

Course Syllabus - Spring 2012

LI 813XA

Reference and User Services

Faculty: Keith Rocci
Email: krocci@emporia.edu
Phone: 785-640-0130
Online Course Login: <https://elearning.emporia.edu>
Credit Hours: 3.0
Note: Course Syllabus May Change

Important Dates for Spring 2012

<i>1/11: First day of class</i>	<i>1/16: Martin Luther King Day (ESU closed)</i>	<i>1/25: Last day to drop</i>	<i>3/6: Midterm grades due</i>
<i>3/19-3/25: Spring Break</i>	<i>3/28: Last day to withdraw</i>	<i>5/4: Last day of classes</i>	<i>5/12: Commencement</i>
<i>5/15: Final grades due by noon</i>			

Class Meetings: 1/20-21, 3/16-17 (Friday meeting 6pm – 9pm, Saturday meetings 9am – 5pm)

Purpose of Course

The course provides an introduction to a wide variety of print and electronic reference sources and current issues in the provision of reference and user services. Students learn effective ways to select information retrieval tools and resources, develop search strategies, and evaluate search results. Evaluation of print and electronic sources is also addressed.

Course Outcomes

At the end of the course, students should be able to:

1. Identify the various reference and user services provided by libraries and other types of information-related organizations to their clients;
2. Identify, describe, and evaluate the basic types of information sources, print and electronic, available in most libraries or other information agencies;
3. Effectively search for and retrieve information from the various print and electronic types of information sources using appropriate search strategies;
4. Effectively diagnose a client's information need through a reference interview, and recommend the appropriate information source(s);
5. Use technology to enhance reference and user services and projects;
6. Identify and apply the components of information literacy and its related instruction methods and assessment tools;

7. Demonstrate a proactive awareness of emerging issues in reference and user services.

Required Textbook:

- Bopp, R.E. & Smith, L.C. (Eds.) (2011). *Reference and information services: An introduction*. 4th ed. Denver, Co: Libraries Unlimited.

Course Schedule

Wk	Date	Topics	Required Readings / Assignments
1	Jan 11	Welcome Searching	<ul style="list-style-type: none"> • Bopp & Smith, Ch. 4, 5 • Bell (2007), Tools every searcher should know and use • <u>RUSA Definitions of Reference</u> (2008) • ALA Code of Ethics • <u>RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers</u> (2004) • <u>Professional Competencies for Reference and User Services Librarians</u> (2003) <p><i>Due: Introduction Wiki with photo</i></p>
2	Jan 20-21		<i>1st Weekend Meeting</i>
3	Jan 25	Reference Interview Sources: <i>Directories; Almanacs, Yearbooks & Handbooks</i>	<ul style="list-style-type: none"> • Bopp & Smith – Ch. 3 • Bopp & Smith – Ch. 14, 15
4	Feb 1	Selection of Sources Ethics	<ul style="list-style-type: none"> • Bopp & Smith – Ch. 2, 13 <p><i>Due: Directories and Almanacs Search</i></p>
5	Feb 8	Evaluation Sources: <i>Biographical Sources, Dictionaries</i>	<ul style="list-style-type: none"> • Bopp & Smith – Ch. 10 • Bopp & Smith – Ch. 16, 17
6	Feb 15	Service Delivery	<ul style="list-style-type: none"> • Bopp & Smith – Ch. 11 <p><i>Due: Biographical and Dictionary Search</i></p>
7	Feb 22	Information Literacy	<ul style="list-style-type: none"> • TBA

		Sources: <i>Encyclopedias, Geographical Sources</i>	<ul style="list-style-type: none"> Bopp & Smith – Ch. 18, 19 <p>Due: Current Issue Discussion #1</p>
8	Feb 29	Instruction	<ul style="list-style-type: none"> Bopp & Smith, 8 <p>Due: Encyclopedia and Geographical Sources Search</p>
9	Mar 7	History of Reference Services	<ul style="list-style-type: none"> Bopp & Smith, 1 <p>Due: Current Issue Discussion #2</p>
10	Mar 16 – 17	<p>2nd Weekend Meeting</p> <p>Due: Reference Observation on <u>March 14</u></p>	
11	Mar 21	<p>Spring Break – No Class</p>	
12	Mar 28	Types of Services Sources: <i>Bibliographic Sources; Indexes & Abstracts</i>	<ul style="list-style-type: none"> Bopp & Smith, Ch. 7 Bopp & Smith, Ch. 20, 21 <p>Due: Current Issue Discussion #3</p>
13	Apr 4	Government Documents	<ul style="list-style-type: none"> Bopp & Smith, Ch. 22 <p>Due: Bibliographic and indexes Search</p>
14	Apr 11	Government Documents (Continued)	
15	Apr 18	Current Issues	<ul style="list-style-type: none"> TBA <p>Due: Current Issue Discussion #4</p>
16	Apr 25	Current Issues	<p>Readings:</p> <ul style="list-style-type: none"> TBA <p>Due: Government Documents Search</p>
17	May 2	Capstone	<p>Readings:</p> <ul style="list-style-type: none"> TBA <p>Due: Information Literacy Pathfinder Capstone</p>

Assignments

Below are the general descriptions of the course assignments. Additional details will be released in the assignments section of Blackboard. **Do not** start these assignments until the instructor has released this additional material.

1. **Search Assignments (250 pts.)** Students will complete five search assignments over the course of the semester using assigned sources
2. **Reference Observation and Analysis (250 pts.):** For this assignment, you will find a reference setting in which to observe; do not use a library/information center at which you are employed. You will need to observe unobtrusively for a minimum of 2 hours. During the observation you will take note of the transactions observed, the questions asked, the diagnosis of information needs cycle, and the behaviors exhibited. At the end of the observation, you will submit a three (3) page report that combines your observations with the readings and theory. Note: If your selected site is extremely inactive, at the end of the observation period you may opt to play mystery patron and approach the desk with your own reference question.
3. **Information Literacy Online Pathfinder (300 pts.):** For this assignment, you will select a topic and have it approved. Your charge will be to locate credible sources both traditional and nontraditional that can be used on a library online pathfinder. Using Weebly, Blogger, Wordpress, wix.com or another online portal, you will create a webpage featuring your findings.
4. **Current Issue Discussions (200 pts):** Students will be assigned to groups and participate in online investigations based on topics relevant to reference. Students will have to respond to all discussions.

Grading Scale

Assignment	Points	# Due	Total
Reference Observation	250	1	250
Information Literacy Project	300	1	300
Search Assignments	50	5	250
Current Issue Assignment	1	1	100
Current Issue Discussion	25	4	100
		Total	1000

Student's Responsibilities

Your responsibility is to complete all course requirements on time. It is your responsibility to diligently read and reflect on course readings and related materials and

to be competent in your face-to-face participation and/or with various forms of technology-assisted instruction. It is your responsibility to ask for assistance when you feel it is needed. It is your responsibility to organize and manage resources from this class in a knowledge management system befitting a professional in the library and information management field. It is your responsibility to file and save artifacts from this class (and others) for use in your MLS Capstone Portfolio (LI880). It is your responsibility to check your ESU email several times each week. It is your responsibility to communicate via e-mail in an appropriate manner consistent with the structure and outline of this course.

SLIM Grading Scale

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96 - 100 A
77 - 79 C+
90 - 95 A-
74 - 76 C
87 - 89 B+
70 - 73 D
84 - 86 B
60 - 69 F
80 - 83 B-

SLIM Attendance Policy

Students must attend all face-to-face classes.

In cases of emergency, see SLIM's [Policy and Procedures for Absence from a Class Weekend due to Illness or Personal Emergency](#) (PDF).

SLIM Grade Policy

All graduate courses included in the SLIM MLS and doctoral programs' required curricula or their approved substitutions must be passed with a final grade of B- or better to receive academic credit. If a student does not receive a final grade of B- or better in any or all of SLIM's required classes, then the student will be placed on academic probation and notified by the office of the director of program administration that he or she must retake that course or those courses.

When a student has been placed on academic probation, an administrative hold will be placed on the student's record to block future enrollment. The administrative hold can only be released by the student's academic advisor or by the SLIM dean or director of program administration. Before enrollment can be done, the student is required to meet with the student's academic advisor with the goal of developing an academic improvement plan.

If a student has a semester GPA of less than 3.0 for two semesters or is on academic probation for two semesters, then the student's academic progress will be reviewed in light of the academic improvement plan by the student's program

director, the SLIM dean, and the SLIM director of program administration, and a decision will be made regarding whether the student should be academically dismissed from the SLIM's graduate program. This policy goes into effect fall 2009 semester. This SLIM Grade Policy applies to all SLIM students, including those students who entered SLIM under the 42-credit-hour MLS program, the 36-credit-hour MLS program, or the SLIM doctoral program. It will also apply to all those who have passed into MLS or doctoral degree candidacy.

SLIM Incomplete Grade Policy

SLIM's Incomplete Grade Policy upholds the Emporia State University Incomplete Grade Policy (for full policy, go to: <http://www.emporia.edu/grad/docs/policyhandbook2.pdf>).

SLIM's Incomplete Grade Policy further stipulates that an incomplete request will not be considered approved without an Incomplete Request Form having been submitted by the instructor and approved by the SLIM dean within two weeks after the issuance of the incomplete. If the incomplete grade is being requested for reasons of health, then documentation must be submitted to the SLIM dean's office before the final grade change is made.

If a SLIM student's request for a single incomplete grade is approved by the instructor and dean, then the student will be limited to enrolling in six credit hours in the immediately succeeding semester. If a SLIM student requests more than one incomplete grade to be issued at the conclusion of a semester, then **an administrative hold will be placed on the student's record to block future enrollment until** all incomplete grades are finished and the final grade changes have been submitted by the instructor(s), signed by the SLIM dean, and accepted by the ESU Registrar's Office.

Faculty-Initiated Student Withdrawal Procedure

Students should be aware that your instructor follows the university's policy of faculty-initiated student withdrawal. It reads as follows: "If a student's absences from class or disruptive behavior become detrimental to the student's progress or that of other students in the class, the faculty member shall attempt to contact the student in writing about withdrawing from the class and shall seek the aid of the office of Vice President of Student Affairs to help insure contacting the Student. The Office of the Vice President of Student Affairs shall provide the student information about the existing appeals procedures. Upon receiving a written report from the faculty member, the Vice President of Student Affairs may initiate a student withdrawal from the class. None of the above implies or states that faculty members are required to initiate the student withdrawals for excessive absence. [*Policy and Procedures Manual 43.11*]

Academic Dishonesty

At Emporia State University, academic dishonesty is a basis for disciplinary

action. Academic dishonesty includes but is not limited to activities such as cheating and plagiarism (presenting as one's own the intellectual or creative accomplishments of another without giving credit to the source or sources.)

The faculty member in whose course or under whose tutelage an act of academic dishonesty occurs has the option of failing the student for the academic hours in question and may refer the case to other academic personnel for further action. Emporia State University may impose penalties for academic dishonesty up to and including expulsion from the university.

Disabilities Policy

Emporia State University will make reasonable accommodations for persons with documented disabilities. Students need to contact the Director of Disability Services and the professor as early in the semester as possible to ensure that classroom and academic accommodations are implemented in a timely fashion. All communication between students, the Office of Disability Services, and the professor will be strictly confidential.

Contact information for the Office of Disability Services:

Office of Disability Services
211 S Morse Hall
Emporia State University
1200 Commercial Street / Box 23
Emporia, KS 66801
Phone : 620/341-6637
TTY: 620/341-6646
Email: disabser@emporia.edu

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School of Library & *voice: (620) 341-5203 - [other](#)*
Information Management *[numbers](#)*
[Emporia State University](#) *fax: (620) 341-5233*
1200 Commercial Campus *Content comments for the*
Box 4025 *instructor: krocci@emporia.edu*
Emporia, KS 66801 *Technical questions:*
 slimhelp@emporia.edu