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| **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, 12:20-3:05 pm**Location:** 304, Manning Hall |

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

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| **Date** | **Topic** | **Due date** |
| **1/12** | **12:20-1:35 =** **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** **At some point, 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.) to get a sense of how it is arranged. Please write a brief, 1-2 page description of the book’s focus or subject, arrangement and at least one specific area covered by the book that caught your attention and stood out for you. Please include a complete citation for the book selected. **Due 8/26/14**\*\**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)------------------------**1:50- Introductions**, course overview, assignments, questions, etc.**Reference and Information Services: An introduction**; *Student* *Questionnaire* | *Student Questionnaire* Due: 2/2/15 |
| **1/19** | ***NO CLASS +++++ HOLIDAY*** |  |
| **1/26** |  ***NO CLASS +++++ at ALISE Annual Conference*** |  |
| **2/2** | 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.Coutts, B. & LaGuardia, C. (2011). Reference 2010. *Library Journal*, 136 (7), 41-50.**Optional reading**Singer, C. A. Ready Reference Collections: A History.” Reference & User Services Quarterly 49, 3 (Spring 2010): 253-264. Print.**Question:** Over time, what influences do you think contributed to some of the changes that have occurred in reference services? =====================================**Ethical Aspects of Reference Service****Readings/Discussion:**Aulisio, G.J. (2013). Copyright in light of ethics. *Reference Services Review*, 41, 3, 566-575**Please pay particular attention to Code of Ethics of the American Library Association (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>**Discussion / handout:**Anderson, A.J. (1992). You Killed my Daughter. May 1 1992, Vol. 117, p53-55, 3p.Guest at 2:45pm – Danielle Thornton, Community Workshop Series, Coordinator  | **Reference book assessment assignment***Student Questionnaire* Due |
| **2/9** | ***Reference Interview – Part I******Readings/Discussion:****Brown, S. W. (2008).* The reference interview: Theories and practice. *Library Philosophy and Practice,* January, 1-8.Harmeyer, D. Skate boards, Katy Perry, and *Sola Scriptura. (2014). Reference Librarian*, 55, 3, 262-267*.*Harmeyer, D. (2010). Hybrid reference: Blending the reference interview and information literacy. *Reference Librarian,* 51, 4, 358-362.============**Overview of Reference Sources – part I**DictionariesEncyclopedias**Readings – This book is on reserve in the SILS Library.****Review these chapters:**“**Dictionaries**” pp. 501-523. Bopp, Richard E. *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited, 2011. Print.“**Encyclopedias**” pp. 525-53. Bopp, Richard E. *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited, 2011. Print. |  |
| **2/16** | **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.=====================**Overview of Reference Sources – part II**DirectoriesBiographical sources |  |
| **2/23** | **Overview of Reference Sources – part III**Geographical sourcesReady references sources (year books, handbooks, and almanacs)-------------------------------------------------------------------**Reference Interview Part II** **Reading –** Sisselman, P. (2009). Exploiting the social style of patrons to improve their satisfaction with the reference interview. [***Library Review***](http://search.proquest.com/lisa/pubidlinkhandler/sng/pubtitle/Library%2BReview/%24N/31612/DocView/218319810/abstract/40EF773910C94804PQ/7?accountid=14244),[http://search.proquest.com/assets/r20141.5.0.10/core/spacer.gif58, 2http://search.proquest.com/assets/r20141.5.0.10/core/spacer.gif](http://search.proquest.com/lisa/indexingvolumeissuelinkhandler/31612/Library%2BReview/02009Y02Y10%24232009%243b%2B%2BVol.%2B58%2B%24282%2429/58/2?accountid=14244)124-133.**-----------------------------------****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!!****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. **---------------****Assignment**: Consultation Search Exercise. **Due: 3/16/15** | Revised date: Final Project-Course Page **Subject selected** –add to Dropbox |
| **3/2** | 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. PrintMcCutcheon, Sevim. “Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins.” The Indexer 27.2 (June 2009): 62-65.**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.**See Sakai Forums:** respond to 2 questions by 9 am Monday, March 16th.**--------------****GIS session. Guest: Amanda Henley, room 246 Davis Library, 1:50-3:05 pm** |  |
| **3/9** | **NO CLASS +++++++++++ SPRING BREAK** |  |
| **3/16** | Review database searches from last time **=====================****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. -----------------------------------**2:00-3:05 pm****Guest: =** Instructional Services Librarians – Jonathan McMichael | Consultation Search Exercise. **Due today**  |
| **3/23** | **Reference and Database services** **Readings/Discussion:**Jacso, P. (2013). “ProQuest’s Graduate Education Program (GEP) – A powerful, free database and software package for LIS educators and students worldwide”. *Online Information Review* 37 (2): 326-338.**---------------------------------------------------****Virtual Reference Services** **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**1:50-3:05 pm****Interactive “Chat” session****Guest**: **Guest**: Chad Haefele, Emerging Technologies Librarian **Meet in Davis Library, 2nd fl. Room 247** | **Introduction/overview** **and 1 resource assessment of** Final Project |
| **3/30** | **Challenging Situations** Penn State University Libraries [**https://www.libraries.psu.edu/psul/policies/uladg12.html**](https://www.libraries.psu.edu/psul/policies/uladg12.html)Whatcom County Library System, Conduct Policy - Disruptive Behavior[**http://www.wcls.org/conduct-policy-disruptive-behavior**](http://www.wcls.org/conduct-policy-disruptive-behavior)**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.) **-----------------------------****Guest:** Jacqueline Solis, UNC Library. ‘Consultation services in the library’ 2:00-2:50 pm. |  |
| **4/6** | **Organizing and Delivering Reference and Information Services****Readings/Discussion:****New/replaced reading for today**Agosto, D.E. et al. (2011). A Model of the Reference and Information Service Process: An Educators’ Perspective. *Reference & User Services Quarterly,*50, 3:235-244.--------------------Reference Services for Specific Populations and**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**2:30-3:05 pm,** EmilySpunaugle will present on ProQuest systems | Source presentations/report |
| **4/13** | Cultural Awareness and Cultural Competence in the profession **Readings/Discussion:**Oxley, R. (2013). iDiversity and LIS Education: Student-based Groups Promoting Cultural Competence as a Vision for the Profession. *Library Quarterly: Information, Community, Policy*, 83, 236-242.Lazzaro, A. E., et al. (2014). Cultural competency on campus. *C&RL News*, 75, 6, 332-335.Cultural Competency: <http://www.nih.gov/clearcommunication/culturalcompetency.htm>**Small Group discussion session**-----------------------------------------------------------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-**  **1:50-3:05 pm** –Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., 3rd fl.,Wilson Library, UNC-CH |  |
| **4/20**  | Course Wrap-upIn class, brief presentation on your topic, audience, and 1-2 highlights, **only**. You will each have 5 minutes to present.**===================****Guests: Reference Panel 1:50-3:05 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.  | **Final Project Presen-****tations****Post abstract** of final project to Sakai discussion board |
| **4/24** | **Final Projects Due Today****5 additional resource assessments** included in the Final Project | **By 5:00 pm** |
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|  | **HAVE A GREAT SUMMER!!!!** |  |