

Introduction to Reference Services-- ONLINE
Library Science Technology LIB K-104
Spring 2016



Instructor: Dr. Marie C. Shaw

Schedule: Each week begins on Sunday morning 12:00 a.m. when new course content becomes available in Blackboard. The week ends on Saturday night at 11:59 p.m. when the assignments of the week are due.

Office hours - Contact me at MShaw@threeivers.edu or call or text at 860-449-4411. Texting is the best way to get me quickly.

- I offer opportunities to meet for group help and support with assignments during the semester.
- Please include *Intro to Reference* in the subject line of your email you send me about this class.
- I will respond as soon as possible, usually within 24 hours. Texting will get my attention more quickly than email.

Blackboard LEARN: All assignments (in class and outside of class) will be posted each week in a folder on Blackboard. In addition, supplemental readings and instructional resources such as videos and PowerPoints will also be posted for students to review.

If you have trouble with Blackboard, seek college or instructor help ASAP!

Required Text:

*You may purchase **either** the revised 2nd edition or the 3rd edition of the text. The revised 2nd edition is more affordable and can be obtained used on Amazon, etc.*

The 3rd edition is slightly updated but not significantly and is not needed for the class.

Reference and Information Services in the 21st Century,
by Kay Ann Cassell and Una Hiremath, 2nd edition revised, ALA Neal-Schuman 2011
ISBN: 978-1555707408

OR (do not buy both)

Reference and Information Services: An Introduction by Kay Ann Cassell and Una Hiremath, Third Edition, 2013, ALA Neal-Schuman
ISBN: 978-1555708597

Course Description: In this course students become proficient users of online and print sources as they become skilled in the work of reference librarians. Students will learn how to analyze a question and identify the best resources to answer it. Reader's advisory, basics of genealogy, and ways to create and interpret research will also be covered. This course is approved by the American Library Association – Library Support Staff Certification Program (ALA-LSSCP).

Student Learning Outcomes (from ALA- LSSCP)

Upon successful completion of this course students will know:

1. The distinction between when a question requires ready reference tools and when a question requires more specialized and expansive reference service.
2. Legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.
3. Classification and organization schemes for collections, including how to use indices effectively.
4. Basic search methods, display options, and terminology of the state digital library, websites, and other reference tools.
5. How to find answers to special topics in reference service, including reader's advisory, young adult, and children's service.
6. Changing preferences of patrons from traditional reference service and the options technology provides to keep up with these changes.

Upon successful completion of this course students will be able to:

7. Conduct effective reference interviews, helping users define their information needs.
8. Evaluate when referrals are necessary, and use appropriate referral procedures.
9. Analyze a reference question and develop an appropriate search strategy using reference books, web searching, or databases to locate appropriate information.

10. Use information seeking frameworks, such as The Big6 and Bloom's Taxonomy to help identify what stage both the patron and librarian are at in the reference process.
11. Using these skills and frameworks, the student will be able to find information in print, non-print, and digital resources.
12. Help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.
13. Identify and locate information in all formats, and assist users in retrieving materials, including those not held locally.
14. Interpret bibliographic record and citation formats.

Course Work and Assignments:

Instruction for this course comes from online lectures in various formats such as video, handouts, readings, and PowerPoints. Students are required to view and or read all lecture materials as well as complete all readings, field-observations, written assignments, exercises, and presentations for each week. Students will be expected to complete each assignment and project as well as participate in discussions and online group exercises.

Blackboard is our classroom for this online course. Information will be presented in a variety of formats, including but not limited to PowerPoint, Microsoft Word, YouTube video, PDF documents and web pages. It is the expectation of the professor that students will to devote a minimum of **three to five hours each week to learn through the lecture and assignments and will turn in their work in a timely manner.**

Assignments Uploaded to Blackboard

Students will find assignments in the weekly **Assignments** folder. Assignments are linked to the Grade Folder and once graded, the assessment will visible to you in Blackboard. Open my assignment and save it to your computer. After completing an assignment, submit it (browse and upload) to the Assignment folder. We will pilot the process during the first week with the Honor Pledge so that all students are comfortable turning in their assignments online. View these instructions from BlackBoard.

<https://www.youtube.com/watch?v=7ZuZW9-KAjY&list=PLontYaReEU1seUE3ACG3sEc3zR7Br7URU&index=2>

Course Policies:

Participation and Attendance:

This online course requires students participate each week and keep current with their work. New learning occurs when students are engaged and involved on a regular basis. Blackboard provides the instructor the means to monitor a student's use of the class files and participation. *Ten percent* of a student's grade will be based upon participation and attendance.

If you find you must miss a week of class, please contact the professor immediately so that plans can be made to help you get back on the schedule.

Readings:

Reference services are ever changing, it is important to keep current with how reference service is delivered in many types of libraries and to different populations of patrons. In addition to the weekly chapter readings from the text, there will be journal articles that will help us understand the changes that are occurring in reference and information services. These articles will be posted on Blackboard, and there will be a template provided to guide your reading assignments.

Practical Experiences:

Assignments are meant to give students hands-on experiences that will add to their learning. For example, students may be asked to visit Reference departments of libraries to make observations, interview librarians, and use resources. Homework assignments are posted in the Assignment folder in Blackboard.

Annotated Bibliography of Reference Sources:

Students will be expected to examine and use many sources for reference work this semester. It is to your benefit to keep a bibliography of the sources you use. If you do so, you will have a valuable file of resources at the end of class. I recommend you establish an online citation account with Bibme or an Easy Bib (or another resource) if you do not already have one. Use MLA style.

Bibme <http://www.bibme.org/>

Easy Bib <http://www.easybib.com/>

Dates and Penalties:

The professor may track your participation in class (online tracking feature in Blackboard). If you do not participate, you will incur a penalty. Please adhere to the class schedule.

College Withdrawal Policy:

Students may withdraw, in writing at the Registrar's Office, for any reason until the end of the 10th week of classes. From the 11th week through the end of the 13th week, a student may withdraw with the signature of the instructor or advisor.

Computer Use: Written projects and assignments must be completed using a Microsoft Word or other word processing program that can be read in WORD. If you do not use WORD, I recommend you save your homework files in **rich text format (RTF)**.

Internet access and an email address are required components of the class.

Grading System & Policies: All assignments must be completed to receive full credit. Permission to turn in an assignment late or to take a make-up exam must be obtained from the professor. Each assignment is graded on a scale with 100 points.

Participation and Attendance	10%
Weekly Assignments	70%
Final Project (Exam)	20%
Total for final grade	100%

Grading Scale:

Grades	Equivalent	Quality Points
A	94-100	4.0
A-	90-93	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	63-66	1.0
D-	60-62	0.7
F		0

Students needing assistance in writing, mathematics, language arts or general tutoring are encouraged to use the Tutoring and Academic Success Centers (TASC) offered at the college.

Disabilities Statement:

If you have a hidden or visible disability, which may require classroom or test-taking modifications, please see me as soon as possible. If you have not already done so, please be sure to notify the Disabled Student Counselor.

Digication: All students are required to maintain a learning portfolio in Digication that uses the (Three Rivers) College Template. We will review this requirement in Week 3. Information can be found about digication at:

http://www.trcc.commnet.edu/div_it/educationaltechnology/Digication.shtml

Class Schedule (Each week begins on Sunday morning 12:00 a.m. and ends the following Saturday night at 11:59 p.m.)

Week 1 – January 21 – January 30: Introduction to Reference and Information Services | Reference Work Today | Legal and Ethical Responsibilities

Chapter 1 and 21—Introduction to Reference and Information Services

1. Class expectations and establish class familiarity with BlackBoard
2. Video lectures: syllabus, class introduction, reference services today; legal and ethical responsibilities.
3. View PowerPoint (PP) on Cpt. 1 –Introduction to Reference Services
4. Introduce ALA guidelines for ethical and appropriate reference in these areas.
5. Modeling by professor of how to answer complex or sensitive questions.
6. Role play -- how to sensitively and appropriately answer references questions in these areas or make referrals when appropriate.
7. New ways of doing reference business (Chapter 21)

For next class:

Readings from Textbook:

Chapter 2—Determining the Question: Reference Interviews

Assignments: Located in Assignment Folder for this week.

Week 2 – January 31 – February 6: The Reference Interview | Active Listening | Determining the Type of Question

View Video Lecture, PPs and other instructional handouts on Determining the Question; Finding the Answer—Basic Search Techniques

1. What is active listening and how do reference librarians utilize it?
2. Parts of the reference interview;
3. Analyzing and categorizing patrons' questions;
4. Categorize reference question activity
5. Tour a reference collection in a public or college library.
6. Exercise: Practice the roles of the reference librarian and the patron who requests basic reference service.

For next class:

Readings from Textbook:

Chapter 6---Ready Reference Sources, and

Chapter 7--Dictionaries

Assignments: Located in Assignment Folder for this week.

Week 3 –February 7 – February 13: Ready Reference: Dictionaries, Thesaurus, Almanacs and other basic sources both print and online.

View Video Lecture, PPs and other instructional handouts on what is ready reference and specific sources.

1. Answering Questions That Require Handy Facts
2. View PP on Ready Reference
3. View PP on Dictionaries
4. Familiarize and learn when to use online dictionaries, subject dictionaries, abridged and unabridged
5. Familiarize and learn standard quotation sources (online and print)
6. Basic ready reference sources of school, public, and academic libraries
7. Deliberate practice activities with handbooks, almanacs, manuals, etc.

For next class:

Readings from Textbook:

Chapters 5—Encyclopedias

Assignments: Located in Assignment Folder for this week.

Week 4 – February 14 – February 20: Ready Reference: Encyclopedias, Atlases and other sources both print and online

View Video Lecture, PPs and other instructional handouts on encyclopedias, Wikipedia and other specific sources

1. Are encyclopedias dead? When to use them effectively?
2. Internet and ready reference
3. Edit, assess, and report on the validity of Wikipedia
4. Assess numerous subject encyclopedias and how they are effective reference sources.
5. Visit a reference collection and compare topographical, geographic and physical maps and atlases.
6. Local atlases and online databases.

For next class:

Readings from Textbook:

Chapter 3—Finding the Answers: Basic Search Techniques

Chapter 13—Internet as a Tool;

Assignments: Located in Assignment Folder for this week.

Week 5 – February 21 – February 27: Searching the Internet Effectively: Directories and Search Engines

View Video Lecture, PPs and other instructional handouts on searching, search engines, and directories.

1. Differences between search engines and directories.
2. Use Bloom's Taxonomy as a framework for searching databases
3. Introduce and practice with the directories Infomine, Librarians' Internet Index/Internet Public Library, and Resource Discovery Network/Intute. Understand the differences between directories and search engines.
4. Differences among search engines
5. Domain searching
6. Boolean logic

For next class:

Readings from Textbook:

Chapter 4—Bibliographic Resources

Assignments: Located in Assignment Folder for this week.

Week 6 – February 28 – March 5: Understanding Research through Statistics and other Strategies | Bibliographies | Annotations

View Video Lecture, PPs and other instructional handouts on statistics, research, and creating bibliographic citations and annotations.

1. Locate and use academic databases offered by the college (i.e., ERIC, Psych Info etc.).
2. Learn about basic statistics and how they are used in research.
3. Learn the differences between quantitative and qualitative research.
7. Practice bibliographic verification with online catalogs (local, state, and national).
8. Create annotated bibliography file
9. Pg. 172—top ten databases comparison

For next class:

Readings from Textbook:

Chapter 9-- Health, Law and Business Reference (**NOTE: Only read pages on Business**)

Assignments: Located in Assignment Folder for this week.

Week 7 – March 6 – March 12: Reference Work with Serials: Newspapers, Journals, Magazines | Business Reference Sources

View Video Lecture, PPs and other instructional handouts on newspaper, magazine, and journal databases and business reference sources.

1. Introduction to serials and bibliographic resources available through the state library catalog.
2. Understand features and value of ICONN databases in these areas.
3. Peer review and scholarly resources
4. Periodical resources that support those with disabilities
5. Categorize and use business reference sources

For Next Class:

Readings from Textbook:

Chapter 12—Government Information Sources

Assignments: Located in Assignment Folder for this week.

Week 8 –March 13 – March 19: Locating and Using Government Sources—Federal, State, and Local

View Video Lecture, PPs and other instructional handouts on government sources.

1. View PPs: Answering Questions about Governments –Government Information Source
2. Legislative Branch.
3. Executive and Judicial Branches.
4. Research Thomas and the CT General Assembly.
5. State and local government sources
6. Geographic Information Systems (GIS) and other state and municipal databases

Readings from Textbook:

Chapter 9-- Health, Law and Business Reference (NOTE: Only read pages on Health and Law)

Assignments: Located in Assignment Folder for this week.

Spring Break - March

19 - March 27

Week 9 – March 28 – April 2: The Work of the Reference Librarian in Health and Law

View Video Lecture, PPs and other instructional handouts on health and legal sources and databases.

1. Understand the legal and ethical responsibility of answering questions in these areas.
2. National and research databases for health
3. Medical research questions
4. Federal, state, and local judicial cases and law
5. Resources from both the medical and legal professions

For next class:

Readings from Textbook:

Chapter 8—Historical Indexes and Full-Text Databases (
Chapter 10—Geography, Countries, and Travel

Assignments: Located in Assignment Folder for this week.

Week 10 – April 3 – April 9: History, Geography, and Travel

View Video Lecture, PPs and other instructional handouts on historical reference collections, geography, and travel sources.

1. Exploring history databases offered by iConn
2. Building a local historical reference collection—resources and research
3. Introduction to using metadata to research historical collections
4. Geography and culture of world
5. Best travel reference sites and strategies

For next class:

Readings from Textbook:

Chapter 20—Reference 2.0

Assignments: Located in Assignment Folder for this week.

Week 11 – April 10 – April 16: Science and Technology Reference Work

View Video Lecture, PPs and other instructional handouts on disciplines of science and current technology resources.

1. Practice approaches to science and technology reference work—what makes it unique?
2. Explore science and technology databases provided by iConn
3. Explore science and technology reference sources provided by professional organizations
4. Introduce Final Exam Project

For next class:

Readings from Textbook:

Chapter 11—Answering Questions about the Lives of People

Chapter 14—Reader’s Advisory

Assignments: Located in Assignment Folder for this week.

Week 12 – April 17 – April 23: Reader’s Advisory | Biography

View Video Lecture, PPs and other instructional handouts on reader’s advisory sources and types of biographical reference work.

1. Practice and categorize best ways to find reference sources about people.
2. PP on Biographical Reference Sources
3. Biography as genre
4. View and instruct with PPs-Reader’s Advisory (RA) Work: Reading for information *or* Reading for pleasure/entertainment.
5. Using best reference sources for reading referrals
6. Explain how weblogs can be used in reference. Examine blogs that libraries have used. Connect blogs to types of references sources that we have explored.

For next class:

Readings from Textbook:

Chapter 15 –Children and Young Adults

Chapter 17—Selecting and Evaluating Reference Services

Assignments: Located in Assignment Folder for this week.

Week 13 – April 24 – April 30: Literature for All Ages: Adults, YAs, and Children

View Video Lecture, PPs and other instructional handouts on

1. Selecting and evaluating reference sources for literary works and analysis
2. Use Power Point to guide discussion and activities on selecting and evaluating reference services.
3. Understand purpose of selection policy, and evaluate sources.
4. Locate and use children’s and YA databases to support K-12 homework questions
5. View and instruct with PP: Children and YA Reference Services
6. Evaluate websites, directories, such as ALA best lists for YA, Children, Kathy Shrock, National Geographic, etc. Using many homework questions for elementary and high school, practice finding answers and evaluating resources.

For next class:

Readings from Textbook:

None—see articles in folder

Assignments: Located in Assignment Folder for this week.

Week 14 – May 1 – May 7: Genealogy

View Video Lecture, PPs and other instructional handouts on genealogical research and reference.

1. Basics of genealogy research
2. Steps or process of conducting genealogy research
3. Databases –Ancestry
4. National, state, and local sources.

For next class:

Readings from Textbook:

None

Assignments: **Located in Assignment Folder for this week.**

Week 15 – May 8 – May 14: Future of Reference Services

1. View Video Lecture, PPs and other instructional handouts on future of reference services.
2. Work and consultation with peers and instructor for final projects

Final project is due on Monday, May 16, 2016 (Last day of semester)

Final Grades are posted on Friday, May 20, 2016