Course Description
Information professionals play a major role in the information life cycle by facilitating the process of finding what others have created and accumulated. Their role is: to amass collections of information resources; to develop services to help people identify and articulate their information needs; and to enable people to find evaluate and use items of relevance. This course provides students with a basic understanding of the information environment, as well as an understanding of the differences in the information behavior, needs, and uses of various user groups. Upon completion of this course, students will be able to critically evaluate and employ information sources in different formats, and be able to communicate with users to identify and address their information needs.

Course Overview and Goals
An important role for information professionals is assisting others in creating searches and finding resources. This course focuses on these roles by exploring a) information behavior and search behavior both online and in print, and b) essential information resources and how to use them. Students who complete this course will be able to use and evaluate a variety of information resources and assist others with information needs.

Learning Outcomes
Students who take this course will be able to

- Define information behavior and understand its importance to information services
- Evaluate information resources
- Identify appropriate information resources for different information needs
- Solve information questions with a variety of resources in different formats

Required Texts


Other readings available online or through UK’s Online Journals or UK Libraries’ Catalog (Infokat).
Grades
Discussion Board 10% 20 points
Reference Experience 10% 20 points
Problem Sets (2) 20% 40 points (20 points each)
Quizzes (2) 10% 20 points (10 points each)
Information Problem Analysis 30% 60 points
Final Exam 20% 40 points

Grading Scale
A = 90-100%
B = 80-89%
C = 70-79%
D = 60-69%
E = 59% and below

Assignments
More detailed information about these assignments will appear on Blackboard under Assignment Information. Assignments are due before midnight (EST) on the date they are due.

Reference Experience
Using a real-world information need (either for an assignment or for personal use), you will ask a reference librarian for assistance. You will reflect on his or her ability to effectively determine your information need and to perform an effective search. Your reflection should be at least 750 words.

Problem Sets
You will complete two sets of problem sets. You will identify the answer and both print and online resources in which you found the answer.

Quizzes
Two quizzes will be given through Blackboard to determine understanding of the readings and lectures.

Information Problem Analysis
You will identify a client who has a specific information need (a research project or assignment, for example), and you will conduct an information interview that you record. Using the information you gather, you will design and conduct a search strategy, and you will critique the choices you made. Then you will present the information you found and further resources available to your client.
Final Exam

The final exam will be a set of questions distributed one week before the due date. For each question, provide a question analysis, your search strategy, the source(s) you found that provided the answer, and the answer.

Course Policies

Attendance and Participation

Though this is a distance learning course, we will rely heavily on class discussion as we discover methods of research and inquiry. You are expected to check the Blackboard site at least three times a week and to be prepared with questions and comments about the readings. Engaged and respectful discussion is necessary for the success of this class.

An absence in this class is a week of no activity on Blackboard. Any student who misses more than 1/5 of the class will automatically fail the course.

Late Assignments

Assignment due dates are indicated on the daily schedule. Late assignments are not accepted unless arrangements have been made with the instructor prior to the due date.

Plagiarism

According to Senate Regulation 6.3.1: “All academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thought, research, or self-expression. In cases where students feel unsure about a question of plagiarism involving their work, they are obliged to consult their instructors on the matter before submission.” For specific information regarding the University’s code and regulations on plagiarism and cheating, visit:

http://www.uky.edu/StudentAffairs/Code/
http://www.uky.edu/StudentAffairs/Code/part2.html
http://www.uky.edu/Ombud/Plagiarism.pdf

Make sure to properly cite in all your assignments. Plagiarized work may be given a zero. Repeat offenses will result in a failing grade for the course.

Posting to the Class Discussion Board

For the discussion board, make the content of the post recognizable through the subject line. For example, if you wanted to refer to a class reading, you could put the author and title of the article in the subject line. If you have a question about a class policy or assignment, please post it in the “Questions and Comments” section so others can benefit from my response.

Netiquette

All class discussions should be respectful and intellectually stimulating. I don’t expect problems to occur in our discussions, but if someone attacks you on the discussion board, I would prefer that you allow me to handle the situation. If you must reply, do not attack the individual in turn.
Class Schedule
Learning does not always happen on schedule, and so changes may be made to meet the individual needs of the class. You will be responsible for checking the online syllabus and schedule before beginning your homework for any changes or updates.

E-mail Policy
Please allow 24 hours for me to respond to your e-mail during the work week. I ask that before you e-mail me with questions, please read your assignment information and syllabus carefully. If you have not heard from me within 24 hours, please send a follow-up e-mail or speak with me in person.

Grading
All exercises and quizzes will be graded within a week of submission. Major assignments and exams will be graded within two weeks of submission.

Submission of Assignments
All homework must include your name, my name, the course, and the date. When submitting assignments on Blackboard, make sure to give your work a document name to indicate what the item is. For example, you may title your resource review “Last Name Resource Review.” You are responsible for keeping back-up (I recommend several) copies of all your work since electronic texts can be lost.

Course Format
The course will be split into Modules that will last varying times. Each Module will contain readings and several Discussion Board questions. Modules may also contain tutorials and lectures that you must view, exercises, quizzes and/or tests. Go to “Course Modules” on Blackboard for details. You will be expected to complete all required readings and assignments during the Module time frame. You will also be expected to respond to the Discussion Board questions for the Module and respond to a peer within this time frame. You should be posting three days a week to the Discussion Board. Click on “Start Here” in the Blackboard course for more information about the format.

Self-Discipline
Distance learning courses require self-discipline and patience. Since technological issues can and will occur, do not wait until the last minute to work on your assignments. Schedule time to check Blackboard three times a week and to spend at least ten hours a week on course work for this class.

Virtual Office Hours
Virtual Office Hours will take place through chat. This allows us to chat and share links and files.

Reference Librarians
The reference librarians on the 2nd floor, North Wing of W.T. Young Library are more than happy to help you with your research for this class and any class you have. Please feel free to visit, call, e-mail, or chat with them, unless your assignment requests that you do not seek their assistance. See the Libraries’ Homepage for more information.
**Academic Ombud**
The Academic Ombud will assist you with a variety of issues, including grade disputes. You can e-mail the ombud at ombud@uky.edu.

**Disability Services**
If you have a documented disability that requires academic accommodations, please see me as soon as possible during scheduled office hours. In order to receive accommodations in this course, you must provide me with a Letter of Accommodation from the Disability Resource Center (Room 2, Alumni Gym, 257-2754, email address jkarnes@email.uky.edu.) for coordination of campus disability services available to students with disabilities.

**My Duties**
My goal is to make you more sophisticated thinkers and researchers. Don’t hesitate to come to me for help.

I also have a duty to never discriminate based on race, ethnicity, religion, gender expression, sexual orientation, creed, background, or any belief or value. I hope that you will help me in creating a class environment where everyone feels free to share his or her thoughts.

**Technology Requirements**
To test your browser’s compatibility with Blackboard, please visit http://wiki.uky.edu/blackboard/Wiki%20Pages/Browser%20Eye%20Chart.aspx

All students should have access to a computer with a secure Internet connection, Adobe Acrobat Reader, and word processing software that allows them to save files as .doc, .docx, or .rtf files. I cannot view .pages files, so Mac users will need to save their assignments in a different format. Microsoft Office and other software is available from https://download.uky.edu/. For more on technical requirements, visit the Distance Learning website’s Technical Requirements and Recommendations.

Please let me know when you are having technical issues first. For more assistance, contact the following:

- **Information Technology Customer Service Center (UKIT)** at 859-257-1300
- **Help Desk** at 218-HELP (4357)
- Distance Learning Programs Office at 257-3377
- Center for the Enhancement of Teaching and Learning at 257-8272
Library Services

Distance Learning Services

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

Module Schedule

Module 1 – Information Behavior
Dates: Jan 9 – Jan 21
Readings: Fulton - The complex world of information (2010, Ch. 2)
Kuhlthau - Information Search Process
Cassel and Hiremath - Determining the Question (2011, Ch. 2)

Reference Experience Due January 21st

Module 2 – Organization and Retrieval of Information
Dates: Jan 22 – Jan 28
Readings: Gilliland - Introduction to Metadata - Setting the Stage
Fulton - Practices of information organization and access (Ch. 5)

Module 3 – Bibliographies, Dictionaries, Encyclopedias, and Ready Reference
Dates: Jan 29 – Feb 14
Readings: Fulton - Finding Factual Information (Chapter 3)
Cassell and Hiremath - Chapters 4-7
Problem Set 1 Due February 14th

Module 4 – Health, Law, Business, and Government
Dates: Feb 15 – Feb 25
Readings: Cassell and Hiremath - Chapters 9 and 12
Fulton - Chapter 8
MLA - A User’s Guide to Finding and Evaluating Health Information on the Web
Quiz 1

Module 5 – Geography, Travel, and People
Dates: Feb 26 - March 8
Readings: Cassell and Hiremath - Chapters 10-11
Library of Congress - Government Web Resources

Problem Set 2 Due March 8th

Module 6 – Databases and Constructing Searches
Dates: March 18 – March 25
Readings: Cassell and Hiremath - Chapter 8
Fulton —Selecting and navigating electronic information systems (Ch. 4)

Module 7 – Search Engines and Searching Online
Dates: March 26 – April 11
Cassell and Hiremath - Chapter 13
Baker - Helping Computers Understand Language

Module 8 – Media Retrieval Systems
Dates: April 12 – April 18

Quiz 2
Module 9 – Special Issues in Information Services

Dates: April 19 – April 26

Readings:
- University of Maryland University College - Copyright and Fair Use in the UMUC Online or Face-to-Face Classroom
- Templeton - 10 Big Myths about Copyright Explained
- Suber - Very Brief Introduction to Open Access
- Creative Commons - About
- Jansen - Use of the Internet in higher-income households (Pew Internet Report)
- Smith - Home Broadband 2010 (Pew Internet Report)
- Baker & Lily - Net Neutrality: Spur to entrepreneurship
- The Economist - Network Neutrality: A tangled web

Information Problem Analysis Due April 26th

Final Exam due May 3rd