



**FLORIDA STATE UNIVERSITY**  
COLLEGE OF COMMUNICATION & INFORMATION  
*School of Information*

**LIS 5603: Introduction to Information Services**

**Section(s)**

**TERM 20XX, COURSE MEETING DAY/TIME, COURSE MEETING LOCATION**

**Mode of Instruction:**

**Instructor:**

**Email:**

**Office:**

**Phone:**

**Course Location/Website:**

**Office Hours (in office, online or via phone):**

**Teaching Assistant:**

**Email:**

**COURSE DESCRIPTION:**

LIS 5603 provides an introduction to reference/information work using both print and online sources; the course examines the relationship of reference work to other information services in libraries and other information-providing agencies.

**COURSE OBJECTIVES:**

At the end of the course, the student will be able to:

1. Demonstrate ability to critically consider and discuss the concept of reference services in an electronic era.
2. Demonstrate ability to critically consider and discuss the role of ethics in reference work.
3. Demonstrate ability to utilize various types of reference/information tools, both print and electronic, in terms of their query-answering characteristics with emphasis on certain representative titles.
4. Demonstrate ability to critically examine information tools and resources.
5. Develop and demonstrate skills to plan and conduct information searches and to synthesize information for others, with an emphasis on understanding and conducting reference interviews in both oral and written modes.
6. Demonstrate the ability to conduct effective searches (including such things as using Boolean logic, proximity operators, limiting) in various electronic environments (OPAC/catalogs, proprietary databases, digital libraries, and the web).
7. Explore and reflect upon various types of information services, including digital reference services, offered by libraries and other information-providing agencies in responding to the needs of a diverse and varied clientele.

## **COURSE MATERIALS:**

- Bopp, Richard E. & Smith, Linda C. (2011) *Reference and Information Services: An Introduction. 4th edition*. Santa Barbara, CA: Libraries Unlimited (May 23, 2011)  
ISBN: 9781591583745
- Other readings will be assigned at least one week prior to the relevant class session.

## **COURSE ASSIGNMENTS AND EVALUATION:**

**Reference Interview Practice:** You will participate in two reference interviews, one face to face in which you are the interviewer, and one via chat or instant messaging in which you are the interviewee, and then write an essay reflecting on the differences between these modes and your skills as an interviewer. (200 points)

**Question Set:** You will research and answer a set of reference questions that will give you practice in using the various reference tools discussed in class and in readings. (200 points)

**IPL2:** Internet Public Library Questions: You will research and answer real questions for actual users in the Internet Public Library, following IPL2's required guidelines. You will also write a short reflective paper discussing your experience and what you learned. (200 points)

**Research Guide (Resource Guide):** Your final project for the course will be a research guide intended to be a useful addition to an institution's informational guides (often you'll hear these referred to as "LibGuides.") You will choose a setting, and create a guide that provides an introduction to a wide range of useful reference sources for someone who is interested in doing research on this topic. You will also include a brief evaluation of the institution/setting for which you are creating your guide, its already existing collections and research guides, and how your project fits in and meets a need. (200 points)

**Participation –Live Class and Discussion Board Postings:** Each week, a discussion board will be available for discussing a variety of topics and issues relevant to the class. I'll expect you to participate in the class by posting to the discussion boards at least once per week on at least 10 of the 15 weeks of the semester. Each week's class participation in discussion boards is worth 10 points for a maximum total of 100 points. Here's how the discussion board grade will be assigned: 10 postings = 100 points; 9 = 90; 8 = 80; 7 = 70; 6 = 60; 5 = 50; 4 = 40; 3 = 30; 2 = 20; 1 = 10; 0 = 0. The other 100 points for your class participation will be assessed based on overall quality of your contributions to both discussion board and live class activities. While live class participation is optional, if you are an active participant in the live class, you receive extra credit in boosting your overall quality participation points. Note that active participation in live class and/or discussion not just being silently logged in or posting merely, "I agree," but actually contributing quality, thoughtful questions and comments to the chats and discussion boards. (200 points)

**GRADE CALCULATION:**

Final grade will be based on the following activities and point values:

Reference interviews and paper	200
Question sets	200
IPL questions and paper	200
Research guide	200
Participation via discussion board postings & in class	200
<b>TOTAL</b>	<b>1000</b>

**GRADING SCALE:**

A	930-1000	C	730-760
A-	900-920	C-	700-720
B+	870-890	D+	670-690
B	830-860	D	630-660
B-	800-820	D-	600-620
C+	770-790	F	0-590

**COURSE SCHEDULE:**

Week 1: Introduction / history of information services / Internet Public Library

Week 2: Ethics of information provision / Reference Interview

Week 3 : Evaluation / Internet / Web Search

Week 4 : Indexes / Journals / Databases

Week 5 : Books / Monographic Search

Week 6 : Dictionaries/ Words

Week 7 : Encyclopedias

Week 8 : Ready Reference

Week 9 : no live class this week

Week 10: Biography and Genealogy

Week 11: Geography

Week 12: Government / Statistics

Week 13 : Business / Law / Health

Week 14: The Future, and the Profession

**COPYRIGHT STATEMENT:**

Some of the materials in this course are possibly copyrighted. They are intended for use only by students registered and enrolled in this course and only for instructional activities associated with, and for the duration of, the course. They may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the *Technology, Education, And Copyright Harmonization* (TEACH) Act (refer to the 3/7/2001 TEACH Act at [www.copyright.gov/legislation/archive/](http://www.copyright.gov/legislation/archive/)).

### **SEXUAL HARRASSMENT POLICY:**

It is the policy of the University that its employees and students neither commit nor condone sexual harassment in any form. [http://registrar.fsu.edu/bulletin/grad/info/university\\_notices.htm](http://registrar.fsu.edu/bulletin/grad/info/university_notices.htm)

### **SCHOOL OF INFORMATION HARDWARE AND SOFTWARE REQUIREMENTS:**

A list of all hardware and software requirements for students participating in the School of Information courses can be found at the following location: <http://ischool.cci.fsu.edu/academics/online/requirements/>

### **STUDENT ELIGIBILITY FOR AN INCOMPLETE GRADE:**

Incomplete (“I”) grades will not be assigned, except in the case of exceptional unforeseen circumstances that occur within the last three weeks of the semester and your work has otherwise been satisfactory (C average).

### **University Attendance Policy:**

Excused absences include documented illness, deaths in the family and other documented crises, call to active military duty or jury duty, religious holy days, and official University activities. These absences will be accommodated in a way that does not arbitrarily penalize students who have a valid excuse. Consideration will also be given to students whose dependent children experience serious illness.

### **Academic Honor Policy:**

The Florida State University Academic Honor Policy outlines the University’s expectations for the integrity of students’ academic work, the procedures for resolving alleged violations of those expectations, and the rights and responsibilities of students and faculty members throughout the process. Students are responsible for reading the Academic Honor Policy and for living up to their pledge to “. . . be honest and truthful and . . . [to] strive for personal and institutional integrity at Florida State University.” (Florida State University Academic Honor Policy, found at <http://fda.fsu.edu/Academics/Academic-Honor-Policy.>)

### **Americans With Disabilities Act:**

Students with disabilities needing academic accommodation should:

- (1) register with and provide documentation to the Student Disability Resource Center; and
- (2) bring a letter to the instructor indicating the need for accommodation and what type. This should be done during the first week of class.

This syllabus and other class materials are available in alternative format upon request.

For more information about services available to FSU students with disabilities, contact the:

Student Disability Resource Center  
874 Traditions Way  
108 Student Services Building  
Florida State University  
Tallahassee, FL 32306-4167  
(850) 644-9566 (voice)  
(850) 644-8504 (TDD)  
sdrc@admin.fsu.edu  
<http://www.disabilitycenter.fsu.edu/>

### **Free Tutoring from FSU**

On-campus tutoring and writing assistance is available for many courses at Florida State University. For more information, visit the Academic Center for Excellence (ACE) Tutoring Services' comprehensive list of on-campus tutoring options - see <http://ace.fsu.edu/tutoring> or contact [tutor@fsu.edu](mailto:tutor@fsu.edu). High-quality tutoring is available by appointment and on a walk-in basis. These services are offered by tutors trained to encourage the highest level of individual academic success while upholding personal academic integrity.

### **Syllabus Change Policy**

"Except for changes that substantially affect implementation of the evaluation (grading) statement, this syllabus is a guide for the course and is subject to change with advance notice."