



LIS 601: Reference and Information Services | Fall 2014

Monday 5- 7:40 HL 2K

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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 electronic information retrieval systems, database functionality and content and bibliographic control, as they apply to serving information seekers' needs. Provides practical experience in evaluation and use of information resources in a variety of formats, 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 [discussion; user behavior and ref interview]

1b) Demonstrate understanding of the historical context of reference and information services [content quiz]

1c) Develop and apply critical thinking skills in preparation for professional practice [all assignments]

1d) Craft and articulate a professional identify [Ref Services Report (RSR)]

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

2b) Work effectively in teams [Lib Guide (LG); assignments]

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 [all work]

SLO 4) Evaluate and use the latest information technologies, research findings and methods

4b) Integrate emerging technologies into professional practice [LG; RSR]

4c) Apply current research findings to professional practice [Quiz; RSR]

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 [class work; RSR]

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.
- Demonstrate the ability to apply a professional research process
- 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 all assignments.
- Develop a personal philosophy on professional service.

Course Teaching Philosophy

The course emphasizes the development of 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, written examination, and guest speakers.

Requirements:

Readings

Textbook: Kay Ann Cassell and Uma Hiremath. *Reference and Information: An Introduction*. 3rd Edition. New York: Neal-Schuman, 2013. Purchase at book store; available online through [ebrary](#). [referred to in the syllabus as C & H]

Weekly readings are available through the Resources section of the Laulima course website (<http://laulima.hawaii.edu/>).

Other Requirements:

- Hawaii State Public Library card
- Use of UH email
- LIS special login ID for LIS in-class network
- Sign up for Proquest's DiscoverMoreCorps when you are invited
- Use ESCO's additional library science databases
- OCLC QuestionPoint (Virtual Reference tool)
- LibGuides login
- Respond to surveys
- Have some tool for creating screen shots

Research methods: This course focuses on how the Information Professional (IP) uses professional resources to fulfill Information Seeker (IS) 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 Reference Services Report 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. Send them 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 2 points 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 in separate handouts):

LibGuide including bibliography plan and oral presentation	25%
Search Assignments (3)	30%
Quiz	10%
Reference/Information Service Report, including personal reflections and tool kit	25%
Class exercises, participation and readings	10%

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 Lulima system and engage in peer discussions using the same system
- Research, evaluate and try out new technology tools and applications that are changing the information services landscape.

99-100 A+ | 93 - 98 A | 90-92 A- | 88-89 B+ | 83-87 B | 80-82 B- | 78-79 C+ | 73-77 C | 70-72 C-

LIS 601 Fall 2014 CLASS SCHEDULE (dates may change due to availability of speakers or changing needs of the class)

PART 1	INTRODUCTION		
Class 1 8-25	Introductions	Meet the class; introduction to reference/information services; C & H: Ch 1	
9 -1	No Class – Labor Day		Search for Class 2
Class 2 9- 8	Guest: Susan Johnson (UH) Introduction to information retrieval using UH resources	The OPAC and CV; journal lists; ebooks and ejournals C & H ch 4	Feedback on first search
Class 3: 9-15	Read assigned article on user behavior; post short summary on Laulima	Customer Service concepts and user behavior	Choose LibGuide Partner; (LG) Share Reading
Class 4: 9-22 22	Reference/Research as a Service	Reference Interview C & H chs 2-3; 14-15	Have LG topic approved and posted
PART 2	QUESTIONS AND ANSWERS		
Due: 9- 29	Search Work Assignment – Bibliographies/Indexes		
Classes 5 – 6: 9- 29; 10- 6	Ready reference –Print and online sources	Dictionaries, encyclopedias, etc. C & H chs 5-7; 11	9-29: Identify RSR Library type 10-6: Draft Bib Plan
Classes 7-9: Class 7:10-13	Databases	Database structure, C&H ch 8	
Class 8: 10-20 Due Dates: 10- 20	Controlled vocabulary and natural language		Search Work Assignment 2 – Ready Reference
Class 9: 10-27	Advanced searching		RSR Articles
Class 10: 11-3	Understanding web content and web search as a research tool	Learning about web algorithms; searching as a research activity C & H ch 13	Post Web Search tips on :Laulima
11- 3: LibGuide Assignment DUE	Create a finding aid using all of the types of resources above on a subject of interest	Use search techniques and tools above; annotations; a standard citation format :see assignments C & H ch: 17	LibGuides due
PART 3	21st CENTURY REFERENCE /RESEARCH		

Class 11: 11- 10	Information Literacy Guest: Kim Whalen	Discussion; “literacy” Embedded Librarian C & H ch 16	
Due: 11-10	Take home quiz focusing on concepts		
Classes 12 -13 11-17; 11-24	Discovery tools; social networking; mobile aps	C & H Ch 21	LibGuide Presentations
Due: 11-24	Search Work Assignment 3- research questions		LibGuide Presentations RSR Interview
Class 14 12 -1	Specialized databases Guest: Terrence Bennett	Data and gov docs C & H ch 9	
Class 15: 12-8 Last Class	Other topics related to reference /information services	Open access; scholarly; tenure; communication; knowledge mgnt; paraprofessionals, etc. C & H ch 22	Ref Services Report; Reflections
Due: 12-15	Individual Bib Plan		All outstanding work

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