INTRODUCTION:
This course focuses on the philosophy, process, and techniques of information services. It provides an overview of information access and delivery; types of resources and formats used in information services; evaluation and measurement of sources and services; and information seeking processes and behaviors.

OBJECTIVES:
At the end of the course, the student will be familiar with:
1. Reference services for various user communities
2. General reference sources
3. Basic reference sources in humanities, social sciences, and science and technology
4. Search techniques and strategies for electronic sources
5. General Internet searching within a reference framework

COURSE READING:

On Reserve at Bobst Library.
   o Mann, Thomas, The Oxford Guide to Library Research. 2005
   o Ross, Catherine S. Conducting the Reference Interview. 2009

ASSIGNMENTS:
Due Dates are listed in the course schedule below. See separate "Assignments" pages for details of each.

Sources Exercises Nearly every class will focus on the use of a particular type of general reference resource. Students will complete an exercise for these classes that necessitates the use of materials of that type. Students will be required to turn in, in typed form, at least two of these Sources Exercises. We will start each class with these, when due. There will be recommended readings for various tools and resources.
Reference Services Presentations Each student will prepare and deliver a presentation on one of the topics listed on the Services Assignment sheet. Students must also complete a written element for this assignment. Students are encouraged to work in groups, but each student must show demonstrable evidence of their individual contribution.

Secret Shopper Assignment For this assignment, students will visit a library, in person and virtually, thus experiencing as a patron the reference service offered there. Students will prepare a 3-5 page report on their experience, answering a series of questions about their chosen service site. Each student will give a brief oral outline of this in class. The question will be the same but the libraries may be different for the virtual and the in-person query.

Project-Based Assignment Students will imitate life without any of the concomitant baggage. In most workplaces, there is the opportunity to propose a new idea to one’s coworkers/boss in a memo format and then do a brief “pitch” to sell this idea. The inherent assumption is that one has only a brief memo and then about five minutes to sell the idea to others.

Research Guide Project Students will complete a final project that will consist of a an annotated bibliography of resources related to a topic of their choosing; an analysis of the coverage of their chosen topic; and a comparison of the coverage offered by standard reference resources and those freely available on the Web. Students will present very brief reports to the class, and submit a written report of their findings.

EVALUATION:
Your final grade will be determined following these criteria:

- Class Participation/Attendance 15%
- Sources Exercises 25% (2 x 12.5%)
- Secret Shopper 15%
- Services Presentation 15% (7.5% oral, 7.5% written)
- Project-Based Assignment 15%
- Research Guide/Project 15%

Late work
Because of the nature of the coursework in this class, all assignments are due on the date assigned. Failure to turn in assignments on due dates will result in a loss of one letter grade per day that it is late (not per class meeting). Without exception, sources exercises may not be turned in late. Speak to the instructor prior to the due date if you cannot for a legitimate reason meet a due date. You may be assigned an alternate assignment to make up for it. Exceptions for emergencies must, of course, be accompanied by evidence (i.e., doctor’s note).

Plagiarism and academic integrity
Plagiarism is a serious violation of academic integrity, and will be treated as such. Any plagiarism will result in a grade of “F” on that assignment. Plagiarism on the final project will result in a grade of “F” for the entire course. There are no makeup assignments for those graded “F” due to plagiarism.
COURSE SCHEDULE:
This is the tentative schedule for the semester, be sure to familiarize yourself with the due dates for assignments. There might be a need for adjusting the schedule for various reasons, such as guest speakers, my own ramblings, or the sheer size of the class. There may be a need to add readings for the sake of discussion.

TUESDAY, 9/13 -- Introductions
Class:
- Introduction to the course
- Introduction to materials, assignments, and text
- Bobst Library orientation-as needed
- “Sign up” for services assignments

TUESDAY, 9/20 – Philosophy and History
Due:
- Essay on reference librarians and reference sources.
Read:
- Cassel and Hiremath Chapter 1 Introduction to Reference and Information Services
- Cassel and Hiremath Chapter 2 Determining the Question
- Cassel and Hiremath Chapter 3 Finding the Answer
- Janes, Chapter 1

Class:
- Discussion of essays and readings

TUESDAY, 9/27 – Doing the Work of Reference—Answering Questions
Due:
- Sources Exercise: Bibliographies and Catalogs
Read:
- Cassell and Hiremath Chapter 4 Bibliographic Resources
- Cassell and Hiremath Chapter 6 Ready Reference Sources
- Ross, Nilsen, Radford Chapters, 1 and 2.
- Janes, Chapter 2
- Mann Chapters 9 and 10

Class:
- Discussion of Sources Exercise
- The Library Catalog: using power words
- Boolean Operation – not as easy as they claim
- Searching as a profession

TUESDAY, 10/4 – The Reference Interaction
Due:
- Secret Shopper Assignment
- Sources Exercise: Indexes and Abstracts
- Services Presentation #1: The Reference Interview
Read:
- Cassell and Hiremath Chapter 7 Dictionaries
- Cassell and Hiremath Chapter 8 Indexes and Full-Text Databases
- Janes, Chapter 3

Class:
- Discussion of Sources Exercise
- Discussion of Presentation
- Discussion of Secret Shopper experiences
- Research Guide: Topics decision time

TUESDAY, 10/11 – Changing Modes and Resources
Due:
- Sources Exercise: Dictionaries and Geographical Sources
- Services Presentation #2: Reference in the Virtual World
- Final Project topics

Read:
- Cassell and Hiremath Chapter 9 Health, Law, and Business – Special Guidelines and Sources
- Cassell and Hiremath Chapter 10 Geography, Countries, and Travel – Atlases, Gazetteers, Maps, Geographic Information Systems, and Travel Guides
- Janes, Chapter 4
- Gary E. Strong (2006) "If We Change It – will they come?" Reference Services Review; 34:3.

Class:
- Discussion of Sources Exercise
- Discussion of Secret Shopper experiences continued, if needed
- Discussion of Presentation
- Discussion of Research Guide topics (if needed)

TUESDAY, 10/18 - Virtually More
Due:
- Services Presentation #2 continued
- Sources Exercise Directories and Biographical sources

Read:
- Janes, Chapter 5
- Cassell and Hiremath Chapter 11. Answering Questions about The Lives of People – Biographical Information Sources.
Class:
Discussion of Sources Exercise
Continue discussion of Presentation

TUESDAY, 10/25 - Teaching and Instruction
Due:
☐ Sources Exercise: Yearbooks, Almanacs, and Handbooks
☐ Services Presentation: Instruction and Information Literacy
Read:
☐ Cassell and Hiremath Chapter 16 Information Literacy in the Reference Department
☐ Cassell and Hiremath Chapter 13 When and How to Use the Internet as a Reference Tool
☐ Janes, Chapter 6
Class:
☐ Discussion of Sources Exercise
☐ Discussion of Presentation

TUESDAY, 11/1 – Issues and Ethics
Due:
☐ Services Presentation #4: Ethics of Reference Services
Read:
☐ Kay Mathiesen., (June 2004)“What is Information Ethics?” ACM SIGCAS Computers and Society 34:1, 6
☐ Familiarize yourself with some of these documents.
http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementspolicies.cfm
Class:
☐ Discussion of Presentation
☐ Guest Librarian—Tony Doyle
☐ Memo topics due

TUESDAY, 11/8 – Access and Outreach
Due:
☐ Sources Exercise: Encyclopedias
☐ Services Presentation #5: Evaluation of Reference Services
Read:
☐ Cassell and Hiremath Chapter 14 Reader’s Advisory Work
☐ Cassell and Hiremath Chapter 15 Reference Work with Children and Young Adults
☐ Cassell and Hiremath Chapter 5 Answering Questions about Anything and Everything—Encyclopedias
☐ Mann, Chapter 1
Class:
☐ Discussion of Source Exercise
Discussion of Presentation #5

TUESDAY, 11/15 - Quality and Assessment
Due:
☐ Sources Exercise: Government Information and Statistics
Read:
☐ Cassell and Hiremath Chapter 19 Assessing and Improving Reference Services
☐ Cassell and Hiremath Chapter 12 Answering Questions about Governments – Government Information Sources
Class:
☐ Discussion of Sources Exercise
Guest Speaker - Celebrated Government Documents Librarian Jane Cramer

TUESDAY, 11/22 – Blending everything to become the perfect librarian
Due:
☐ Sources Exercise: Guides to Reference Books/Reviews
Memo for Project-Based Assignment
Read:
☐ Janes, Chapter 7
Class:
☐ Discussion of Sources Exercise
☐ Discussion of Articles read for this week

TUESDAY, 11/29 – Management of Reference
Due:
☐ Presentations of Project-Based Assignment
Read:
☐ Cassell and Hiremath Chapter 18. Managing Reference Departments.
Neal, James, G. Raised by Wolves: Integrating the new generation of feral professionals into the academic library, Library Journal, Feb 15, 2006, 302-304.
http://www.ala.org/ala/mgrps/divs/acrl/events/pdf/neal2-05.pdf
Class:
☐ Discussion of Presentations

TUESDAY, 12/6 – Future of Reference
Due:
☐ Finish presentations
☐ Copy of the Research Guide –if you email it be sure I have a copy formatted the way you want me to see.
Read:
☐ Cassell and Hiremath, Chapter 20 Reference 2.0
Cassell and Hiremath, Chapter 21 The Future of Information Service

Class:
☐ Discussion of Current literature on Reference
☐ Discussion of Presentations
☐ Course Evaluations

TUESDAY, 12/13 – Final class—
Due:
☐ Finish presentations if necessary
☐ Evaluations