

Syllabus

Department: Division of Library and Information Science

Course Number and Title: LIS 205 Introduction to Information Sources and Services

Bulletin Description: [25 words maximum]

Introduction to the terminology, concepts, and practices used in information service with emphasis on the content, use, and evaluation of print and electronic resources.

Prerequisite(s): None

Co-requisite(s): None

Course Objectives:

- Gain an understanding and articulation of a philosophy of reference service, traditional and virtual, which are grounded in the ethics and principles relevant to the provision of information services.
- Gain an understanding of the policies and procedures that underpin the provision of reference service, as well as those that guide information professionals.
- Be able to demonstrate effective written communication skills and be able to apply appropriate communication skills in one-on-one reference interviews and instructional settings.
- Gain an understanding of the sources, policies, technologies, and systems that support access, retrieval, evaluation, and management of information central to reference services.
- Be able to apply standard evaluative criteria to electronic reference sources and technologies in order to determine the fitness of sources to meet particular institutional and user information needs.
- Gain an understanding of the role of information technology in facilitating reference services and providing access to information sources, as well as how to utilize new knowledge to improve information systems and services for the user.
- Be able to demonstrate proficiency in retrieving and analyzing information from general reference sources (print and electronic), including designing basic search strategies for users.
- Gain an understanding of learning and information behavior theories, the instructional development process, including lesson planning and delivery, evaluation methods as well as their application in libraries.
- Gain an understanding of effective human resource management as it applies to the provision of reference service.

Program Goals and Outcomes:

1A) Demonstrate knowledge of the ethics, values, and foundational principles and the role of library and information professionals in the promotion of democratic and legal principles and intellectual freedom.

4A) Acquire, apply, analyze and assess information, communication, assistive, and other technological skills related to resources, service delivery, professionalism, efficacy, and cost-efficiency of current technologies and relevant technological improvements.

5A) Demonstrate knowledge and usage of the concepts, principles, and techniques of reference and user services, as well as retrieval techniques and evaluation methods, that provide access to relevant and accurate recorded knowledge and information from diverse sources to all patrons.

5B) Understand and demonstrate ability to interact successfully with individuals of all ages and groups to provide consultation, mediation, and guidance in their use of recorded knowledge and information, including information literacy techniques and methods.

7A) Continue professional development by maintaining and practicing the purpose and role of providing quality service for the lifelong learning of patrons and the promotion of library services.

7B) Apply the learning theories, instructional methods, and achievement measures to the teaching and learning of concepts, processes and skills used in seeking, evaluating, and using recorded knowledge and information.

8A) Understanding the principles of planning and budgeting in libraries and other information agencies, as well as developing effective personnel practices and human resources.

8B) Understanding the concepts behind, issues relating to, and methods for the following: assessment and evaluation of library services and their outcomes, developing partnerships, collaborations, networks, and other structures, and principled, transformational leadership.

Units of Instruction:

DATE	TOPIC	ASSIGNMENTS DUE
Week 1	Introductions Course Overview	
Week 2	Philosophy and Ethics of Information Services	
Week 3	Philosophy and Ethics cont. Communication – Reference Interview/Service/Interaction and more	RESEARCH EXERCISE DUE
Week 4	Communication wrap-up Virtual Reference	
Week 5	Information Services Part One	
Week 6	Information Services Part Two	REFERENCE SERVICE ANALYSIS DUE
Week 7	Information Services Part Three	
Week 8	Search Strategy Search Engines and the Web Web Resources	
Week 9	Internet as a Reference Tool Proquest Dialog	INFORMATION SOURCE ANALYSIS DUE
Week 10	Instruction: Part One Instruction: Part Two	
Week 11	Managing and Evaluating Information Services	SEARCH STRATEGY ANALYSIS DUE
THANKSGIVING BREAK		
Week 12	Trends and the Future of Information Services Wrap-up	GROUP PROJECT DUE

Bibliography:

REQUIRED TEXT:

Cassell, K.A., & Hiremath, U. (2012). *Reference and Information Services in the 21st Century: An Introduction*. 3rd Ed. New York: Neal-Schuman (also available as ebook).

SUGGESTED:

Clark, S. (2014). Exploring the Lived Information Seeking Experiences of Mature Students. *Journal Of Information Literacy*, 8(1), 58---84.

Cowgill, A. A., Feldmann, L., & Bowles, A. R. (2008). Virtual reference interviewing and neutral questioning. *Technology in Libraries: Essays in Honor of Anne Grodzins Lipow*.

Dervin, B., & Dewdney, P. (1986). Neutral questioning: A new approach to the reference interview. *Research Quarterly*, 25(4), 506---513.

Janes, J. (2003). *Introduction to Reference Work in the Digital Age*. New York: Neal-Schuman.

Mann, T. (2005). *The Oxford guide to library research*. Oxford: Oxford University Press.

Instructional Time Requirements: 150 hours for 3 credits (10 hours per week for our 15 week semester)

- Asynchronous or synchronous Lecture
- Assigned weekly reading
- Weekly assignments (individual and group)
- Active participation in online discussions
- Research for semester-long projects (term papers, projects)
- Presentations (online or face to face)
- Academic Service-Learning projects (where appropriate)