

SYLLABUS

INLS 501-001 – Information Resources and Services

Spring 2013

Instructor: Claudia J. Gollop, PhD Office: 215, Manning Hall Email: gollop@ils.unc.edu	Office Hours: Wednesday, 2:00-3:00 pm and by appointment Class: Monday, 12:30-3:15 pm Location: 304, Manning Hall
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NOTE: this schedule is subject to change, so please review it regularly

Items noted on red are tentatively schedule and will be in printed in black when confirmed.

Date	Topic	Due date
1. Jan 14	12:30-1:45 = Introductions , course overview, assignments, questions. Reference and Information Services: An introduction; <i>Student Questionnaire</i> ----- 2:00-3:15 = Meet in Davis Library – Research and Instructional Services section (near the rear of the library’s 1 st floor) for info/tour with Tommy Nixon. <u>Assignment: Reference book assessment paper</u> Sometime following the tour , return to Reference section of Davis Library and select a book (i.e., dictionary or encyclopedia of xx) in print . Look at the front matter and back matter (i.e., preface, introduction, table of contents, indexes, etc.). Please write a brief, 1-2 page description of the book’s topic, arrangement and at least one specific area covered by the source. Please include a complete citation for the book selected. Due 1/28/13 <i>**Proper Citation of all your work is very important. If you would like assistance with creating citations, please view this link, provided by the UNC Library:</i> http://www.lib.unc.edu/house/how_do_i/researching/cite_sources.html	<i>Student Questionnaire</i> Due: 1/28/13
2. Jan 21	No Class - Holiday	
3. Jan 28	Class discussion on the <u>Reference book assessment assignment</u> -----	<u>Reference book</u>

SYLLABUS

INLS 501-001 – Information Resources and Services

	<p>History of Reference Service</p> <p>Readings/Discussion: Tyckoson, David A. "History and Functions of Reference Service." Reference and Information Services: An Introduction, 4th edition. Ed. Richard E. Bopp and Linda C. Smith. Santa Barbara: Libraries Unlimited, 2011. 3-27. Print.</p> <p>Singer, Carol A. "Ready Reference Collections: A History." Reference & User Services Quarterly 49.3 (Spring 2010): 253-264. Print. Class discussion of the readings ==</p> <p>Question: What have been some of the driving forces behind some of the changes that happened over time in reference?</p> <p>Ethical Aspects of Reference Service</p> <p>Objective: Students will become familiar with the complex ethical concepts and issues that are important to the field and that professional must work with.</p> <p>Please pay particular attention to Code of Ethics of the American Library Association (which is below)</p> <p>Code of Ethics of the American Library Association: http://www.ala.org/advocacy/proethics/codeofethics/codeethics</p> <p>http://www.copyright.com/content/cc3/en/toolbar/education/resources/copyright_basics1.html</p> <p>Searching Exercise 1 – OPAC; <i>Library Literature and Information Science</i> and <i>Library and Information Science Abstracts (LISA)</i>. See Sakai for exercise</p> <p>NOTE: <u>PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!</u></p>	<p><u>assessment</u> <u>paper</u></p> <p><i>Student</i> <i>Questionnaire</i> Due</p>
<p>4. Feb 4</p>	<p>Review database searches from last time</p> <p>Database Searching Readings/Discussion:</p> <p>Holman, Lucy. "Millennial Students' Mental Models of Search: Implications for Academic Librarians and Database Developers." Journal of Academic Librarianship 37.1 (January 2011): 19-27. Print</p>	

SYLLABUS

INLS 501-001 – Information Resources and Services

	<p>McCutcheon, Sevim. "Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins." <i>The Indexer</i> 27.2 (June 2009): 62-65</p> <p>Searching Exercise 2 – Review of <u>two virtual reference sources</u></p> <p><u>NOTE: PLEASE BRING YOUR LAPTOP TO CLASS TODAY!! OR TAKE HOME EXERCISE?????</u></p>	
<p>5. Feb 11</p>	<p>Evaluation of Reference Sources</p> <p>Readings/Discussion:</p> <p>Bopp & Smith chapter "Selection and Evaluation of Reference Sources" pp. 387-410</p> <p>Puacz, Jeanne H. Electronic vs. Print Reference Sources in Public Library Collections. <i>Reference Librarian</i> 91/92 (2005): 39-51.</p> <p>Objective: Student will understand and be able to describe criteria and practices used to create and assess reference collections in various formats.</p> <p>-----</p> <p>2-315 pm</p> <p>Guest: RefWorks introduction and Exercise with Dani Brecher, SILS MSLS student and ProQuest Intern.</p>	<p>Final Project- Course Page Subject selected</p>
<p>6. Feb 18</p>	<p>Reference Interview</p> <p>Readings/Discussion:</p> <p>Harmeyer, Dave. "Hybrid Reference: Blending the Reference Interview and Information Literacy." <i>Reference Librarian</i> 51.4 (October/December 2010):358-362.</p> <p>Brown, Stephanie W. "The Reference Interview: Theories and Practice." <i>Library Philosophy and Practice</i> 2008 (February 2008): 1-8.</p> <p>-----</p> <p>Library Consultation Services</p> <p>Readings/Discussion</p>	

SYLLABUS

INLS 501-001 – Information Resources and Services

	<p>Yi, H. (2003). Individual research consultation service: an important part of an information literacy program. <i>Reference Services Review</i>, 31,4: 342-350.</p> <p>-----</p> <p>2:00-3:15</p> <p>Guests: Consultation reference librarian, Rita Moss</p> <p>Assignment: Consultation Search Exercise. Due: 3/18/13</p>	
7. Feb 25	<p>Instruction</p> <p>Objective: Students will be able to identify and describe forms and practices of user instruction in different settings.</p> <p>Review this website for discussion: Association of College and Research Libraries Standards for Proficiencies for Instruction Librarians and Coordinators, 2007. http://www.ala.org/ala/mgrps/divs/acrl/standards/profstandards.cfm</p> <p>Readings/Discussion:</p> <p>Desai, Christina M. and Stephanie J. Graves. 2008. "Face-to-Face: The teachable moment and changing reference mediums". <i>Reference & User Services Quarterly</i> 47(3): 242-254.</p> <p>-----</p> <p>2:00-3:15</p> <p>Guests: Instructional Services Librarians, Ellie Coen Boote and Jonathan McMichael UNC Undergraduate Library</p>	
8. Mar 4	<p>Overview of Reference Sources</p> <p>Reading - TBA</p>	<p>Introduction /overview and 1 resource assessment of Final Project</p>
9. Mar 11	<p>SPRING BREAK ***** NO CLASS</p>	

SYLLABUS

INLS 501-001 – Information Resources and Services

10. Mar 18	<p>Reference Services for Specific Populations</p> <p>Readings/Discussion:</p> <p>Collins, L.N, Howard, F. and Miraflor, A. (2009). “Addressing the Needs of the Homeless: A San Jose Library partnership Approach.” <i>The Reference Librarian</i>, 50:109-116.</p> <p>Mestre, Lori S. (2010) “Librarians Working with Diverse Populations: What Impact Does Cultural Competency Training Have on Their Efforts?” <i>Journal of Academic Librarianship</i> 36.6 (November):479-488.</p> <p>Small Group discussion session</p> <p>-----</p> <p>Reference work in Special Collections</p> <p>Readings/Discussion:</p> <p>Harris, V.A. and Weller, A.C. (2012), Use of Special Collections as an Opportunity for Outreach in the Academic Library. <i>Journal of Library Administration</i>, 52, 3-4:294-303.</p> <p>Perry, M. (2011). A Reference Librarian in Special Collections. <i>Reference & User Services Quarterly</i>, 50, 4:319-321.</p> <p>Guest: 2:00-3:15 – Matt Turi, Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., Wilson Library, UNC-CH</p>	<p>Consultation Search Exercise. Due:</p>
11. Mar 25	<p>Organizing and Delivering Reference and Information Services</p> <p>Readings/Discussion:</p> <p>Arndt, T. (2010). Reference service without the desk. <i>Reference Services Review</i>, 38, 1:71-80.</p> <p>-----</p> <p>Challenging Situations</p> <p>Readings/Discussion:</p> <p>Comstock-Gay, G. (1995). Disruptive Behavior: Protecting people, protecting rights. <i>Wilson Library Bulletin</i>, 69:33-35.</p>	

SYLLABUS

INLS 501-001 – Information Resources and Services

	Question: How do you think libraries view this topic today? (I purposely assigned this old article.)	
12. Apr 1	<p>GIS -Geographical Information Systems Services session</p> <p>Readings/Discussion:</p> <p>Houser, Rhonda. 2006. Building a library GIS service from the ground up. <i>Library Trends</i> 55.2: 315-326.</p> <p>Dodsworth, Eva. 2010. Indirect outreach in a GIS environment: Reflections on a map library's approach to promoting GIS services to non-GIS users. <i>Journal of Library Innovation</i> 1.1: 24-34.</p> <p>-----</p> <p>Meet in room 247, Davis Library at 2:00-3:15</p> <p>Guest: Amanda Henley, GIS Librarian, UNC-CH</p>	
13. Apr 8	<p>Source group presentation</p> <p>-----</p> <p>Guests: Reference Panel 2:00-3:15</p> <p>Reference Panel – A Great opportunity to meet professionals in our field!</p> <p>Librarians representing academic, special, public, and school libraries will share experiences, provide advice, and take your questions.</p>	Source group presentations
14. Apr 15	<p>Virtual Reference Services</p> <p>Readings/Discussion:</p> <p>Breitbach, W. and DeMars, J.M. (2009). Enhancing Virtual Reference: Techniques and Technologies to Engage Users and Enrich Interaction. <i>Internet Reference Services Quarterly</i>, 14:82-91.</p> <p>http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm</p> <p>“Guidelines for Implementing and Maintaining Virtual Reference Services” ALA, Reference and User Services Association, 2004</p> <p>*** In Class Exercise</p> <p>NOTE: PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!</p>	Post abstract of final project to Sakai discussion board

SYLLABUS

INLS 501-001 – Information Resources and Services

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15. Apr 22	In class, brief presentation on your topic, audience, and 1-2 highlights, only . You will each have 5 minutes to present.	Final Project Presentations
Apr 29	<p style="text-align: center;">Final Projects Due Today</p> <p>5 additional resource assessments included in the Final Project</p>	By 5:00 pm
	HAVE A GREAT SUMMER BREAK!!!!	