Department of Library and Information Studies
MLIS 7100
Information Sources and Services
Summer 2022
Three Credit Hours

INSTRUCTOR INFORMATION

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Office Hours: Tuesday, Wednesday: 9:00am – 2:00pm. You can schedule Collaborate Ultra meetings with me during these hours.

COURSE DESCRIPTION

An introduction to concepts and processes in reference and information science and to fundamental information sources and services provided by libraries and information organizations. An overview of the reference function includes the history and future of reference service, question negotiation, information needs analysis, effective research strategies, evaluation of information sources in various formats, and ethics of information services.

Prerequisite: MLIS 7000 with a grade of "B" or better.

TEXTBOOKS / RESOURCE MATERIALS

REQUIRED TEXT
Cassell, K. A., and Hiremath, U. (2018). *Reference and Information Services: An Introduction.* **4th** edition**.** Chicago: ALA Neal-Schuman. *ISBN-13: 978-0-8389-1568-4 (Paper)*

eBook version is available at VSU Odum Library. The downside is that I referred to the page numbers of the print copy in my course lectures and you will not be able to refer to those page numbers in the eBook copy.

Please familiarize yourself with the VSU policy that prohibits the use of the Interlibrary Loan service for obtaining textbooks at https://www.valdosta.edu/colleges/education/master-of-library-and-information-science/documents/MLISPolicyonILLRequestsforTextbooks.pdf and https://www.valdosta.edu/academics/library/general/about/policies/ill/borrowing.php.

COURSE OBJECTIVES

Upon completion of this course, the student will be able to meet these Student Learning Outcomes (SLOs). The SLOs are aligned with MLS program objectives (https://www.valdosta.edu/colleges/education/master-of-library-and-information-science/our-program/).

SLO 1. Apply the principles identified with competent question negotiation as outlined in the most current *Guidelines for Behavioral Performance of Reference and Information Service Providers* (PO 1, PO 4).

SLO 2. Describe the environments for both in-person and virtual reference transactions conducive to delivering effective information services (PO 1, PO 2).

SLO 3. Classify information resources by their distinguishing characteristics (PO 1).

SLO 4. Consult the sources most relevant for keeping reference collections up to date (PO 3).

SLO 5. Retrieve information based on the needs of the user and on availability of resources (PO 1).

SLO 6. Devise search strategies consistent with how a resource organizes information (PO 3).

SLO 7. Evaluate both print and online resources based on criteria used in professional reviews (PO 3).

SLO 8. Apply the central research findings and research literature related to reference services (PO 3).

SLO 9. Produce a user aid for a targeted audience (PO 1).

This course covers the following American Library Association Core Competences of Librarianship (http://www.ala.org/educationcareers/careers/corecomp/corecompetences):

1. Reference and User Services: The librarian understands and uses the concepts, principles, and techniques of reference and user services to provide access to relevant and accurate recorded knowledge and information to individuals of all ages and groups.

COURSE ACTIVITIES/ASSIGNMENTS/REQUIREMENTS

The following list is a brief overview of the assessments used to measure learning outcomes included in this course. Complete instructions for each assignment along with grading criteria will be posted on the BlazeVIEW course site in advance of that assignment's due date.

Graded Discussions (SLO1, SLO2, SLO8) – **20 Points**
> You are expected to make meaningful contribution to the Graded discussion topics based on course readings and interact with your classmates.

Search Strategy Assessment (SLO3, SLO5, SLO6) – **15 Points** *(Due 6/8/2022)*
> Using the search techniques and strategies demonstrated in class, you will plan a series of searches and document your strategies in the worksheet provided. You will also answer some basic questions on information resources in general.

Reference Consultation Project (SLO1, SLO2) – **25 Points** *(Due 6/29/2022)*
> You will work on a group project with one or two of your classmates. **Successful completion of this project is necessary to fulfill requirements for this course.**

Reference Transaction Report (SLO5, SLO6, SLO7) – **25 Points** *(Due 7/20/2022)*
> You will answer a set of research reference questions in email format using relevant resources and techniques and confirm the reliability of your sources. **Successful**

> **completion of this assignment is necessary to fulfill requirements for this course.**

Pathfinder (SLO4, SLO7, SLO9) – 15 Points *(Due 7/26/2022)*
You will create a pathfinder on a specific topic aimed at a specific user group.

SUBMITTING ASSIGNMENTS
All written work must be submitted as attachments to the assignment modules in the BlazeVIEW course website using required formats. The university's Information Technology department provides step-by-step guides on how to use VSU's e-mail system and other resources. The IT Help Desk is at https://www.valdosta.edu/administration/it/solutions/. Their telephone hotline is 229-245-4357.

LATE SUBMISSIONS, MISSED ASSIGNMENTS, & MAKE UP ASSIGNMENTS
All course work is due inside BlazeVIEW on the date and time indicated on the course calendar. Any exceptions must be negotiated in advance. Technological crises are not an acceptable excuse for submitting work late unless BlazeVIEW is down.

A grace period of 24 hours is offered without penalty (this does not include discussion boards – due to the interactive nature of these, graded discussion posts must be completed according to the course schedule). Twenty percent of the assignment grade will be deducted from the student's score for every additional 24 hours. If you inform me of extenuating circumstances **before** the deadline, we can work out a solution for submitting a late assignment without penalty. Completely skipping an assignment is not acceptable in graduate school. To receive an A in this course requires completing **every** assignment.

If you have not submitted assignments up to the Midterm (**June 17**) in the semester, you are not eligible for an Incomplete at the end of the semester. A grade of Incomplete is also not an option unless a non-academic situation interferes with completion of assignments **after** the option to withdraw without academic penalty passed. You must request withdrawal through the office of the VSU Registrar.

LIVETEXT REQUIREMENT
There are a number of assessments developed to meet ALA MLIS Program Accreditation requirements for measuring program performance in terms of student learning outcomes. These assessments are embedded in all MLIS core courses and the required collection development elective. LiveText is the online platform that has been selected to track these assessments. MLIS 7100 includes two assignments that partially fulfill the ALA accreditation requirements on assessing MLIS Program Objectives. They are the *Reference Consultation Project* and *Reference Transaction Report*. You will find both marked as "*necessary to fulfill requirements for this course*" on pages 2 and 3 of the syllabus. You must submit the final copies of the two assignments to your LiveText account. **This requirement does not apply to those students who entered the program since Fall 2021.**

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COURSE GRADES
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Course grades will be awarded as follows:

A: 90%–100%
B: 80%–89%
C: 70%–79%

D: 60%–69%
F: Lower than 60%

No grade below a C will be credited toward a VSU graduate degree and students must receive a grade of B or better to earn credit in core courses and the required collection development elective.

ATTENDANCE POLICY

VSU requires that you attend class in the first week. All course activities will be conducted through BlazeVIEW [and/or other platform(s) as designated by the instructor]. Course content is delivered asynchronously according to the course calendar. It is your responsibility to participate in all course activities and submit assignments on time. It is in your best interest to log into the course at least several times each week (daily is best) to check announcements, discussion board posts, and emails.

COMMUNICATION

Communication will be conducted through **BlazeVIEW email**, **postings** and **replies** in the discussion board, and/or **BlazeVIEW announcements**. Check these areas at least several times per week (daily is recommended) as you are responsible for knowing all information communicated through these channels.

VSU requires that all correspondence between the student and the instructor be conducted through official university channels. To that end, all email correspondence related to this course is to be sent using the email client built into the BlazeVIEW course website. For other correspondence with any VSU faculty members or administrative offices, please use your VSU email account.

A **Got Questions?** discussion board will be available for the duration of the semester. Please post course-related questions that may be relevant to your classmates on the discussion board. You are expected to subscribe to and read this discussion board regularly. If you contact me via e-mail, I will get back to you within 48 hours or sooner. If you would like to speak with me over the phone or using the Collaborate Ultra classroom during my office hours, please schedule an appointment with me via email.

PROFESSIONALISM

The Department of Library and Information Studies expects you to pursue your academic endeavors and conduct yourself in a professional and ethical manner. All work submitted in the course must represent your own efforts. Cite sources and include reference information. You should communicate in a professional manner in both speech and writing and maintain a professional attitude, being respectful to others and their viewpoints. Exercise an awareness of the pervasiveness of the online environment and strive to maintain a professional online presence.

ACADEMIC INTEGRITY

You are responsible for knowing and abiding by the Academic Integrity Policy as set forth in the Student Code of Conduct (https://www.valdosta.edu/administration/student-affairs/student-conduct-office/student-handbook.php) and the COEHS Policy Statement of Plagiarism (https://www.valdosta.edu/colleges/education/deans-office/policy-statement-of-plagiarism.php). All students are expected to do their own work and to uphold a high standard

of academic ethics. Consequences for acts of academic dishonesty are detailed in the COEHS Policy Statement of Plagiarism.

For more information, visit Academic Honesty at VSU (https://www.valdosta.edu/academics/academic-affairs/academic-honesty-at-vsu.php).

STUDENT OPINION OF INSTRUCTION SURVEY

At the end of the term, all students will be expected to complete an online Student Opinion of Instruction survey (SOI) that will be available through SmartEvals. Students will receive an email notification through their VSU email address when the SOI is available (generally at least one week before the end of the term). SOI responses are anonymous to instructors/administrators, and they will be able to access results only after they have submitted final grades. Before final grade submission, instructors will not be able to see any responses, but they can see the percentage of students who have or have not completed their SOIs. While instructors will not be able to see student names, an automated system will send a reminder email to those who have yet to complete their SOIs. Students who withdraw or drop a course will also be sent invitations to complete the Dropped Course Survey. Complete information about the SOIs, including how to access the survey, is available on the SOI Procedures webpage (https://www.valdosta.edu/academics/academic-affairs/sois/).

TITLE IX STATEMENT

Valdosta State University (VSU) is committed to creating a diverse and inclusive work and learning environment free from discrimination and harassment. VSU is dedicated to creating an environment where all campus community members feel valued, respected, and included. Valdosta State University prohibits discrimination on the basis of race, color, ethnicity, national origin, sex (including sexual harassment and sexual violence), sexual orientation, gender identity, religion, age, disability, genetic information, or veteran status, in the University's programs and activities as required by applicable laws and regulations such as Title IX. The individual designated with responsibility for coordination of compliance efforts and receipt of inquiries concerning nondiscrimination policies is the University's Title IX Coordinator: Ms. Selenseia Holmes, titleix@valdosta.edu, Student Union, Suite 3106, Valdosta State University, Valdosta, Georgia 31698, 229-333-5941. To file a report (not make an inquiry) please visit https://cm.maxient.com/reportingform.php?ValdostaStateUniv&layout_id=7

ACCOMMODATION STATEMENT

Students with disabilities who are experiencing barriers in this course may contact the Access Office for assistance in determining and implementing reasonable accommodations. The Access Office is located in Farbar Hall. The phone numbers are 229-245-2498 (V), 229-375-5871. For more information, please visit VSU's Access Office (https://www.valdosta.edu/student/disability/) or email access@valdosta.edu

Helpful Links

Technical Support (IT helpdesk)	https://www.valdosta.edu/administration/it/solutions/
Center for eLearning (support for BlazeVIEW)	https://www.valdosta.edu/academics/elearning/
Academic Support Center	https://www.valdosta.edu/asc/

Hope Connect (Mental Health Services)	https://www.valdosta.edu/administration/student-affairs/student-health/hope-connect-about.php