



University of Hawaii at Manoa

Library and Information Science Program



LIS 601 – Spring 2020 Introduction to Reference and Information Services

Hamilton Library 3F and Zoom
Wednesdays 1:00 p.m. - 3:30 p.m. HST

Instructor

Dr. Vanessa Irvin | irvinv@hawaii.edu
(office hours by appointment – email your request)

Teaching Assistants

Sarah Nakashima (Course) | sarahan@hawaii.edu
Katie Joe Lang (Zoom) | langk@hawaii.edu

Course Description. Introduces the philosophy, principles, and practices of reference and 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 research, and electronic information retrieval systems. Provides practical experience in the evaluation and use of bibliographic and web-based materials, interviewing and search techniques. Includes ethnographic and inquiry-based field work. Prerequisite: none.

Course format. This course is being offered in hybrid format, meaning, the course exists in-classroom (face-to-face and virtually via Zoom) as well as online at: <https://lis601spring2020.slack.com>.

Student learning outcomes (SLOs). The content of this course conforms to the following SLOs of the UHM LIS Program's curriculum:

SLO1 | Design, provide, and assess information services * LIS 601 meets this SLO*

SLO2 | Apply history and ethics to develop a professional LIS identity

SLO3 | Create, organize, manage and discover information resources

SLO4 | Evaluate and apply information technologies

SLO5 | Engage with diverse communities and/or indigenous cultures

SLO6 | Demonstrate skills necessary to manage and work effectively within information organizations

Course content. LIS 601 is a core course in the LIS Program, enabling students to:

- Conduct and analyze reference interviews.
- Locate print and online reference resources and specific information in them.
- Use and evaluate print and online reference resources using standard LIS criteria.
- Conduct online searches using controlled vocabulary, natural language and Boolean strategies.
- Design a strategy for locating information on a specific subject employing print and online sources.
- Read, respond, discuss, annotate, and cite a variety of information resources.
- Prepare resources to assist library users in locating information on a specific topic in a library.
- Express an integrated philosophy of reference and information services based on critical reflection.

Teaching philosophy. LIS 601 is a foundational core course within the UHM LIS curriculum. As such, the rigor of this course serves to begin students to establishing a viable LIS professional stance and identity. The broad goal of the course is to help you acquire the ability to approach reference queries from a LIS perspective and to internalize best practices from a LIS framework.

Pedagogical methods. LIS 601 is presented using a variety of pedagogical approaches, including but not limited to: scholarly reading and writing, seminar-style discourse, search and database demonstrations, critical evaluation of ethnographic data, collaborative problem-solving, role play, attendance to community events, and conversing with guest speakers. A key component to this course is hands-on searching and retrieval of resources and the information within them.

Research methods. This course focuses on how the information professional uses established resources to examine professional resources to fulfill information seeker needs. Research methods include bibliographic assessment, textual analysis, and critical evaluation. A key component to this course is the taking of an inquiry stance to explore practices engaged for retrieval of resources and the information within them.

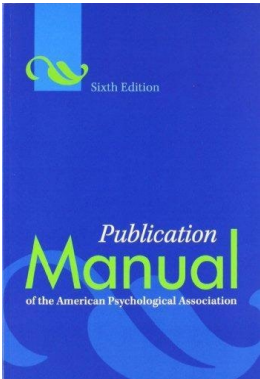
Technology requirements. As this is a hybrid course, you are required to have continuous access to reliable computer equipment and high-speed internet connection. Lack of computer connection is not an excuse for not being fully present for a graduate-level information sciences course. Additionally, your UHM email address must be used for all course-related correspondence, and the LIS601 forum on *Slack* is to be accessed as a gateway to course material and assignment upload. As a UHM LIS student, you should be independently competent in using word processing and presentation software to produce your work.

Textbook. The textbook for LIS 601 is:

Smith, Linda C., & Wong, Melissa A. (2016). ***Reference and Information Services: An Introduction, 5th edition.*** Santa Barbara, CA: Libraries Unlimited.

- ISBN-13: 978-1440836961 | ~ \$75.00 USD (new) | Paperback
- Text reading assignments are corresponded for print edition, only. Readings are not correlated to e-book format.
- Should be readily available at UHM Bookstore in Campus Center.
- Also available via Amazon Prime.

Course citation style. The citation/writing style for LIS 601 is APA. The style guide text is:



American Psychological Association. (2009). ***Publication Manual of the American Psychological Association, 6th edition.***

Washington, DC: APA.

-- ISBN-13: 978-1433805615 | \$29.95 USD (retail list price) | Paperback

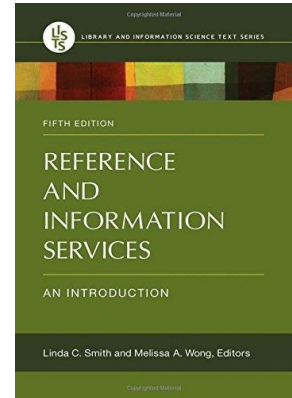
-- Text should be readily available at UHM Bookstore in Campus Center.

-- Text is also available via Amazon priority shipping.

-- Additionally, the course-approved online resource for APA style is located at:

<https://owl.english.purdue.edu/owl/resource/560/01/>

A caveat on APA style. For our purposes, we request a modification with APA style – use of full first and last names.



In bibliographies/reference lists, APA expresses first names with initials only, as in:

Irvin, V., Nakashima, S., & Lang, K. (2019). Title of article. *Journal title.* etcetera.

The modification should be applied as follows:

Irvin, Vanessa, Nakashima, Sarah, & Lang, Katherine. (2019). Title of article. *Journal title.* etcetera.

Other textual requirements. Be sure to situate yourself with the following resources:

- UH ID card to access UH Hamilton's OPAC and subscription databases
- UH Hamilton Library research tools via the UHM Hamilton library website
- Web-based logon online resources as introduced and required
- HSPLS public library card to access the HSPLS OPAC and subscription databases

Copyright notice. Materials used in this course are copyrighted and used within the legal guidelines of the U.S. Copyright Act (1976), and its accompanying updates and doctrines, which includes the TEACH Act (2002) and the Fair Use Doctrine (17 U.S.C. § 107). Course materials are for class and student reference and use, only. Course alumni projects may be presented to demonstrate formatting and content requirements for various assignments. At no time are you permitted to further copy nor distribute course materials (instructor's nor course alumni's) without express written consent of the course Instructor.

Bring Your Own Device Policy (BYOD). This course employs the BYOD (Bring Your Own Device) model for enhancing interactive discourse within classroom culture. Thus, you are encouraged to bring your own Wi-Fi device to class as an educational aid/tool for class discourse. This BYOD policy is based on an honor system of trusting that as a graduate student, you will be exhibiting your highest integrity and behavior during class and will not be actively engaging in social media and/or personal web browsing. Keep in mind that every interaction having to do with this course is considered part of one's class participation score (see "Professionalism and Class Participation", page 4 of this syllabus). Thus, disrespectful interactions concerning technology and devices are not anticipated. Any concerns will be handled on a case-by-case basis. **IMPORTANT: In consideration of all during class, silence or set vibrate to your mobile devices.**



ZOOM for Distance Education. LIS 601 is utilizing the Zoom virtual platform (<https://bit.ly/2c62F5J>) to meet the attendance needs of LIS students who live in Hawai'i, but not on O'ahu. Per UHM LIS Program's distance education policy, Zoom is available for neighboring island students only. To honor the specific distant education needs of our neighboring island LIS students, there are no O'ahu exceptions for Zoom in LIS 601. Eligible Zoom students are privately emailed a link and ID number for logging onto the platform for class. This information is proprietary and should be used by applicable students only. Kindly direct any questions about Zoom to your Instructor or the Distance Ed (Zoom) TA.



SLACK, for course materials and assignment upload. Slack is an online workspace for corporate, non-profit, and educational groups. Slack is used in higher education as a user-friendly course management system. For this course, Slack will be employed to post class readings and materials, to email updates/announcements, and to submit assignments. It is your responsibility to correctly and effectively navigate Slack. (Slack is an app that can be downloaded and installed (for free) on all your devices).

For Spring 2020, the invitation link for LIS 601 on Slack is: <https://bit.ly/2QrOLRc>
Use the link to join the LIS 601 workspace. This invite link expires on 01/29/2020.

Attendance. Attendance to class is your professional obligation akin to showing up for work. At the very minimum, "attendance" means coming to class on time, returning from class breaks on time, and staying for the entire class session. To be excused for lateness or absence due to illness or another emergency, submit evidence. For an excused absence, you must email appropriate documentation to me at least two (2) weeks in advance of the anticipated missed class session, to receive accommodations for due dates and missed work. Unexcused lateness/absences affect your class participation score, which can affect your overall course grade.

Emailing Dr. V. Professionally composed email becomes an important part of your coursework during the semester. Thus, be sure to email me using your UH email only, putting the correct course number in the email subject line so that I receive your query as priority email. This stipulation is very important. If you don't do this, your email will likely be missed. This should be done consistently throughout the course, even as we get to know one another. For example:

From: youremailaddress@hawaii.edu
Subject field: LIS 601: Pathfinder question

Additionally, be sure that your emails are professional in tone and presentation, with appropriate address and salutation. You can review established guidelines for composing professional emails at: <http://bit.ly/1IMGzo4>. Lastly, due to the nature of LIS 601 assignments, unless otherwise requested, *I do not accept assignments via email.*

Submitting Assignments. You are responsible for the correct and on-time submission of your work; this includes effectively navigating the course management platform (Slack). You are responsible for making sure that your work is labeled with your first and last name so that it can be easily identified for assessment and feedback. Thus, be sure to put your first and last name on all your assignments in the header of your documents and via your filenames. Always submit assignments per assignment guidelines. *Note: I do not accept assignments via email.*

Late Assignments. Assignments are due by the beginning of class-time, on the date due (usually on class day), unless otherwise specified (be sure to follow class schedule for due dates and times). Late assignments are subject to a 20% deduction off your earned score and forfeits Instructor feedback. (I do not grant extensions, so please do not ask). If you cannot submit your assignment on time, you need to inform me inasmuch advance as possible. Late and/or incorrectly submitted assignments go to the bottom of my grading queue behind the students who submit correctly and on time. Thus, if you submit late, expect a delay in communications and response. *I do not accept assignments by email.*

Support Services. Confidential student counseling and support services are available at the UHM Counseling and Student Development Center (CSDC), Queen Lili'uokalani Center for Student Services, Room 312. More information is available at the CSDC website: <http://manoa.hawaii.edu/counseling/>. Title IX is a federal civil rights law prohibiting discrimination and harassment in education. The UHM Office of Title IX has the specific responsibility for providing prompt and effective responses to all complaints of discrimination or harassment for faculty, staff and students. More information is available at the Office of Title IX website: <http://manoa.hawaii.edu/titleix/>.

KOKUA. Any student who feels s/he may need an accommodation based on the impact of a disability is invited to contact me privately. I am happy to work with you, and the KOKUA Program (Office for Students with Disabilities) to ensure reasonable accommodations for LIS 601. KOKUA can be reached at (808) 956-7511 or (808) 956-7612 (voice/text) in room 013 of the Queen Lili'uokalani Center (QLC) for Student Services. All KOKUA accommodations are confidential. Special accommodations cannot be made unless documented and prescribed by KOKUA.

UHM Writing Center. LIS 601 is writing intensive on a graduate level. If you feel you need support in writing for a graduate level program, you can consult with the UHM Writing Center. From their website:

UHM Writing Center is a collaborative environment which offers writing consultations free of charge to anyone affiliated with the University of Hawai'i - undergraduate and graduate students, faculty, staff, and visiting scholars. Our writing consultants are trained to help at all stages of the writing process; whether you are just getting started, revising a draft, or at some point in between, we can help with your essays, research papers, resumes, letters, creative work, and more. For further information visit Kuykendall Hall 411, or <https://sites.google.com/a/hawaii.edu/writingcenter/about>.

Professionalism and Class Participation. Professionalism involves personal accountability for one's communications and interactions with classmate-colleagues and LIS 601 faculty and staff. Class participation includes taking personal accountability in exhibiting mutual support and respect in all in-class, out-of-class (including office hours and phone calls), and online (including email) communications concerning this course. Positive dynamics ensures a good learning experience for the LIS 601 community and is mutually observed and assessed by the LIS 601 faculty and staff, accordingly. Refer to the [Professional Expectations of the UHM LIS Program](#) for details on the prerequisite technical and professional competencies you need in order to successfully experience this course. Points are deducted from your class participation score for distracting, disruptive, unprofessional behavior in LIS 601. Note: Be aware that your professional behaviors are easily observed and evident to faculty and staff who write references for scholarships, internships, and job applications.

Academic Honesty And Integrity. Due to the significance of copyright and respect for intellectual property within the field of library and information science, the UHM LIS Program anticipates your compliance to its [professional expectations](#), which includes honoring the [American Library Association's Code of Ethics \(2008\)](#). Thus, assignment instructions must be followed for the copyright protection of yourself, the LIS Program, UHM, and any outside entities that you may be working with as a part of this course. Successful execution of all copyright/intellectual property standards counts significantly towards your assignment scores/grades.

The first incidence of plagiarism, academic dishonesty, or academic impropriety results in an automatic score of "0" for the assignment in question and possible reportage to the Graduate Dean. Additional incidences of plagiarism and/or academic dishonesty results in a failing course grade of "F" and required reportage to the Graduate Dean.

Assignments.

Question Sets (Reference and Information Services Practicum). Starting Week 3 of the semester, you will continuously use the course text to read and learn about various reference resources and tools to discern how to seek and find data to meet user information needs. Many of these resources will be introduced in class, but you are also responsible for reading the text to learn appropriate resources to apply for different kinds of queries. You will be assigned queries to find information in reference tools presented in the course text. These experiences will build your ability to think like a reference librarian and information professional, while you acquire and apply information seeking best practices developed by the Reference and User Services division of the American Library Association (RUSA).

Assignment guidelines for the Question Sets will be distributed by Week 4 of the semester. Each Question Set will be distributed about 3-4 weeks before its due date.

QUESTION SET #1 | DUE Week 6 | Wednesday, February 19, 2020, by 1pm HST

QUESTION SET #2 | DUE Week 9 | Wednesday, March 11, 2020, by 1pm HST

QUESTION SET #3 | DUE Week 12 | Wednesday, April 8, 2020, by 1pm HST

SUBMIT ALL QUESTION SETS AS HARDCOPY in class, AND .doc file UPLOAD via DM to Dr. V on Slack

Midterm: Pathfinder. This project is designed to give you experience in identifying and selecting materials relevant to a target audience with an identified information need and presenting those resources in a user-friendly web-based format. Assignment guidelines for the pathfinder presentation will be distributed by Week 5 of the semester.

PATHFINDER URL DUE: Week 2 | Wednesday, January 22, 2020, by 1pm HST

Post URL via DIRECT MESSAGE (DM) to Dr. V on Slack

PATHFINDER TOPIC DUE: Week 4 | Wednesday, February 5, 2020, by 1pm HST

Post topic via DIRECT MESSAGE (DM) to Dr. V on Slack

PATHFINDER SITE AND PRESENTATION DUE: Week 8 | Wednesday, March 4, 2020, by 1pm HST

IN-CLASS PRESENTATION

Final: Query Search Exam. You will create and present a thorough research foundation for assigned queries that are collaboratively composed by the class group and Instructor. This project will allow you to intensively practice the reference interview and research process to meet the information needs of actual library users, that is - one another. Assignment guidelines for this assignment will be distributed/posted by Week 12 of the semester.




QUERY SEARCH EXAM PRESENTATION DUE: Week 16 | Wednesday, May 6, 2020, by 11:59pm HST

UPLOAD as a .doc file via Slack DM to Dr. V.

Assessment rubric. Successful application of class discourse and course material includes but is not limited to:

- thoroughness of working with reference queries and the ensuing deep research that is required to learn the reference process on various levels: interpersonally, via query building, database searching, and articulation of said research,
- critical thinking and keen insight exhibited in your research journal papers,
- willingness to conduct research to discover and deliver topic-oriented resources for a target audience via the presentation of the pathfinder and query search project,
- respect for academic honesty standards and intellectual property in all your work,
- respect for precise formatting and timely submission of assignments,
- other competencies in focus per rubrics and checklists for major assignments.

Metrics.

MODULE	SLOs Addressed	ASSIGNMENT	DUE DATE(s)	Points / %
Reference Practicum	SLO1 SLO4 SLO5	Question Set 1 Question Set 2 Question Set 3	Week 6 Week 9 Week 12	15 % 15 % 15 %
Reference Resource Creation & Presentation (Midterm)	SLO1 SLO3 SLO4	Pathfinder URL Pathfinder topic Pathfinder presentation	Week 2 Week 4 Week 8	20 %
Reference Practicum Intensive (Final)	SLO1 SLO4 SLO5	Query Search Exam 	Week 16	30 %
Professionalism	SLO2 SLO5 SLO6	Class discourse, online communications, email, office hours, etc.	Weekly	10 %
TOTAL				105%

Note: To earn an A- and above in this course, you must have completed all assigned work.

Feedback. Scores/Grades are posted to Slack (via private DM from your Instructor to you only) as part of Instructor feedback on your assignments, typically within 3-4 weeks of submission. Be aware that you may also receive assignment feedback from the Course TA. If you need to discuss your work, kindly email your Instructor and/or the Course TA to request office hours within one week of the posted score/grade in question. Retroactive grading/reevaluation of assignments is not available for this course (for example, graded work posted Week 9 is not eligible for additional feedback if requested beyond Week 10 of the semester).

Grading Scale. To arrive at your final course grade, all assignment and class participation scores are tabulated to a cumulative final numerical score. The final score is converted into a letter grade, using a standard point-for-percentage correlation in accordance with the university grading system. Per university policy, a final grade of "C" and above is considered "passing" for graduate level courses, however, per UHM LIS Program policy, *for LIS 601, you must pass this course with a final grade of "B-" or higher.* Any grade lower than B- requires a retake of LIS 601. Here is the grading scale for LIS 601:

A+ 100+ pts	B+ 87 – 89.9	C+ 77 – 79.9
A 94 – 99.9	B 84 – 86.9	C 74 – 76.9
A- 90 – 93.9	B- 80 – 83.9	C- <= 73.9

Extra Credit. Individual extra credit is not available for this course, no exceptions. On rare occasion, I, as Instructor, may identify and offer a special class opportunity for extra credit. In the exceptional event of a class-wide extra credit opportunity, I reserve the right to award individual points at my discretion, and: points earned (or not) are non-negotiable.

Incompletes. Incomplete grades (INC) are issued at the professor's discretion and will be granted very rarely and only in extreme cases, after the student has worked with the professor to try to complete the work during the term. An INC contract form must always be accompanied with medical and/or other acceptable documentation to substantiate the request. You must be passing this class with a grade of B- or higher after having successfully completed at least 80% of the course (up to Week 14 of the term) to qualify to request consideration of an INC grade. Students should email the professor as soon as they realize they are having trouble completing work on time to try to avoid requesting an INC. Note that the decision whether to allow an INC is up to the professor, not the student, and in most cases, requests for INCs will be denied.

CLASS SCHEDULE (dates and topics subject to change).

WEEK	DATE	TOPIC	READINGS	DUE
Week 1	01/15	-- Class Introductions -- Syllabus Overview	-- Syllabus	--
Week 2	01/22	-- History & Ethics Ref Services	-- Theory - Ch 1, 2, 6 -- ALA Code of Ethics -- RUSA Behavioral Guidelines -- Professional Competencies for Reference Services -- Library Bill of Rights -- Freedom to Read Statement	<i>Pathfinder URL</i>
Week 3	01/29	-- The Reference Collection, Reference Interview, and Ready Reference	-- Theory - Ch 3, 11, 13 -- Resources - Ch 18, 19	--
Week 4	02/05	-- The Art of Search -- Pathfinder Methodology	-- Theory - Ch 15 -- Resources - Ch 16	<i>Pathfinder topic</i>
Week 5	02/12	-- Basic Search: Boolean Operators -- Databases I: Bibliographic Networks	-- Theory - Ch 15 (take two) -- Resources - Ch 16, 17	--
Week 6	02/19	-- Introduction to HTML/CSS -- Evaluating Web-based Resources	** This class session will be online via Slack **	<i>Question Set #1</i>
Week 7	02/26	-- Advanced Search: Proximity Operators -- Databases II: Subscription Databases	-- Theory - Ch 15 (3 times' the charm) -- Resources - Ch 20, 22, 23, 25	--
Week 8	03/04	- MIDTERM - <i>In-class Presentation</i>		<i>Pathfinder</i>
Week 9	03/11	-- Responding to Reading in Libraries	-- Resources - Ch 21, 24, 26	<i>Question Set #2</i>
SPRING BREAK MARCH 16, 2020 – MARCH 20, 2020				
Week 10	03/25	-- Serving Diverse Populations	-- Theory - Ch 11 (again), 12 -- Resources - Ch 27, 28	--
Week 11	04/01	-- Socio-cultural context in reference and information services	-- Theory - Ch 12 (again)	--
Week 12	04/08	-- Information Literacy	-- Theory - Ch 4	<i>Question Set #3</i>
Week 13	04/15	-- Management & Policy	-- Theory - Ch 5, 7, 9	--
Week 14	04/22	-- Assessment & Promotion	-- Theory - Ch 8, 10	--
Week 15	04/29	-- Building a Professional Identity	-- Theory - Ch 29	--
Week 16	05/06	- FINAL - ** No class ** <i>Upload completed project as a .doc file, to Slack, via DM to Dr. V</i> <i>-- no later than Wednesday, May 6, 2020, 11:59 PM HST --</i>		<i>Query Search Exam</i>