

LIS 5603: Introduction to Information Services

Live class sessions in Elluminate: Thursdays, 6:00-8:00 p.m. ET

Contact Information:

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Required Textbook:

Cassell, Kay Ann & Hiremath, Uma (2011).

Reference and Information Services in the 21st Century: An Introduction.

NY: Neal Schuman Publishers.

ISBN: 1555705634

ISBN: 1856047784

Note: you may find various versions such as 2006, 2009, 2011; the 2011 edition will be the most recent, revised version so it's the most advantageous for you. Publishers' companion web site to the 2nd edition: <http://www.neal-schuman.com/reference21st2nd/>

Other readings will be assigned at least one week prior to the relevant class session.

Course Description:

LIS 5603 provides an introduction to reference/information work using both print and online sources; the course examines the relationship of reference work to other information services in libraries and other information-providing agencies.

Course Objectives:

In this course students will:

Demonstrate ability to critically consider and discuss the concept of reference services in an electronic era.

Demonstrate ability to critically consider and discuss the role of ethics in reference work.

Demonstrate ability to utilize various types of reference/information tools, both print and electronic, in terms of their query-answering characteristics with emphasis on certain representative titles.

Demonstrate ability to critically examine information tools and resources.

Develop and demonstrate skills to plan and conduct information searches and to synthesize

information for others, with an emphasis on understanding and conducting reference interviews in both oral and written modes.

Demonstrate the ability to conduct effective searches (including such things as using Boolean logic, proximity operators, limiting) in various electronic environments (OPAC/catalogs, proprietary databases, digital libraries, and the web).

Explore and reflect upon various types of information services, including digital reference services, offered by libraries and other information-providing agencies in responding to the needs of a diverse and varied clientele.

Course Policies:

Students are expected to keep up with the course readings, online lectures, and course assignments.

Students are encouraged to form their own opinions and express them freely, but in a friendly, courteous way.

Students are expected to be courteous and respectful of the professor, the teaching assistant, and other members of the class.

Attendance at weekly Elluminate live class sessions is optional but highly recommended for hands-on practice of skills; recordings of sessions will be made available when possible.

Assignments are due on the due date. Students are expected to meet the due date and, in the case of an unavoidable emergency, to contact the professor in advance of the due date. There is no provision for making up missed assignments.

Evaluation:

Final grade will be based on the following activities and point values:

Reference interviews and paper 200
Question sets 200
IPL questions and paper 200
Research guide 200
Participation via discussion board postings & in class 200

TOTAL 1000

Final letter grades will be determined as follows:

A 930-1000
A- 900-929
B+ 870-899

B 830-869
B- 800-829
C+ 770-799
C 730-769
C- 700-729
D+ 670-699
D 630-669
D- 600-629
F 0-599

Assignments/Responsibilities

Students are expected to complete assigned readings and participate in online classes each week.

There are also individual assignments which are presented in detail in separate documents in the "Assignments" section of the course website. Here is a short description of each of these major assignments.

Reference Interview Practice: You will participate in two reference interviews, one face to face in which you are the interviewer, and one via chat or instant messaging in which you are the interviewee, and then write an essay reflecting on the differences between these modes and your skills as an interviewer. *Note: for school media students, this assignment meets the requirement of Florida Educator Accomplished Practice 2.3, Communication: Varies communication (both verbal and nonverbal) according to the nature and needs of individuals.* (200 points) [Reference Interviews & Paper due Mon 11/7]

Question Sets (Question Answering with Search Tools): You will research and answer sets of reference questions that will give you practice in using the various reference tools discussed in class and/or in readings. *Note: for school media students, this assignment meets the requirement of Florida Educator Accomplished Practice 12.3, Technology: Can use standard references in electronic form.* (200 points) [Question Set 1 due Mon 9/26; Question Set 2 due Mon 10/17]

IPL2 Internet Public Library Questions: You will research and answer real questions for actual users in the Internet Public Library, following IPL2's required guidelines. You will also write a short reflective paper discussing your experience and what you learned. (200 points) [Practice Q due 9/19; Q1 due 10/3; Q2 due 10/17; 11/21 all IPL2 Qs & paper due]

Research Guide (Resource Guide): Your final project for the course will be a research guide intended to be a useful addition to an institution's informational guides. You will choose a setting, and create a guide that provides an introduction for someone who is interested in doing research on this topic. You will also include a brief evaluation of the institution for which you are creating your guide, its already existing collections and research guides, and how your project fits in and meets a need. *Note: for school media students, this assignment meets the requirement of Florida Educator Accomplished Practice 8.1, Knowledge of Subject Matter: Communicates knowledge of subject matter in a manner that enables students to learn.* (200 points) [Research Guide due Mon 12/12]

Participation – Elluminate Live Class and Discussion Board Postings: Each week, a discussion board will be available for discussing a variety of topics and issues relevant to the class. I'll expect you to participate in the class by posting to the discussion boards at least once per week on at least 10 of the 15 weeks of the semester. Each week's class participation in discussion boards is worth 10 points for a maximum total of 100 points. Here's how the discussion board grade will be assigned: 10 postings = 100 points; 9 = 90; 8 = 80; 7 = 70; 6 = 60; 5 = 50; 4 = 40; 3 = 30; 2 = 20; 1 = 10; 0 = 0. The other 100 points for your class participation will be assessed based on overall quality of your contributions to both discussion board and live class activities. While live class participation is optional, if you are an active participant in the live class, you receive extra credit in boosting your overall quality participation points. Note that active participation in live class and/or discussion not just being silently logged in or posting merely, "I agree," but actually contributing quality, thoughtful questions and comments to the chats and discussion boards. (200 points)

Course Outline

Week 1 (Sept 1): Introduction / history of information services / Internet Public Library

Week 2 (Sept 8): Ethics of information provision / Reference Interview

Week 3 (Sept 15): Evaluation / Internet / Web Search

Week 4 (Sept 22): Indexes / Journals / Databases

Week 5 (Sept 29): Books / Monographic Search

Week 6 (Oct 6): Dictionaries/ Words

Week 7 (Oct 13): no live class this week

Week 8 (Oct 20): Encyclopedias

Week 9 (Oct 27): Ready Reference

Week 10 (Nov 3): Biography and Genealogy

Week 11 (Nov 10): Geography

Week 12 (Nov 17): Government / Statistics

Week 13 (Nov 24): Thanksgiving - no live class this week

Week 14 (Dec 1): Business / Law / Health

Week 15 (Dec 8): The Future, and the Profession

ACADEMIC HONOR POLICY:

The Florida State University Academic Honor Policy outlines the University's expectations for the integrity of students' academic work, the procedures for resolving alleged violations of those expectations, and the rights and responsibilities of students and faculty members throughout the process. Students are responsible for reading the Academic Honor Policy and for living up to their pledge to ". . . be honest and truthful and . . . [to] strive for personal and institutional integrity at Florida State University." (Florida State University Academic Honor Policy, found at <http://dof.fsu.edu/honorpolicy.htm>.)

AMERICANS WITH DISABILITIES ACT:

Students with disabilities needing academic accommodation should:

- (1) register with and provide documentation to the Student Disability Resource Center; and
- (2) bring a letter to the instructor indicating the need for accommodation and what type. This should be done during the first week of class.

This syllabus and other class materials are available in alternative format upon request.

For more information about services available to FSU students with disabilities, contact the:

Student Disability Resource Center

874 Traditions Way

108 Student Services Building

Florida State University

Tallahassee, FL 32306-4167

(850) 644-9566 (voice)

(850) 644-8504 (TDD)

sdrc@admin.fsu.edu

<http://www.disabilitycenter.fsu.edu/>

Syllabus Change Policy

Except for changes that substantially affect implementation of the evaluation (grading) statement, this syllabus is a guide for the course and is subject to change with advance notice.