FLORIDA STATE UNIVERSITY
COLLEGE OF COMMUNICATION & INFORMATION
School of Information

LIS5603 – INTRODUCTION TO INFORMATION SERVICES (3 credits)
SECTION(S)
TERM 20XX, COURSE MEETING DAY/TIME, COURSE MEETING LOCATION
MODE OF INSTRUCTION: ONLINE

Students all meet with instructor for class weekly, synchronously, using a multi-media conferencing system such as Collaborate, at a specific class time indicated in the University's course schedule for each semester. Additional asynchronous interactions (e.g., discussion forums) among students and with instructor may also be required to complete the course.

Instructor:
Email:
Office:
Phone:
Course Location/Website:
Office Hours (in office, online or via phone):

COURSE DESCRIPTION:
LIS 5603 introduces reference/information work using print and online sources; the course also explores current trends, professional topics, and issues relevant to information-providing agencies in traditional and online environments.

COURSE OBJECTIVES:
At the end of the course, the student will be able to:
1. Describe the ethical tenets of professional reference services.
2. Apply reference interview strategies to identify the information needs of patrons.
3. Identify which type of reference resources are best to use for answering different kinds of information requests.
4. Combine search strategies to effectively retrieve information from databases.
5. Explain the issues that influence and shape reference services in the electronic age.
6. Assemble a subject list combining appropriate resources for a selected audience and topic.

COURSE MATERIALS:

Required Readings:

- Textbook: Reference and Information Services. Linda C. Smith & Melissa A. Wong, Editors. 2016, 5th. Ed. Libraries Unlimited. ISBN: 978-1-4408-3696-1
- Other readings as assigned and posted to the course website

COURSE ASSIGNMENTS AND EVALUATION:

Reference Department Visit: Visit the reference department/area in a library. The objective of this assignment is for you to observe and evaluate the information services they offer. (100 points)

Reference Interview Practice: You will participate in three reference interview activities, including, but not limited to, interviewing people face to face and online. Then write an essay reflecting on your experiences and insights on your skills as an interviewer. (200 points)

Question Set: You will research and answer sets of reference questions that will give you practice in using the various reference tools discussed in class and in readings. You will search for the same answers using printed and online resources, and write a short reflection on your experience and what you learned from the process. (200 points)

Scavenger Hunt (real user questions): Seek the answers to four real user questions using FSU databases. The report must include choice and combination of search terms, list of databases used, citation of articles to recommend, and the actual answers. Include a short reflective report on what worked, what not, and what you learned from the activity. (200 points)

Special Topic Presentations (Groups): Small student group will prepare a 20-25-minute presentation on the assigned topic based on recommended readings and the group's own research. Student grades will be calculated in part by the group's peer evaluation of participation. (150 points for presentation + 50 points for peer evaluations).

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. (100 points)

GRADE CALCULATION:

• Reference Department Visit	100
• Reference Interview Assignment	200
• Question Sets	200
• Scavenger Hunt (real user questions)	200
• Special topic presentations	200
• Research Guide	100
TOTAL	1,000

GRADING SCALE:

A	930 - 1000		C	730 – 769
A-	900 – 929		C-	700 – 729
B+	870 – 899		D+	670 – 699
B	830 – 869		D	630 – 669
B-	800 – 829		D-	600 – 629
C+	770 – 799		F	0 – 599

COURSE SCHEDULE:

WEEK	TOPICS TO BE COVERED
1	Course Introduction and Logistics / Reference service models
2	Ethical guidelines and policies
3	Reference Interviews pt. 1- Service guidelines
4	Reference Interviews pt. 2- Interviewing skills
5	Evaluation of Internet / Info organization
6	Using Wikipedia / Imposed Queries / Dealing with angry patrons
7	Search strategies / Indexes & Databases
8	Services to Special Populations-Children, Seniors, Disabled, LGBT, Poor
9	Ready Reference, Dictionaries, Encyclopedias
10	Almanacs, Directories, Handbooks
11	Information Literacy / Readers Advisory / Government & Statistics sources
12	Biography/Genealogy/Geography
13	eReference / Mobile Services /Social Media / eBooks
14	Business / Law / Health resources
15	The future of information services

SCHOOL & UNIVERSITY POLICIES:

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/).

Sexual Harassment 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/graduate/information/university_notices/

iSchool Hardware and Software Requirements
A list of all hardware and software requirements for students participating in the School of Information (iSchool) 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.

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.

Please note that instructors are not allowed to provide classroom accommodation to a student until appropriate verification from the Student Disability Resource Center has been provided.

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
https://dos.fsu.edu/sdrc/

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.