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	INLS 501-02 – Information Resources and Services ++++++++++++++ fall 2017 Class: Tuesday, 2:00-4:45 pm Location: 014, Manning Hall

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

REQUIRED TEXTBOOK: Smith, L.C. and Wong, M.A. (Eds.). (2016). *Reference and Information Services: An Introduction.* Santa Barbara, CA: Libraries Unlimited. **Available at the UNC Student Stores and on Reserve in the SILS Library.**

OPTIONAL TEXTBOOK: Upton, M., Hall, C.M., and Cannon, K. (2015). *Information now: A graphical guide to student research.* Chicago; London: University of Chicago Press. **Available at the UNC Student Stores and on Reserve in the SILS Library.**

Date	Topic	Due date
8/22	**Introductions**, course overview, assignments, and UNC Libraries http://library.unc.edu/ - **Student Questionnaire**, questions, etc. **Readings:** in Sakai, UNC Library system, or on the Web. --- **3:30-4:45 = Meet in Davis Library** – near the front entrance of the library on the 1st floor for information session with Tommy Nixon, Classics, Dramatic Art & English/Comparative Literature Librarian. **Assignment: Reference book assessment paper** **At some point, following the tour,** please 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, 2-3 page description of the book's focus or subject, arrangement and why you selected it. Please include a complete citation for the book selected. Please submit this assignment via your Dropbox in Sakai by **8/29/17.** ***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://library.unc.edu/services/citing/*	Student Questionnaire Due: 8/29/17
8/29	Class discussion on the **Reference book assessment assignment** **History of Reference Service**	**Reference book**

	Readings/Discussion:	
	Tyckoson, D. A. (2016). "History and Functions of Reference Service." In *Reference and Information Services: An Introduction, 5th edition.* Ed. Smith, L. C. and Wong, M.A. Santa Barbara: Libraries Unlimited, (pp. 3-26).	*Student Questionnaire* Due
	Green, S.S. (1993). Personal relationships between librarians and readers. *Library Journal*, [originally published, October 1, 1876], 84-85.	
	Dear Librarian: New York Public Library's quirkiest inquiries http://www.theguardian.com/books/2015/may/28/librarian-new-york-public-librarys-quirkiest-enquiries	
	Dar, M., Knapp, M., Lothrop, P. et al. (2017). Best of Reference 2016. *Library Journal*, (3/1/2017), Vol. 142. Located in the 'Library & Information Science Source" database in *http://www.lib.unc.edu* Library & Information Science Source database [you may read it &/or listen to it]. Or use this link http://reviews.libraryjournal.com/2017/03/best-of/best-reference-titles-of-2016/	
	Discussion question: Over time, what specific changes do you think may have contributed to the evolution of in reference services?	
9/5	**Ethical Aspects of Reference Service** **Readings/Discussion:** Knox, E.J.M. (2016). Ethics. In Smith, L.C. and Wong, M.A. (Eds.). *Reference and Information Services: An Introduction,* 5th ed., (pp. 27-38). Santa Barbara, Calif.: Libraries Unlimited. **Note:** please scan the Appendix to this chapter. 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://www.aurorapubliclibrary.org/about-the-library/policies/reference-services-policy/ **Discussion:** Anderson, A.J. (1992). You Killed my Daughter. *Library Journal*. 117, May 1 (53-55).	
9/12 **Reference Interview** **Readings/Discussion:** Kern, K.M and Woodard, B.S. (2016). The Reference Interview. In Smith, L.C. and Wong, M.A. (Eds.). *Reference and Information Services : An Introduction,* 5th ed., (pp. 63-97). Santa Barbara, Calif.: Libraries Unlimited. Harmeyer, D. (2013). The Reference interview thrives. *The Reference Librarian*, 54 (4) 345–348. ============ **Overview of Reference Sources – part I** Dictionaries Encyclopedias **Guest at 4:20 pm – Matt Johnson, Community Workshop Series, Coordinator**	
9/19 **Selection and Evaluation of Reference Sources** **Readings/Discussion:** Singer, C. (2016) Selection and evaluation of reference sources. . In Smith, L.C. and Wong, M.A. (Eds.). *Reference and Information Services : An Introduction,* 5th ed., (pp. 367-395). Santa Barbara, Calif.: Libraries Unlimited. Buss, S.P, (2016) Do We Still Need Reference Services in the Age of Google and Wikipedia? *The Reference Librarian*, 57:4, 265-271. **QUESTIONS:**	

	Selection and evaluation of sources and services has always been an important part of librarianship. However, what we evaluate and how we evaluate source has evolved over time. In the future, what aspects of evaluation do you think will remain? Are there any that you think will fade away? **Please respond to question on the Forum section on Sakai by 9:00 am, Monday, September 26, 2016.** -- **Overview of Reference Sources – continued** Geographical sources Biographical sources	
9/26	**Reference Interview Part II** **Reading/Discussion–** Sisselman, P. (2009). Exploiting the social style of patrons to improve their satisfaction with the reference interview. *Library Review*, 58, 2 124-133. ----------------------------------- **Overview of Reference Sources – continued** Directories Ready references sources (year books, handbooks, and almanacs) -- **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:** Tuesday, October 25, 2017 3:30-4:45 pm - **Guest:** Kristan Shawgo, Social Sciences Librarian, UNC Library. 'Consultation services in the library'.	Final Project-Course Page **Subject selected** –add to Dropbox
10/3	**Virtual Reference Services** **Readings/Discussion:** Tobias, C. and Blair, A. (2015). Listen to what you cannot hear, observe what you cannot see: An Introduction to evidence-based methods for	

	evaluating and enhancing the user experience in distance library services. *Journal of Library & Information Services*, 9(1-2), 148-156. "Guidelines for Implementing and Maintaining Virtual Reference Services" ALA, Reference and User Services Association, 2004 http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm --- **Searching Exercise 1 –** OPAC; *Library Literature and Information Science* and *Library and Information Science Abstracts* (*LISA*). See Sakai for exercise **NOTE: <u>PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!</u>** --- **3:30-4:45 pm** **Chat session** **Guest**: Chad Haefele, Emerging Technologies Librarian – location: TBA	
10/10	**Instruction** **Readings/Discussion:** Read through 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, S. and Edwards, M.E. (2013). "Information literacy skills and embedded librarianship in an online graduate programme". *Journal of Information Literacy* 7 (1): 3-18. **Optional reading:** Desai, C. M. and Graves, S.J. (2008). "Cyberspace or Face-to-Face: The teachable moment and changing reference mediums". *Reference & User Services Quarterly* 47(3): 242-254. ----------------------------------- **3:30-4:45 pm - Guest: = Jennie Goforth,** Instructional Services Librarians UNC Libraries	**Last day to change final project topic**
10/17	**GIS -Geographical Information Systems Services session** **Readings/Discussion:**	**Introduction /overview and 2 resources**

	Weessies, K.W. and Dotson, D.S. (2013). Mapping for the Masses: GIS Lite and Online Mapping Tools in Academic Libraries. *Information Technology & Libraries,* 32 (1), 23-35, Bishop, B.W. and Johnston, M. P. (2013). Geospastial thinking of information professionals. *Journal of education for library and information science*, 54 (1), 15-21. -------------- **3:30-4:45 pm - GIS/Data Visualization session. Guest: Lorin Bruckner**	**assessment of** Final Project – add to Dropbox
10/24	**Database Searching** Wong, M.A. (2016). Search Strategies for Online Resources. In Smith, L.C. and Wong, M.A. (Eds.). *Reference and Information Services: An Introduction,* 5th ed., (pp. 413-436). Santa Barbara, Calif.: Libraries Unlimited. McCutcheon, S. (2009). Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins. *The Indexer*, 27 (2), 62-65. 3:30-4:45 – **3:30-4:45 pm** – Database searching – PLEASE YOUR BRING LAPTOP	**Consultation Search Exercise due today by 5:00 pm**
10/31	**Challenging Situations** **Readings/Discussion:** Behavior / conduct policies Penn State University Libraries **https://libraries.psu.edu/policies/ul-ad04** Whatcom County Library System (Bellingham, WA), 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** **Additional behavior policies are at the end of the PPt slides.** -- **Outreach programs in Libraries** **Readings/Discussion:** Dennis, M. (2012). Outreach initiatives in academic libraries, 2009-2011. *Reference Services Review,* 40 (3), 368-383.	

11/7	**Source Group Presentations.** Also, handouts are to be submitted to the **Forums section on Sakai** 1 or 2 days beforehand. -------------------- Reference Services for Specific Populations **Readings/Discussion:** Lilienthal, S.M. (2011). The Problem is the not the homeless. *Library Journal*, 136 (16), 30-34, 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), 479-488. Small Group discussion session	**Source Group presenta-tions.** Handout should be in Sakai by now (see assignment instructions).
11/14	**Reference work in Special Collections** **Readings/Discussion:** Altman, B. and Prange, C. S. (2015). Reference Work in Special Collections: The Impact of Online Finding Aids at Florida State University Libraries. *Reference* Librarian, 56 (3), p189-195. 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. **Guest: Matt Turi-** 3:30-4:45 **pm** –Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., Location, Room 504, just off the main lobby in Wilson Library.	
11/21	**Management of Reference Services** **Readings/Discussion:** Jacoby, J. and Kern, M.K. (2016). Management of Reference Services. In Smith, L.C. and Wong, M.A. (Eds.). *Reference and Information Services : An Introduction,* 5th ed., (pp. 179-211). Santa Barbara, Calif.: Libraries Unlimited. Arndt, T. (2010). Reference service without the desk. *Reference Services Review*, 38, 1, 71-80.	
11/28	**Cultural Awareness and Cultural Competence in the profession**	**Post abstract** of final project

	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 Respect: https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect **Small group discussion/exercise** -- **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.	to Sakai discussion board
12/5	In class, brief presentation on your topic, audience, and 1or 2 aspects (**no more**) that you would like to point out about your course page. You will each have 5 minutes to present.	**Final Project Presen-tations**
Fri., 12/8	**Final Projects Due Today** **Final 4 additional resource assessments** included in the Final Project. {Please send me link to final project via email.}	**By 5:00 pm**
	# HAVE A GREAT HOLIDAY BREAK!!!!	