LIS 601 Introduction to Reference and Information Services

Summer 2008: Meets Monday, Wednesday, and Fridays 5:00-7:15 p.m. in Kuykendall 204

Instructor: Jan Kamiya
Voicemail: 951-4842; Email (quickest response): jankami@hawaii.edu
Class Web Site: http://www2.hawaii.edu/~nahl/courses601.html
Office Hours: I do not have an office on campus. Please e-mail me so we can set up an appointment. Please call me no later than 10:00 pm.

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 field component.

Prerequisite: None

Professional Core Competencies
1. Professional Ethics
4. Technological Knowledge
5. Knowledge Dissemination—Service
6. Knowledge Accumulation—Education and Lifelong Learning
7. Knowledge Inquiry—Research
8. Institution Management

For a fuller description of each core competency, see the LIS Program site at: http://www.hawaii.edu/lis/program.php?page=corecomp

Learning Objectives
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 Learning Objectives

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

Course/Teaching Philosophy

This course emphasizes developing professional knowledge and skills in understanding information structure, 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 search errors, and use them as learning opportunities through error analysis.

The **fieldwork** component helps students to focus on the intermediary role of reference librarians through real world experience 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**.

I believe that the most beneficial classroom environment for productive learning, discussion, thought, and growth is one in which students conduct themselves with an understanding of courtesy and respect for each other. We, in our collective experiences, have much to offer and learn from one another.
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 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, Internet reference discussion list participation, print and online search exercises, generational curriculum model assignments, written examination, case studies, guest speakers.

Research Methods

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

Requirements

Readings


Optional Text: This text is used in major assignments, but is also available in the Library stacks and at the Reference Desk. It is highly recommended that you have your own copy of the 5th or 6th edition, or you may use a Turabian style Web site (see LIS 601 Web site for links). It is often easier to use the print version.


Assignments and Grading

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<thead>
<tr>
<th>Assignment</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Fieldwork Report</td>
<td>20%</td>
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<tr>
<td>Plan for a Bibliography</td>
<td>30%</td>
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<tr>
<td>Search Exercises</td>
<td>25%</td>
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<td>Quizzes (2)</td>
<td>20%</td>
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<tr>
<td>Class Participation &amp; Exercises</td>
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<td>Total</td>
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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.

**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. If you know you will be absent, please contact me so that we can discuss make-up work options.

**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, examination of 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 ICS Labs in POST 3rd floor (first obtain an ICS student account—application forms available in class and the LIS office in POST 303A), Keller Hall, Sinclair Library and other UH computer labs, but you must bring your own paper.

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 good 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, either the LIS office or the LIS Chair.

Students are expected to use the Internet for information, communication and assignments. This includes subscribing to at least two professional online reference discussion lists, using LIS 601 Web materials, using the Internet Public Library at http://ipl.org the Librarians' Index to the Internet at http://lii.org and locating and studying World Wide Web resources pertinent to course topics.
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<tr>
<th>Class</th>
<th>Date</th>
<th>Topics</th>
<th>Assignments &amp; Due Dates</th>
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<tbody>
<tr>
<td>(1)</td>
<td>Wed May 28</td>
<td>Course Introduction Reference Service to the Community The Reference Process Information Structure</td>
<td>Readings: Text: Ch 1 &amp; 2</td>
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<td>(3)</td>
<td>Mon June 2</td>
<td>Indexing &amp; Abstracting Systems Information Structure of Periodical Indexes &amp; Databases</td>
<td>Readings: Text: Ch 8; Handouts pp. 6-7 (Info. Struct.), p. 8 (ERIC system), pp. 9-13 (Search Principles); Search Exercises pp. 2-6</td>
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<td>(5)</td>
<td>Fri Jun 6</td>
<td>Encyclopedias</td>
<td>Readings: Text: Ch 5 &amp; 17; Search Ex. 2 pp. 10-11; Creating a Wikipedia entry DUE: Periodical Indexes &amp; Databases Search Exs. 1B</td>
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| (6) | MON JUN 9 | The Reference Interview as a Tool for Information Problem-Solving  
Reference Philosophy  
Guest Speaker: Vicky Lebbin, Business Humanities Social Sciences Department, Hamilton Library  
Reference Interactions Assignment | Readings: Text: Ch 14 & 15; Handouts pp. 16-19 (Interviewing); Taylor and Klugel & Ross journal articles  
Ref. Interactions Assig. pp. 7-9  
Exercise: Reference Negotiation  
DUE: Encyclopedias Search Ex. 2 |
| WED JUN 11 | KAMEHAMEHA HOLIDAY |
| (7) | FRI JUN 13 | Bibliographies  
Bibliography Plan Project | Readings: Bib Plan Assig. Instructions pp. 10-18  
Exercise: Bibliography Plan analysis |
| (8) | MON JUN 16 | Government Documents  
Guest Speaker: Gwen Sinclair, Government Documents and Maps, Sinclair Library | Readings: Ch 12; Ref. Interactions Assig. p. 7-9  
DUE: Bibliographies Search Ex 3 |
| (9) | WED JUN 18 | Dictionaries  
Quiz Review | Readings: Text: Ch 7  
Handouts pp. 40-41 (Dictionaries)  
DUE: Government Documents Ex. 9  
Bib. Plan Outline |
| (10) | FRI JUN 20 | Quiz: Chapters 1-5, 7-8, 17, and lectures  
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<th>Date</th>
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<td>(11)</td>
<td>MON</td>
<td>Guest Speaker: Susan Johnson, Business Humanities Social Sciences Department, Hamilton Library Ready Reference &amp; Biography</td>
<td><strong>Readings:</strong> <em>Text: Ch 6 &amp; 11; Handouts p 45 (Biography)</em>&lt;br&gt;DUE: Internet Search Ex. 4 and Dictionaries Search Ex. 5&lt;br&gt;Bib. Plan Annotated Entries &lt;br&gt;<strong>Exercise:</strong> Bibliography Plan Topical Classification</td>
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<td>(12)</td>
<td>WED</td>
<td>Geographical Sources Ethics in Reference Service</td>
<td><strong>Readings:</strong> *Text: Ch 9 &amp; 10; Bopp and Smith Ch. 2 on Ethics; Handouts pp. 48&lt;br&gt;DUE: Biography Search Ex. 6 and Ready Reference Search Ex. 7</td>
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<td>(13)</td>
<td>FRI</td>
<td>Communicating with Challenging People</td>
<td><strong>Readings:</strong> <em>Text: Ch 15; Handouts pp. 42-44 (Defusing Conflicts)</em>&lt;br&gt;DUE: Geography Search Ex. 8</td>
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<td>(14)</td>
<td>MON</td>
<td>Library Instruction &amp; Information Literacy Quiz Review Course Evaluation</td>
<td><strong>Readings:</strong> <em>Text: Ch 16; Handouts pp. 46-47</em>&lt;br&gt;DUE: Bibliography Plan</td>
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<td>(15)</td>
<td>WED</td>
<td>History of Electronic Reference Service and the Future of Reference Service Quiz Chapters 6, 9-14, 16, 18-20 and lectures</td>
<td><strong>Readings:</strong> <em>Text: Ch 13 &amp; 20; Cirasella article&lt;br&gt;DUE: Reference Interactions Field Report</em></td>
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