LIS 601 Introduction to Reference and Information Services

**Fall 2009:** Meets Tuesday 5:00-7:40 p.m. in POST 318b

**Instructor:** Dr. Diane Nahl

**Office:** POST 305F; **Voicemail:** 956-3494; **Email (quickest response):** nahl@hawaii.edu

**Class Web Site:** [http://www2.hawaii.edu/~nahl/courses601.html](http://www2.hawaii.edu/~nahl/courses601.html)

**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 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 [http://www.hawaii.edu/lis/program.php?page=corecomp](http://www.hawaii.edu/lis/program.php?page=corecomp)

**Program 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;

4. 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; Pathfinder; 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. (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/information service. (Class exercises; Reference Interactions Report; Final Quiz)

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

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 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 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.

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; 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:

Optional Text


This text is used in major assignments, but is also available in the Library and at the Reference Desk. It is highly recommended that you have your own copy of the 6th or 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. 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, 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, the Librarians’ Index to the Internet and locating and studying Web resources pertinent to course topics.
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<td>Course Introduction</td>
<td>Readings: Ch 1 &amp; 2</td>
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<td>Reference Service to the Community</td>
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<td>The Reference Process</td>
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<td>Information Structure</td>
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<td>SEP</td>
<td>Pathfinder Project</td>
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<td>Levels of Information Structure</td>
<td>Assignments pp. 1-4</td>
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<td>Controlled Vocabularies &amp; Natural Language as Information Access Tools</td>
<td>Pathfinder Instructions pp. 5-6;</td>
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<td>Handouts pp. 2-5 (Info Structure); Ch 1, 2, 3</td>
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<td>DUE: UH Voyager Tutorial</td>
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<td>Exercise: Interpreting LCSH</td>
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<td>(3)</td>
<td>SEP</td>
<td>Information Structure of Periodical Indexes &amp; Databases</td>
<td>Readings: Ch 4 &amp; 8;</td>
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<td>Handouts pp. 6-7 (Info. Struct.), p. 8 (ERIC system), pp. 9-13 (Search Principles);</td>
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<td>Search Exercises pp. 2-6</td>
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<td>DUE: Pathfinder Outline</td>
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<td>(4)</td>
<td>SEP</td>
<td>Bibliographic Control</td>
<td>Readings: Handouts pp. 14-15 (Turabian style); Ch 4 (pp. 62-3); Search Ex. 1b pp. 7-9.</td>
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<td>15</td>
<td>Publication Style Manuals</td>
<td>DUE: Periodical Indexes &amp; Databases Search Exs. 1A;</td>
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<td>Exercise: Turabian Style</td>
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<td>SEP</td>
<td>Encyclopedias</td>
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<td>Search Ex. 2 pp. 10-11; Creating &amp; Editing a Wikipedia entry</td>
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<td>DUE: Periodical Indexes &amp; Databases Search Exs. 1B</td>
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<td>(6)</td>
<td>SEP 29</td>
<td>The Reference Interview as a Tool for Information Problem-Solving Reference Philosophy Vicky Lebin, Head, BHSD Reference Interactions Assignment</td>
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|  |  | **Readings:** Ch 2 & 14; Handouts pp. 16-19 (Interviewing); Taylor in 601 File Drawer & online; Kluegel & Ross pp. 37-39; Ref. Interactions Assig. pp. 7-9  
**DUE:** Pathfinder  
**Exercise:** Reference Negotiation |
| (7) | OCT 6 | Bibliographies Bibliography Plan Project |
|  |  | **Readings:** Ch 4; BP Assig. Instructions pp. 10-18  
**DUE:** Encyclopedias Search Ex. 2  
**Exercise:** Bibliography Plan analysis |
| (8) | OCT 13 | Communicating with Challenging People Complex Boolean Search Strategy |
|  |  | **Readings:** Ch 15; Handouts pp. 42-44 (Defusing Conflicts)  
**DUE:** Bib. Plan Outline |
| (9) | OCT 20 | Dictionaries Quiz Review |
|  |  | **Readings:** Ch 7; Handouts pp. 40-41 (Dictionaries)  
**DUE:** Bibliographies Search Ex. 3 |
| (10) | OCT 27 | Quiz: Chapters 1-5, 7-8, 17, & lectures Reference Research & Evaluation |
|  |  | **Readings:** Ch 18 & 19; Kluegel & Ross pp. 39-43; Handouts pp. 20-39 (Reference Standards); Search Exs. pp. 13-14 (Web Content Evaluation)  
**Exercise:** Reference Negotiation |
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<td>Ready Reference &amp; Biography</td>
<td><strong>Readings:</strong> Ch 6 &amp; 11; <em>Handouts p 45 (Biography)</em></td>
<td>Internet Search Ex. 4; Dictionaries Search Ex. 5; Bib. Plan Annotated Entries</td>
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<td><strong>Exercise:</strong> Bibliography Plan</td>
<td>Topic Classification</td>
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<td>12</td>
<td>Nov 10</td>
<td>Geographical Sources &amp; Ethics in Reference Service</td>
<td><strong>Readings:</strong> Ch 9 &amp; 10; [Bopp &amp; Smith, Ch 2; Handouts pp. 48ff]</td>
<td>Ready Reference Search Ex. 6</td>
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<td>13</td>
<td>Nov 17</td>
<td>Government Documents &amp; Gwen Sinclair</td>
<td><strong>Readings:</strong> Ch 12; <em>Ref. Interactions Assig. pp. 7-9</em></td>
<td>Biography Search Ex. 7</td>
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<td>14</td>
<td>Nov 24</td>
<td>Library Instruction &amp; Information Literacy</td>
<td><strong>Readings:</strong> Ch 16; <em>Handouts pp. 46-47</em></td>
<td>Bibliography Plan; Geography Search Ex. 8</td>
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<td>15</td>
<td>Dec 1</td>
<td>History of Electronic Reference &amp; Future of Service</td>
<td><strong>Readings:</strong> Ch 13 &amp; 20; <em>Cirasella</em></td>
<td>Reference Interactions Field Report Gov Docs Search Ex. 9</td>
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<td>16</td>
<td>Dec 8</td>
<td>Quiz Chapters 6, 9-14, 16, 18-20 &amp; lectures</td>
<td><strong>DUE:</strong> All assignments</td>
<td>Course Evaluation</td>
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