MLIS 7100

Information Sources and Services

Fall 2006

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Required Texts

Bopp & Smith. <u>Reference and Information Services</u>, 3rd. Libraries Unlimited, 2003.

Kovacs, D. & Robinson, K. <u>The Kovac?s Guide to Electronic Library Collection Development: Essential Core Subject Collections, Selection Criteria, and Guidelines</u>, Neal-Schuman: NY, 2004.

Ross, C., Nilsen, K. & Dewdney, P. <u>Conducting the Reference Interview.</u> Neal-Schuman: NY, 2002.

Highly Recommended:

Westbrook, Lynn. <u>Identifying and analyzing user needs</u>. Neal-Schuman: NY, 2001. This text has a disk with forms and assessments that are useful tools.

Attendance

This is a Web-delivered course, with no required face-to-face meetings and no required synchronous online times. Class participation is expected each week.

Grading

All assignments are due by Friday night of the week that is indicated unless other arrangements have been made with the professor. Everyone will be expected to participate in class discussions each week. One percent per week will be deducted from the final participation grade for failure to participate. For example, if you do not participate in discussions for weeks 3 and 7, two percent will be deducted from your participation grade. See rubrics for specific assignment grades. Unless an assignment is returned for improvements, you may assume that you earned an A on that assignment.

90-100	A
80-90	B
70-80	C
60-70	D
50-60	F

Incompletes are assigned only in rare cases. Requests for an incomplete may be subject to MLIS department review.

Discussions and Assignments	95%
Reflection Paper & Course Evaluations	5%

Technical Requirements

All Independent Searches and Projects must be submitted using MS Word.

To view assigned online tutorials, you will need the Adobe Acrobat Reader, the Flash viewer, and the PowerPoint Viewer (if you have PowerPoint, you have the Viewer already). Free download URLs will be listed in your course notes.

The university?s Information Technology department provides step-by-step guides on how to use VSU?s email and other sources. The IT Help Desk is at http://www.valdosta.edu/helpdesk/guides/.Their phone number is 220-245-4357.

Distance Learning Support

A VSU reference librarian, Ms. Shiloh Smith, is responsible for coordinating library services for off-campus VSU students. She may be reached by email at shismith@valdosta.edu or by phone at 229-245-3717. An online guide for distance education students is on the Odum Library Web site at http://books.valdosta.edu/dist/dmain.html. A brochure for off-campus students provides valuable links to the reference desk and to the library?s rather new reference chat service.

Academic Dishonesty

?Valdosta State University expects that graduate students will pursue their academic endeavors and conduct themselves in a professional and ethical manner. All work that a student presents to satisfy course requirements should represent his or her own efforts, including appropriate use and acknowledgement of external sources. Specific regulations related to student conduct and behavior is contained in the *Student Handbook, Student Code of Ethics*.

Special Needs Statement

Valdosta State University is an equal opportunity educational institution. It is not the intent of our institution to discriminate against any applicant for admission or any student or employee of the institution based on the sex, race, religion, color, national origin or handicap of the individual. It is the intent of the institution to comply with Title VI of the Civil Rights Act of 1964 and subsequent executive orders as well as the Title IX section 504 of the Rehabilitation Act of 1973. Students requiring classroom accommodations or modifications because of a documented disability should discuss this need with the professor at the beginning of the semester. Students must register with the Special Services Program in Nevins Hall, Room 2164, 229-245-2498. It is your responsibility to register with the Special Services Program and to notify me by the end of the first week of class.

Course Schedule & Assignments

We will be discussing the chapters from Bopp & Smith as indicated.

Week 1   Introductions and Syllabus Review

Week 2   Chapter 3   The Reference Interview **(Interview due Week 5)**

                         Chapter 4   Bibliographic Control, Organization of Information, & Search Strategies

Week 3   Chapter 5   Electronic Reference Resources

                         Chapter 6   Understanding Electronic Information Systems

Week 4   Chapter 7   Access-Related Reference Services

                         Chapter 8   Instruction Search Strategies

Week 5   Chapter 9   Reference Service Improvement

                         Chapter 10   Evaluation of Reference Services

                         Reference Interview Projects Due

Week 6   Chapter 11   Organizing, Delivering, and Managing Reference Services

                         Chapter 12   Reference Improvement

                         Disability Services Checklist Assignment Due

Week 7   Chapter 13   Selection and Evaluation of Reference Sources

                         Chapter 14   Directories

Week 8   Chapter 15   Almanacs, yearbooks, and handbooks

                         Chapter 16   Biographical Sources

                         Reference Observation Projects Due

Week 9   Chapter 17   Dictionaries

                         Chapter 18   Encyclopedias

Week 10   Chapter 19   Geographical Sources

Chapter 20   Bibliographical Sources

Week 11   Chapter 21   Indexes and Abstracts

Week 12   Chapter 22   Government Documents and Statistics Sources

Week 13   Thanksgiving Break

Week 14   **Reference Core Collection Assignment Due**

Week 15   Complete the course evaluation. The course evaluation should be sent to Mrs. Yeatman. Her email address is kyeatman@valdosta.edu. Write a brief (2- page) reflection paper describing how text readings, assignments and other activities helped you to achieve course objectives and to develop an understanding of RUSA standards. The reflection paper should be sent to my email address.

All assignments are due by Friday of the week indicated. Get a calendar and write in your assignments for each week. **Do not** email the discussion board and ask which week we are covering. You do not need to comment on RUSA listserv discussions after Week 6. You will submit your assignments to the discussion board each week after Week 6. You do not need to comment on other classmates? assignments.

Course Objectives Correlated with American Library Association Reference & User Services Association (RUSA) Reference Guidelines

Objectives: Upon successful completion of this course, students will be able to:	**Text readings and** **Assignment(s)**	**Assessment**	**RUSA Standards**
Identify and provide solutions that minimize cognitive and physical barriers to access.	4-12	Discussion and activities rubric	**Access**
Provide services that are responsive to user needs.	7-12	Discussion and activities rubric	**Responsiveness**
Effectively design and	4,5,7-12	Discussion	**Organization**

organize reference and user services needs.		and activities rubric	**and Design of Services**
Provide high quality services by carefully analyzing both information sources and services.	10	Source exercises	**Critical Thinking and Analysis**
Understand assessment techniques and how to apply knowledge to practice.	10	Reference Interview Rubric	**Knowledge Base**
Monitor the most relevant information sources to routinely use knowledge of current developments in reference services.	Weekly RUSA listserv comments	Discussion and activities rubric	**Environmental Scanning**
Effectively utilize new knowledge to enhance reference practices.	Ch. 9 Reference Core Collection Assignment	Reference Core Collection Rubric	**Application of Knowledge**
Share expertise with colleagues.	RUSA listserv comments	Discussion and activities rubric	**Dissemination of Knowledge**
Contribute to improving professional practice through projects with colleagues and enhance skills through independent learning.	9, Group projects and listserv comments	Reference Interview Rubric Discussion and activities rubric	**Active Learning**
Develop an awareness of who is providing reference services, what services are being offered and service effectiveness.	Reference Interview RUSA Listserv	Reference Interview Discussion and activities rubric	**Marketing/ Awareness/ Informing**
Conduct research to determine what types of reference service and to what types of users these services will be provided.	Reference Interview RUSA Guidelines	Discussion and activities rubric	**Assessment**
Effectively communicate the	Reference	Reference	**Communication and Outreach**

nature of reference and information services that are provided to users.	Interview RUSA Guidelines	Interview Rubric Discussion and activities rubric	
Consistently and systematically evaluate the effectiveness of reference and information services.	Reference Interview/ Observation	Reference Interview Rubric Discussion and activities rubric	**Evaluation**
Recognize the need for collaborations to enhance services for users.	Listserv Reference Interview/ Observation	Reference Interview Discussion and activities Rubrics	**Collaboration**
Utilize the Guidelines for Behavioral Performance of Reference and Information Services Professionals on Listening/Inquiring.	Reference Interview/ Observation	Reference Interview Rubric	**Relationship with Users**
Observe librarians working closely with colleagues to provide quality service.	Reference Interview/ Observation	Reference Interview Rubric	**Relationship with Colleagues**
Observe collaborative relationships within the profession.	RUSA Listserv	Discussion and activities rubric	**Relationships within the profession**
Observe partnerships beyond the library to strengthen services to users.	Reference Interview	Reference Interview Rubric	**Relationships** **Beyond the Library & the** **Profession**
Develop knowledge of evaluation and assessment of resources and services.	10, RUSA Guidelines for Behavioral Performance	Source Exercises Rubric Discussion	**Evaluation and assessment of resources and services**

		and activities rubric	
Effectively use tools and techniques to survey users and their needs.	1-3 Reference Interview RUSA website	Reference Interview Rubric	**User Needs**
Assess the effectiveness of information services.	10	Discussion and activities rubric	**Information Services**
Assess and evaluate resources in all formats in terms of user needs.	10	Source Exercises Rubric	**Information Resources**
Evaluate new or existing services to match user and service technological requirements.	8 (pages 195-196)	Source Exercises Rubric	**Service Delivery**
Evaluate the format, access, and presentation aspects of information interface resources.	5, RUSA Guidelines for Implementing & Maintaining Reference Services	Source Exercises Rubric	**Information Interfaces**
Identify and employ evaluation techniques that enhance performance.	9, RUSA Professional Competencies	Discussion and activities rubric	**Information Service Providers**

Discussion Grading Rubric:

I will make general comments on the class discussions and assignments at the end of each week. Do not submit any work early or late without permission. If there are weeks when there is no activity on the RUSA listserv, there will not be an expectation to comment about RUSA listserv posts. You do not need to make comments about the RUSA listserv after Week 6. Unless you receive an email from me indicating that your post is not satisfactory, you may assume that it is excellent unless work was submitted late. I do not post grades each week.

Excellent	**Acceptable**	**Requires**	**Unacceptable (0 points)**

(5 points per week)	(3 points)	Improvement (2 points)	
Discussions are posted by the deadline.	Discussions are not posted by the deadline or have 1 of the following problems:	Discussions are not posted by the deadline or have 2 of the following problems:	Discussions are not posted by the deadline or have 3 of the following problems:
Discussion posts demonstrate familiarity with text.	Discussion posts show lack of familiarity with text.	Discussion posts show lack of familiarity with text.	Discussion posts show no evidence of familiarity with text.
Discussion posts show evidence of participation on the RUSA listserv.	Discussion posts show no evidence of participation on the RUSA.	Discussion posts show no evidence of participation on the RUSA listserv.	Discussion posts show no evidence of participation on the RUSA listserv.
Discussions contain only minor spelling and grammar errors.	Spell Check was not used. A tutor was not used when recommended.	Spell Check was not used. A tutor was not used when recommended.	Spell Check was not used. A tutor was not used when recommended.

Reference Interview & Observation Rubric:

You will conduct an interview with a reference librarian.? **Reference Interview & Observation Assignments**

I am including the details for the Reference Interview Assignment here so that you can begin to read the following materials:

The RUSA documents are found on the RUSA home page at:

http://www.ala.org/ala/rusa/rusaprotools/referenceguide

Guidelines for Behavioral Performance of Reference and Information Service Providers.? Guidelines for Implementing and Maintaining Virtual Reference Services.? Professional Competencies for Reference and Services Librarians. Bopp & Smith. Chapter 3. Ross, Nilsen, & Dewdey. Conducting the Reference Interview. New York: Neal-Schuman, 2002. You may send me the interview questions before sending them to the librarian if you would like for me to critique them for you.

The reference interview assignment will be due on **Week 5.** The Reference Interview may be completed either as an individual or group activity. If this assignment is completed as a group activity, each person should play a role in developing the questionnaire and in asking the questions. Identify the individual who asks each question.

You will interview a reference librarian. Schedule your interviews so that the librarian can give thoughtful preparation to the task. Make a list of questions that you plan to ask and email or mail these to the librarian ahead of time. These questions can come from your reading material and from your experience. You should try to keep the interview to less than an hour. The interview can be electronic or in person. Write your interview questions and responses. The format should be as follows:

The Reference Interview (Due Week 5)

?   A cover page including your name

?   A page including the reference librarian?s name, library affiliation and contact information

?   The interview script (questions and responses). The questions should reflect text and RUSA readings. You do not need to include questions from each of the readings. For example, if you interview a virtual librarian, you will want to include questions derived from the <u>RUSA Guidelines for Implementing and Maintaining Virtual Reference Services</u>. If you interview a librarian who has never done virtual reference, do not ask these questions.

?   Reflections - A few sentences that describe what you learned and how you might use this information. Focus on the librarian?s responses and how they coordinate with your readings in your reflection.

The Observation (Due Week 8)

The reference observation assignment will be due on Week 6. You will observe a reference librarian. You should schedule your visit at a time that is convenient with the reference librarian that you will be observing. This may either involve an onsite observation, reading the script of an online reference interview, or participating in a Virtual Reference Session. Write an account of the observation. You should include:

?   A cover page including your name

?   A page including the reference librarian?s name, library affiliation, and contact information

?   List the question/s and the reference librarians? response(s).

?   The observation write up should include points from the text and RUSA guidelines. The <u>RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers</u> includes standards for both In Person and Remote reference transactions.

?   Reflections- A few sentences that describe what you learned and how you might use this information. Focus on the librarian?s responses and how they coordinate with your readings in your discussion.

Reference Interview & Observation Rubric

Excellent (5 points per week)	Acceptable (3 points)	Requires Improvement (2 points)	Not Acceptable (0-1 points)
Assignment is submitted by deadline.	Assignment is submitted one week late.	Assignment is submitted more than one week late.	Assignment is submitted more than one week late.
All criteria are	1 of the criteria is	2 of the criteria	3 of the criteria

met.	not met.	are not met.	are not met.
Questions and comments show familiarity with course readings.	Questions and comments do not show familiarity with course readings.	Questions and comments do not show familiarity with course readings.	Questions and comments do not show familiarity with course readings.

Source Assignments Rubric: I will make general comments on the source exercises at the end of each week. You will use the chart 13.1 on Page 313 of Bopp and Smith to evaluate the sources each week. Do not submit any work early or late without permission.

Excellent (5 points per week)	Acceptable (3 points)	Requires Improvement (2 points)	Not Acceptable (0 points)
Assignment is submitted by deadline. All criteria are met.	Assignment is submitted late or 1 of the criteria are not met:	Assignment is submitted late or 2 of the criteria are not met:	Assignment is submitted late. 3 or more of the criteria are not met:
Sources are appropriate to the unit; 2 sources used.	Chosen sources inappropriate to the unit; Less than 2 sources used.	Sources inappropriate; Less than 2 sources used.	Chosen sources are inappropriate to the unit; Less than 2 sources used.
Evaluation points are consistent with previous teaching and text.	Evaluations do not discuss points from text.	Evaluations do not discuss points from text.	Evaluations fail to mention key points from the text.
Evaluations are of an appropriate length to demonstrate actual use of source and knowledge of text.	Insufficient knowledge of subject source is demonstrated.	Insufficient knowledge of subject source is demonstrated.	No evidence of course reading on source topic. Only cursory knowledge of source demonstrated.
Includes complete citation for source.	No citation. Incomplete citation.	No citation. Incomplete citation.	No citation. Incomplete citation.
Evaluations	No comparison is	No comparison	No comparison is

contain comparisons to other sources used.	made with other sources.	is made with other sources.	made with other sources.
Sources are approximately 50% print and 50% electronic	Sources are limited to too many electronic or print.	Sources are limited to too many electronic or print.	Sources are limited to too many electronic or print.
Source exercises contain only minor spelling and grammar errors.	Spell Check was not used on Discussion posts. A tutor was not consulted when recommended.	Spell Check was not used on Discussion posts. A tutor was not consulted when recommended.	Spell Check was not used on Discussion posts. A tutor was not consulted when recommended.

Reference Core Collection Assignment

You will develop a core ready reference collection for one specific subject area for a library. There are not a specific number of entries that should be included because this will vary for each area. In general you should include approximately 12 resources. This assignment may be for a library where you are working or for a fictitious library. This may either be an individual or group exercise. Use the Kovacs book as a guide and also refer to the Bopp & Smith chart 13.1 that you used for the Source Exercises. Read the Kovac?s chapter pertaining to the subject area that you have chosen. The first three chapters of the book will be helpful for providing background information. The following tasks should be a part of this project. You may assume that your work is excellent if you do not receive an email from me indicating that there were deficiencies.

- Cover page with your name and all group members? names if this is a group project.
- Page indicating which members of the group contributed to each section. The person compiling the final project should not edit other group member?s work. I want to know the level of work that each individual is contributing to the final project. The group grade will not reflect the deficiencies of one person?s work. This person?s individual grade will reflect incomplete or inadequate work.
- A few pages describing the audience and evaluation guidelines. The following guidelines provide additional clarification for these areas.
- Audience

  -Identify library clientele- (professionals in the field, undergraduates, graduates, professors)

-What types of information will you collect in this subject area? You may want to review the Library of Congress Collecting Levels site. (Example: If you are a technical school, you will not have the budget or the clientele to justify providing graduate level resources).

 -How will you organize you collection (electronic and print) for user access?

- Evaluation Guidelines

    -List web sites, discussion lists, e-journals, e-newsletters, books and journals that review and evaluate resources in your subject area.

- Resource List

    -Give complete citation or url

    -Annotation (1-2 paragraph description of the source). The following information should be included as part of the annotation or along with the annotation: format, scope, relation to similar works, treatment, arrangement, special features, cost and licensing information. Additionally consider the reputation, authority, or expertise of the author(s) of the book or journal that you are considering, the currency of the information and the privacy policies if the site is electronic?

Reference Core Collection Assignment Rubric

	Excellent: **5 points**	**Acceptable:** **(3 points)**	**Requires Improvement** **(2 points)**	**Unacceptable:** **(0-1 points)**
Assignment parameters/requirements Length, formatting, due date, any other content requirements	Consistent performance of all criteria.	Assignment fails to meet at least one criterion.	Assignment fails to meet at least two criteria.	Assignment fails to meet at least 3 criteria.
Bibliographic Citations (APA format)	Assignment shows judicious use	Bibliographic citation is incomplete.	Bibliographic citation is incomplete.	Bibliographic citation is incomplete.

		of quotes. Bibliographic citations are in the correct format.	Assignment has excessive errors in using quotes.	Assignment has excessive errors in using quotes.	Assignment has excessive errors in using quotes.
1.	Evaluation	Annotations contain comparisons to other sources.	Annotations do not contain comparisons to other sources.	Annotations do not contain comparisons to other sources.	Annotations do not contain comparisons to other sources.
2.	Spelling & Grammar	Project contains only minor spelling and grammar errors.	Spell Check was not used. A tutor was not consulted when recommended	Spell Check was not used. A tutor was not consulted when recommended	Spell Check was not used. A tutor was not consulted when recommended