

Syllabus for LS 257 W01

Basic Information Sources and Services Clarion University of Pennsylvania

Spring 2017

Contact Information:

Times: Asynchronous
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Email is the preferred way to reach me but feel free to call if you wish. Email will be answered within 24 hours of receipt (unless extenuating circumstances exist) and is acceptable at any point outside of formal office hours. I have voice mail at Carnegie Mellon and will return calls as soon as possible.

Office Hours:

Held using the Desire2Learn Chat Tool
Thursdays, 8 PM to 9:30 PM
also by appointment.

Text:

Reference and Information Services: An Introduction, 3rd Edition / Kay Ann Cassell and Uma Hiremath. Chicago, IL: ALA – Neal-Schuman, 2013.

Other readings will occasionally be given in the Desire2Learn Checklist for the week. Readings from the course textbook can be found in the Course Calendar below.

Syllabus URL:

<http://www.andrew.cmu.edu/user/matthewm/ls257/syll2017spring.pdf>

I. Course Description:

Philosophy and techniques of information services in libraries, with the sources, tools, and technology essential to the reference process. Specific reference problems and research studies, the reference interview, bibliographic instruction, and search strategies are considered. Recommended as an elective for nonlibrary science students in other graduate programs.

II. Course Objectives:

- A. Students will study and observe the reference interview.
- B. Students will demonstrate a knowledge of the history and philosophy of reference service.
- C. Students will explore the research that has been done on reference services.
- D. Students will begin their study of bibliographic instruction (information literacy education).
- E. Students will gain familiarity with a broad swath of information sources, their typical features, and their utility in the provision of information services.
- F. Students will study and practice search strategy and the evaluation of information sources.

III. Class Attendance

University policy on class attendance is stated in the catalog. The policy states:

Clarion University of Pennsylvania regards student participation in class as essential to the learning process. Therefore, regular classroom attendance is required of all students. Faculty members determine the absence policies for their own classes, except that participation in university sanctioned activities will be excused and the student will be given reasonable assistance when class work is missed. It is understood that absence does not excuse the student from course work and the responsibility to complete assignments on time. If a student knows that a class must be missed, the instructor should be notified in advance and arrangements made to complete the work. The instructor is not required to give make-up examinations or accept class work missed as a result of an unexcused absence.

For this online course, students will need to remain engaged in the discussions, keep up with assignments and put obvious effort into producing quality work. It should be noted that Desire 2 Learn tracks student activities that keep the professor informed.

IV. Academic Honesty

Students at Clarion University shall maintain a high standard of honesty in scholastic work. As members of the university community, students have a responsibility to be familiar with the conduct regulations found at the following URL: <http://www.clarion.edu/student-life/student-affairs/conduct-policies-and-judicial-services/academic-integrity-policy.html>

Students shall avoid all forms of academic dishonesty, including but not limited to:

1. **Plagiarism**--the use of another's words without attribution and without enclosing the words in quotation marks. Plagiarism may also be defined as the act of taking the ideas or expressions of ideas of another person and representing them as one's own--even if the original paper has been paraphrased or otherwise modified. A close or extended paraphrase may also be considered plagiarism even if the source is named.

2. **Collusion**--when specifically prohibited in advance by the instructor, collaborating with another person in the preparation of notes, themes, reports, or other written work offered for credit.
3. **Cheating on an examination or quiz**--giving or receiving information or using prepared material on an examination or quiz.
4. **Falsification of data**--manufacturing data, falsification of information, including providing false or misleading information, or selective use of data to support a particular conclusion or to avoid conducting actual research.

Charges of academic dishonesty may be brought against a student by any member of the academic community. Sanctions for academic dishonesty can range from a failing grade on a particular assignment or examination to dismissal from the university based on the seriousness of the action and whether it is part of a pattern of academic dishonesty. Instructors imposing a lowered or failing grade on an assignment or course as a result of a charge of academic dishonesty must inform the student. Students have the right to appeal instructor decisions (*Student Rights, Regulations, and Procedures Handbook*) either through the grade appeal process (see section on Student Rights in the Classroom) or directly to the Conduct Board (see section on Adjudication Appeals) depending on the nature of the dispute. Sanctions extending beyond a particular course, such as suspension or dismissal from an academic program or from the university, can only be imposed as the result of complaints filed under the Disciplinary Procedures Code and Formal Hearings under this Code. *Approved by the Council of Trustees, Clarion University of Pennsylvania, 16 July 1998.*

The use of any form of academic dishonesty will result in a failing grade for the assignment or exam.

Turnitin

Clarion University has a license agreement with Turnitin.com, a service that helps prevent plagiarism by comparing student papers with Turnitin's database and Internet sources. Students who take this course agree that all required papers may be submitted to Turnitin.com. While student privacy is protected, papers submitted to Turnitin do become source documents in Turnitin's reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin service is subject to the Terms and Conditions of Use posted on Turnitin's website. Clarion University is committed to preserving academic

integrity as defined by the Academic Honesty Policy (<http://www.clarion.edu/student-life/student-affairs/conduct-policies-and-judicial-services/academic-integrity-policy.html>).”

V. Special Services Statement

Students with learning disabilities and/or special physical requirements should make their needs known to me. I will make every effort to assist you. We will need to work through Christina Hearst <hearst@clarion.edu> in [Disability Support Services](#).

VI. Title IX

Clarion University and its faculty are committed to assuring a safe and productive educational environment for all students. In order to meet this commitment and to comply with Title IX of the Education Amendments of 1972 and guidance from the Office for Civil Rights, the University requires faculty members to report incidents of sexual violence shared by students to the University's Title IX Coordinator. The only exceptions to the faculty member's reporting obligation are when incidents of sexual violence are communicated by a student during a classroom discussion, in a writing assignment for a class, or as part of a University-approved research project. Faculty members are obligated to report sexual violence or any other abuse of a student who was, or is, a child (a person under 18 years of age) when the abuse allegedly occurred to the person designated in the University protection of minors policy. Information regarding the reporting of sexual violence and the resources that are available to victims of sexual violence is set forth at the Office of Social Equity/Title IX webpage <http://www.clarion.edu/about-clarion/offices-and-administration/university-support-and-business/office-of-social-equity/policies-and-compliance/sexual-misconduct-definitions-and-faq.html> and <http://www.clarion.edu/titleix>.

VII. Assignments (rubrics will be established for each assignment):

A. Reference transaction observation - students will come up with a question to ask a reference librarian and then observe how the librarian interacts with them. As a basis for the observation, students will look for evidence of the reference provider following the "Guidelines for Behavioral Performance of Reference and Information Service Providers."

See: http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelines_behavioral.cfm. The observation will culminate in a one to two-page write-up (double-spaced) that the student will submit to a discussion board in the D2L course web site.

B. Pathfinder – this will be a fun exercise where the student will demonstrate the types of resources typically held by a library. The key will be to choose an engaging topic for which a variety of information is available. Students will want to give their audience just a taste of what the library has to offer. So, they'll only have examples of the variety of resources offered in the modern library – they won't be creating exhaustive lists of resources. Further details will be provided.

C. Reference source comparison – this will involve the comparison of three examples of a particular type of reference source (for example, three encyclopedias, three handbooks, three databases, etc.). A rubric will be provided that will provide detailed grading criteria. Students should keep in mind that it usually helps if they pick a topic covered by the reference source that they have a bit of familiarity with in order to facilitate an insightful comparison.

D. Reference question sets - these exercises will provide the student with additional practice at developing search strategies, locating information and evaluating sources.

VIII. Course Calendar

Week One: Begins Monday, January 23, 2017

A. Topics: Introductions; Review of Course Syllabus; Introduction to Reference and Information Services; The Reference Interview.

B. Readings: Cassell and Hiremath, Chapters 1 and 2.

Week Two: Begins Monday, January 30, 2017

A. Topics: Basic Search Techniques; Bibliographic Resources; Encyclopedias.

B. Readings: Cassell and Hiremath, Chapters 3, 4 and 5.

Week Three: Begins Monday, February 6, 2017

A. Topics: Ready Reference Sources; Dictionaries.

B. Readings: Cassell and Hiremath, Chapters 6 and 7.

C. Assignment Due: Reference Transaction Observation (on Tuesday, February 7, 2017, at 10 PM Clarion time).

Week Four: Begins Monday, February 13, 2017

A. Topics: Indexes and Full Text Databases.

B. Readings: Cassell and Hiremath, Chapter 8.

C. Assignment Due: Reference Question Set One (on Tuesday, February 14, 2017, at 10 PM Clarion time).

Week Five: Begins Monday, February 20, 2017

A. Topics: Health, Law and Business Sources.

B. Readings: Cassell and Hiremath, Chapter 9.

C. Assignment Due: Reference Question Set Two (on Tuesday, February 21, 2011, at 10 PM Clarion time).

Week Six: Begins Monday, February 27, 2017

A. Topics: Geographical Sources; Biographical Sources.

B. Readings: Cassell and Hiremath, Chapters 10 and 11.

Week Seven: Begins Monday, March 6, 2017

A. Topics: Government Information Sources.

B. Readings: Cassell and Hiremath, Chapter 12.

C. Assignment Due: Reference Question Set Three (on Tuesday, March 7, 2011, at 10 PM Clarion time).

Winter Holiday: Begins Friday, March 10, 2017 and Ends Monday, March 20, 2017

A. Topics: Family, Friends and Relaxation.

Week Eight: Begins Monday, March 20, 2017

A. Topics: The Internet as a Reference Tool.

B. Readings: Cassell and Hiremath, Chapter 13.

Week Nine: Begins Monday, March 27, 2017

A. Topics: Reader's Advisory; Children and Young Adult Services

B. Readings: Cassell and Hiremath, Chapters 14 and 15

C. Assignment Due: Reference Question Set Four (on Tuesday, March 28, 2017, at 10 PM Clarion time).

Week Ten: Begins Monday, April 3, 2017

- A. Topics: Information Literacy Education.
- B. Readings: Cassell and Hiremath, Chapter 16.
- C. Assignment Due: Reference Source Comparison (on Tuesday, April 4, 2017, at 10 PM Clarion time).

Week Eleven: Begins Monday, April 10, 2017

- A. Topics: Selecting and Evaluating Reference Materials.
- B. Readings: Cassell and Hiremath, Chapter 17.
- C. Assignment Due: Reference Question Set Five (on Tuesday, April 11, 2017, at 10 PM Clarion time).

Week Twelve: Begins Monday, April 17, 2017

- A. Topics: Managing Reference Departments.
- B. Readings: Cassell and Hiremath, Chapters 18 and 19.
- C. Assignment Due: Reference Question Set Six (on Tuesday, April 18, 2017, at 10 PM Clarion time).

Week Thirteen: Begins Monday, April 24, 2017

- A. Topics: Assessing and Improving Reference Services.
- B. Readings: Cassell and Hiremath, Chapter 20.
- C. Assignment Due: Reference Question Set Seven (on Tuesday, April 25, 2017, at 10 PM Clarion time).

Week Fourteen: Begins Monday, May 1, 2017

- A. Topics: Reference 2.0; The Future of Reference Services.
- B. Readings: Cassell and Hiremath, Chapters 21 and 22.
- C. Assignment Due: Pathfinder (on Tuesday, May 2, 2017, at 10 PM Clarion time).

Week Fifteen: Begins Monday, May 8, 2017

- A. Final Exam; Review of Course Objectives

IX. Grading:

- Reference transaction observation - 15%
- Pathfinder - 15%
- Reference Source Comparison - 15%
- Reference question sets - 40%
- Final Exam - 10%
- Class Participation - 5%

X. Grading Scale:

- 90% to 100% = A
- 80% to 89% = B
- 70% to 79% = C
- 60% to 69% = D
- Below 60% = E