint you with core LIS scholars, research, and publications
- orient you in abstracting (summarizing) and critically reflecting on LIS topics, and
- fortify you in synthesizing your critical inquiry with evolving professional practice within LIS.

**DUE:**
- Research Journal #1: Week 4 – Thursday, 09/13/2018, HST, 1:00 p.m., upload via TBA.
- Research Journal #2: Week 12 – Thursday, 11/08/2018, HST, 1:00 p.m., upload via TBA.

**Reference Services Practicum (Question Sets).** Starting Week 3 of the semester, you will continuously use the course text to read and learn about various reference resources and tools to discern how to seek and find data to meet user information needs. You will be assigned queries to find information in reference tools presented in the course text. These experiences will build your ability to think like a reference librarian and acquire and apply information seeking best practices developed by the Reference and User Services division of the American Library Association (RUSA). Assignment guidelines will be distributed/posted for details for completing this assignment.

**DUE:**
- Question Set #1: Week 6 – Thursday, 09/27/2018, 1:00 p.m., HST, hardcopy in class, upload via Slack.
- Question Set #2: Week 10 – Thursday, 10/25/2018, 1:00 p.m., HST, hardcopy in class, upload via Slack.
- Question Set #3: Week 14 – Thursday, 11/29/2018, 1:00 p.m., HST, hardcopy in class, upload via Slack.

**Midterm: Pathfinder.** This project is designed to give you experience in identifying and selecting materials relevant to a target audience with an identified information need and presenting those resources in a user-friendly web-based format. Assignment guidelines for this assignment will be distributed/posted by Week 3 of the semester.

**DUE:**
- Pathfinder URL: Week 2 - Thursday, 08/30/2018, 1:00 p.m., HST, post URL via Slack DM (direct message).
- Pathfinder Complete: Week 8 - Thursday, 10/11/2018, 1:00 p.m., HST, web-based presentation in class.

**Final: Query Search Exam**

*You will create and present a thorough research foundation for assigned queries that are collaboratively composed by the class group and Instructor. This project will allow you to intensively practice the reference interview and search process to meet the information needs of actual library users, one another. Assignment guidelines for this assignment will be distributed/posted by Week 12 of the semester.*

**DUE:** Week 15 – Thursday, 12/06/2018 (last day of class), 1:00 p.m., HST, upload via TBA + presentation in class.

*This assignment can be applied to SLO1 for ePortfolio outcomes. Assignment guidelines for the final are distributed around Week 10 of the semester. Once received, be sure to carefully review the guidelines for the Query Search Exam.*

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ASSESSMENT

Reading your work. Writing assignments in this course serve to further prepare you for not only reading professionally, but more so for your composing of LIS research and professional text and resources throughout library school and your career. To support your writing journey, I will be reading and editing your work as part of a conversation between you and I, to respond to your thoughts and ideas, and to contribute to the improvement of your writing skills on a graduate and professional level. To that end, when reading your work online, I employ “track changes” and comments via Microsoft Word; and, when reading your work via hard copy, I use traditional proofreading marks via the chart below.

![Proofreading Marks Chart](Image source: www.teachertreated.com)

General Assessment Rubric. Unless otherwise specified, assessment for assignments is on a point-for-percentage basis, and typically based on the following criteria:

- Clear conveyance of originality and depth of ideas, insights and critical assessments
- Demonstration of ability to use scholarly sources to support ideas and opinions
- Compliance with assignment criteria, format, and standards
- Timeliness of submission (submitting on time by the date/time due)

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Any modifications will be announced and documented in a timely fashion in-class, via the assigned online course platform, and email.
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ASSESSMENT (continued)

Grading Scale. To arrive at your final course grade, all assignment and class participation scores are tabulated to a cumulative final score. The final score is correlated into a letter grade, using a standard point-for-%age evaluation in accordance with the university grading system. Per university policy, a final grade of “C” and above is considered “passing” for graduate level courses, however, per UHM LIS Program policy, for LIS 601, you must pass this course with a final grade of “B-” or higher. Any grade lower than B- requires a retake of LIS 601.

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<td>A+</td>
<td>100+ pts</td>
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<td>A</td>
<td>94 – 99.9</td>
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<td>A-</td>
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Successful application of class discourse and course material includes but is not limited to: critical thinking and keen insight exhibited in your research journals, willingness to conduct research to deliver a topic-oriented resource for a target audience via your pathfinder and bibliography plan, and respect for academic honesty standards and intellectual property in your questions sets, and all your work. Other competencies are in focus per rubrics and checklists for major assignments. Assignment grade weights:

- Question Sets (3): 30%
- Midterm: 20%
- Research Journal (2): 20%
- Final: 30%
- Class Participation: 10%
- Total: 110%

Note: To earn an A- and above in this course, you must have completed all assigned work.

Feedback. Scores/Grades are posted to the assigned course management system as part of Instructor feedback on your assignments, typically within 3-4 weeks of submission. If you need to discuss your work, kindly email me to request office hours within one week of the posted score/grade in question. Retroactive grading/reevaluation of assignments is not available for this course (for example, graded work posted Week 9 is not eligible for additional feedback if requested beyond Week 10 of the semester).

Extra Credit. Individual extra credit is not available for this course, no exceptions. On rare occasion, I may identify and offer a special class opportunity for extra credit. In the exceptional event of a class-wide extra credit opportunity, I reserve the right to award individual points at my discretion, and: points earned (or not) are non-negotiable.

Incompletes. Incomplete grades (INC) are issued at the professor’s discretion and will be granted very rarely and only in extreme cases, after the student has worked with the professor to try to complete the work during the term. An INC contract form must always be accompanied with medical and/or other acceptable documentation to substantiate the request. You must be passing this class with a grade of B- or higher after having successfully completed at least 80% of the course (up to Week 14 of the term) to qualify to request consideration of an INC grade. Students should email the professor as soon as they realize they are having trouble completing work on time to try to avoid requesting an INC. Note that the decision whether to allow an INC is up to the professor, not the student, and in most cases, requests for INCs will be denied.

Important: If you have questions about your assignment scores, kindly email me at: irvinv@hawaii.edu.
# CLASS SCHEDULE (dates and topics subject to change)

**Textbook readings listed weekly, below**  
Weekly articles listed on Slack >> #readings

### Week 1 – August 23, 2018

History and Foundations of Reference Services  
*DUE: Syllabus, distributed in-class*  
Course Text: Theory | Chapter 1

### Week 2 – August 30, 2018

Models of Reference Services, Ethics  
*DUE: Pathfinder URL*  
Course Text: Theory | Chapters 2 and 6

### Week 3 – September 6, 2018

The Reference Interview & Ready Reference  
Course Text: Theory | Chapters 3, 11 and 13  
Course Text: Resources | Chapter 18

### Week 4 – September 13, 2018

Building the Search Strategy; Implementing the Search Process  
*DUE: LIS Research Journal #1*  
Course Text: Theory | Chapter 15  
Course Text: Resources | Chapter 19

### Week 5 – September 20, 2018

Bibliographic Networks; Subject Headings I (print)  
Course Text: Resources | Chapter 16

### Week 6 – September 27, 2018

Subject Headings II (online); Pathfinder Methodology  
*DUE: Question Set #1*  
Course Text: Resources | Chapter 17

### Week 7 – October 4, 2018

Intro to HTML/CSS; Advanced Search Techs  
Course Text: Theory | Chapter 15 (again)  
Course Text: Resources | Chapters 20, 22 and 23

### Week 8 – October 11, 2018

Librarian Practitioner Inquiry  
*DUE: MIDTERM – presentation in-class*  
Course Text: Theory | Chapters 9 and 29  
Course Text: Resources | Chapter 25

### Week 9 – October 18, 2018

Cultural Competency & Serving Diverse Populations  
Course Text: Theory | Chapters 11 (hana hou) and 12

**Friday, October 20, 2018, 4:00 p.m. **  
Last Day to Withdraw with a “W” grade

### Week 10 – October 25, 2018

Information Literacy & Bibliographic Instruction  
*Class Cancelled: Attend HLA 10/27 & 10/28.*  
*DUE: Question Set #2 (Fall 2018: deposit hard copy to Hamilton 003C; upload digital copy to Slack.)*  
Course Text: Theory | Chapter 4  
Course Text: Resources | Chapter 28

### Week 11 – November 1, 2018

Reader Response & Readers’ Advisory  
Course Text: Resources | Chapters 21, 24 and 26

### Week 12 – November 8, 2018

Evaluating and Assessing Reference Services  
*DUE: LIS Research Journal #2*  
Course Text: Theory | Chapter 8  
Course Text: Resources | Chapter 27

### Week 13 – November 15, 2018

Managing Reference Services  
Course Text: Theory | Chapters, 5, 7, 10, and 14

**THANKSGIVING BREAK**  
10pm November 22 - 8am November 24  
**UHM = No Classes.**

### Week 14 – November 29, 2018

LIS Professional Philosophy  
*DUE: Question Set #3*  
Course Text: Chapter 29 (again)

### Week 15 (last day of class) – December 6, 2018

*DUE: FINAL – presentation in-class*  
Finals Week: December 11-15, 2018  
End of Semester: December 16, 2018

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**Note:** Aspects of this course are subject to change, at the discretion of Dr. V.  
Any modifications will be announced and documented in a timely fashion in-class, via the assigned online course platform, and email.  
*Last update: 26 July 2018, version: Fall18_11*