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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** | **INLS 501-01 – Information Resources and Services ++++++++++++++ Spring 2017****Class: M**onday, 12:20-3:05 pm**Location:** 208, Manning Hall |

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

**REQUIRED 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. All other readings are** in Sakai, UNC Library system, or on the Web.

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| **Date** | **Topic** | **Due date** |
| **1/16** | **No Class = Martin Luther King, Jr. Holiday** |  |
| **1/23** | **12:20-1:45- Introductions**, course overview, assignments, and UNC Libraries <http://library.unc.edu/> - **Student Questionnaire**, questions, etc.**And****History of Reference Service****Readings/Discussion:**Tyckoson, D. A. (2011). “History and Functions of Reference Service.” In *Reference and Information Services: An Introduction, 4th edition.* Ed. Bopp, R.E. and Smith, L. C. Santa Barbara: Libraries Unlimited, 3-27. **Discussion question:** Based on what you have read and you own observation, what do you think may have contributed to some of the changes that have occurred in reference services overtime?**--------------------------------------------------------------****2:00-3:05 =** **Meet in Davis Library** – near the front entrance of the library on the 1st floor for information session and tour with Joanneke Elliott, Librarian for German Studies.**Assignment: Reference book assessment paper** **At some point, following the tour,** pleasereturn 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 why you selected it. Please include a complete citation for the book selected. **Due 1/30/17.**\*\**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/*](http://library.unc.edu/services/citing/) | Student Questionnaire Due: 1/23/17 |
| **1/30** | Class discussion on the **Reference book assessment assignment****-----------------------------------------------------------****Ethical Aspects of Reference Service****Readings/Discussion:**Aulisio, G.J. (2013). Copyright in light of ethics. *Reference Services Review*, 41, 3, 566-575.Upton, M., Hall. (2015). Using Information Ethically. *Information now: A graphical guide to student research.* Chicago; London: University of Chicago Press.**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>Copyright and Fair Use for Faculty: The Lawsuits:<http://csulb.libguides.com/c.php?g=39326&p=250444>Copyright Basics (video)<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. May 1 1992, Vol. 117, p53-55, 3p. | **Reference book assessment assignment** |
| **2/6** | **Reference Interview** **Readings/Discussion:**Brown, S. W. (2008).The reference interview: Theories and practice. *Library Philosophy and Practice,* January, 1-8.Harmeyer, D. (2013). The Reference interview thrives. *The Reference Librarian*, 54, (4) 345–348.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>Coutts, B. and Etkin, C. (2015). Best of Reference 2015. *Library Journal.* Retrieved January 10, 2017from [*http://reviews.libraryjournal.com/2016/02/best-of/best-print-reference-best-reference-2015*](http://reviews.libraryjournal.com/2016/02/best-of/best-print-reference-best-reference-2015)  ============**Overview of Reference Sources – part I**Dictionaries and word sourcesEncyclopedias**Readings – This book is on reserve in the SILS Library.****Review these chapters:**“**Dictionaries**” pp. 501-523. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.“**Encyclopedias**” pp. 525-53. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.**Optional**: This program may be of interest to some of you. It’s fort of lengthy, but . . .McWhorter, J. (2017). “Words on the Move: Why English Won’t - and Can’t - Sit Still (Like, Literally).”<https://www.c-span.org/video/?419544-1/john-mcwhorter-discusses-words-move> |  |
| **2/13** | **Evaluation of Reference Sources -** **Readings/Discussion:** Smith, L.C. (2011) Selection and evaluation of reference sources. In R.E. Bopp and L.C. Smith (eds.), *Reference and Information Services: An Introduction,* (387-410). Santa Barbara: Libraries Unlimited. Stephen P. Buss (2016) Do We Still Need Reference Services in the Age of Google and Wikipedia? *The Reference Librarian*, 57:4, 265-271.**Objective:** Student will understand and be able to describe criteria and practices used to create and assess reference collections in various formats.**DISCUSSION QUESTION:** 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? **----------------------------------------------------****Overview of Reference Sources** **Geographical sources**, pp. 555-577. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.**Biographical sources,** pp. 471-499. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.  |  |
| **2/20** | **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*](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.Martin, P. N. (2009). Societal transformation and reference services in the academic library: Theoretical foundations for re-envisioning reference. *Library Philosophy & Practice*, 1-8.Vavrek, B.F. (1968). A theory if reference service. *College and Research Libraries, 29: 508-510*.**------------------------------------****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:** Friday, October 25, 2016 – please submit to Dropbox in Sakai \*\*\*\*\***Guest:** UNC Library. ‘Consultation services in the library’ Kristan Shawgo – 1:50-3:05 pm.  | Final Project-Course Page **Subject selected** –add to Dropbox |
| **2/27** | **Overview of Reference Sources (**continued)**Directories,** pp. 411-437. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.**Ready references sources** (yearbooks, handbooks, and almanacs), pp. 439-470. Bopp, R.E. and Smith, L. (2011). *Reference and Information Services : an Introduction*. 4th ed. Santa Barbara, Calif.: Libraries Unlimited.----------------------------------------------------------In class exercise**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!!-------------------------------------**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., location, Room 504, just off the main lobby in Wilson Library. |  |
| **3/6** | **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>**------------------------------------------****1:50-3:0 pm****Interactive “Chat” session****Guest**: **Guest**: Chad Haefele, Emerging Technologies Librarian **Meet in Davis Library, in** Davis Library, room 247 |  |
| **3/13** | **No Class -------Spring Break** |  |
| **3/20** | Review database searches from last time **=====================****Instruction****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, 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.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. -----------------------------------**1:50-3:05 pm Guest: = Jennie Goforth,** Instructional Services Librarians UNC Libraries | **Introduction/overview** **and 1 resource assessment of** Final Project – add to Dropbox |
| **3/27** | **GIS -**G**eographical Information Systems Services session** **Readings/Discussion:**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.Dodsworth, E. (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: ??? room 246 Davis Library, 1:50-3:05 pm**  | **Consultation Search Exercise due today by 5:00 pm** |
| **4/3** | **Reference and Database services** **Readings/Discussion:** Holman, L. (2011). Millennial Students’ Mental Models of Search: Implications for Academic Librarians and Database Developers. *Journal of Academic Librarianship*,37 (1), 19-27. McCutcheon, S. (2009). Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins. *The Indexer*, 27 (2), 62-65.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.**--------------------------------------------------****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. |  |
| **4/10** | Source Team presentations/handout**--------------------------------------------------------------------------------**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., location, Room 504, just off the main lobby in Wilson Library.  | **Source Team Presenta-tions/hand****out** |
| **4/17** | **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.**Challenging Situations** **Readings/Discussion:** Behavior policiesPenn State University Libraries [**https://libraries.psu.edu/policies/ul-ad04**](https://libraries.psu.edu/policies/ul-ad04)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)**Outreach programs in Libraries****Readings/Discussion:** Dennis, M. (2012). Outreach initiatives in academic libraries, 2009-2011. *Reference Services Review,* 40 (3), 368-383. | **Post abstract** of final project to Sakai discussion board |
| **4/24** | In class, brief presentation on your topic, audience, and 1-2 highlights, **only**. You will each have 5 minutes to present.**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 Respect: <https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect> **Small group discussion/exercise**  | **Final Project Presen-****tations** |
| **5/1** | **Final Projects Due Today****Final 5 additional resource assessments** included in the Final Project | **By 5:00 pm** |
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|  | **HAVE A GREAT SUMMER BREAK!!!!** |  |