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| **Instructor:** Claudia J. Gollop, PhD  **Office:** 215, Manning Hall  **Email:** [gollop@ils.unc.edu](mailto:gollop@ils.unc.edu)  **Office Hours:** Wednesday, 2:00-3:00 pm **and by appointment** | **Class:** Tuesday, 2:00-4:45 pm  **Location:** 01, Manning Hall |

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

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| **Date** | **Topic** | **Due date** |
| **8/18** | **2-3:15- Introductions**, course overview, assignments, *Student Questionnaire*, questions, etc.  **Readings:** in Sakai, UNC Library system, or on the Web.  **----------------------------------------------------------------**  **3:30-4:45 =** **Meet in Davis Library** – near the rear 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,** 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 8/25/15.**  \*\**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: 8/25/15 |
| **8/25** | Class discussion on the **Reference book assessment assignment**  **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.  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. et al. (2014). Best of Reference 2014. *Library Journal*, 140, 4, 34, 1p – 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].  **Discussion question:** Over time, what do you think may have contributed to some of the changes that have occurred in reference services? | **Reference book assessment assignment**  *Student Questionnaire* Due |
| **9/1** | **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:**  Anderson, A.J. (1992). You Killed my Daughter. May 1 1992, Vol. 117, p53-55, 3p.  Guest at 4:30 pm – Rachel Sanders, Community Workshop Series, Coordinator |  |
| **9/8** | **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.  Harmeyer, D. (2010). Hybrid reference: Blending the reference interview and information literacy. *Reference Librarian,* 51, 4, 358-362.  ============  **Overview of Reference Sources – part I**  Dictionaries  Encyclopedias  **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. |  |
| **9/15** | **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.  Puacz, J. H. (2005). Electronic vs. Print Reference Sources in Public Library Collections. *Reference Librarian*, 91/92, 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**  Directories  Biographical sources  In class exercise = small groups search online |  |
| **9/22** | **Overview of Reference Sources – part III**  Geographical sources  Ready references sources (year books, handbooks, and almanacs)  -------------------------------------------------------------------  **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+Review/$N/31612/DocView/218319810/abstract/40EF773910C94804PQ/7?accountid=14244), [[http://search.proquest.com/assets/r20141.5.0.10/core/spacer.gif](http://search.proquest.com/lisa/indexingvolumeissuelinkhandler/31612/Library+Review/02009Y02Y10$232009$3b++Vol.+58+$282$29/58/2?accountid=14244)58, 2[http://search.proquest.com/assets/r20141.5.0.10/core/spacer.gif](http://search.proquest.com/lisa/indexingvolumeissuelinkhandler/31612/Library+Review/02009Y02Y10$232009$3b++Vol.+58+$282$29/58/2?accountid=14244)](http://search.proquest.com/lisa/indexingvolumeissuelinkhandler/31612/Library+Review/02009Y02Y10$232009$3b++Vol.+58+$282$29/58/2?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:** Friday, October 9, 2015 – please submit to Dropbox in Sakai \*\*\*\*\*  **Guest:** Jacqueline Solis, UNC Library. ‘Consultation services in the library’ - 3:30-4:45 pm. |  |
| **9/29** | **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>  **------------------------------------------**  **3:30-4:45 pm**  **Interactive “Chat” session**  **Guest**: **Guest**: Chad Haefele, Emerging Technologies Librarian  **Meet in Davis Library, in** Davis Library, room 247 | Final Project-Course Page **Subject selected** –add to Dropbox |
| **10/6** | 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). “Face-to-Face: The teachable moment and changing reference mediums”. *Reference & User Services Quarterly* 47(3): 242-254.  -----------------------------------  **3:30-4:45 pm Guest: =** Instructional Services Librarians – Jonathan McMichael |  |
| **10/13** | **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: Amanda Henley, room 246 Davis Library, 3:30-4:45 pm** |  |
| **10/20** | **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.  3:30-4:45 – database searching exercise | Consultation Search Exercise. **Due today** |
| **10/27** | **Challenging Situations**  **Readings/Discussion:**  Behavior policies  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)  **------------------------------------------------**  **Outreach programs in Libraries**  **Readings/Discussion:**  Dennis, M. (2012). Outreach initiatives in academic libraries, 2009-2011. *Reference Services Review,* 40 (3), 368-383.  ---------------------------  **3:30-4:45 pm** Guest – Jennifer Garrett, Research Librarian, NCSU Library. | **Introduction/overview** **and 1 resource assessment of** Final Project – add to Dropbox |
| **11/3** | Source Group presentations/handout  --------------------  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 | Source Group presentations/handout |
| **11/10** | 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., Location, Room 504, just off the main lobby in Wilson Library. |  |
| **11/17** | **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. |  |
| **11/24** | Cultural Awareness and Cultural Competence in the profession  **video**  **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/cultralcompetency.htm>  **Small group discussion/exercise** | **Post abstract** of final project to Sakai discussion board |
| **12/1** | Course Wrap-up  In class, brief presentation on your topic, audience, and 1-2 highlights, **only**. You will each have 5 minutes to present. | **Final Project Presen-**  **tations** |
| **12/4** | **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 HOLIDAY BREAK!!!!** |  |