Course Description
Introduces the philosophy, principles, and practice 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 effectiveness research, and electronic information retrieval systems. Provides practical experience in evaluation and use of bibliographic and Webographic materials, reference interviewing and search techniques.

LIS Student Learning Outcomes
SLO 1) Understand, apply and articulate the history, philosophy, principles and ethics of library and information science and the related professions  
1a) Apply LIS theory and principles to diverse information contexts  
1b) Demonstrate understanding of the historical context of reference and information services  
1c) Develop and apply critical thinking skills in preparation for professional practice  
1d) Craft and articulate a professional identify
SLO 2) Develop, administrate, assess and advocate for information services by exercising principled communication, teamwork and leadership skills  
2b) Work effectively in teams
SLO 3) Organize, create, archive, preserve, retrieve, manage, evaluate and disseminate information resources in a variety of formats  
3c) Search, retrieve and synthesize information from a variety of systems and sources
SLO 4) Evaluate and use the latest information technologies, research findings and methods  
4b) Integrate emerging technologies into professional practice  
4c) Apply current research findings to professional practice
SLO 5) Engage in projects and assignments dealing with multicultural communities, and representing diverse points of view.  
5a) Communicate and collaborate with diverse colleagues, information seekers and community stakeholders  
5c) Apply LIS principles to meet the needs of Native Hawaiian and Asian-Pacific communities and to promote cultural sustainability.

Course Learning Objectives
- Learn to locate, search and evaluate basic tools used in reference and information services.  
- Understand when to use professional online databases, ready reference sources and the Web.  
- Conduct and analyze reference interviews  
- Design, research, prepare and present a finding aid for use by a user community  
- Use consistent, professional writing style, annotations and citations in presenting outputs.  
- Develop a personal philosophy on professional service.

Course Teaching Philosophy
The emphasis is on developing professional attitudes, knowledge, and skills critical for understanding information structure and performing targeted 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 mistakes as learning opportunities through error analysis. The broad goal of the course is to help students acquire the ability to think like information professionals and internalize best practices in reference service.

Professional expectations
All students in the Program are expected to become familiar with and adhere to the Professional Expectations, at http://www.hawaii.edu/lis/students.php?page=profexp.

Teaching Method
Lecture, demonstration, fieldwork, collaborative projects and problem-solving, online, class and small group discussion, role play, online interactive lab exercises, model assignments, written examination, and guest speakers.

Requirements:

Readings

Additional readings will be added online and available through the Resources section of the Laulima course website (http://laulima.hawaii.edu/).

Other Requirements:
Hawaii State Public Library card
Sign up for Proquest’s DiscoverMoreCorps when you are invited
Respond to surveys
Have some tool for creating screen shots

Research methods: This course focuses on how the Information Professional uses professional resources to fulfill Information Seeker needs. Research methods include action research, case studies and evaluation. A key component to the course is hands-on retrieval of information. Students will also be required to submit a LibGuide and a final project in which personal research and evaluation will be required.

Assignments: Assignments are based on lectures, discussions, readings, guest speakers and the expectation that students will work independently to gain a professional level of database searching expertise beyond what assignments require. ALL graded assignments must be completed to pass the course.
General guidelines and requirements for all assignments:

• Use the resources extensively. Finding and evaluating information is time intensive and requires concentration.
• Consult help files, readings and lecture slides, early and often.
• Assignments must be handed in by **NOON** of the due date. They may be sent as an email attachment or google doc. No PDFs, please.
• Late assignments will be penalized one grade (i.e. A to A-) if you miss the time deadline and will continue to be penalized in this manner for each 24-hour period after the due date. You will also be asked to leave during the class discussion of the assignment results, which will impact the participation component of your grade.
• If you are running late with an assignment, let the instructor know before the due time.
• Don’t plagiarize. Plagiarism may result in dismissal from the LIS Program.
• Spelling and grammar matters and will be more heavily penalized as the semester progresses.

**Assignments** (more details will be given out in class):
LibGuide including oral presentation 25%
Reference/Information Service Report 25%
Search Assignments (2) 25%
Quiz 10%
Class exercises, participation and readings 10%
Personal Reflections and Tool Kit 5%

**Technology Integration and Requirements**

In this course, you will be expected to accomplish the following:

• Become comfortable searching for information on a variety of different professional platforms and the Web.
• Post work online using the UHM Laulima system and engage in peer critiquing sessions using the same system.
• Research, evaluate and try out new technology tools and applications that are changing the information service landscape.

98-100 A+ | 93-97 A | 90-92 A- | 88-89 B+ | 83-87 B | 80-82 B- | 78-79 C+ | 73-77 C | 70-72 C-
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