University of Kentucky
School of Library & Information Science (SLIS)

LIS601: Information Seeking, Retrieval and Services
Fall 2010
August 25 – December 17

Instructor
Rebecca L. Miller, MLS, Ph.D.
Assistant Professor
329 Little Fine Arts Library
40506-0224

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859-257-3771

Office Hours
• Mondays, 12-4 pm or arranged
• Arrange appointment by e-mail
• Response time: 24 hours M-F

Class Information
• Online via Blackboard
• NO face-to-face meetings
• Week runs Friday-Thursday

E-mail is the preferred method for contact

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: Digital reference
Week 12: Instruction
Week 13: Information services for diverse populations
Week 14: Organizing services
Week 15: Evaluating services
Week 16: 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.

If you have never used Library Literature and Information Science Full Text, there is a helpful guide on Blackboard, under Course Documents.
STUDENT EVALUATION

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

Participation and discussion exercises 10%
To account for your participation you will be required to respond to discussion questions posted on the Discussion Board each week. You are required to post your response to at least one question from me and at least one response to a classmate for each week. 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%
- Exercise 1 – Reference question (10%)
- Exercise 2A – Understanding information organization (20%)
- Exercise 2B – Search strings (10%)
- Exercise 3 – Directories, Almanacs, Handbooks and Yearbooks (20%)
- Exercise 4 – Dictionaries and Encyclopedias (20%)
- Exercise 5 – Biographical, Geographical and Government (20%)

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) 25%
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 use feedback from interviews with a representative individual of the audience that might use your pathfinder to improve it.
- Subject selection (5%)
- Initial interview of representative individual (15%)
- Evaluation by representative individual (15%)
- Self-evaluation (15%)
- Product (50%)

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 and delivered online. 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. I will NOT accept assignments in Text, PDF or LaTeX formats.
- 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

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90% – 100%</td>
<td>A (Exceptional Achievement)</td>
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<tr>
<td>80% – 89%</td>
<td>B (High Achievement)</td>
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<tr>
<td>70% – 79%</td>
<td>C (Average Achievement)</td>
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<tr>
<td>0% – 69%</td>
<td>E (Failing)</td>
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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 at least one of them and to each other no later than the following Thursday to earn your participation credit for that week. Get into the habit of checking the Discussion Board every day, and responding to each others’ posts.

Absences/Attendance

Attendance in this online class will be measured by contributions to the 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 post at all during the week (the week in this case is counted as Monday through Thursday).
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 absence 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 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 as attachments 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

**LIS601-201: Information Seeking, Retrieval and Services**  
**Fall 2010**

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<thead>
<tr>
<th>Week</th>
<th>Topics</th>
<th>Sources</th>
<th>Readings</th>
<th>Activity assigned</th>
<th>Activity due</th>
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<tbody>
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<td><strong>Week 1</strong></td>
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<tr>
<td>Aug 25-26</td>
<td>History</td>
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<td>B&amp;S 1</td>
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<td><strong>Week 2</strong></td>
<td>Ethics</td>
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<td>B&amp;S 2</td>
<td>Info Guide product (8/27)</td>
<td>Exercise 1 (9/2)</td>
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<td>Aug 27-Sep 2</td>
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<td>Info Guide subject (8/27)</td>
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<td>Exercise 1 (8/27)</td>
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<td><strong>Week 3</strong></td>
<td>Info &amp; info seeking</td>
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<td>Sep 3-9</td>
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<td><strong>Week 4</strong></td>
<td>Info needs interview</td>
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<td>B&amp;S 3</td>
<td>Info Guide interview (9/10)</td>
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<td>Sep 10-16</td>
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<td><strong>Week 5</strong></td>
<td>Info needs interview, part 2</td>
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<td>Info Guide interview (9/23)</td>
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<td>Sep 17-23</td>
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<td><strong>Week 6</strong></td>
<td>Bibliographic control</td>
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<td>B&amp;S 4</td>
<td>Exercise 2A</td>
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<td>Sep 24-30</td>
<td>Bibliographic control</td>
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<td>Indexes</td>
<td>B&amp;S 20</td>
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<td>Abstracts</td>
<td>B&amp;S 21</td>
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<td><strong>Week 7</strong></td>
<td>Info retrieval systems</td>
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<td>B&amp;S 6</td>
<td>Exercise 2A</td>
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<td>Oct 1-7</td>
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<td>(10/7)</td>
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<td><strong>Week 8</strong></td>
<td>Info retrieval techniques</td>
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<td>B&amp;S 5</td>
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<td>Oct 8-14</td>
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<td>(10/8)</td>
<td>Exercise 2B</td>
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<td><strong>Week 9</strong></td>
<td>Selection &amp; evaluation</td>
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<td>B&amp;S 13</td>
<td>Ref Source Review (10/15)</td>
<td>Ref Source Review (10/21)</td>
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<td>Oct 15-21</td>
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<td><strong>Week 10</strong></td>
<td>Access-related info services</td>
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<td>B&amp;S 7</td>
<td>Exercise 3</td>
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<td>Oct 22-28</td>
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<td>(10/22)</td>
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<td>Directories</td>
<td>B&amp;S 14</td>
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<td><strong>Week 11</strong></td>
<td>Digital reference</td>
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<td>B&amp;S 15</td>
<td>Exercise 3</td>
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<td>Oct 29-Nov 4</td>
<td>Almanacs</td>
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<td>Yearbooks</td>
<td>B&amp;S 15</td>
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<td>Handbooks</td>
<td>B&amp;S 15</td>
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<td><strong>Week 12</strong></td>
<td>Instruction</td>
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<td>B&amp;S 8</td>
<td>Exercise 4</td>
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<td>Nov 5-11</td>
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<td>(11/5)</td>
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<td>Info services for diverse populations</td>
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<td>B&amp;S 12</td>
<td>Exercise 4</td>
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<td>Nov 12-18</td>
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<td>Encyclopedias</td>
<td>B&amp;S 12</td>
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<td>B&amp;S 18</td>
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<td><strong>Week 14</strong></td>
<td>Organizing services</td>
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<td>B&amp;S 11</td>
<td>Exercise 5</td>
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<td>B&amp;S 16, 19</td>
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<td><strong>THANKSGIVING BREAK: NOVEMBER 24-26</strong></td>
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<td>Evaluating services</td>
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<td>B&amp;S 9, 10</td>
<td>Info Guide evaluations (11/26)</td>
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<td>Nov 26-Dec 2</td>
<td>Info service improvement</td>
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<td>B&amp;S 22</td>
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<td><strong>Week 16</strong></td>
<td>Future of reference</td>
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<td>Exercise 5</td>
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<td>Dec 3-9</td>
<td>Wrap-up</td>
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<td>(12/2)</td>
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<td><strong>Dec 14</strong></td>
<td></td>
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<td>Info Guide evaluations (12/9)</td>
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<td><strong>Dec 16</strong></td>
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<td>INFO GUIDE</td>
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**COURSE READING ASSIGNMENTS**

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

**WEEK ONE: AUGUST 25-26**
Topic: History of reference services
Sources: none
Assigned: none
Due: none
Readings: B&S Chapter 1

**WEEK TWO: AUGUST 27 – SEPTEMBER 2**
Topic: Ethics
Sources: none
Assigned: Exercise 1 (DUE Sep 2)
Information Guide: Subject (DUE Sep 3)
Information Guide: Final Product (DUE Dec 16)
Due: Sep 1: Exercise 1
Readings: B&S Chapter 2 + online update (http://lu.com/boppsmith/chap2updates.cfm)
Optional:
5. ALA Statement on Privacy Confidentiality: http://www.al.org/ala/aboutala/offices/oif/ifissues/privacyconfidentiality.cfm

**WEEK THREE: SEPTEMBER 3-9**
Topic: Information and information seeking
Sources: none
Assigned: none
Due: Sep 3: Information Guide: Subject
Readings: none from B&S

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

WEEK FOUR: SEPTEMBER 10-16

**Topic:** Information needs interview  
**Sources:** none  
**Assigned:** Information Guide: Interview (DUE Sep 23)  
**Due:** none  
**Readings:** B&S Chapter 3 + online update ([http://lu.com/boppsmith/chap3updates.cfm](http://lu.com/boppsmith/chap3updates.cfm))
WEEK FIVE: SEPTEMBER 17-23
Topic: Information needs interview (con’t)
Sources: none
Assigned: none
Due: Sep 23: Information Guide: Interview
Readings: none from B&S

WEEK SIX: SEPTEMBER 24-30
Topic: Bibliographic control
Sources: Bibliographic, Indexes, Abstracts
Assigned: Exercise 2A (DUE Oct 7)
Due: none
Readings: B&S Chapters 4, 20 and 21

WEEK SEVEN: OCTOBER 1-7
Topic: Information retrieval systems
Sources: none
Assigned: none
Due: Oct 7: Exercise 2A
Readings: B&S Chapters 6 + online updates (http://lu.com/boppsmith/chap6updates.cfm)

WEEK EIGHT: OCTOBER 8-14
Topic: Information retrieval techniques
Sources: none
Assigned: Exercise 2B (DUE: Oct 14)
Due: Oct 14: Exercise 2B
Readings: B&S Chapter 5 + online updates (http://lu.com/boppsmith/chap5updates.cfm)
5. Boolean operators: http://www.youtube.com/watch?v=enPSOq1_QmY&feature=channel_page

WEEK NINE: OCTOBER 15-21
Topic: Selection and evaluation
Sources: none
Assigned: Reference Source Review (DUE Oct 21)
Due: Oct 21: Reference Source Review
Readings: B&S Chapter 13
Optional:

WEEK TEN: OCTOBER 22-28
Topic: Access-related information services
Sources: Directories
Assigned: Exercise 3 (DUE: Nov 4)
Due: none
Readings: B&S Chapters 7 and 14

*Optional:*

**WEEK ELEVEN: OCTOBER 29 – NOVEMBER 4**

**Topic:** Digital reference  
**Sources:** Almanacs, Yearbooks, Handbooks  
**Assigned:** *none*  
**Due:** Nov 4: Exercise 3  
**Readings:** B&S Chapter 15  

**WEEK TWELVE: NOVEMBER 5-11**

**Topic:** Instruction  
**Sources:** Dictionaries  
**Assigned:** Exercise 4 (DUE: Nov 18)  
**Due:** *none*  
**Readings:** B&S Chapters 8 and 17 + online update ([http://lu.com/boppsmith/chap8updates.cfm](http://lu.com/boppsmith/chap8updates.cfm))  
2. ACRL. Introduction to Information Literacy: [http://www.ala.org/ala/mgrps/divs/acrl/issues/infolit/overview/intro/index.cfm](http://www.ala.org/ala/mgrps/divs/acrl/issues/infolit/overview/intro/index.cfm)
Optional:

WEEK THIRTEEN: NOVEMBER 12-18
Topic: Information services for diverse populations
Sources: Encyclopedias
Assigned: none
Due: Nov 18: Exercise 4
Readings: B&S Chapters 12 and 18

Optional:

WEEK FOURTEEN: NOVEMBER 19-25
Topic: Organizing, delivering and managing information services
Sources: Biographical, Geographical
Assigned: Exercise 5 (DUE Dec 2)
Due: none
Readings: B&S Chapters 11, 16 and 19 + online update [http://lu.com/boppsmith/chap11updates.cfm](http://lu.com/boppsmith/chap11updates.cfm)

Optional:

**WEEK FIFTEEN: NOVEMBER 26 – DECEMBER 2**

**Topic:** Reference service evaluation; reference service improvement  
**Sources:** Government  
**Assigned:** Information Guide: Evaluations (DUE Dec 9)  
**Due:** Dec 2: Exercise 5  
**Readings:** B&S Chapters 9, 10 and 22 + online updates  
(http://lu.com/boppsmith/chap10updates.cfm)


**Optional:**


**WEEK SIXTEEN: DECEMBER 3-9**

**Topic:** Wrap-up and future of reference  
**Sources:** none  
**Assigned:** none  
**Due:** Dec 9: Information Guide: Evaluations  
**Readings:** none from B&S

5. RefGrunt: http://refgrunt.blogspot.com/  
7. Swiss Army Librarian: http://www.swissarmylibrarian.net/
DECEMBER 14:  FINAL EXAM
DECEMBER 16:  INFORMATION GUIDE DUE