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| **Instructor:** Claudia J. Gollop, PhD**Office:** 215, Manning Hall**Email:** 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. PrintMcCutcheon, 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!!!!** |  |