COURSE INFORMATION

Course Description
The *SLIS Bulletin* describes this course as “an introduction to basic information sources and services provided by libraries and information organizations. Consideration is also given to the ethics of information services, the user-system interface including question-negotiation and the formulation of effective search strategies, and the evaluation of information sources and information services.”

This course supports the four themes of the conceptual framework for the UK professional education unit: *research, reflection, learning,* and *leading.* The ultimate goal is to produce leaders who work together to improve service and learning among diverse populations in Kentucky and beyond.

Course Objectives
Upon completing the course, you will be able to:
1. Conduct a reference interview and interpret an information need
2. Effectively select basic information sources and bibliographic tools appropriate to a given information need
3. Apply basic information retrieval concepts and theories to support an information interaction
4. Organize and describe information resources in a manner that facilitates use
Course Overview
Reference work is beyond a doubt the backbone of librarianship. Even though so much information can be found for free on the World Wide Web, there is still a critical need and use for proprietary information resources, in both print and electronic (i.e., online) formats. The effective reference librarian knows how to communicate with patrons to ascertain their information needs, efficiently use information retrieval techniques, and evaluate and suggest appropriate resources. In some types of libraries (especially academic), reference librarians are also called upon to provide guidance for using reference resources to users. You will learn about and have opportunities to practice these elements of reference librarianship in this class.

Course Outline
Week 1: History of reference librarianship
Week 2: Ethics
Week 3: Information and information seeking
Week 4: Information needs interview
Week 5: Information needs interview (con’t)
Week 6: Bibliographic control
Week 7: Information retrieval systems
Week 8: Information retrieval techniques
Week 9: Selection and evaluation
Week 10: Access-related information services
Week 11: Instruction
Week 12: Information services for diverse populations
Week 13: Organizing services
Week 14: Evaluating services
Week 15: Future of reference

Required Reading

There will also be several required readings assigned throughout the semester that will augment the required text. You are responsible for obtaining these readings; most of which are available through UK Library’s electronic databases (particularly Library Literature and Information Science Full Text). The complete list is at the end of the syllabus.
STUDENT EVALUATION

Grading Parameters
Full detailed instructions will be provided when the assignment is given.

- Participation and discussion exercises 15%
  To account for your participation you will be required to respond to discussion questions posted on the Discussion Board each week. You will be assigned to a small group for these questions. You are required to post your response to the question and at least one response to a classmate for each question. Detailed information is in the “participation” instruction sheet.
  Throughout the semester, I will also periodically assign short exercises that will help you better understand the topics, which will be discussed on the Discussion Board.

- Practical exercises 35%
  With the exception of the first exercise, which will ask you to experience the reference process as a patron, each set of practical exercises will consist of hypothetical reference questions that you will answer through the use of proprietary information resources (not free web sites!), available at most mid-sized or large academic or public libraries.

- Reference source review 10%
  You will select a recently published reference title and write a review of it following the RUSA Guidelines. Reference librarians depend upon good reviews of sources to help them decide whether or not to purchase them. This exercise will give you the experience of writing such a review as those found in Choice or Booklist.

- Information Guide (aka Pathfinder) 20%
  You will pick a subject area that interests you and create an information guide that demonstrates how to locate information on this topic. You will also interview twice a representative individual of the audience that might use your pathfinder. The first interview will provide you with information on the scope of the pathfinder to consider, and the second interview will provide you with feedback on your pathfinder.

- Final exam 20%
  The final exam serves two purposes: one, to determine your overall knowledge of the topics covered in this class; and two, to determine at an early stage your competency in addressing questions in an efficient yet effective manner, as you will be asked to do for the Comps. The final is comprehensive, closed book and in-class (the last class meeting). The final will have two parts: questions based on the readings, and questions based on the practical exercises. Comprehension questions over the readings will be posted weekly; you are not required to submit your answers to these questions, but are encouraged to use them for review.
Grading Rubric (See Submission of Course Assignments for details.)

- Submissions are due by 11:59 pm of the day stated. Late submissions of work will be docked 10 percent for every day that an assignment is late, INCLUDING weekends. Late submissions will be accepted up to 3 days post-date.
- I operate in a Windows environment. I will only accept submitted assignments in Rich Text Format or Microsoft Word versions 2003 or 2007.
- All assignments are to be submitted through the corresponding Assignment Dropbox – every assignment will have a corresponding “dropbox” to which you upload your completed assignment. Then, I download your assignment, grade it, and upload the graded copy to the same dropbox and you can then download the graded copy. I will only accept submissions by e-mail IF you have pre-approval from me.

Grading Scale

90% – 100% = A (Exceptional Achievement)
80% – 89% = B (High Achievement)
70% – 79% = C (Average Achievement)
0% – 69% = E (Failing)

Participation
This is a graduate class that is delivered online. I expect and demand the same level of involvement with the material as a face-to-face class. In fact, I demand probably more, because you do not have lectures but must read more. This is the trade-off for a class available at a distance. Typical graduate level coursework demands 4 hours of work for every 1 credit hour. Thus, as a 3 hour course, you can count on devoting at least 12 hours per week to this class.

This online class is not a “go-at-your-own-pace” class. I expect you to follow the schedule of readings, assignments and discussions online so as to approximate as best as possible a face-to-face course. The beauty of an asynchronous online course is the possibility for everyone to participate when they can (within certain limitations, of course). The downside is also this factor – it is difficult to manage active discussions over a long time frame.

The Discussion Board is the online equivalent of the interactions we would have face-to-face in a traditional class. The majority of your participation grade is from your postings on the forums in response to discussion questions I will post. To respond to my or anyone else’s postings, just hit reply from the post and your response will be threaded. I will post questions for discussion on Fridays and you are to reply to all of them no later than Thursday. On Friday and into the following week, you and I will read and respond to the posted replies. Get into the habit of checking the Discussion Board every day, to respond to those who have already posted.

Absences/Attendance
Attendance in this online class will be measured by contributions to your small group discussion that are fairly frequent and – most importantly – substantive and original in their content. Online classes offer the equal opportunity to everyone to contribute. See the assignment sheet concerning participation for more details concerning grading of attendance.

You will be considered absent if you do not attend a face-to-face meeting or if you do not post at all during the week (Monday through Friday).

Excused absences will be granted only through pre-arrangement with me. Please make all efforts to contact me as soon as possible if you experience the need to be excused (except for
emergencies, in which case contact me as soon as you can). I reserve the right not to excuse an
ambence if I do not determine it as reasonable, as per the UK University Senate Handbook of
Rules and Regulations (p. 126).

Unexcused absences will affect your final grade by lowering the final percentage points
earned. Each week of a 15 week semester is worth 1 percentage point and each face-to-face class
meeting is worth 3 percentage points. If you accrue unexcused absences, I will first calculate
your final percentage points based on your assignment performance, then subtract the points
from unexcused absences to determine your final grade. If you have unexcused absences in
excess of 25% of the course meetings (both online and face-to-face) your maximum grade
possible is a C.

**Submission of Course Assignments**

Of particular importance to this online course:
- Submissions are due by 11:59 pm on the date assigned.
- Scholarly writing is expected; the use of “texting” styles will not be accepted.
- Papers must be in 12 point Times New Roman font, with 1 inch margins all around. Use
  of a standard style manual is required for consistency; APA is preferred.
- Files are only accepted as .doc, .docx, or .rtf
- File names must use this format: LastName_AssignmentName.
- Submissions must be done through the corresponding Assignment Dropbox. I will only
  accept submissions by e-mail IF you have pre-approval from me.

Late submission: Submissions will be accepted up to 3 days late. After 3 days, you must obtain
permission from me to submit the assignment. Submissions are due by 11:59 pm of the day
stated. Late submissions of work will lose points. You will be docked 10 percent for every day
that an assignment is late, INCLUDING weekends. This is an online class and you have access
to it at any time for posting or submitting work.
TECHNOLOGY INFORMATION & RESOURCES

Distance Learning Students are expected to have a minimum level of technological acumen and the availability of technological resources. Students must have regular access a computer with a reliable Internet connection and audio capabilities. Internet Explorer 7 (IE) or Firefox 2.x are the recommended browsers for those using a Windows-based PC. Those using Firefox 3.x may encounter problems with assignment uploads. Those using an Apple computer with MAC OS X (10.5.x) may use Firefox 3.x or Safari 3.x.

Please be certain that your computer and/or browser allow you to view Adobe Reader documents (.pdf). Microsoft Office and other software products are free for students: https://iweb.uky.edu/MSDownload/.

As your instructor, I am your first go-to person for technology problems. If you need more immediate assistance, please contact TASC or UKIT.

Teaching and Learning Services Center (TASC)
http://www.uky.edu/TASC/: 859-257-8272

Information Technology Customer Service Center (UKIT)
http://www.uky.edu/UKIT/: 859-257-1300

Library Services
Distance Learning Services
http://www.uky.edu/Libraries/DLLS
• Carla Cantagallo, DL Librarian
• Local phone number: 859 257-0500, ext. 2171; long-distance phone number: (800) 828-0439 (option #6)
• Email: dllservice@email.uky.edu
• DL Interlibrary Loan Service:

Course Reserves

GENERAL COURSE POLICIES

Policies concerning academic integrity, excused absences and academic accommodations due to disability are available online at:
http://www.uky.edu/CIS/SLIS/academics/policies.pdf
## COURSE CALENDAR

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<td>Info services for diverse populations</td>
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<td>Organizing services</td>
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<td>Evaluating services Info service improvement</td>
<td>Government</td>
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<td>Week 15</td>
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<td>Future of reference Wrap-up</td>
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<td>Info Guide evaluations (12/11)</td>
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COURSE READING ASSIGNMENTS

TENTATIVE SCHEDULE AND READINGS
(* = reading available in Blackboard)

WEEK ONE: AUGUST 26 – 28
Topic: History of reference services
Sources: none
Assigned: Exercise 1 (DUE Sep 4)
Information Guide: Subject (DUE Sep 18)
Information Guide: Final Product (DUE Dec 16)
Due: none
Readings: B&S Chapter 1

WEEK TWO: AUGUST 28 – SEPTEMBER 4
Topic: Ethics
Sources: none
Assigned: none
Due: none
Readings: B&S Chapter 2 + online update (http://lu.com/boppsmith/chap2updates.cfm)

Optional:
5. ALA Statement on Privacy Confidentiality: http://www.ala.org/ala/aboutala/offices/oif/ifissues/privacyconfidentiality.cfm

WEEK THREE: SEPTEMBER 4 – 11
Topic: Information and information seeking
Sources: none
Assigned: none
Due: Sep 4: Exercise 1
Readings: none from B&S

Optional:
8. More on Kuhlthau – the ISP Power Point: http://www.scils.rutgers.edu/~kuhlthau/information_search_process.htm

**WEEK FOUR: SEPTEMBER 11 – 18**
Topic: Information needs interview
Sources: none
Assigned: Information Guide: Interview (DUE Sep 11)
Due: Sep 18: Information Guide: Subject
Readings: B&S Chapter 3 + online update (http://lu.com/boppsmith/chap3updates.cfm)


**SEPTEMBER 19: FACE-TO-FACE MEETING**
12:30 – 2:30, Little Fine Arts Library, Room 301

**WEEK FIVE: SEPTEMBER 18 – 25**
Topic: Information needs interview (con’t)
Sources: none
Assigned: none
Due: Sep 25: Information Guide: Interview
Readings: none from B&S

WEEK SIX: SEPTEMBER 25 – OCTOBER 2
Topic: Bibliographic control
Sources: Directories, Almanacs, Yearbooks, Handbooks
Assigned: Exercise 2 (DUE Oct 9)
Due: none
Readings: B&S Chapters 4, 14 and 15

WEEK SEVEN: OCTOBER 2 – 9
Topic: Information retrieval systems
Sources: Indexes, Abstracts
Assigned: Exercise 3 (DUE Oct 23)
Due: Oct 9: Exercise 2
Readings: B&S Chapters 5, 6 and 21 + online updates (http://lu.com/boppsmith/chap5updates.cfm and http://lu.com/boppsmith/chap6updates.cfm)

WEEK EIGHT: OCTOBER 9 – 16
Topic: Information retrieval techniques
Sources: Bibliographic
Assigned: none
Due: none
Readings: B&S Chapter 20
   c. Truncation and wildcards: http://libraries.mit.edu/tutorials/general/truncation.html
   e. Fields: http://libraries.mit.edu/tutorials/general/fields.html
   f. Stop words: http://libraries.mit.edu/tutorials/general/stopwords.html
5. Boolean operators: http://www.youtube.com/watch?v=enPSOq1_QmY&feature=channel_page

WEEK NINE: OCTOBER 16 – 23
Topic: Selection and evaluation
Sources: none
Assigned: Reference Source Review (DUE Nov 6)
Due: Oct 23: Exercise 3
Readings: B&S Chapter 13
Optional:

WEEK TEN: OCTOBER 23 – 30
Topic: Access-related information services
Sources: Biographical
Assigned: none
Due: none
Readings: B&S Chapters 7 and 16

Optional:

**WEEK ELEVEN: OCTOBER 30 – NOVEMBER 6**

Topic: Instruction
Sources: Dictionaries
Assigned: Exercise 4 (DUE Nov 20)
Due: Nov 6: Reference source review
Readings: B&S Chapters 8 and 17 + online update (http://lu.com/boppsmith/chap8updates.cfm)

1. ACRL's Objectives for Information Literacy Instruction: A Model Statement for Academic Librarians: http://www.alаБ.ala/acrl/acrlstandards/objectivesinformation.htm
2. AASL's Information Power: http://www.alаБ.ala/aasl/aaslprof_tools/informationpower/InformationLiteracyStandard

Optional:

**WEEK TWELVE: NOVEMBER 6 – 13**

Topic: Information services for diverse populations
Sources: Encyclopedias
Assigned: none
Due: none
Readings: B&S Chapters 12 and 18

*Optional:*

**WEEK THIRTEEN: NOVEMBER 13 – 20**

**Topic:** Organizing, delivering and managing information services  
**Sources:** Geographical  
**Assigned:** Exercise 5 (DUE Dec 11)  
**Due:** Nov 20: Exercise 4  
**Readings:** B&S Chapters 11 and 19 + online update [http://lu.com/boppsmith/chap11updates.cfm](http://lu.com/boppsmith/chap11updates.cfm)


*Optional:*

**WEEK FOURTEEN: NOVEMBER 20 – DECEMBER 4**

**Topic:** Reference service evaluation; reference service improvement  
**Sources:** Government  
**Assigned:** Final exam guidelines posted  
**Information Guide: Evaluations (DUE Dec 11)**
Due: Dec 4: Exercise 5
Readings: B&S Chapters 9, 10 and 22 + online updates
(http://lu.com/boppsmith/chap10updates.cfm)

   answering success. The Reference Librarian, 66, 115-140.
   Academic Librarianship, 33(3), 368-381.
   Libraries, 33(9), 42.
   paraprofessionals for reference service. Journal of Educational Media & Library
   Sciences, 37(2), 125-34.

Optional:
5. Rimland, E. L. (2007). Do we do it (good) well? A bibliographic essay on the evaluation
   of reference effectiveness. The Reference Librarian, 47(2), 41-55.
   to RUSA behavioral guidelines and IFLA digital reference guidelines. Library &
   Information Science Research, 30, 122-137.

NOVEMBER 25 – 29: THANKSGIVING BREAK – ENJOY!

WEEK FIFTEEN: DECEMBER 4 – 11
Topic: Wrap-up and future of reference
Sources: none
Assigned: none
Due: Dec 11: Information Guide: Evaluations
Readings: none from B&S

   4(3), 64.
   36(8), 104.
5. RefGrunt: http://refgrunt.blogspot.com/

DECEMBER 12: FACE-TO-FACE MEETING
12:00-2:30, Little Library Room 303 – Final Exam

DECEMBER 16: INFORMATION GUIDE DUE