LIS5513 INFORMATION SOURCES AND SERVICES

Catalog Course Description: Prerequisite: 5033, 5053. Characteristics and use of information sources and systems; policies and procedures for the provision of user-centered service in libraries and other information agencies. Introduction to basic reference tools in both print and electronic formats.

Interpretation of Course Description: This course will use lectures, guest presentations, in-class discussion and exercises, independent readings and assignments to address core elements of reference and information services, including content and relational aspects of the reference transaction, general structure and specific examples of information resources, and concepts and strategies for delivery, evaluation, and management of reference and information services.

Audience (level, environment/setting): Guided elective (Access to Knowledge Structures category); introductory level reference course; MLIS students. Offered odd Falls, irregularly in summer. Delivery format varies.

Expectations: Prior to the start of class, students should be able to use D2L, including accessing news and contents, participating in discussion boards, and submitting assignments through folders; produce documents that are professional in appearance using word processing software, including inserting headers and footers and automatic page numbering; and create an attractive and usable web page. Further, students are expected to have a basic understanding of library and information studies and professional contexts provided by LIS5033 and of theories and concepts of information-seeking behaviors provided by LIS5053.

Topics:
Context:
- History of reference services
- Information needs, information-seeking behaviors, and reference services
- Professional competencies, roles and responsibilities; ethics; professional guidelines

Resources:
- The information and publication cycle
- Types of reference sources and structure of the reference literature
- Search strategies
- Content, purpose, and use of specific resources by format and subject area

Services:
- Relational and content aspects of the reference interview in face-to-face and remote contexts
- Considerations for diverse populations, including contextual, age, disability and language factors
- Reader’s advisory and information literacy instruction, including finding aids and arrangements

Management:
- Evaluation of reference sources, collections, and services
- Organization, management, and marketing of reference services

Opportunities for utilizing relevant real-world skills and technology:
Complete reference question sets using information resources available in a variety of print and digital resources; utilize online searching skills; evaluate face-to-face and virtual reference services; create a subject guide using digital medium of choice (web, Jing, You Tube, etc.); use D2L communication technologies (e-mail, discussion board, etc).

Last Offered: Fall 2009 (F2F); Fall 2010 (online; Sarah Robbins, adjunct professor)

Document prepared by: Connie Van Fleet, Fall 2011