Time and Place
Bobst Library, NYU, Thursdays, January 19 through April 27, 2017 (except for March 16 for spring break), 6:30-8:20 p.m. Note that decisions about closings made for C.W. Post do not necessary affect Palmer classes meeting at NYU. In general, if the subways are running, this class will meet even if weather is poor.

Instructor Contact Information
Bobst Library, NYU, Suite 937, 70 Washington Square South, New York, N.Y. 10012; tel. 212-998-2681 (office), email fernando.pena@liu.edu. You may also contact me on my personal mobile phone if necessary (646-721-7680). Emails or texts are always preferable to phone calls.

Instructor Office Hours
Wednesdays 3-5 p.m. and Thursdays 3-5 p.m. and preferably by appointment, in my office in the Palmer suite at NYU’s Bobst Library (9th floor). Also available on other days and times, and by appointment.

Course Description
This course serves as an introduction to the principles of knowledge organization in a library and information center setting. It emphasizes understanding the function of catalogs of all kinds, indexes, bibliographies and Web browsers, and acquiring the ability to use and interpret these tools effectively. Students will be introduced to bibliographic utilities, online catalogs and indexes, the World Wide Web as a knowledge organization tool, the principles of metadata, and various current standards for organizing knowledge and information, including Dublin Core, MARC formats, Anglo-American Cataloguing Rules (AACR2), Resource Description and Access (RDA), Library of Congress Subject Headings, Sears List of Subject Headings, Dewey Decimal Classification, and Library of Congress Classification.

Course Learning Objectives
At the end of this course, students will be able to—

- Explain basic concepts and principles of knowledge organization in library and information center settings, including authority control, subject analysis, bibliographical description, and classification.
- Discuss the history and current practice of descriptive cataloging, subject cataloging, and classification, and the role that these methods play in information organization and retrieval today.
- Describe current and emerging metadata standards for organizing and describing books, audio-visual materials, born-digital materials, and other items that libraries collect and make available, including Dublin Core, MODS, MARCXML, Linked Data, Resource Description Framework (RDF), and the Semantic Web.
- Utilize current professional standards and guidelines for cataloging and classification, including AACR2, RDA, ISBD, MARC21, Dewey Decimal Classification (DDC), Library of Congress Classification (LCC), Library of Congress Subject Headings (LCSH), and Sears Subject Headings.
Palmer School Learning Goals
This course, which focuses on knowledge and information organization in traditional library and information center settings, addresses Palmer School learning goal 2 (“Utilize a broad range of approaches, systems, and technologies to manage and deliver information”) and all of its subsidiary student learning objectives (SLOs):
- a. use professional standards to manage and deliver information resources in a variety of formats;
- b. use systems for organizing and structuring information and knowledge;
- c. search, retrieve and synthesize information from a variety of systems and sources; and
- d. evaluate information systems and technologies.

Information Systems and Technology
Students in this course will also become familiar and gain a hands-on working knowledge with the following current library information systems:
- OCLC Connexion
- Classification Web
- WebDewey
- Classify [OCLC experimental web service]

Required Textbook and Course Readings

Most of the other class reading are available freely online and will be made available on Blackboard.

Assignments and Final Grade
Students will complete seven exercises designed to help them develop and apply knowledge and skills relevant to the organization of knowledge and information. Students will also complete a final cataloging/classification project of a virtual collection of 15-20 items according to descriptive guidelines and metadata standards of the student’s choosing. For full credit, all written assignments must be submitted in a timely manner and in a professionally appropriate form. Assignments and class participation are weighed as follows:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Seven written exercises (8-10% each)</td>
<td>60%</td>
</tr>
<tr>
<td>Final cataloging/classification project</td>
<td>20%</td>
</tr>
<tr>
<td>Class participation</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
</tr>
<tr>
<td>Assignment Description</td>
<td>Points Allocated</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>Seven Written Exercises</strong></td>
<td>(60 points)</td>
</tr>
<tr>
<td>Various (summary below, and full exercise descriptions for each on Blackboard)</td>
<td></td>
</tr>
<tr>
<td><em>Due weeks 3-14</em></td>
<td></td>
</tr>
<tr>
<td><strong>Exercise 1: Discussion Board Post Reflection on Historical Readings for Weeks 1-3</strong></td>
<td>8 points</td>
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<tr>
<td>450-500 words, equal to approximately 2 double-spaced pages</td>
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<tr>
<td><em>Due week 3</em></td>
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<tr>
<td><strong>Exercise 2: Searching OCLC and Reviewing MARC21</strong></td>
<td>8 points</td>
</tr>
<tr>
<td><em>Due week 5</em></td>
<td></td>
</tr>
<tr>
<td><strong>Exercise 3: Describing Information Entities</strong></td>
<td>10 points</td>
</tr>
<tr>
<td><em>Due week 6</em></td>
<td></td>
</tr>
<tr>
<td><strong>Exercise 4: Cataloging in AACR2, RDA and MARC21</strong></td>
<td>10 points</td>
</tr>
<tr>
<td><em>Due week 7</em></td>
<td></td>
</tr>
<tr>
<td><strong>Exercise 5: Authority Control and Access Points</strong></td>
<td>8 points</td>
</tr>
<tr>
<td><em>Due week 8</em></td>
<td></td>
</tr>
<tr>
<td><strong>Exercise 6: Subject Analysis</strong></td>
<td>8 points</td>
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<tr>
<td><em>Due week 10</em></td>
<td></td>
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<tr>
<td><strong>Exercise 7: Dewey and LCSH Classification</strong></td>
<td>8 points</td>
</tr>
<tr>
<td><em>Due week 12</em></td>
<td></td>
</tr>
<tr>
<td><strong>Final Cataloging/Classification Project</strong></td>
<td>20 points</td>
</tr>
<tr>
<td>Cataloging and classification of virtual collection of 15-20 items according to descriptive guidelines and metadata standards of the student’s choosing</td>
<td></td>
</tr>
<tr>
<td><em>Due week 14 (upload to student digital portfolios for end-of-program assessment)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Class Participation</strong></td>
<td>20 points</td>
</tr>
<tr>
<td>Regular attendance and participation in class discussions and exercises throughout the semester</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>100 points (=100%)</td>
</tr>
</tbody>
</table>

**Class Participation:**
Because much of the work for the class will take place during meeting times and because collaboration is the usual mode of work in libraries, attendance and participation are important. Students who miss three or more class meetings cannot expect to receive full credit for this course. Those who plan to miss any session should let the instructor know well ahead of time in order to schedule a make-up session or to complete extra work.

This course will make use of group work in graded written assignments and in-class exercises. In addition, pre-assigned groups will be required to develop discussion questions on course readings and to lead the class in discussion (at least twice per group during the semester).

The instructor may occasionally ask students to turn in exercises completed during class, and these may count toward the class participation portion of the final grade. Students, working either individually or in groups, will be expected to complete graded written assignments outside of class.
### Grading

Most assignments and exercises in this class will be graded according to the following guidelines:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>GPA</th>
<th>Percentage Score</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.0</td>
<td>93-100%</td>
<td><strong>Outstanding achievement.</strong> Student performance demonstrates full command of course materials and shows a high level of originality and/or creativity that far surpasses course expectations; grammatical errors, misspellings, and typos are minimal or non-existent.</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>90-92%</td>
<td><strong>Very good work.</strong> Performance demonstrates thorough knowledge of course materials and exceeds course expectations by completing all requirements in a superior manner; grammatical errors, misspellings, and typos are minimal (average one-two per page) or non-existent.</td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>87-89%</td>
<td><strong>Good work.</strong> Performance demonstrates above-average comprehension of course materials and exceeds course expectations on all tasks as defined in the course syllabus; grammatical errors, misspellings, and typos are present (average two-three per page).</td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td>83-86%</td>
<td><strong>Adequate work.</strong> Performance meets designated course expectations, demonstrates understanding of the course materials, and is at an acceptable level; grammatical errors, misspellings, and typos are present (average four-five per page).</td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td>80-82%</td>
<td><strong>Marginal work.</strong> Performance demonstrates incomplete understanding of course materials; grammatical errors, misspellings, and typos are frequent (average six-ten per page).</td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
<td>77-79%</td>
<td><strong>Unsatisfactory work.</strong> Performance demonstrates incomplete and inadequate understanding of course materials; grammatical errors, misspellings, and typos are very frequent (average 11-14 per page) and adversely affect the structure and flow of the narrative.</td>
</tr>
<tr>
<td>C</td>
<td>2.0</td>
<td>70-76%</td>
<td><strong>Unacceptable work.</strong> Performance demonstrates incomplete and inadequate understanding of course materials; grammatical errors, misspellings, and typos are ubiquitous (average 15 or more per page) and adversely affect the structure and flow of the narrative.</td>
</tr>
<tr>
<td>F</td>
<td>0.0</td>
<td>0-69%</td>
<td><strong>Failing.</strong> Student failed to turn in assignment(s) or plagiarized.</td>
</tr>
</tbody>
</table>

**Palmer School Incomplete Grade Policy:**

LIU Post grade policy allows for incomplete grades “when, due to extenuating circumstances, a student needs additional time to complete a course.” To request an incomplete, students are required to submit a written form and include a description of the extenuating circumstances along with appropriate documentation (e.g., a doctor’s note). Requests must be approved both by their professor and by the dean of the College of Education, Information & Technology (CEIT) before the incomplete grade is assigned according to LIU Post policies.

**Planning Your Time**

The State of New York mandates that a three-credit, for-credit course should require a minimum of about 150 hours. This is a rigorous, professional, graduate course. Students should prepare to spend more than 150 hours to get full benefit from the course. For assignments that are intermittent, students should divide their time weekly so that they are not overwhelmed by the fast paced schedule and due dates of discussion boards and graded exercises. For planning purposes, students may find the estimations of average time commitments below helpful.
### Seven written exercises (7 x 5 hours each) | 35 hours
---|---
Final cataloging/classification project | 20 hours
Readings (14 weeks x 5 hours/week) | 70 hours
Class meetings (14 sessions x 2 hours each) | 28 hours
**Total** | **153 hours**
(average approx. 11 hours/week)

**Citation Formats**
Use current Modern Language Association (MLA) formats consistently for all assignments. Note that the new formats discourage extensive footnotes and generally call for citations within a text that refer to a list of sources at the end of the paper. Examples of the MLA format can be found online, most conveniently at [http://owl.english.purdue.edu/owl/section/2/](http://owl.english.purdue.edu/owl/section/2/). Examples of MLA formatting can also be found at [http://www2.liu.edu/cwis/cwp/library/workshop/citmla.htm](http://www2.liu.edu/cwis/cwp/library/workshop/citmla.htm).

Regarding plagiarism, see [http://owl.english.purdue.edu/owl/resource/589/02/](http://owl.english.purdue.edu/owl/resource/589/02/). If you have questions about plagiarism, ask the instructor for help before turning in questionable material. LIU’s policies on plagiarism can be found at [http://www2.liu.edu/cwis/cwp/library/exhibits/plagstudent.htm](http://www2.liu.edu/cwis/cwp/library/exhibits/plagstudent.htm).

**Style Manual**
If you have questions about grammar or want to ensure that your style is clear, effective, and readable, see William Strunk, Jr.’s *The Elements of Style*, online through [http://www.bartleby.com/141/](http://www.bartleby.com/141/). This succinct work is available cheaply in used copies at many used book stores or online.

**Students with Disabilities or Special Needs**
Please do not hesitate to contact the instructor via email or in person early in the semester to discuss any modifications that may be necessary to accommodate special needs.
**WEEKLY CLASS SCHEDULE AND ASSIGNMENTS**

**Class 1 (Jan. 19) Introduction and Overview**

- Information retrieval and bibliographic control
- Systems for bibliographic control
- Forms and functions of bibliographic sources

**Read:**

Taylor & Joudrey, chapter 1


**Class 2 (Jan. 26) History of Knowledge Organization**

- Systems for organizing information in the ancient world
- Medieval and early modern library catalogs
- Information organization and library cataloging through the early 20th century
- Knowledge organization in philosophy, natural history, and cognitive science

**Read:**

Taylor & Joudrey, chapters 2 and 3


**Browse/Skim:**

Class 3 (Feb. 2)  

Knowledge Organization through the 20th Century

- Historical developments through the 1960s
- Metadata basics
- Introduction to MARC21
- Introduction to Functional Requirements for Bibliographic Records (FRBR)

Assignments due:
- Exercise 1 (reflective Blackboard discussion board post on readings for classes 1-3)

Read:

Taylor & Joudrey, chapter 4


Browse/Skim:


[Also available on Blackboard; skim now, read next week]


Library of Congress. MARC Standards. [Review esp. “MARC Formats/Bibliographic” section, which will become one of your main cataloging references throughout the semester.] [http://www.loc.gov/marc/](http://www.loc.gov/marc/)

Class 4 (Feb. 9)  Knowledge Organization in the 21st Century

- More on metadata in libraries and information centers
- Library catalogs and discovery on the World Wide Web today
- More on MARC21

**Read:**

Taylor & Joudrey, chapter 5


[Read Parts I-VI (“What is a MARC record, and Why is it important?”), skim the rest]


**Browse/Skim:**


Class 5 (Feb. 16)  Describing Information Entities

- Introduction to AACR2 descriptive cataloging rules
- Introduction to RDA descriptive cataloging rules
- Other current metadata schemes: Dublin Core, MODS/MADS, DACS, EAD, etc.

Assignments due:
- Exercise 2 (searching OCLC and MARC)

Read:
Taylor & Joudrey, chapter 7


Browse/Skim:

Anglo-American Cataloguing Rules, 2nd Edition, 1998 Revision (AACR2) [Selections available on Blackboard, and entire guidelines also available via Cataloger’s Desktop at LIU Post Library, Library & Information Science Databases, middle of page; skim entire contents, but esp. table of contents and entire Part I (i.e., chapters 1-13) on description]  
http://liu.cwp.libguides.com/az.php?a=c

Dublin Core Metadata Initiative. Dublin Core Metadata Element Set, Version 1.1. Issued June 14, 2012. [Read introduction, skim the rest]  
http://dublincore.org/documents/dces/


Library of Congress. Metadata Object Description Schema [MODS] Official Web Site. [Read “MODS and MADS Design Principles” and “MODS Uses and Features,” skim the rest]  
http://www.loc.gov/standards/mods/

http://loc.gov/marc/marc2dc.html

RDA Toolkit [Available via LIU Post Library/Library & Information Science Databases, middle of page; skim entire contents, but esp. table of contents, chapter 0 (“Introduction”), chapter 1 (“General Guidelines on Recording Attributes of Manifestations and Items”), and chapter 5 (“General Guidelines on Recording Attributes of Works and Expressions”)]
Class 6 (Feb. 23)  

**Describing Information Entities, continued**

- More on using AACR2 and RDA rules on books, CDs, DVDs, etc.
- Special descriptive cataloging standards (CCO, CDWA, DACS, etc.)

**Assignments due:**
- Exercise 3 (describing information entities)

**Read:**


**Browse/Skim:**

*Anglo-American Cataloguing Rules*, 2nd Edition (AACR2) [Selections available on Blackboard in Class 5 folder; skim entire contents again as necessary, but esp. table of contents and entire Part I (i.e., chapters 1-13) on description]


*Descriptive Cataloging of Rare Materials.* Washington, DC: Cataloging Distribution Service, Library of Congress, 2003-present. [Complete cataloging guidelines issued by the Rare Books and Manuscripts Section (RBMS) of ACRL/ALA for describing rare books, serials, prints and drawings, maps, etc. available for free download.]

[https://rbms.info/dcrm/](https://rbms.info/dcrm/)

VRA Core 4.0. [http://www.loc.gov/standards/vracore/schemas.html](http://www.loc.gov/standards/vracore/schemas.html)
Class 7 (March 2) Authority Control and Access

- Access points for information entities
- Authority control
- Functional Requirements for Authority Data (FRAD)

Assignments due:
- Exercise 4 (cataloging in AACR2, RDA and MARC)

Read:
Taylor & Joudrey, chapter 8
Library of Congress. Understanding MARC Authority Records. 2004. [Read Parts IV and V, skim the rest]
http://www.loc.gov/marc/uma/

Browse/Skim:
AACR2, chapters 21-26 [Selections available on Blackboard, and entire guidelines also available via Cataloger’s Desktop at LIU Post Library, Library & Information Science Databases, middle of page]
Class 8 (March 9)  Subject Analysis and Access

- Introduction to subject analysis
- Introduction to vocabulary control
- Functional Requirements for Subject Authority Data (FRSAD)

Assignments due:
- Exercise 5 (authority control and creating access points)

Read:
Taylor & Joudrey, chapter 9 and appendix A

http://adaptivepath.org/ideas/e000695/

Leise, Fred, Karl Fast, and Mike Steckel. “What is a controlled vocabulary?” Boxes and Arrows, 

Mann, Thomas. “Subject headings and the library catalog.” In The Oxford Guide to Library 

Browse/Skim:
International Federation for Library Associations and Institutions (IFLA). Functional 
http://www.ifla.org/files/assets/classification-and-indexing funciona l-requirements-for-
subject-authority-data/frsad-final-report.pdf

***REMINDER: NO CLASS ON THURSDAY, MARCH 16—SPRING BREAK***
Class 9 (March 23)  Systems for Vocabulary Control

- Library of Congress Subject Headings (LCSH)
- Sears List of Subject Headings
- Subject headings for children

Read:

Taylor & Joudrey, chapter 10


Mann, Thomas. “Why LC Subject Headings are more important than ever.” American Libraries, October 2003: p. 52-54.


Browse/Skim:

Library of Congress Authorities. [Database for browsing and viewing LC authority headings for subject, name, title and name/title combinations]
http://authorities.loc.gov/webvoy.htm

Library of Congress. Children’s Subject Headings (CSH) List.
http://www.loc.gov/aba/cyac/childsubjhead.html

Library of Congress. Subject Headings & Genre/Form Terms.
http://www.loc.gov/aba/cataloging/subject/
Class 10 (March 30) Systems for Vocabulary Control, continued

- Specialized library thesauri (e.g., MeSH, AAT, RBMS Controlled Vocabularies, etc.)
- Taxonomies, ontologies, and thesauri in corporate and professional settings
- Folksonomies, social tagging, and other user-constructed vocabularies

Assignments due:
- Exercise 6 (Subject Analysis)

Read:

Browse:
Rare Books & Manuscripts Section (RBMS), ACRL/ALA. RBMS Controlled Vocabularies: Controlled Vocabularies for Use in Rare Book and Special Collections Cataloging. http://www.rbms.info/committees/bibliographic_standards/controlled_vocabularies/
Class 11 (April 6)  Systems for Categorization and Classification

- Categories, classification, and taxonomies
- Major bibliographic classification schemes
- Dewey Decimal Classification (DDC)
- Library of Congress Classification (LCC)

Read:
Taylor & Joudrey, chapter 11 and appendix B


http://www.straightdope.com/mailbag/mdeweydecimal.html

Browse/Skim:
Library of Congress. Classification and Shelflisting. [Look esp. at “More about the Library of Congress Classification (LCC)” and “View the Library of Congress Classification Outline” links]
http://www.loc.gov/aba/cataloging/classification/

OCLC. Classify: An Experimental Classification Web Service.
http://classify.oclc.org/classify2/ClassifyDemo?swid=317471846


http://www.oclc.org/content/dam/oclc/dewey/versions/print/intro.pdf
Class 12 (April 13)  Systems for Categorization and Classification, continued

- Faceted classification schemes
- S.R. Ranganathan’s Colon Classification
- Universal Decimal Classification (UDC)
- Alternative bibliographic classification schemes

Assignments due:
- Exercise 7 (Dewey and LC Classification)

Read:


Browse/Skim:


Week 13 (April 20)  Information Systems and System Design

- Arrangement of bibliographic sources
- Structure of bibliographic databases and metadata displays
- Index-based library discovery services (Ebsco’s Discovery Service (EDS), Exlibris’s Primo Central Index (PCI), etc.)
- OPACs of the future

Read:
Taylor & Joudrey, chapter 6 and appendix C
http://crln.acrl.org/content/70/4/234.full.pdf

Browse/Skim:
VTLS [OPAC vendor]. “Insights and Processes from VTLS’s 8 years of Experience with FRBR and RDA”.
Class 14 (April 27) The Future of Knowledge and Information Organization

- Linked Data and Resource Description Framework (RDF)
- The Semantic Web
- Cataloging and metadata librarianship career options

Assignments due:
- Final cataloging/classification project

Watch:
http://www.ted.com/talks/tim_berners_lee_on_the_next_web.html

Browse/Skim:
http://www.ala.org/ala/mgrps/divs/alcts/resources/org/cat/traincats.pdf


Linked Data: Connected Distributed Data Across the Web [website]. http://linkeddata.org/
# Appendix:
Additional LIU Guidelines, Policies, Procedures, and Technical Support

## NETIQUETTE
- Treat all course users with respect.
- It’s fine to disagree, but do so with professional courtesy.
- When offering criticism, remember to also point out the positives and areas that are well done.
- Do not type posts in ALL CAPS. It’s the online equivalent of yelling.
- Stay on topic to avoid rambling.
- Look out for acronyms or jargon. Spell things out the first time and then use the acronym.
- Use appropriate grammar, punctuation, and spelling.
- Text messaging shortcuts and emoticons should be used judiciously. [Or you can tell the students not to use them—this is a matter of personal preference.]
- [Faculty may provide additional guidance on the manner in which you would like students to conduct their communications in your course.]

## ACADEMIC INTEGRITY
Academic dishonesty is unacceptable and will not be tolerated. Cheating, forgery, plagiarism and collusion in dishonest acts undermine the educational mission of Long Island University and the students' personal and intellectual growth. Please see: [http://www.liu.edu/CWPost/StudentLife/Services/Counseling/AcadPolicies](http://www.liu.edu/CWPost/StudentLife/Services/Counseling/AcadPolicies)

## ANTI-HARASSMENT
Long Island University’s anti-harassment/discrimination policy and complaint procedure can be accessed here: [http://www.liu.edu/About-LIU/University-Departments/Human-Resources-Old/HR-Policies/Anti-Harassment-Discrimination-Policy](http://www.liu.edu/About-LIU/University-Departments/Human-Resources-Old/HR-Policies/Anti-Harassment-Discrimination-Policy)

## STUDENT SUPPORT SERVICES
Students with disabilities, who require accommodations, should contact the appropriate office during the first week of the semester. In Brooklyn, contact Student Support Services: 718-488-1044. At Post, contact Disability Support Services: 516-299-3057. For more information, see: [http://www.liu.edu/CWPost/StudentLife/Services/LSC/DSS](http://www.liu.edu/CWPost/StudentLife/Services/LSC/DSS)

## TECHNICAL SUPPORT
Blackboard is available at [http://blackboard.liu.edu](http://blackboard.liu.edu). For student help, go to: [https://help.blackboard.com/en-us/Learn/9.1_2014_04/Student](https://help.blackboard.com/en-us/Learn/9.1_2014_04/Student) or access help directly from your course by selecting “Help” in the course menu. The help site provides a wide variety of tutorials and videos that will help you navigate the Blackboard environment.

IT staff is available to respond readily to student and faculty questions Monday to Friday 9 a.m. to 5 p.m. at [it@liu.edu](mailto:it@liu.edu) or 718-488-3300 or 516-299-3300 (or x3300 from the Brooklyn or Post campus). Students and faculty may email after hours and will receive a response as soon as a staff member is available.
Often, staff members are able to answer questions in the evening or on the weekends, but an immediate response is not guaranteed.

**General Technology Guidelines:** Students will need Internet access and a PC or Mac computer with the latest version of a web browser (Firefox, Internet Explorer, Chrome, Safari). For Adobe Connect meetings, students should run an audio test prior to meetings; a headset may reduce echoing sound.

You can access Blackboard anywhere you have Internet access, but there are some guidelines to follow that will make your experience more productive:

- The Firefox web browser works best with Blackboard.
- Be sure that your computer has the latest Flash player installed. Flash enables videos from YouTube and other sources to be played within Blackboard.
- Sometimes Wi-Fi connections can be slow; if you encounter problems, it is best to switch to a hardwired connection.