Department of Library and Information Studies
MLIS 7100
Information Sources and Services
Fall 2023
Three Credit Hours

INSTRUCTOR INFORMATION

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Office Hours: By appointment

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(S)

Cassell, K. A., and Hiremath, U. (2022). *Reference and Information Services: An Introduction.* 5th edition**.** Chicago: ALA Neal-Schuman. *ISBN-13: 978-0-8389-3733-4 (softcover).*

You are encouraged to adopt the 5th edition for its updated information. I understand cost may be an issue for some students, therefore you can still use the eBook version of the 4th edition available in Odum Library. It's your responsibility to make sure you are reading the chapters I assigned from the 5th edition here: https://www.alastore.ala.org/rais5.

Please familiarize yourself with the VSU policy that prohibits the use of the Interlibrary Loan service for obtaining textbooks at
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):

6. **Reference and User Services**: Library professionals, regardless of their specific title and/or role, should have the foundational skills and understanding to: **employ** techniques used to discover, retrieve, evaluate, and synthesize information from diverse sources for use by varying user populations and information environments; **understand** and apply methods and practices necessary to provide consultation, mediation, instruction, and guidance in using recorded knowledge and information for all user populations and information environments. Emphasize problem-solving skills to determine informational needs during the reference interview process; **apply** the RUSA Behavioral Competencies in the ethical practice of reference and user services; **implement** principles, concepts, and techniques for understanding and assessing the information needs of a community, and understand the ways the library can assist and collaborate in meeting those needs; and **practice** cultural humility while planning, offering, and evaluating library reference and user services.

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) – **25 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**

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**
> 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**
> 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**)** – **10 Points**
> You will create a pathfinder on a specific topic aimed at a specific user group.

There is one bonus point opportunity in this class.

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 on the specified date and time indicated on the course calendar. Technology problems are not acceptable excuses for submitting work late unless BlazeVIEW is down at the time the work is due.

*Please contact me before the due date if you need an extension to complete the assignment. Without prior contact, I will accept works submitted **no more than 3 days** late than the due date and grade with partial credits.*

Completely skipping an assignment is not acceptable in graduate school. To receive an A in this course requires completing every assignment.

MLIS PROGRAM E-PORTFOLIO REQUIREMENT
An E-Portfolio is required for graduation by all students. You might consider including some of the assignments from this course in your portfolio.

COURSE GRADES
Course grades will be awarded as follows:

A: 90%–100%
B: 80%–89%
C: 70%–7%
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. You must submit an introduction post and respond to at least two classmates to meet the first week attendance requirement. 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 on the discussion board. You are expected to subscribe to and check this discussion board regularly. I will answer your email or discussion board questions within 24 hours or sooner, Monday through Friday. *Please send me a reminder email if you don't receive my reply after 48 hours.*

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.

VSU's Academic Student Conduct Code states that "no student shall engage in plagiarism, which is presenting the words or ideas of another person as if they were the student's own." Content generated by an Artificial Intelligence third-party service or site (AI-generated content) without proper citation is another form of plagiarism. If you are unsure about whether something may be plagiarism or another form of academic dishonesty, please reach out to me as soon as possible.

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/).

NON-DISCRIMINATION AND TITLE IX STATEMENT
Valdosta State University (VSU) upholds all applicable laws and policies regarding discrimination on the basis of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity or expression, national origin, religion, age, veteran status, political affiliation, or disability. The University prohibits specific forms of behavior that violate Title IX of the Education Amendments of 1972. Title IX of the Education Amendments of 1972 prohibits discrimination on the basis of sex in education programs and activities that receive federal funding. VSU considers sex discrimination in any form to be a serious offense. Title IX refers to all forms of sex discrimination committed against others, including but not limited to: sexual harassment, sexual assault, sexual misconduct, and sexual violence by other employees, students or third parties and gender inequity or unfair treatment based on an individual's sex/gender. The designated Title IX Coordinator for VSU is Ms. Selenseia Holmes. To view the full policy or to report an incident visit: https://www.valdosta.edu/administration/student-affairs/title-ix/

ACCOMMODATION STATEMENT
Students with disabilities who are experiencing barriers in this course may contact the Access Office (https://www.valdosta.edu/student/disability/) for assistance in determining and implementing reasonable accommodations. The Access Office is located in University Center Room 4136 Entrance 5. The phone numbers are 229-245-2498 (V), 229-375-5871. For more information, please visit VSU's Access Office or email: access@valdosta.edu. To request reasonable accommodations for pregnancy and childbirth, contact Christina Kidd, Student Conduct Coordinator at chkidd@valdosta.edu. Please note, you will be required to provide

documentation from an appropriately licensed medical professional indicating the requested accommodations are medically necessary.

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