

LIS 601 Introduction to Reference and Information Services

Spring 2005: Meets Tuesdays 1:00-3:40 p.m. in Bilger 319

Instructor: Dr. Diane Nahl

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Class Web Site: <http://www2.hawaii.edu/~nahl/601/dir.html>

Office Hours: Tuesday 11 a.m.-12:30 p.m.; Thursday 11-2:30 p.m.; and by appt.

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 field component.

Prerequisite: None

Program Learning Objectives

This introductory survey course addresses the following objectives of the LIS Program, enabling students to:

1. demonstrate an understanding of the philosophy, principles, policies and ethics of library and information science;
2. demonstrate an understanding of the development and communication of knowledge;
3. apply basic competencies and knowledge that are essential for providing, managing, and designing information services in a variety of information environments;
5. demonstrate theoretical understanding of and basic competencies in evaluating, selecting and organizing information sources;
6. demonstrate theoretical understanding of and basic competencies in retrieval, dissemination, utilization and evaluation of information sources;
9. demonstrate an understanding of research techniques and methods of applying new

knowledge as it becomes available;

10. demonstrate the professional attitudes and the interpersonal and interdisciplinary skills needed to communicate and collaborate with colleagues and information users;
11. demonstrate basic competency in the latest and specialized information technologies.

Course Learning Objectives

The assignments that are 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 reference sources and information in them. (Reference search exercises)
2. efficiently use manual and online indexes. (Reference search exercises; class exercise; fieldwork)
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 computerized reference sources. (Bibliography Plan)
7. critically annotate sources of information. (Bibliography Plan)
8. conduct and analyze information/reference interviews. (role play exercises; fieldwork)
9. conduct computer searches using boolean command languages in the online catalog, several databases, and on the Internet. (Pathfinder; Bibliography Plan; Reference search exercises; fieldwork)
10. express an integrated philosophy of reference/information service. (Class exercises; fieldwork report; Final Quiz)
11. explain basic concepts, theories, and principles of reference/information service in information settings. (Class exercises; Quizzes)
12. analyze public service experience from field observations.

13. express values that promote accurate and helpful public service. (Class exercises; Quizzes)

Course/Teaching Philosophy

This course emphasizes developing professional knowledge and skills in understanding information structure, information retrieval, reference interviewing, information problem-solving and user instruction. Learning to search and to ask the right questions in pursuit of information requires us to take a *no-fault attitude* toward search errors, and use them as learning opportunities through error analysis. The *fieldwork* in Hamilton library helps students to focus on the intermediary role of reference librarians, through real world experience 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 an information professional*.

In consideration of everyone, please turn off cell phones and pagers during class.

Teaching Method

Lecture, demonstration, fieldwork, collaborative projects and problem-solving, class and small group discussion, role play, Internet reference discussion list participation, print and online search exercises, generational curriculum model assignments, written examination, case studies, guest speakers.

Requirements

Readings

Richard E. Bopp & Linda C. Smith. *Reference and Information Services: An Introduction*. 3rd Ed. Englewood, CO: Libraries Unlimited, 2001.

Optional Text [This text is used in major assignments, but is also available in the Library stacks and at the Reference Desk. It is highly recommended that you have your own copy of the 5th or 6th edition or you may use a Turabian style Web site (see LIS 601 Web site for links).]

Turabian, Kate L. *A Guide for Writers of Term Papers, Theses, and Dissertations*. 6th ed. Chicago: University of Chicago Press, 1996.

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 written *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. You may receive extra credit for posting your assignments on your 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.

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 acts as a model of reference work itself. The following are required: Attendance, assigned readings and exercises, participation in Internet reference discussion lists, examination of reference sources, joint 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.*

(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. PCs are available in the ICS Labs in POST 3rd floor, Keller Hall, Sinclair Library and other UH computer labs, but you must **bring your own paper**.

You are required to obtain and use your free **hawaii.edu email** account and subscribe to **lis-stu**, the LIS internal mail list for students [To get on the list, send UH email to lquioga@hawaii.edu].

Students are expected to use the **Internet** for information, communication and assignments. This includes subscribing to at least two professional **online reference discussion lists**, using LIS 601 Web materials, using the [Internet Public Library](#), the [Librarians' Index to the Internet](#) and locating and studying **World Wide Web** resources pertinent to course topics.

LIS 601 SPRING 2005 COURSE SCHEDULE

(Subject to change)

Class	Date	Topics	Assignments & Due Dates
(1)	JAN 11	Course Introduction Reference Service to the Community The Reference Process Information Structure	Readings: <i>Ch 2 & Ch 12</i>
(2)	JAN 18	Pathfinder Project Levels of Information Structure Controlled Vocabularies and Natural Language as Information Access Tools	Readings: <i>Internet Assignments pp. 1-4; Pathfinder Instructions pp. 5-6; Handouts pp. 2-5 (Info Structure); Ch 1 & Ch 13</i> DUE: UH Voyager Tutorial Exercise: Interpreting LCSH Syndetic Structure
(3)	JAN 25	Indexing & Abstracting Systems Information Structure of Periodical Indexes & Databases	Readings: <i>Ch 21; Handouts p 5 (ERIC system) pp 6-13 (Info. Struct.; Search Principles); Search Exercises pp 2-4</i> DUE: Pathfinder Outline
(4)	FEB 1	Bibliographic Control Publication Style Manuals	Readings: <i>Handouts pp. 14-15 (Turabian style); Ch 4</i> DUE: Periodical Indexes & Databases Search Exs. 1A; Exercise: Turabian Style
(5)	FEB 8	Encyclopedias	Readings: <i>Ch 18</i> DUE: Periodical Indexes & Databases Search Exs. 1B

(6)	FEB 15	The Reference Interview as a Tool for Information Problem-Solving Reference Philosophy David Flynn, Head, CIS/BHSD Reference Interactions Assignment	Readings: <i>Ch 3; Handouts pp. 17-20 (Interviewing); Taylor Article in 601 Box & online; Ref. Interactions Assig. pp. 7-9</i> DUE: Pathfinder Exercise: Reference Negotiation
(7)	FEB 22	Bibliographies Bibliography Plan Project	Readings: <i>Ch 20; BP Assig. Instructions pp. 10-18</i> DUE: <i>Encyclopedias Search Ex.</i> Exercise: <i>Bibliography Plan analysis</i>
(8)	MAR 1	Dr. Peter Jacso Ready Reference & Biography	Readings: <i>Ch 14, 15, & 16; Handouts p 16 (Biography)</i> DUE: <i>Bibliographies Search Ex.; Bib. Plan Outline</i>
(9)	MAR 8	Communicating with Difficult People Complex Boolean Search Protocols Quiz Review	Readings: <i>Handouts pp. 38-40 (Defusing Conflicts)</i> DUE: <i>Biography & Ready Reference Search Exs.</i>
(10)	MAR 15	Quiz: Chapters 3-4, 13- 16, 18, 21 and lectures Reference Research & Evaluation	Readings: <i>Ch 10 & 11; Handouts pp. 21-37 (Reference Standards); Search Exs. pp. 14-15 (Web Content Evaluation)</i> Exercise: Reference Negotiation
	MAR 22	Spring Break	

(11)	MAR 29	Dictionaries	Readings: <i>Ch 17; Handouts pp. 41-42 (Dictionaries)</i> DUE: Internet Search Ex.
(12)	APR 5	Geographical Sources Electronic Reference Service	Readings: <i>Ch 19; Ch 5 & 6</i> DUE: Dictionaries Search Ex., Bib. Plan Annotated Entries Exercise: Bibliography Plan Topical Classification
(13)	APR 12	Government Documents Gwen Sinclair, Government Documents Librarian	Readings: <i>Ch 22; Ref Interactions Assig. p. 7-9</i> DUE: Geography Search Ex.
(14)	APR 19	Library Instruction & Information Literacy	Readings: <i>Ch 8 & 9; Handouts pp. 43-44</i> DUE: Bibliography Plan
(15)	APR 29	Future of Reference Service Virtual Reference at HML Alice Witkowski, HML Librarian Quiz Review Course Evaluation	Readings: <i>Ch 7; DUE: Gov Docs Search Ex.</i>
(16)	MAY 3	Ethics in Reference Service Quiz Chapters 2, 5-11, 17, 19, 22 and lectures	Readings: <i>Ch 2; Handouts pp. 45ff</i> DUE: Reference Interactions Field Report Last day to turn-in assignments for credit