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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:** Monday, 12:20-3:05 pm  **Location:** 304, Manning Hall |

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

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| **Date** | **Topic** | **Due date** |
| **1/12** | **12:20-1:35 =** **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**  **At some point, 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.) 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 at least one specific area covered by the book that caught your attention and stood out for you. Please include a complete citation for the book selected. **Due 8/26/14**  \*\**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)  ------------------------  **1:50- Introductions**, course overview, assignments, questions, etc.  **Reference and Information Services: An introduction**; *Student*  *Questionnaire* | *Student Questionnaire* Due: 2/2/15 |
| **1/19** | ***NO CLASS +++++ HOLIDAY*** |  |
| **1/26** | ***NO CLASS +++++ at ALISE Annual Conference*** |  |
| **2/2** | 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.  Coutts, B. & LaGuardia, C. (2011). Reference 2010. *Library Journal*, 136 (7), 41-50.  **Optional reading**  Singer, C. A. Ready Reference Collections: A History.” Reference & User Services Quarterly 49, 3 (Spring 2010): 253-264. Print.  **Question:** Over time, what influences do you think contributed to some of the changes that have occurred in reference services?    =====================================  **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 / handout:**  Anderson, A.J. (1992). You Killed my Daughter. May 1 1992, Vol. 117, p53-55, 3p.  Guest at 2:45pm – Danielle Thornton, Community Workshop Series, Coordinator | **Reference book assessment assignment**  *Student Questionnaire* Due |
| **2/9** | ***Reference Interview – Part I***  ***Readings/Discussion:***  *Brown, S. W. (2008).* The reference interview: Theories and practice. *Library Philosophy and Practice,* January, 1-8.  Harmeyer, D. Skate boards, Katy Perry, and *Sola Scriptura. (2014). Reference Librarian*, 55, 3, 262-267*.*  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. |  |
| **2/16** | **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.  =====================  **Overview of Reference Sources – part II**  Directories  Biographical sources |  |
| **2/23** | **Overview of Reference Sources – part III**  Geographical sources  Ready references sources (year books, handbooks, and almanacs)  -------------------------------------------------------------------  **Reference Interview Part II**  **Reading –**  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: 3/16/15** | Revised date:  Final Project-Course Page **Subject selected** –add to Dropbox |
| **3/2** | 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. Print  McCutcheon, Sevim. “Keyword vs Controlled Vocabulary Searching: the One with the Most Tools Wins.” The Indexer 27.2 (June 2009): 62-65.  **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.  **See Sakai Forums:** respond to 2 questions by 9 am Monday, March 16th.  **--------------**  **GIS session. Guest: Amanda Henley, room 246 Davis Library, 1:50-3:05 pm** |  |
| **3/9** | **NO CLASS +++++++++++ SPRING BREAK** |  |
| **3/16** | Review database searches from last time  **=====================**  **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.  -----------------------------------  **2:00-3:05 pm**  **Guest: =** Instructional Services Librarians – Jonathan McMichael | Consultation Search Exercise. **Due today** |
| **3/23** | **Reference and Database services**  **Readings/Discussion:**  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.  **---------------------------------------------------**  **Virtual Reference Services**  **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  **1:50-3:05 pm**  **Interactive “Chat” session**  **Guest**: **Guest**: Chad Haefele, Emerging Technologies Librarian  **Meet in Davis Library, 2nd fl. Room 247** | **Introduction/overview** **and 1 resource assessment of** Final Project |
| **3/30** | **Challenging Situations**  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)  **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.)  **-----------------------------**  **Guest:** Jacqueline Solis, UNC Library. ‘Consultation services in the library’  2:00-2:50 pm. |  |
| **4/6** | **Organizing and Delivering Reference and Information Services**  **Readings/Discussion:**  **New/replaced reading for today**  Agosto, D.E. et al. (2011). A Model of the Reference and Information Service Process: An Educators’ Perspective. *Reference & User Services Quarterly,*50, 3:235-244.  --------------------  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  **2:30-3:05 pm,** EmilySpunaugle will present on ProQuest systems | Source presentations/report |
| **4/13** | 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 Competency: <http://www.nih.gov/clearcommunication/culturalcompetency.htm>  **Small Group discussion session**  -----------------------------------------------------------  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., 3rd fl.,Wilson Library, UNC-CH |  |
| **4/20** | Course Wrap-up  In class, brief presentation on your topic, audience, and 1-2 highlights, **only**. You will each have 5 minutes to present.  **===================**  **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. | **Final Project Presen-**  **tations**  **Post abstract** of final project to Sakai discussion board |
| **4/24** | **Final Projects Due Today**  **5 additional resource assessments** included in the Final Project | **By 5:00 pm** |
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|  | **HAVE A GREAT SUMMER!!!!** |  |