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| **Instructor:** Claudia J. Gollop, PhD  **Office:** 215, Manning Hall  **Email:** [gollop@ils.unc.edu](mailto:gollop@ils.unc.edu)  **Office Hours:** Thursday, 1:30-2:30 pm **and by appointment** | **Class:** Tuesday, 2:00-4:45 pm  **Location:** 014, Manning Hall |

**NOTE: this schedule is subject to change, so please review it regularly**

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| **Date** | **Topic** | **Due date** |
| **Jan 14** | **2:00-3:15** **= Introductions**, course overview, assignments, questions, etc..  **Reference and Information Services: An introduction**; *Student*  *Questionnaire*  --------------------  **3:30-4:45 =** **Meet in Davis Library** – Research and Instructional Services section (near the rear of the library’s 1st floor) for info/tour with Tommy Nixon, Subject Librarian for Classics, Dramatic Art & English/Comparative Literature.  --------------------------------------------  **Assignment: Reference book assessment paper**  **Sometime following the tour,** return to Reference section of Davis Library and select a book (i.e., dictionary, encyclopedia, directory, etc.) on any topic you like **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 book. Please include a complete citation for the book selected. **Due 1/28/13**  \*\**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:* [*http://www.lib.unc.edu/house/how\_do\_i/researching/cite\_sources.html*](http://www.lib.unc.edu/house/how_do_i/researching/cite_sources.html) | *Student Questionnaire* Due: 1/28/14 |
| **Jan 21** | **Class Cancelled – at ALISE Conference** |  |
| **Jan 28** | Class discussion on the **Reference book assessment assignment**  ------------------------------  **History of Reference Service**  **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.  Singer, Carol A. “Ready Reference Collections: A History.” Reference & User Services Quarterly 49.3 (Spring 2010): 253-264. Print.  Class discussion of the readings ==  **Question:** What have been some of the driving forces behind some of the changes that happened over time in reference services?  ---------3pm – Erin Holmes, Community Workshop Series, Coordinator  **Ethical Aspects of Reference Service**  **Objective:** Students will become familiar with the complex ethical concepts and issues that are important to the field and that professionals must be aware of.  **Please pay particular attention to Code of Ethics of the American Library Association (which is below)**  Code of Ethics of the American Library Association:  <http://www.ala.org/advocacy/proethics/codeofethics/codeethics>  <http://www.copyright.com/content/cc3/en/toolbar/education/resources/copyright_basics1.html>  With the ***code of ethics*** and ***copyright issues*** in mind, please review the following websites on public services policies. We will discuss them:  <http://library.buffalo.edu/aboutus/policies-use/reference-policy.html>  <http://library.austintexas.gov/basic-page/reference-services-policy> | **Reference book assessment paper**  *Student Questionnaire* Due |
| **Feb 4** | Database Searching  **Readings/Discussion:**  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  McCutcheon, Sevim. “Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins.” The Indexer 27.2 (June 2009): 62-65.    **Searching Exercise 1 –** OPAC; *Library Literature and Information Science* and *Library and Information Science Abstracts* (*LISA*). See Sakai for exercise  **NOTE: PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!** |  |
| **Feb 11** | Review database searches from last time  **--------------------------------------**  **Evaluation of Reference Sources**  **Readings/Discussion:**  Bopp & Smith chapter “Selection and Evaluation of Reference Sources” pp. 387-410  Puacz, Jeanne H. Electronic vs. Print Reference Sources in Public Library Collections. Reference Librarian 91/92 (2005): 39-51.  **Objective:** Student will understand and be able to describe criteria and practices used to create and assess reference collections in various formats.  --------------  REFERENCE INTERVIEW PART I |  |
| **Feb 18** | **Reference Interview**  **Readings/Discussion:**  Harmeyer, Dave. “Hybrid Reference: Blending the Reference Interview and Information Literacy.” Reference Librarian 51.4 (October/December 2010):358-362.  Brown, Stephanie W. “The Reference Interview: Theories and Practice.” Library Philosophy and Practice 2008 (February 2008): 1-8.  -------------------  **Library Consultation Services**  **Readings/Discussion**    Yi, H. (2003). Individual research consultation service: an important part of an information literacy program. *Reference Services Review*, 31,4: 342-350.  **---------------**  **3:30 4:45 pm**  **Guests:** Consultation reference librarian, Jacqueline Solis  **Assignment**: Consultation Search Exercise. **Due: 3/18/14** | Final Project-Course Page **Subject selected** by today |
| **Feb 25** | **Instruction**  **Objective:** Students will be able to identify and describe forms and practices of user instruction in different settings.  **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>  **Readings/Discussion:**  Kumar, Swapna and Mary E. Edwards. 2013. “Information literacy skills and embedded librarianship in an online graduate programme”. *Journal of Information Literacy* 7 (1): 3-18.  Desai, Christina M. and Stephanie J. Graves. 2008. “Face-to-Face: The teachable moment and changing reference mediums”. *Reference & User Services Quarterly* 47(3): 242-254.  -----------------------------------  **3:30-4:45 pm**  **Guests: TBA =** Instructional Services Librarians – Jonathan McMichael |  |
| **Mar 4** | **Overview of Reference Sources**  **Reading - TBA** | **Introduction/overview** **and 1 resource assessment of** Final Project |
| **Mar 11** | **SPRING BREAK \*\*\*\*\* NO CLASS** |  |
| **Mar18** | **Consultation Search – brief presentations**  **---------------------------------------**  Reference work in Special Collections  **Readings/Discussion:**  Harris, V.A. and Weller, A.C. (2012), Use of Special Collections as an Opportunity for Outreach in the Academic Library. *Journal of Library Administration*, 52, 3-4:294-303.  Perry, M. (2011). A Reference Librarian in Special Collections. *Reference &User Services Quarterly*, 50, 4:319-321.  **Guest: Matt Turi-**  **3:30-4:45 pm** –Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., 3rd fl.,Wilson Library, UNC-CH | Consultation Search Exercise. **Due today** |
| **Mar 25** | **Virtual Reference Services (**new date for this session)  **Readings/Discussion:**  Breitbach, W. and DeMars, J.M. (2009). Enhancing Virtual Reference: Techniques and Technologies to Engage Users and Enrich Interaction. *Internet Reference Services Quarterly*, 14:82-91.  <http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm>  “Guidelines for Implementing and Maintaining Virtual Reference Services” ALA, Reference and User Services Association, 2004  **\*\*\* In Class Exercise**  **NOTE: PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!**  **---------------------------------------------**  **3:30-4:45 pm**  **Interactive “Chat” session**  **Guest**: **Guest**: Chad Haefele, Emerging Technologies Librarian  **Meet in Davis Library, 2nd fl. Room 247** |  |
| **Apr 1** | **GIS -**G**eographical Information Systems Services session**  **Readings/Discussion:**  Bishop, Bradley W. and Johnston, Melissa P. 2013. Geospastial Thinking of Information Professional. ***Journal of education for library and information science*** 54.1: 15-21.  Dodsworth, Eva. 2010. Indirect outreach in a GIS environment: Reflections on a map library’s approach to promoting GIS services to non-GIS users. *Journal of Library Innovation* 1.1: 24-34.  **--------------**  **GIS session. Guest: Amanda Henley, room 247 Davis Library, 3:30-4:45 pm** |  |
| **Apr 8** | **Organizing and Delivering Reference and Information Services**  **Readings/Discussion:**  Arndt, T. (2010). Reference service without the desk. *Reference Services Review*, 38, 1:71-80.  **---------------------------**  **Guests: Reference Panel 3:30-4:45 pm**  **Reference Panel – A Great opportunity to meet professionals in our field!**  Librarians representing academic, special, public, and school libraries will share experiences, provide advice, and take your questions. |  |
| **Apr 15** | **Source group presentation**  --------------------------  Reference Services for Specific Populations  **Readings/Discussion:**  Collins, L.N, Howard, F. and Miraflor, A. (2009). “Addressing the Needs of the Homeless: A San Jose Library partnership Approach.” *The Reference Librarian*, 50:109-116.  Mestre, Lori S. (2010) “Librarians Working with Diverse Populations: What Impact Does Cultural Competency Training Have on Their Efforts?” *Journal of Academic Librarianship* 36.6 (November):479-488.  Small Group discussion session | **Source group presen-tations**  **ALSO**  **Post abstract** of final project to Sakai discussion board |
| **Apr 22** | In class, brief presentation on your topic, audience, and 1-2 highlights, **only**. You will each have 5 minutes to present.  -------------------------------  **3:30-4:45**  **Challenging Situations**  **Review “**Randolph County Public Library Disruptive Behavior Policy “on this website**:** [**http://www.randolphlibrary.org/librarypolicies.htm**](http://www.randolphlibrary.org/librarypolicies.htm)  **Readings/Discussion:**  Comstock-Gay, G. (1995). Disruptive Behavior: Protecting people, protecting rights. *Wilson Library Bulletin*, 69:33-35.  Question: How do you think libraries view this topic today? (I purposely assigned this **old** article.) | **Final Project Presen-**  **tations** |
| **Apr 25** | **Final Projects Due Today**  **5 additional resource assessments** included in the Final Project | **By 5:00 pm** |
|  | **HAVE A GREAT SUMMER BREAK!!!!** |  |