

INLS 501-02 Information Resources and Services – Fall 2014

School of Information and Library Science at UNC Chapel Hill

Instructor: Emily Vardell, MLS

evardell@unc.edu

Class: Tuesdays/Thursdays 11 am – 12:15 pm in 208 Manning Hall

Office Hours: by appointment

Course Website: <https://sakai.unc.edu/portal/site/INLS501Fall2014>

Course Description

Analysis, use, and evaluation of information and reference systems, services, and tools for both printed and electronic delivery. Provides a foundation in electronic information search techniques, question negotiation, interviewing, and instruction.

Course Objectives

- Explore the characteristics of reference services and reference work.
- Utilize, compare, and evaluate reference sources through observation and inspection.
- Recognize which types of sources to consult for specific types of questions, especially for a particular subject matter or discipline.
- Master the basics of electronic database searching.
- Hone communication skills for conducting effective reference interviews and training sessions.
- Explore the relationships between library instruction, consultations, and reference services.
- Increase awareness of effective reference techniques and programs, including reference desk trends and the use of emerging technologies to support reference services.

Course Materials

There is no required textbook for this course. The course's Sakai site will contain PDFs/URLs for all of the assigned readings. It is expected that you will **read the assigned materials prior to coming to class**. The PowerPoint slides used for class lectures will be posted in Sakai under the "Resources" tab shortly before each lecture.

Communication/Email

Please check the Sakai site and your UNC email regularly for general updates about deadlines, feedback, and assignments. If you do not check your UNC email address regularly, please set up email forwarding to your preferred email account so that you do not miss any notices or feedback. Use the course's Sakai Forums for general questions and comments. For urgent or time-sensitive matters, please email me directly at evardell@unc.edu.

Email is my preferred method for contacting me outside of class. Please understand that my response time may vary. I will try to respond within a 24-hour period, but in some cases it may take 2-3 days. If you need assistance with a more detailed question, please schedule a one-on-one appointment.

Please identify your emails with the course in the subject line (e.g., INLS 501) and/or the body of the message. **Put your name on all attachments and assignments**, or you may not get credit for your work. Please use a respectful tone and professional language in every email and posting, and always remember that email is ultimately a public venue and can be read by anyone anywhere.

Assignments

Throughout the semester you will complete assignments designed to familiarize you with reference sources, search methodologies, and the foundations of reference service as well as give you hands-on experience with reference librarian responsibilities. All assignments are due by 9 am EST on the due date (unless otherwise noted). For any assignments that are submitted late, I will deduct at least 25% of the maximum number of points for each day the assignment is late (i.e., I will deduct a minimum of 75% of the total points for an assignment submitted three days late). Any assignments turned in 4 days or more after the due date will not be accepted. The assignments may either be shared in the Sakai Forums or submitted using the Sakai Drop Box function. Please use the American Psychological Association (APA) citation style for all citations in this course (I have found [this online APA guide](#) particularly helpful). For group work, please indicate the names of each contributor, but only submit one copy of the assignment per team. Team effort should be evident in all group work.

- **Reference Desk Observation Report (due 8/28, 10 points)**

During our tour of the Davis Library on 8/21, mentally note your observations about the reference desk. Is it clear where the reference desk is? What signage is available? Is the person sitting at the desk a librarian or library assistant? How would a patron know who and where to ask their reference questions? How would you feel about approaching the desk to ask a question? What do you like about the desk set-up? What would you change? You will most likely need to return to the library to complete your observations.

Using evidence from your tour and the RUSA's [Definitions of Reference](#) and [Guidelines for Behavioral Performance of Reference and Information Service Providers](#) to underpin your answers, please write a two-page summary of your observations about the reference desk at the Davis Library. Please avoid mere description — connect that description to analysis and explanation. You are welcome to use first-person, but please write clearly and avoid grammatical errors. If you are comfortable sharing your observations with the class, post your reflections in the Sakai Forums. You are invited to comment on your fellow students' observations in a respectful manner. We will use our shared observations to lead a discussion about the reference desk.

- **Consultation Packet (due 10/14, 20 points)**

This assignment will be completed in pairs. Each pair will receive an authentic consultation query. The pairs will locate a variety of sources (e.g., books, databases, journals, etc.) that answer/address the questions or issues contained in the query. The pair will select 3 to 5 sources which they will fully evaluate using the evaluation criteria discussed in class and in the course readings. The consultation packet will include an email response to the request. This email should be written using professional email standards (helpful guidelines can be found here https://www.training.nih.gov/writing_professional_e-mail) and should outline the recommended steps for the patron including database selection, search strategy

suggestions, and opportunities for relevant database instruction at the library. The pairs should also include screenshots or videos of the searches in the selected databases to illustrate their recommendations to the patron. To supplement the Consultation Packet, please write a short summary of how the work was divided and how you came to your recommendations.

- **Database Group Presentations (groups assigned 9/4, submit selected database by 9/25, presentations on 10/28 and 10/30, 25 points)**

Groups of three to four students with similar professional goals will present a selected subject database to the class (e.g., those interested in law librarianship will present a core law database). Each group will have 15-20 minutes to provide an overview of the database, persuade the class why the database would be useful for education/research, explain the layout of the database, and share a sample search. PowerPoint or Prezi presentations must be posted in Sakai by 9 am on 10/28 and must include a slide with an explanation of the contributions of each group member. Please be prepared to respond to questions.

- **Course Page Final Project (ongoing, 30 points total)**

Course Page Final Project Assignment Pieces	Due Date	Points
Select a Subject – please include your reasoning for selecting it.	9/11	15
Introduction/Overview, one Resource Assessment, and ProQuest Flow Folder	10/2	25
Course Page Final Project Presentations (7 minutes for each student) – brief presentation on your topic, audience, and one to two highlights from your selected resources. Consider http://igniteshow.com/ as a model.	11/18 and 11/20	20
Course Page Final Project – must include one additional assessment of a related resource.	12/2	30
Course Page Reflection – list two resources you considered but decided not to include and your reasoning, outline if your final project changed as a result of your in-class presentation/Sakai feedback, and discuss how assignment/course has influenced your professional goals.	12/11 at noon (12 pm EST)	10
		100 total

You will build this assignment over the course of the semester. For the final project, each student will complete a subject resource (e.g., a LibGuide) for an academic course or unit at UNC or another institution. You may select any course subject you wish. Examples or frameworks can be found here: <http://library.unc.edu/coursepages/> These course pages provide the focus of the course as well as resources useful for students enrolled in the class. **Additional guidelines will be available under “Assignments” in Sakai.** Each student will complete the assignment individually and is invited to meet with me briefly to discuss the final project topic, approach, etc. Please send me a few possible days and times that will work with your schedule.

- **Class Participation (15 points)**
This includes, and is not limited to, attendance, class and group discussion of assigned

articles, in-class group work, database exercises, online searching, and participation in other class activities. Your ability to discuss the readings will be considered a major aspect of your class participation grade.

Class Participation Rubric

(adapted from the University of Pittsburgh's LIS course, Archives & Records Management)

	Strong	Needs development	Unsatisfactory
Preparation	Arrives with notes, observations, and questions.	Sometimes arrives unprepared.	Shows little if any indication of having prepared for class or having read the assigned materials.
Listening	Actively supports, listens, and engages.	Shows effort to interact but at times shows disinterest in peer contributions.	Limited or no interaction with peers and may exhibit disrespect.
Quality of contributions	Comments and questions are relevant and show close reading and keen insight.	Participates constructively but unevenly. Comments and questions are at times irrelevant or lack depth.	Never participates or participates only when prodded and does so perfunctorily. Shows little interest in materials or peer contributions.
Frequency of participation	Participates actively at appropriate times.	Participates sometimes but fails always to be attentive.	Rarely participates and is not generally engaged.
Impact on seminar	Moves discussion forward; class members benefit from student's contributions and group dynamic is enhanced.	Sometimes advances discussion but at other times seems merely filler. Group dynamics are sometimes better (but never worse) as a result of student participation.	Comments and questions fail to advance conversation. Group dynamics are impaired as a result of student's participation.

- Please notify me if an unexpected problem arises for you during the course of the semester (serious illness, etc.), and we will formulate an appropriate plan. If you need to miss class because of a religious holiday, we can make alternative arrangements for this as well.

Professional Conduct, Preparation, and Attendance

In addition to the UNC Honor Code (<http://honor.unc.edu/>) that outlines university expectations for academic honesty, I expect that you will demonstrate integrity and professionalism in your participation in this course and in fulfillment of all of your course assignments. This includes completing the assigned readings on the dates they are due, dedicating adequate time for your participation (both in-class and out-of-class), and putting forth effort, care, and thought in preparing for exams. This is a 3-credit hour course; thus, you should expect to spend about 6-9

hours per week on this course (excluding class time). I expect you to show respect for all members of the course and all comments and questions posed by them.

Grading Policies

Semester grades will be determined by the level of participation in class, mastery of course materials, and the quality of written assignments.

Based on [UNC Registrar Policy for graduate-level courses](#), both assignment and semester grades will be H, P, L or F. Few students will obtain an "H," which signifies an exceptionally high level of performance (higher than an "A" in an A-F systems). The following is a more detailed breakdown:

- H = Superior work: complete command of subject, unusual depth, great creativity, or originality
- P+ = Above average performance: solid work somewhat beyond what was required and good command of the material
- P = Satisfactory performance that meets course requirements (expected to be the median grade of all students in the course).
- P- = Acceptable work in need of improvement
- L = Unacceptable graduate performance: substandard in significant ways
- F = Performance that is seriously deficient and unworthy of graduate credit

Note: The above breakdown is for individual assignments. Final grades in the course will not reflect + or - designations (e.g. there will be Ps but no P+s or P-s).

Attendance

Attendance at each class session is expected. If you must miss a class, please make arrangements with one of your classmates concerning note taking. It is probably a good idea for everyone to have a "**note buddy**" in case of illness and/or if an emergencies occurs and you have to miss a class. The instructor is not a good source of notes as her outlines may not reflect the complete class discussion. The following regulations on a student's class attendance were adopted by the Faculty Council:

Regular class attendance is a student obligation, and a student is responsible for all the work, including texts and written work, of all class meetings. No right or privilege exists which permits a student to be absent from any given number of class meetings.... **If a student misses three consecutive class meetings** or misses more classes than the instructor deems advisable, the instructor will report the facts to the student's academic dean for appropriate action...

Special Needs and Students with Disabilities

If you need an accommodation for a disability or have any other special need, please make an appointment to discuss this with me early in the semester. My office hours and contact information are listed at the beginning of this syllabus.

Diversity Statement

In support of the University's diversity goals and the mission of the School of Information and

Library Science, SILS embraces diversity as an ethical and societal value. We broadly define diversity to include race, gender, national origin, ethnicity, religion, social class, age, sexual orientation, and physical and learning ability. As an academic community committed to preparing our graduates to be leaders in an increasingly multicultural and global society we strive to:

- Ensure inclusive leadership, policies, and practices;
- Integrate diversity into the curriculum and research;
- Foster a mutually respectful intellectual environment in which diverse opinions are valued;
- Recruit traditionally underrepresented groups of students, faculty, and staff; and
- Participate in outreach to underserved groups in the State.

The statement represents a commitment of resources to the development and maintenance of an academic environment that is open, representative, reflective, and committed to the concepts of equity and fairness. (Taken from: <http://sils.unc.edu/about/diversity>)

Please note this syllabus is subject to change.

Thanks to Claudia Gollop for sharing past syllabi which formed the groundwork for this semester's course. Additional material is drawn from the syllabi of Alex Poole, Sarah Stokes, and Sylvia Vardell, to whom I am grateful.

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Course Schedule

Session	Date	Topic	Readings*	Activities / Assignments
1	Tuesday, 8/19	Introductions; Overview of 501 class and assignments	Familiarize yourself with the syllabus, Sakai site, and other course materials. Definitions of Reference (link)	In-class Student Questionnaire
2	Thursday, 8/21	Tour of Davis Library's reference services with Tommy Nixon (please note location change: meet in the Gallery by the reference desk)	Guidelines for Behavioral Performance of Reference and Information Service Providers (link) UNC Libraries 2010-12 Report (link)	Reference Desk Observation Report assigned, due 8/28
3	Tuesday, 8/26	History of Reference Service	Green, S. S. (1876). Personal Relations between Librarians and Readers. <i>American Library Journal</i> , 1(2-3), 74-81. (link) Tyckoson, D. A. (2011). History and Functions of Reference Service. In R. E. Bopp & L. C. Smith (Eds.), <i>Reference and Information Services: An Introduction</i> (4th edition). (pp. 3-27). Santa Barbara: Libraries Unlimited.	
4	Thursday, 8/28	Professional Organizations/ Standards for Reference Ethical Aspects of Reference Service	Code of Ethics of the American Library Association (link) Copyright Basics Video (link)	Due: Reference Desk Observation Report (please post in Sakai)

5	Tuesday, 9/2	OPAC In-Class Lab Session (Please bring your laptop to class.)		Online Catalog Exercise assigned, due 9/9
6	Thursday, 9/4	Database Searching	<p>Holman, L. (2011). Millennial Students' Mental Models of Search: Implications for Academic Librarians and Database Developers. <i>Journal of Academic Librarianship</i>, 37(1), 19-27.</p> <p>McCutcheon, S. (2009). Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins. <i>The Indexer</i>, 27(2), 62-65.</p>	Groups assigned for the Database Group Presentations, submit selected database by 9/25, presentations due 10/28
7	Tuesday 9/9	Library Lit and LISA Lab Session (Please bring your laptop to class.)		Due: Online Catalog Exercise Library Lit and LISA Exercise assigned, due 9/16
8	Thursday, 9/11	Overview of Reference Sources	<i>Read only pp. 387-392 of:</i> Smith, L. C. (2011). Selection and Evaluation of Reference Sources. In R. E. Bopp & L. C. Smith (Eds.), <i>Reference and Information Services: An Introduction</i> (4th edition). (pp. 3-27). Santa Barbara: Libraries Unlimited.	Due: Submit selected subject for Course Page Final Project
9	Tuesday, 9/16	Evaluation of Reference Sources	<p><i>Read only pp. 392-410 of:</i> Smith, L. C. (2011). Selection and Evaluation of Reference Sources. In R. E. Bopp & L. C. Smith (Eds.), <i>Reference and Information Services: An Introduction</i> (4th edition). (pp. 3-27). Santa Barbara: Libraries Unlimited.</p> <p>Puacz, J. H. (2005). Electronic vs. Print Reference Sources in Public Library Collections. <i>Reference Librarian</i>, 91(92), 39-51.</p>	Due: Library Lit and LISA Exercise

10	Thursday, 9/18	Guest instructor: ProQuest Intern Emily Spunaugle (Please bring your laptop to class.)	Zhang, Y. (2012) Comparison of Select Reference Management Tools. <i>Medical Reference Services Quarterly</i> , 31(1), 45-60. (link)	ProQuest Flow folder assigned, due 10/2
11	Tuesday, 9/23	Reference Interview	Harmeyer, D. (2010). Hybrid Reference: Blending the Reference Interview and Information Literacy. <i>Reference Librarian</i> , 51(4), 358-362. Brown, S. W. (2008). The Reference Interview: Theories and Practice. <i>Library Philosophy and Practice</i> 2008, 1-8.	Partners assigned for Consultation Packet, due 10/14
12	Thursday, 9/25	Library Consultation Services Guest speaker: Mellanye Lackey, MSI, Director of the Health Sciences Library's Global Engagement	Yi, H. (2003). Individual research consultation service: an important part of an information literacy program. <i>Reference Services Review</i> , 31(4), 342-350.	Due: Submit selected database for Database Group Presentations, presentations due 10/28
13	Tuesday, 9/30	Reference Services for Specific Populations	All read: Mestre, L. S. (2010). Librarians Working with Diverse Populations: What Impact Does Cultural Competency Training Have on Their Efforts? <i>Journal of Academic Librarianship</i> , 36(6), 479-488. Additionally, you will be assigned to read one of four articles available in Sakai.	Small group discussions
14	Thursday, 10/2	Instruction	Association of College and Research Libraries Standards for Proficiencies for Instruction Librarians and Coordinators (link) Desai, C. M. & Graves, S. J. (2008). Face-to-Face: The teachable moment and changing reference mediums. <i>Reference & User Services Quarterly</i> , 47(3), 242-254.	Due: Introduction/ Overview, one Resource Assessment, and ProQuest Flow folder for Course Page Final Project

15	Tuesday, 10/7	Instruction Guest speaker: Undergraduate Experience Librarian, Jonathan McMichael, UNC Undergraduate Library	Readings TBA by guest speakers	
16	Thursday, 10/9	Reference Work in Special Collections Guest speaker: Matt Turi, Manuscripts and Archives Research and Instruction Librarian, Wilson Library (please note location change: Wilson Library, Room 504)	Harris, V.A. & Weller, A.C. (2012). Use of Special Collections as an Opportunity for Outreach in the Academic Library. <i>Journal of Library Administration</i> , 52(3-4), 294- 303. Perry, M. (2011). A Reference Librarian in Special Collections. <i>Reference & User Services Quarterly</i> , 50(4), 319-321.	
17	Tuesday, 10/14	Geographical Information Systems Services Guest speaker: Amanda Henley, GIS Librarian	Scaramozzino, J., White, R., Essic, J., Fullington, L.A., Mistry, H., Henley, A., & Olivares, M. (2014). Map Room to Data and GIS Services: Five University Libraries Evolving to Meet Campus Needs and Changing Technologies. <i>Journal of Map And Geography Libraries</i> , 10(1), 6-47. <i>Optional:</i> Dodsworth, E. (2010). Indirect outreach in a GIS environment: Reflections on a map library's approach to promoting GIS services to non-GIS users. <i>Journal of Library Innovation</i> , 1(1), 24-34. UNC GIS & Data Services page (link) Amanda Henley's LibGuides portfolio (link)	Due: Consultation packet
18	Thursday, 10/14	Fall break No class		

19	Tuesday, 10/21	Trends in Reference Services	Arndt, T. (2010). Reference service without the desk. <i>Reference Services Review</i> , 38(1), 71-80.	
20	Thursday, 10/23	Challenging Situations	Currie, C. (2002). Difficult library patrons in academe: it's all in the eye of the beholder. <i>Reference Librarian</i> , (75/76), 45-54.	
21	Tuesday, 10/28	Database Presentations (Day One)		Due: Database Group Presentations. Post your PowerPoint or a link to your presentation in Sakai by 9 am.
22	Thursday, 10/30	Database Presentations (Day Two)		
23	Tuesday, 11/4	No class (ASIST Conference)		In Sakai: Post a screenshot of a search in one of the presented databases. In Sakai: Post a question for our reference panel in the Sakai forum.
24	Thursday, 11/6	Reference Panel: librarians representing academic, special, public, and school libraries will share experiences, provide advice, and take questions.		
25	Tuesday, 11/11	Virtual Reference Services	Chow, A., & Croxton, R. (2014). A Usability Evaluation of Academic Virtual Reference Services. <i>College & Research Libraries</i> , 75(3), 309-361. Guidelines for Implementing and Maintaining Virtual Reference Services, ALA, Reference and User Services Association, 2004 (link)	

26	Thursday, 11/13	Guest speaker: Chad Haefele, Emerging Technologies Librarian (Please bring your laptop to class.)	Browse Chad's Blog "Hidden Peanuts" (link) Read this post in particular: Defining what I do: What makes a technology emerging or disruptive?	
27	Tuesday, 11/18	Course Page Final Project Presentations (7 minutes per presenter)		Due: Final Project Presentations
28	Thursday, 11/20	Course Page Final Project Presentations (7 minutes per presenter)		In Sakai: Post presentations in Sakai folder.
29	Tuesday, 11/25	No class		In Sakai: Add a constructive comment to two fellow students' presentation posts (such as a resource suggestion or an in- depth question about one of the recommended resources).
30	Thursday, 11/27	Happy Thanksgiving! No class		
31	Tuesday, 12/2	Last day of class! Wrap-up and Review	Peters, T. A. (2011). Left to their own devices: The future of reference services on personal, portable information, communication, and entertainment devices. <i>The Reference Librarian</i> 52, 88-97.	Course Page Final Project due 12/2 Reflection due 12/11

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