

SI 647: Information Resources and Services

Objectives

- Understand how information resources and service evolved in libraries: consider the past, present and future of reference activity
- Master basic print and digital resources used in meeting information needs and answering reference questions
- Understand the process for determining individual user information needs
- Evaluate information resources, determining their purpose, appropriate use, acquisition
- Appreciate the various venues and missions of public service reference activity
- Read representative professional literature

Prof. Maurita Peterson Holland
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Office Hour: Tuesday, 1:30-2:30 and by appointment
appointment

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Week	Date	Topic	Assignment Due
1	Sept. 5	Intro to LIS and Libraries; History; Tour of HHGL; <u>Professional Competencies</u>	
		Search Lab: Jen Lau-Bond, Head, User Services, IPL: Intro to the <u>Internet Public Library</u>	
2	Sept. 12	Read: Green, S.S. (1876) "Personal relations between librarians and readers" American Library Journal, 1, pp. 74-81. Available at http://dlis.gseis.ucla.edu/people/jrichardson/personal.htm (accessed 8/31/06)	
3	Sept. 19	User Info Needs; Encyclopedia Resources	IPL Practice Question
		Acquiring, Developing and Evaluating Collections: Scott Dennis and Tom Burnett, UM Library; Dictionary Resources	
4	Sept. 26	Read: Bistrow, A (2003) "Acquiring reference tools: some thoughts on current issues" The Acquisitions Librarian, 29, pp. 13-22	Encyclopedias
		Interview and Search; Book Resources	
5	Oct. 3	Read: Ross, C.S. and P. Dewdney (1999) "Negative closure"	Dictionaries; IPL 1

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Note: This class includes snacks.

Assignments

First of all, **WHAT ARE THEY THINKING??**

How much work is there in this class?

The Formula: For every hour in a graduate class, there will be approximately 3 hours of work outside the class. Therefore:

3 credits = 9 hrs/week x 14 weeks = 126 hours

In this class, our estimates are:

20% Professional Literature Research/Readings (about 75 pages)/Discussion: 20 hours

5% Collection Credentialing: 5-10 hours

30% Resource Topics: examining and locating resources (approx 8/assignment @ 30-40 min = 4-5 hrs/assignment) plus 1 hour of write-up x 6 Resource assignments; 6 hours/assignment: 36 hours

25% IPL Questions: 8 x 1.5 hrs. each = 12 hours plus write-ups at an additional hour = 24 hours

20% Research Consultation: 20 hours

100% Total = about 110-120 hours

All assignments that require citation will be presented in the Modern Language Association format. Please see MLA guidelines from the University of Wisconsin Writing Center or the print version: Gibaldi, Joseph (2003) MLA handbook for writers of research papers . 6th ed. New York: Modern Language Association.

Listserv membership

Although we do not have an assignment using Listservs, three are important for keeping up with developments in reference service:

Libref: large general listserv on all aspects of library reference

<http://www.library.kent.edu/libref-l>

Live Reference eGroups focuses exclusively on live online reference services

<http://groups.yahoo.com/group/livereference>

Dig Ref deals with electronic reference in all aspects, email, live and then some

http://www.vrd.org/Dig_Ref/dig_ref.shtml

Professional Literature/Reading/Discussion: 20%

I. Project on Professional Literature 10 %

Select a question from those listed below. Research the question for your "clients" (your instructors) providing a bibliography of journal articles. In locating articles, you must use print and/or online

indexes. You will have an opportunity to conduct a reference interview with the clients during class.

Professional Literature Research Questions (Select ONE)

*In planning the implementation of a chat reference service, what are issues that academic or public libraries have to consider?

*How are public libraries dealing with controversies related to homeless people using the library space?

*In the age of Google, what are school libraries doing to develop students' research skills?

*How do you train library staff to do virtual reference?

*What does Google mean for library reference services?

*How can corporate librarians market their services?

*What is the role of reference service in an archive?

Answer these:

What indexes/database(s) did you use?

What was your search strategy? Please keep detailed notes on terms you used, fields searched (e.g. keywords, abstracts, descriptors), and how you carried out the search. As you progress and change your search strategy, note what you did along the way.

What journals appear frequently in the results of your searches?

Select two journals that appear often in your searching and browse them in print or online. What do you learn about the journals? *Purpose*: Who is the likely audience for this title? *Tone*: Is it scholarly? Practitioner-oriented? Newsy? *Editorial Perspective*: Is there a political slant? *Features*: Are there ads? Positions available? Calendars of events? *Other*: What else do you observe?

Read two articles that interest you.. On October 10, we will discuss in class what you've observed.

Evaluation: Cite 20 articles; we will evaluate the quality of your search strategy, appropriate citation, and the literature located.

II. Reading and Participation 10%

This class relies on every member's participation. Each student will self-grade participation in class each week and turn in a numerical grade where:

(12 weeks: Sept.12-Dec.12)

2 = 1 substantive contribution to overall class discussion (includes 1 point for attending class)

1 = attended class

max points for a single class=2

max points for term= 20

Collection Credentialing: 5%