

**INLS 501-02 – Information Resources and Services**

**Fall 2016 ===== SYLLABUS**

<p><b>Instructor:</b> Claudia J. Gollop, PhD  <b>Office:</b> 215, Manning Hall  <b>Email:</b> <a href="mailto:gollop@ils.unc.edu">gollop@ils.unc.edu</a></p> <p><b>Office Hours:</b> Wednesday, 2:00-3:00 pm  <b>and by appointment</b></p>	<p><b>Class:</b> Tuesday, 2:00-4:45 pm  <b>Location:</b> 14, Manning Hall</p>
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**NOTE: This schedule is subject to change, so please review it regularly.**

Date	Topic	Due date
8/23	<p><b>2-3:15- Introductions</b>, course overview, assignments, and UNC Libraries <a href="http://library.unc.edu/">http://library.unc.edu/</a> - <b>Student Questionnaire</b>, questions, etc.</p> <p><b>Readings:</b> in Sakai, UNC Library system, or on the Web.</p> <p>-----</p> <p><b>3:30-4:45 = Meet in Davis Library</b> – near the front entrance of the library on the 1<sup>st</sup> floor for information session with Tommy Nixon, Classics, Dramatic Art &amp; English/Comparative Literature Librarian.</p> <p><b><u>Assignment: Reference book assessment paper</u></b>  <b>At some point, following the tour</b>, please return to Reference section of Davis Library and select a book (i.e., dictionary, encyclopedia, directory, etc.) on any topic you like <b>in print</b>. Look at the <b>front matter and back matter</b> (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. <b>Due 8/30/16.</b></p> <p><i>**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: <a href="http://library.unc.edu/services/citing/">http://library.unc.edu/services/citing/</a></i></p>	<p>Student Questionnaire                  Due: 8/30/16</p>
8/30	<p>Class discussion on the <b><u>Reference book assessment assignment</u></b></p> <p><b>History of Reference Service</b></p> <p><b>Readings/Discussion:</b>                  Tykoson, D. A. (2011). “History and Functions of Reference Service.” In <i>Reference and Information Services: An Introduction, 4<sup>th</sup> edition</i>. Ed. Bopp, R.E. and Smith, L. C. Santa Barbara: Libraries Unlimited, 3-27.</p> <p>Green, S.S. (1993). Personal relationships between librarians and readers. <i>Library Journal</i>, [originally published, October 1, 1876], 84-85.</p>	<p><b><u>Reference book assessment assignment</u></b></p> <p>Student Questionnaire                  Due</p>

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	<p>Dear Librarian: New York Public Library’s quirkiest inquiries  <a href="http://www.theguardian.com/books/2015/may/28/librarian-new-york-public-librarays-quirkiest-enquiries">http://www.theguardian.com/books/2015/may/28/librarian-new-york-public-librarays-quirkiest-enquiries</a></p> <p>Coutts, B. et al. (2014). Best of Reference 2014. <i>Library Journal</i>, 140, 4, 34, 1p – located in the ‘Library &amp; Information Science Source’ database in <a href="http://www.lib.unc.edu">http://www.lib.unc.edu</a> Library &amp; Information Science Source database [you may read it &amp;/or listen to it].</p> <p><b>Discussion question:</b> Over time, what do you think may have contributed to some of the changes that have occurred in reference services?</p>	
<p><b>9/6</b></p>	<p><b>Ethical Aspects of Reference Service</b></p> <p><b>Readings/Discussion:</b>  Aulisio, G.J. (2013). Copyright in light of ethics. <i>Reference Services Review</i>, 41, 3, 566-575.</p> <p><b>Please pay particular attention to Code of Ethics of the American Library Association (below)</b></p> <p>Code of Ethics of the American Library Association:  <a href="http://www.ala.org/advocacy/proethics/codeofethics/codeethics">http://www.ala.org/advocacy/proethics/codeofethics/codeethics</a></p> <p><a href="http://www.copyright.com/content/cc3/en/toolbar/education/resources/copyright_basics1.html">http://www.copyright.com/content/cc3/en/toolbar/education/resources/copyright_basics1.html</a></p> <p>With the <i>code of ethics</i> and <i>copyright issues</i> in mind, please review the following websites on public services policies. We will discuss them:</p> <p><a href="http://library.buffalo.edu/aboutus/policies-use/reference-policy.html">http://library.buffalo.edu/aboutus/policies-use/reference-policy.html</a>  <a href="http://library.austintexas.gov/basic-page/reference-services-policy">http://library.austintexas.gov/basic-page/reference-services-policy</a></p> <p><b>Discussion:</b>  Anderson, A.J. (1992). You Killed my Daughter. May 1 1992, Vol. 117, p53-55, 3p.</p> <p><b>Guest at 4:20 pm – Maggie Lasher, Community Workshop Series, Coordinator</b></p>	
<p><b>9/13</b></p>	<p><b>Reference Interview</b></p> <p><b>Readings/Discussion:</b></p>	

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	<p>Brown, S. W. (2008). The reference interview: Theories and practice. <i>Library Philosophy and Practice</i>, January, 1-8.</p> <p>Harmeyer, D. (2013). The Reference interview thrives. <i>The Reference Librarian</i>, 54, (4) 345–348.</p> <p>Harmeyer, D. (2010). Hybrid reference: Blending the reference interview and information literacy. <i>Reference Librarian</i>, 51, 4, 358-362.</p> <p>=====</p> <p><b>Overview of Reference Sources – part I</b></p> <p>Dictionaries Encyclopedias</p> <p><b>Readings – This book is on reserve in the SILS Library. Review these chapters:</b></p> <p>“<b>Dictionaries</b>” pp. 501-523. Bopp, Richard E. <i>Reference and Information Services : an Introduction</i>. 4th ed. Santa Barbara, Calif.: Libraries Unlimited, 2011. Print.</p> <p>“<b>Encyclopedias</b>” pp. 525-53. Bopp, Richard E. <i>Reference and Information Services : an Introduction</i>. 4th ed. Santa Barbara, Calif.: Libraries Unlimited, 2011. Print.</p>	
<p><b>9/20</b></p>	<p><b>Evaluation of Reference Sources - RESPOND TO QUESTIONS on the Discussion forum</b></p> <p><b>Readings/Discussion:</b></p> <p>Smith, L.C. (2011) Selection and evaluation of reference sources. In R.E. Bopp and L.C. Smith (eds.), <i>Reference and Information Services: An Introduction</i>, (387-410). Santa Barbara: Libraries Unlimited.</p> <p>Stephen P. Buss (2016) Do We Still Need Reference Services in the Age of Google and Wikipedia?, <i>The Reference Librarian</i>, 57:4, 265-271.</p> <p>Puacz, J. H. (2005). Electronic vs. Print Reference Sources in Public Library Collections. <i>Reference Librarian</i>, 91/92, 39-51.</p> <p><b>Objective:</b> Student will understand and be able to describe criteria and practices used to create and assess reference collections in various formats.</p>	

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	<p><b>QUESTIONS: Please respond to Discussion forum</b> =====</p> <p><b>Overview of Reference Sources – part II</b> Directories Biographical sources</p> <p>In class exercise = small groups search online</p>	
<p><b>9/27</b></p>	<p><b>Overview of Reference Sources – part III</b> Geographical sources Ready references sources (year books, handbooks, and almanacs)</p> <p>-----</p> <p><b>Reference Interview Part II</b></p> <p><b>Reading/Discussion–</b></p> <p>Sisselman, P. (2009). Exploiting the social style of patrons to improve their satisfaction with the reference interview. <i>Library Review</i>, 58, 2 124-133.</p> <p>-----</p> <p><b>Searching Exercise 1 – OPAC; Library Literature and Information Science and Library and Information Science Abstracts (LISA).</b> See Sakai for exercise</p> <p><b>NOTE: <u>PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!</u></b></p> <p>-----</p> <p><b>Library Consultation Services</b></p> <p><b>Readings/Discussion</b></p> <p>Yi, H. (2003). Individual research consultation service: an important part of an information literacy program. <i>Reference Services Review</i>, 31, 4, 342-350.</p> <p>-----</p> <p><b>Assignment:</b> Consultation Search Exercise. <b>Due:</b> Friday, October 14, 2016 – please submit to Dropbox in Sakai *****</p> <p><b>Guest:</b> Kristan Shawgo, UNC Library. ‘Consultation services in the library’ - 3:30-4:45 pm.</p>	<p>Final Project- Course Page <b>Subject selected</b> –add to Dropbox</p>
<p><b>10/4</b></p>	<p><b>Virtual Reference Services</b></p>	

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	<p><b>Readings/Discussion:</b></p> <p>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. <i>Journal of Library &amp; Information Services</i>, 9(1-2), 148-156.  “Guidelines for Implementing and Maintaining Virtual Reference Services” ALA, Reference and User Services Association, 2004  <a href="http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm">http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm</a></p> <p>-----</p> <p><b>3:30-4:45 pm</b>  <b>Interactive “Chat” session</b></p> <p><b>Guest: Guest:</b> Chad Haeefe, Emerging Technologies Librarian  <b>Meet in Davis Library, in</b> Davis Library, room 247</p>	
<p><b>10/11</b></p>	<p>Review database searches from last time  =====</p> <p><b>Instruction</b></p> <p><b>Review</b> this website for discussion: Association of College and Research Libraries Standards for Proficiencies for Instruction Librarians and Coordinators, 2007.  <a href="http://www.ala.org/ala/mgrps/divs/acrl/standards/profstandards.cfm">http://www.ala.org/ala/mgrps/divs/acrl/standards/profstandards.cfm</a></p> <p><b>Readings/Discussion:</b></p> <p>Kumar, S. and Edwards, M.E. (2013). “Information literacy skills and embedded librarianship in an online graduate programme”. <i>Journal of Information Literacy</i> 7 (1): 3-18.</p> <p>Desai, C. M. and Graves, S.J. (2008). “Face-to-Face: The teachable moment and changing reference mediums”. <i>Reference &amp; User Services Quarterly</i> 47(3): 242-254.</p> <p>-----</p> <p><b>3:30-4:45 pm Guest: = Instructional Services Librarians ?????</b></p>	
<p><b>10/18</b></p>	<p><b>GIS -Geographical Information Systems Services session</b></p> <p><b>Readings/Discussion:</b></p>	<p><b>Introduction /overview and 1 resource assessment</b></p>

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	<p>Bishop, B.W. and Johnston, M. P. (2013). Geospastial thinking of information professionals. <i>Journal of education for library and information science</i> 54.1: 15-21.</p> <p>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.</p> <p>-----</p> <p><b>GIS session. Guest: Amanda Henley, room 246 Davis Library, 3:30-4:45 pm</b></p>	<p><b>of Final Project – add to Dropbox</b></p>
<p><b>10/25</b></p>	<p><b>Reference and Database services</b></p> <p><b>Readings/Discussion:</b></p> <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> <p>Jacso, P. (2013). ProQuest’s Graduate Education Program (GEP) – A powerful, free database and software package for LIS educators and students worldwide. <i>Online Information Review</i> 37 (2), 326-338.</p> <p>3:30-4:45 – database searching exercise</p>	
<p><b>11/1</b></p>	<p><b>Challenging Situations</b></p> <p><b>Readings/Discussion:</b></p> <p>Behavior policies Penn State University Libraries <a href="http://www.libraries.psu.edu/psul/policies/uladg12.html">http://www.libraries.psu.edu/psul/policies/uladg12.html</a></p> <p>Whatcom County Library System, Conduct Policy - Disruptive Behavior <a href="http://www.wcls.org/conduct-policy-disruptive-behavior">http://www.wcls.org/conduct-policy-disruptive-behavior</a></p> <p><b>Review</b> “Randolph County Public Library Disruptive Behavior Policy “on this website: <a href="http://www.randolphlibrary.org/librarypolicies.htm">http://www.randolphlibrary.org/librarypolicies.htm</a></p> <p>-----</p> <p><b>Outreach programs in Libraries</b></p>	<p><b>Consultation Search Exercise. Due today</b></p>

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	<p><b>Readings/Discussion:</b></p> <p>Dennis, M. (2012). Outreach initiatives in academic libraries, 2009-2011. <i>Reference Services Review</i>, 40 (3), 368-383.</p> <p>-----</p> <p><b>3:30-4:45 pm Guest –</b></p>	
<b>11/8</b>	<p>Source Group presentations/handout</p> <p>-----</p> <p>Reference Services for Specific Populations</p> <p><b>Readings/Discussion:</b></p> <p>Collins, L.N, Howard, F. and Miraflor, A. (2009). “Addressing the Needs of the Homeless: A San Jose Library partnership Approach.” <i>The Reference Librarian</i>, 50:109-116.</p> <p>Mestre, Lori 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 (November):479-488.</p> <p>Small Group discussion session</p>	
<b>11/15</b>	<p>Reference work in Special Collections</p> <p><b>Readings/Discussion:</b></p> <p>Harris, V.A. and 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.</p> <p>Perry, M. (2011). A Reference Librarian in Special Collections. <i>Reference &amp; User Services Quarterly</i>, 50, 4:319-321.</p> <p>-----</p> <p><b>Guest: Matt Turi- 3:30-4:45 pm –</b>Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., Location, Room 504, just off the main lobby in Wilson Library.</p>	
<b>11/22</b>	<p>Source Group presentations/handout</p> <p>-----</p> <p><b>Organizing and Delivering Reference and Information Services</b></p>	<p><b>Source Group presentations /handout</b></p>

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	<p><b>Readings/Discussion:</b></p> <p>Arndt, T. (2010). Reference service without the desk. <i>Reference Services Review</i>, 38, 1:71-80.</p>	
<b>11/29</b>	<p>Cultural Awareness and Cultural Competence in the profession</p> <p><b>Readings/Discussion:</b></p> <p>Oxley, R. (2013). iDiversity and LIS Education: Student-based Groups Promoting Cultural Competence as a Vision for the Profession. <i>Library Quarterly: Information, Community, Policy</i>, 83, 236-242.</p> <p>Lazzaro, A. E., et al. (2014). Cultural competency on campus. <i>C&amp;RL News</i>, 75, 6, 332-335.</p> <p>Cultural Respect: <a href="https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect">https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect</a></p> <p><b>Small group discussion/exercise</b> -----</p> <p><b>Guests: Reference Panel 3:30-4:45 pm</b></p> <p><b>Reference Panel – A Great opportunity to meet professionals in our field!</b> Librarians representing academic, special, public, and school libraries will share experiences, provide advice, and take your questions</p>	<p><b>Post abstract</b> of final project to Sakai discussion board</p>
<b>12/6</b>	<p>Course Wrap-up</p> <p>In class, brief presentation on your topic, audience, and 1-2 highlights, <b>only</b>. You will each have 5 minutes to present.</p>	<p><b>Final Project Presentations</b></p>
<b>12/9</b>	<p align="center"><b>Final Projects Due Today</b></p> <p><b>Final 5 additional resource assessments</b> included in the Final Project</p>	<p><b>By 5:00 pm</b></p>
<b>HAVE A GREAT HOLIDAY BREAK!!!!</b>		