

Dominican University/College of St. Catherine  
Graduate School of Library and Information Science

**LIS 704BA: Reference & Online Services**

**3 credit hours**

**Fall 2006**

**Thursdays, 6:00-9:00pm**

**Instructor: Joyce Yukawa**

Office: CDC 050; Hours: before/after class & by appointment

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**I. Course Description:**

An introduction to effective reference service in an electronic age. The course deals with the selection, evaluation and use of general reference sources in both hard copy and digital formats; nature, development, functions and management of reference and online services; reference interview; concepts, principles and problems of online bibliographic organization and control. *Prerequisite or co-requisite:* LIS 701.

**II. Required Text:**

**Textbook:** Bopp, R.E. and Smith, L.C. (2001). *Reference and Information Services: an Introduction*. 3rd ed. Englewood, CO: Libraries Unlimited. Available for purchase in the St. Kate's bookstore, 2nd Floor, Coeur de Catherine.

**Other Useful References:**

Katz, B. (2002). *Introduction to Reference Work*. 8th Ed. Boston, MA: McGraw-Hill Publishers. Available in CSC Reserves and CSC Reference, Call No. Z711 .K32 2002.

Tomaiuolo, N.G. (2004) *The Web Library: building a first class personal library with free web resources*. Medford, N.J.: Information Today. Available in CSC Reference, Call No. ZA4150 .T66 2004.

**III. Learning Objectives:**

**This course meets the following MLIS program objectives:**

1. Articulating and applying a philosophy of service that incorporates an awareness of the legacy of libraries and information centers within our culture.
2. Promoting the professional values of ethical responsibilities, intellectual freedom and universal access to information
3. Identifying and analyzing information needs and opportunities of individuals and organizations, both within the traditional information service areas as well as the broader information sector.
4. Teaching others to identify, analyze, organize and use information.

**The student will:**

- Learn the core functions of reference work, its philosophy of service, and variations in service across library types.
- Gain professional skills to perform reference at a beginners level, including how to conduct a reference interview and basic searching techniques.
- Learn the basic types of reference sources and use a select number of print and electronic reference works, which serve as examples of reference tools available in many libraries.
- Gain skills to effectively evaluate and select appropriate print and electronic information resources to help meet a user's information need.
- Become familiar with current trends and issues in reference and information work.

**IV. Assignments and Course Requirements** (additional information & instructions will be posted on the course website):

**Pathfinder Project**

A library pathfinder is a document that calls attention to useful materials on a *specific* topic, usually in a *particular* library. Its main function is to serve as a starting point for finding information. Create a pathfinder on a topic of interest for a library of your choice.

Date due: Oct. 5

Points: 10 (10% of grade)

**Bibliography Plan**

Each student will create a plan for an annotated bibliography on a topic of his/her own choosing. An annotated bibliography is an organized listing of papers, books, articles, dissertations, theses, films, or other published and unpublished materials on a particular subject. Creating a bibliography plan involves selecting, exploring, and refining a topic; using a wide range of reference sources and tools; documenting your search strategies and findings; and reporting your experiences and findings. The report should include 5-7 annotations of materials you would include in your planned bibliography.

Date due: Nov. 16

Points: 25 (25% of grade)

**Reference Interactions Observation Report**

Students conduct one or more in-person observations (at least 4 hours) of Library Reference Interactions at a library of their choice and write a 10-page (double-spaced) report of the observation. Students will share what they learned on the last day of class.

Date due: Dec. 14

Points: 20 (20% of grade)

**Search Exercises**

Students answer reference questions using various types of print and electronic reference sources.

Date due: Generally weekly (except when other major assignments are due)

Points: 30 (30% of grade)

**Subscribe to Internet Discussion Lists & Contribute to Class Blog**

Each student will subscribe to one of the following professional discussion lists and browse its messages throughout the semester: (1) libref-l (moderated discussion of issues related to reference librarianship) <http://www.library.kent.edu/page/10391> (check FAQ for how to subscribe); (2) Web4Lib (discussion of issues relating to the creation, management and support of WWW servers, services and applications) <http://lists.webjunction.org/web4lib/>; (3) dig\_ref (a forum on digital reference issues) [http://www.vrd.org/Dig\\_Ref/dig\\_ref.shtml](http://www.vrd.org/Dig_Ref/dig_ref.shtml). Additionally, students may want to subscribe to Project Wombat (difficult reference questions discussion list) <http://project-wombat.org/>. Browse the messages and select a discussion thread you are interested in. Post an entry in the class blog describing the issue and your response to it. Respond to another classmate's blog entry.

Date due: Anytime up to Oct. 26

Points: 5 (5% of grade)

### **Class Participation**

Active class participation is essential to the atmosphere of this class because we learn from each other and participation acts as a model of reference work itself. Full points (10 points) will be given if all the following criteria are met: Completing all search exercises and assignments on time, perfect attendance, regularly contributing to class discussions, regularly contributing in small group exercises, encouraging others to participate in asking questions and making relevant comments during class discussions and lectures. The scale goes down to one (1) point for the following: Three or more absences, incomplete exercises, no contributions to class discussions, little contribution to small group work.

Points: 10 (10% of grade)

### **Assignment Due Dates**

All assignments will be due at the beginning of the class period. Late assignments will be accepted but will receive a 5% reduction in grade for each day late.

### **V. Assessment:**

A	A-	B+	B	B-	C+	C	C-	D	F
94-100	90-93	86-89	82-85	78-81	74-77	70-73	65-69	60-64	0-59

### **Assignments and Grading**

Pathfinder Project	10%
Bibliography Plan	25%
Reference Interactions Observation Report	20%
Search Exercises	30%
Class Participation	10%
Blog Contributions	5%
Total	100%

Students are expected to conduct themselves in accordance with the highest standards of academic honesty and integrity. Appropriate credit must be given to original creators of all works used. Please see the College of St. Catherine Student Handbook for the full statement of Academic Integrity.

## VI. Course Calendar:

### LIS 704A FALL 2006 COURSE SCHEDULE

(Subject to change)

Session & Date	Topics	Readings & Assignments Due
(1) Sept. 7	<ul style="list-style-type: none"> <li>• Course Introduction</li> <li>• Reference Services for Diverse Communities</li> <li>• The Information Seeking Process &amp; the Reference Process</li> <li>• Introduction to Pathfinder Project</li> </ul>	Readings: Text, Chs 1 & 12
(2) Sept. 14	<ul style="list-style-type: none"> <li>• Search Systems</li> <li>• Types of Reference Sources</li> <li>• Indexing &amp; Abstracting Systems</li> </ul>	Readings: Text, Ch 13 (p.309-312) & Ch 21 Assignment due: Pathfinder Outline
(3) Sept. 21	<ul style="list-style-type: none"> <li>• Bibliographic Control</li> <li>• Controlled Vocabulary &amp; Natural Language</li> </ul>	Readings: Text Ch 4 Assignment due: Search Ex.1 - Print Indexes
(4) Sept. 28	<ul style="list-style-type: none"> <li>• Search Strategies</li> <li>• Electronic Resources</li> </ul>	Readings: Text, Chs 5-6 Assignment due: Search Ex. 2 - Electronic Databases
(5) Oct. 5	<ul style="list-style-type: none"> <li>• Selecting and Evaluating Sources</li> <li>• Bibliographies</li> <li>• Introduction to Bibliography Plan Project</li> </ul>	Readings: Text, Chs 13 & 20 Assignment due: Pathfinder
(6) Oct. 12	<ul style="list-style-type: none"> <li>• The Reference Interview as a Tool for Information Problem-Solving</li> <li>• Introduction to Reference Observations Project</li> </ul>	Readings: Text, Ch 3 Assignments due: Bibliography Plan Outline; Search Ex. 3 - Bibliographies
(7) Oct. 19	<ul style="list-style-type: none"> <li>• Digital Reference</li> <li>• Encyclopedias</li> </ul>	Readings: Text Ch 18; Janes, J., (2003), "Question Negotiation and the Technological Environment," <a href="http://www.dlib.org/dlib/february03/janes/02janes.html">http://www.dlib.org/dlib/february03/janes/02janes.html</a> ; Penka, J.T., "The Technological Challenges of Digital

		Reference,” <a href="http://www.dlib.org/dlib/february03/penka/02penka.html">http://www.dlib.org/dlib/february03/penka/02penka.html</a> Assignment due: Identification of library for Reference Interactions Observation
(8) Oct. 26	<ul style="list-style-type: none"> <li>• Biographical Sources</li> <li>• Serving Difficult Library Users</li> </ul>	Readings: Text Ch 16; Shuman, B.A., “Problem Patrons: Reviewing Your Options,” <i>Public Libraries</i> 41 (6): Isaacson, D. “No Problem with Problem Patrons”, <i>Library Journal</i> 131 (1): 68; [both articles are available full text via <i>Library Literature</i> database] Assignment: Search Ex. 4 - Encyclopedias
(9) Nov. 2	<ul style="list-style-type: none"> <li>• Ready Reference</li> <li>• Writing Annotations</li> </ul>	Readings: Text, Chs 14 & 15 Assignment due: Search Ex. 5 - Biography
(10) Nov. 9	<ul style="list-style-type: none"> <li>• Reference Research &amp; Evaluation</li> </ul>	Readings: Text, Ch 10 Assignments due: Search Ex. 6 - Ready Reference
(11) Nov. 16	<ul style="list-style-type: none"> <li>• Library Instruction &amp; Information Literacy</li> <li>• Dictionaries</li> </ul>	Readings: Text, Chs 8, 9, 17 Assignment due: Bibliography Plan
Nov. 23	THANKSGIVING HOLIDAY	
(12) Nov. 30	<ul style="list-style-type: none"> <li>• Geographical Sources</li> <li>• Ethics in Reference Service</li> </ul>	Readings: Text, Ch 2, 19 Assignment due: Search Ex 7 – Dictionaries
(13) Dec. 7	<ul style="list-style-type: none"> <li>• Government Documents</li> <li>• Exercise: Search Ex. 9, Gov. Docs (in class)</li> </ul>	Readings: Text, Ch. 22 Assignment: Search Ex. 8 - Geography
(14) Dec. 14	<ul style="list-style-type: none"> <li>• Future of Reference Services</li> <li>• Sharing Discoveries from Reference Interactions Observations</li> </ul>	Readings: Text, Ch 11; Frey, T., “The Future of Libraries,” <a href="http://www.davinciinstitute.com/page.php?ID=120">http://www.davinciinstitute.com/page.php?ID=120</a> Assignment due: Reference Interactions Report