Spring 2005: Meets Tuesdays 1:00-3:40 p.m. in Bilger 319

Instructor: Dr. Diane Nahl

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Class Web Site: http://www2.hawaii.edu/~nahl/601/dir.html

Office Hours: Tuesday 11 a.m.-12:30 p.m.; Thursday 11-2:30 p.m.; and by appt.

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

Program Learning Objectives

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

1. demonstrate an understanding of the philosophy, principles, policies and ethics of library and information science;

2. demonstrate an understanding of the development 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 retrieval, dissemination, utilization and evaluation of information sources;

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 in 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 reference sources and information in them. (Reference search exercises)

2. efficiently use manual and online indexes. (Reference search exercises; class exercise; fieldwork)

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 computerized reference sources. (Bibliography Plan)

7. critically annotate sources of information. (Bibliography Plan)

8. conduct and analyze information/reference interviews. (role play exercises; fieldwork)

9. conduct computer searches using boolean command languages in the online catalog, several databases, and on the Internet. (Pathfinder; Bibliography Plan; Reference search exercises; fieldwork)

10. express an integrated philosophy of reference/information service. (Class exercises; fieldwork report; Final Quiz)

11. explain basic concepts, theories, and principles of reference/information service in information settings. (Class exercises; Quizzes)

12. analyze public service experience from field observations.

13. express values that promote accurate and helpful public service. (Class exercises; Quizzes)

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 us to take a no-fault attitude toward search errors, and use them as learning opportunities through error analysis. The fieldwork in Hamilton library 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
In consideration of everyone, 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.

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).]

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. You may receive extra credit for posting your assignments on your 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.

**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 doctorÕs note.

**Participation Requirements**

Active class participation is essential to the atmosphere of this class because it acts as a model of reference work itself. 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, 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 [To get on the list, send UH email to lquiroga@hawaii.edu].

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, the LibrariansÕ Index to the Internet and locating and studying World Wide Web resources pertinent to course topics.
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<th>Class</th>
<th>Date</th>
<th>Topics</th>
<th>Assignments &amp; Due Dates</th>
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<tr>
<td>(1)</td>
<td>JAN 11</td>
<td>Course Introduction Reference Service to the Community The Reference Process Information Structure</td>
<td><strong>Readings:</strong> <em>Ch 2 &amp; Ch 12</em></td>
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| (2)   | JAN 18 | Pathfinder Project Levels of Information Structure Controlled Vocabularies and Natural Language as Information Access Tools | **Readings:** *Internet Assignments pp. 1-4; Pathfinder Instructions pp. 5-6; Handouts pp. 2-5 (Info Structure); Ch 1 & Ch 13*  
**DUE:** [UH Voyager Tutorial](#)  
**Exercise:** Interpreting LCSH Syndetic Structure |
| (3) | JAN 25 | Indexing & Abstracting Systems Information Structure of Periodical Indexes & Databases | **Readings:** *Ch 21; Handouts p 8 (ERIC system), pp 6-7 (Info. Struct.), pp 9-13 (Search Principles); Search Exercises pp 2-4*  
**DUE:** Pathfinder Outline |
| (4) | FEB 1  | Bibliographic Control Publication Style Manuals | **Readings:** *Handouts pp. 14-15 (Turabian style); Ch 4*  
**DUE:** Periodical Indexes & Databases Search Exs. 1A;  
**Exercise:** Turabian Style |
| (5) | FEB 8  | Encyclopedias | **Readings:** *Ch 18*  
**DUE:** Periodical Indexes & Databases Search Exs. 1B |
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<thead>
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<th>Date</th>
<th>Activity</th>
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<td>6</td>
<td>FEB 15</td>
<td>The Reference Interview as a Tool for Information Problem-Solving</td>
<td><em>Readings: Ch 3; Handouts pp. 17-20 (Interviewing); Taylor Article in 601 Box &amp; online; Ref. Interactions Assig. pp. 7-9</em></td>
<td><em>DUE: Pathfinder Exercise:</em> Reference Negotiation</td>
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<td>Reference Philosophy</td>
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<td>David Flynn, Head, CIS/BHSD</td>
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<td>Reference Interactions Assignment</td>
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| 7    | FEB 22 | Bibliographies Bibliography Plan Project                                | *Readings: Ch 20; BP Assig. Instructions pp. 10-18*                       | *DUE:* Encyclopedias Search Ex. *
<p>|      |        |                                                                          |                                                                          | <em>Exercise:</em> Bibliography Plan analysis      |
|      |        |                                                                          |                                                                          |                                             |
| 8    | MAR 1  | Dr. Peter Jacso Ready Reference &amp; Biography                              | <em>Readings: Ch 14, 15, &amp; 16; Handouts p 16 (Biography)</em>                   | <em>DUE: Bib. Plan Outline</em>                   |</p>
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<tr>
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<tr>
<td>MAR 8</td>
<td>Communicating with Difficult People, Complex Boolean Search Protocols, Quiz Review</td>
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<td>MAR 15</td>
<td>Quiz: Chapters 3-4, 13-16, 18, 21 and lectures, Reference Research &amp; Evaluation</td>
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<td>MAR 22</td>
<td>Spring Break</td>
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<td>MAR 29</td>
<td>Dictionaries</td>
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**Readings:**
- Handouts pp. 41-43 (Defusing Conflicts)
- Ch 17; Handouts pp. 44-45 (Dictionaries)

**DUE:**
- Bibliographies
- Search Exs.
- Bib. Plan
- Outline
- Biography & Ready Reference

**Exercise:**
- Reference Negotiation
| Date  | APR 5  | Geographical Sources Electronic Reference Service | Readings: Ch 19; Ch 5 & 6  
DUE: Internet Search Ex.; Bib. Plan Annotated Entries  
Exercise: Bibliography Plan Topical Classification |
|-------|--------|---------------------------------------------------|----------------------------------------------------------------------------------|
| APR 12 | Government Documents Gwen Sinclair, Government Documents Librarian | Readings: Ch 22; Ref. Interactions Assig. p. 7-9  
DUE: Dictionaries Search Ex. |
| APR 19 | Library Instruction & Information Literacy | Readings: Ch 8 & 9; Handouts pp. 46-47  
DUE: Geography Search Ex.; DUE: Bibliography Plan |
<p>| APR 29 | Future of Reference Service Quiz Review Course Evaluation | Readings: Ch 7; DUE: Gov Docs Search Ex. |</p>
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<th>MAY 3</th>
<th>Ethics in Reference Service Quiz Chapters 2, 5-11, 17, 19, 22 and lectures</th>
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|       | **Readings:** Ch 2; Handouts pp. 48ff  
       | **DUE:** Reference Interactions Field Report  
       | Last day to turn-in assignments for credit |