LIS 601 Introduction to Reference and Information Services

Fall 2011: Tuesday 5:00-7:40 p.m. in HK 2K

Instructor: Dr. Diane Nahl

Office: HL 3C; Voicemail: 956-5809; Email (quickest response): nahl@hawaii.edu

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

Class Google Group: https://groups.google.com/forum/?hl=en#!forum/lis-601-uh

Slideshare PPT: http://www.slideshare.net/DNahl/presentations

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 learning outcomes of the LIS Program, enabling students to:

1. Understand, apply, and articulate the history, philosophy, principles, and ethics of library and information science and the related professions;

2. Develop, administrate, assess, and advocate for information services by exercising principled communication, teamwork, and leadership skills;

3. Organize, create, archive, preserve, retrieve, manage, evaluate, and disseminate resources in a variety of formats;

4. Evaluate and use the latest technologies, research findings, and methods;

5. Engage in projects and assignments dealing with multicultural communities, and representing diverse points of view.

Course Level Student Learning Outcomes

The assignments 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, to ask the right questions, and to evaluate results in the pursuit of accurate information requires a no-fault attitude toward inevitable search errors, and using 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. Be aware that these behaviors are easy to observe and evident to faculty who are asked to write references for scholarships, internships and job applications. 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/lis/students.php?page=profexp](http://www.hawaii.edu/lis/students.php?page=profexp)

*In consideration of all during class, please turn off or set vibrate on phones and mobile devices.*

Teaching Method

Lecture, demonstration, fieldwork, collaborative projects and problem-solving, class and small group discussion, role play, reference listserv and virtual world 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, and to fact-check; *Information Evaluation method* to determine the quality of search results and sources; *Participant-Observer method* to study naturally occurring information activities at a reference desk; *Content Analysis* of reference transactions to study how interview techniques are used at a reference desk.

Requirements

Readings


Optional Text


This citation manual 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 a 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 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 for discussions, shared Google docs for assignments, Gmail, and Second Life; examination of print and online reference sources; collaborative 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. With at least two days notice students too ill to attend in person may login and participate remotely. The online system must be set up so let me know as far ahead as possible.

(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. You may bring computers to class. PCs are available in the open LIS Alcove 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). Your ICS lab account must be renewed each term.

**EMAIL:** You are required to obtain and use your free hawaii.edu Gmail 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.

You are required to have a separate Gmail account for this course by August 30, and to subscribe to and use the LIS 601 Google Group for communication and updated course information: [https://groups.google.com/forum/?hl=en#forum/lis-601-uh](https://groups.google.com/forum/?hl=en#forum/lis-601-uh). Students will also use Google Documents to submit assignments electronically and Google+ Circles to work collaboratively. Students will obtain a Jing account to annotate screen captures for the Search Exercise assignments.

**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 2 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 and information services in class exercises and assignments. See Assignment Instructions p. 3, and Reference Interactions Report assignment instructions p. 7.
## LIS 601 Fall 2011 COURSE SCHEDULE
(Subject to change)

<table>
<thead>
<tr>
<th>Class</th>
<th>Date</th>
<th>Topics</th>
<th>Assignments &amp; Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>AUG 23</td>
<td>Course Introduction&lt;br&gt;Reference Service to the Community&lt;br&gt;The Reference Process&lt;br&gt;Information Structure</td>
<td><strong>Readings:</strong> Ch 1 &amp; 2</td>
</tr>
<tr>
<td>(2)</td>
<td>AUG 30</td>
<td>Pathfinder Project&lt;br&gt;Levels of Information Structure&lt;br&gt;Controlled Vocabularies &amp; Natural Language as Information Access Tools</td>
<td><strong>Readings:</strong> Internet Assignments pp. 1-4; Pathfinder Instructions pp. 5-6; Handouts pp. 2-5 (Info Structure); Ch 1, 2, 3 <strong>DUE:</strong> UH Voyager Tutorial <strong>Exercise:</strong> Interpreting LCSH Syndetic Structure</td>
</tr>
<tr>
<td>(3)</td>
<td>SEP 6</td>
<td>Information Structure of Periodical Indexes &amp; Databases</td>
<td><strong>Readings:</strong> Ch 8; Handouts pp. 6-7 (Info. Struct.), p. 8 (ERIC system), pp. 9-13 (Search Principles); Search Exercises pp. 2-6 <strong>DUE:</strong> Email Pathfinder Outline</td>
</tr>
<tr>
<td>(4)</td>
<td>SEP 13</td>
<td>Bibliographic Control Publication Style Manuals</td>
<td><strong>Readings:</strong> Handouts pp. 14-15 (Turabian style); Ch 4 (pp. 66-7); Search Ex. 1b pp. 7-11. <strong>DUE:</strong> Periodical Indexes &amp; Databases Search Exs. 1A; <strong>Exercise:</strong> Turabian Style <strong>Exercise:</strong> Create an avatar in Second Life</td>
</tr>
<tr>
<td>Week</td>
<td>Date</td>
<td>Topic</td>
<td>Readings</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>-------</td>
<td>----------</td>
</tr>
</tbody>
</table>
| (5)  | SEP 20 | Encyclopedias | **Readings:** Ch 5 \& 17; Search Ex. 2 pp. 12-13; Creating \& Editing a [Wikipedia](https://en.wikipedia.org) entry  
**DUE:** Periodical Indexes \& Databases Search Exs. 1B |
| (6)  | SEP 27 | 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](https://doi.org/10.1007/978-1-4613-8812-2) pp. 37-39; Ref. Interactions Assig. pp. 7-10  
**DUE:** Pathfinder  
**Exercise:** Reference Negotiation |
| (7)  | OCT 4  | Bibliographies  
Bibliography Plan Project | **Readings:** Ch 4; BP Assig. Instructions pp. 11-18  
**DUE:** Encyclopedias Search Ex. 2  
**Exercise:** Bibliography Plan analysis |
| (8)  | OCT 11 | Defusing Conflict  
Complex Boolean Search Strategy  
Boolean in SL | **Readings:** Ch 15; Handouts pp. 42-44 (Defusing Conflicts)  
**Exercise:** Know How Island  
**DUE:** Bib. Plan Outline |
| (9)  | OCT 18 | Dictionaries  
Quiz Review | **Readings:** Ch 7; Handouts pp. 40-41 (Dictionaries)  
**DUE:** Bibliographies Search Ex. 3 |
| (10) | OCT 25 | Quiz: Chapters 1-5, 7-8, 17, \& lectures  
Reference Research \& Evaluation | **Readings:** Ch 18 \& 19;  
[Kluegel \& Ross](https://doi.org/10.1007/978-1-4613-8812-2) pp. 39-43;  
Handouts pp. 20-39 (Reference Standards);  
Search Exs. pp. 15-16 (Web Content Evaluation)  
**Exercise:** Reference Negotiation |
| (11) |
| NOV 1 |
| Ready Reference & Biography  
Dr. Peter Jacso |
| **Readings:**  
Ch 6 & 11;  
*Handouts p 45 (Biography)*  
**DUE:** Web Search Ex. 4;  
Dictionaries Search Ex. 5 |

| (12) |
| NOV 8 |
| Geographical Sources  
Ethics in Reference Service |
| **Readings:**  
Ch 9 & 10;  
*Bopp & Smith, Ch 2; Handouts pp. 48ff*  
**DUE:** Ready Reference  
Search Ex. 6; Bib. Plan  
Annotated Entries  
**Exercise:** Bibliography Plan  
Topic Classification; End  
Notes & ToC |

| (13) |
| NOV 15 |
| Government Documents  
Gwen Sinclair, Government Documents Librarian |
| **Readings:**  
Ch 12;  
*Ref. Interactions Assig. pp. 7-10*  
**DUE:** Biography Search Ex. 7 |

| (14) |
| NOV 22 |
| Library Instruction & Information Literacy |
| **Readings:**  
Ch 16;  
*Handouts pp. 46-47*  
**DUE:** Bibliography Plan; |

| (15) |
| NOV 29 |
| History of Electronic Reference & Future of Reference Service  
Lori Bell, SJSU, “MyInfoQuest”  
Quiz Review  
Course Evaluation |
| **Readings:**  
Ch 13, 20, & 21;  
*UTSA Mobile Library; Cirasella*  
Geography Search Ex. 8; Gov Docs Search Ex. 9 |

| (16) |
| DEC 6 |
| Quiz Chapters 6, 9-14, 16, 18-20 & lectures |
| **DUE:** All assignments due by Dec 13 |

| DEC 13 |
| Finals week |
| **DUE:** Reference Interactions  
Field Report |