

Catholic University School of Library and Information Science

**Information Sources and Services
LSC 553 – Summer 2007**

Fridays, 9:00 a.m. – 5:00 p.m.

Syllabus, Version 1.0: June 19, 2007

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| Instructor: David Shumaker | Office: 239 Marist |
| | Hours by appointment |
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COURSE DESCRIPTION

Introduction to the terminology, concepts, and practices for the provision of information services to meet user needs effectively in a variety of settings. Special emphasis on the reference process and on the content, organization, use, and evaluation of resources in print and electronic formats. Covers the sources, policies, technologies, and systems that support access to and retrieval of information central to reference services. ***Required course. No prerequisites.***

COURSE OBJECTIVES:

At the conclusion of this course, students should be able to:

- Articulate a philosophy of reference service and discuss ethical and other issues relevant to the provision of information;
- Evaluate the scope, authority, and currency of a selection of widely used basic reference sources;
- Demonstrate proficiency in retrieving information from general reference sources (print and electronic), including designing basic search strategies; and
- Discuss policies and procedures for the provision of service, and the role and evaluation of reference and information service departments

(The emphasis of this course is on the skills needed for direct interaction with information seekers, singly or in groups, that leads to the satisfaction of their information needs.)

COURSE OUTLINE:

| Session No. / Date | Topic | Assignment |
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| 1. July 6 9 —11:30 a.m. | <ul style="list-style-type: none"> • Introductions of students and teacher • Course overview • Structure of the course; operations; requirements | |
| 2. July 6 12:30— 2:30 p.m. | <ul style="list-style-type: none"> • Service Philosophy • Ethical Considerations • The Reference Interview | |
| 3. July 6 3 – 5 p.m. | <ul style="list-style-type: none"> • The Reference Interview continued: Face to Face and Virtual | |
| 4. July 13 9 – 11:30 a.m. | <ul style="list-style-type: none"> • Introduction to reference sources • Evaluating print and digital resources • Introduction to Search strategy | <p>Read: Bopp & Smith, Chapters 4-6, 13</p> <p>Reference field study due</p> <p>Reference source analysis plan due (ungraded)</p> |
| 5. July 13 12:30— 2:30 p.m. | <ul style="list-style-type: none"> • Concurrent exercises: • Reference Interview Role Play | |
| 6. July 13 3 – 5 p.m. | <ul style="list-style-type: none"> • Source comparison • Search strategy | |
| 7. July 20 9 – 11:30 a.m. | <ul style="list-style-type: none"> • Continuation: Evaluation of sources • Continuation: Search strategy: The Big Three | <p>Optional: Do ORE exercises 1, 2, 3, 4, 5</p> <p>Reference source analysis due</p> |
| 8. July 20 12:30— 2:30 p.m. | <ul style="list-style-type: none"> • Concurrent exercises: • Reference Interview Role Play | |
| 9. July 20 3-5 p.m. | <ul style="list-style-type: none"> • Source comparison • Search strategy | |
| 10. July 27 9:00 – 11:30 a.m. | <ul style="list-style-type: none"> • User instruction | <p>Read: Bopp & Smith, Chapter 8</p> <p>Role play analysis due</p> |
| 11. July 27 12:30 – | <ul style="list-style-type: none"> • User instruction: team | |

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| 2:30 p.m. | exercise | |
| 12. July 27 3:00— 5:00 p.m. | <ul style="list-style-type: none"> User instruction presentations | |
| 13. Aug. 3 9 – 11:30 a.m. | <ul style="list-style-type: none"> Operation and Management of Reference and Research Services Frontiers in Reference and Research Services | <p>Read: Bopp & Smith, Chapters 9-12; Wagner & Tysick.</p> <p>Management analysis due</p> |
| 14. Aug. 3 12:30 – 2:30 p.m. | <ul style="list-style-type: none"> Review and Wrapup | |
| 15. Aug. 3 3 – 5 p.m. | <ul style="list-style-type: none"> Final exam | |

REQUIRED TEXT AND READINGS

Bopp, R.E., Smith, L.C. *Reference and Information Services: An Introduction*. Third ed. Englewood, CO: Libraries Unlimited, 2001.

Kuhlthau, C. (1991, June) Inside the Search Process: Information Seeking from the User's Perspective. *Journal of the American Society for Information Science*, v. 42, p. 361-371. Available: ALADIN.

Wagner, A.B. & Tysick, C. (2007). On-site reference and instruction services: Setting up shop where our patrons live. *Reference & User Services Quarterly*, 46(4), 63-68. Available: ALADIN.

ADDITIONAL OPTIONAL READINGS AND RESOURCES

Ohio Library Council (2006) Ohio Reference Excellence on the Web. [ORE Exercises.] Available: <http://www.olc.org/ore/> . Accessed May 11, 2007.

Reference and User Services Association. (2004, June) Guidelines for Behavioral Performance of Reference and Information Service Providers. Available: <http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/guidelinesbehavioral.htm> . Accessed May 11, 2007.

COURSE REQUIREMENTS AND GRADING:

Successful completion of this course entails on-time delivery of assignments, work that meets or exceeds the standard for graduate-level programs, and regular, active participation in class discussions, exercises, and activities. Students must have access to word processing and presentation software, email, CUA libraries and the ALADIN system, and the World Wide Web. Assignments are due before class on the date indicated. Unless prior permission is obtained, the grade for late assignments will be reduced by 4 points (out of 100) per day; however, any work not turned in on or before August 10 will receive a zero grade. Grades are based on work submitted; rewriting, resubmission, and extra credit are not allowed.

Assignments and their weighting in the overall course grade are:

1. **Reference Field Study (15%)** Each student will explore a library reference service of the student's choosing, by interviewing a member of the Reference staff and observing operations.
2. **Reference Source Analysis (20%)** Each student will evaluate a digital library reference resource and alternatives.
3. **Role Play Analysis (20%)** Each student will play the role of a reference librarian. A videorecording will be made of the role play. The student will then view the video and analyze her/his own performance.
5. **Management Evaluation (20%)** Each student will prepare a written and oral report on a project related to the subject matter of the course.
6. **Final Exam (15%)** There will be an in-class final exam.
7. **Class Contributions (10%)** The class is designed to be highly interactive. Students who attend regularly and contribute the most to the shared pool of knowledge will receive the highest grades in this area.

GRADING SUMMARY:

| <u>Assignment</u> | <u>Weight</u> |
|----------------------------------|----------------------|
| Reference Field Study | 15% |
| Reference Source Analysis | 20% |
| Role Play Analysis | 20% |
| Management Evaluation | 20% |
| Final Exam | 15% |
| Class Participation | 10% |
| Total | 100% |

Based on scores for individual assignments, final grades will be assigned as follows:

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|----------------|-----------|
| > 92 | A |
| 91-92 | A- |
| 89-90 | B+ |
| 82-88 | B |
| 80-81 | B- |
| 70-79 | C |
| <70 | F |

WRITING AND PRESENTATION STANDARDS:

Effective information professionals are also effective communicators. Written and oral communication are important elements of the total communication process. To this end, all papers and presentations must demonstrate graduate level clarity and effectiveness of expression. Careful attention should be given to source citations, proper listing of references, the use of footnotes, and the presentation of tables and graphs. All papers will be typed, double-spaced, using a standard typeface.

ADDITIONAL POLICY STATEMENTS

ACADEMIC HONESTY: You will find Academic Affairs policies on “Academic Dishonesty” and on "Unethical Practices" in the University Policies and Procedures web page at <http://policies.cua.edu/academicundergrad//integrityfull.cfm> . You are held responsible for adhering to these policies. Incidences of academic dishonesty, defined by the University as “failure to observe rules of fairness in taking exams or writing papers, plagiarism, fabrication, and cheating” will result in a grade of F (0 points) on the project or exam in question, and will be reported to the Dean for possible further action (including failure in the course). Talk with your instructor if you have questions about what is involved in such offenses. Plagiarism, which includes "[1] intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise; [2] failure to attribute any of the following: quotations, paraphrases, or borrowed information from print sources or websites; [3] buying completed papers from other to use as one's own work", will not be tolerated. For more on what constitutes plagiarism and how to avoid it, see the guide on the Purdue Online Writing Lab web site at http://owl.english.purdue.edu/handouts/research/r_plagiar.html

ADA ACCOMMODATION: Students with disabilities requiring accommodation under federal regulations must present a written accommodation request to the instructor by the second class meeting . It is strongly recommended that the student contact the Office of Disability Support Services , Suite 207, Pryzbyla Center (202-319-5211; email cua-disabilityservices@cua.edu, web <http://disabilitysupport.cua.edu/>). This is the University office responsible for disability accommodation and services, and its staff can answer questions about services and requirements regarding documentation. Special accommodations or other arrangements cannot be made without documentation approved by this office.