Course Syllabus
LI 813XO
Reference and User Services
6/21-22, 7/26-27 & Internet

Faculty: Lori Wamsley
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Primary Phone: (971) 722-5229
Office Hours: By appointment
Online Course Login: https://elearning.emporia.edu
Credit Hours: 3.0

Note: Course Syllabus May Change

Important Dates for Summer 2013
5/20: First day of class 5/24: Last day to add/drop 5/27: Memorial Day (ESU closed)
7/3: Last day to withdraw 8/2: Last day of classes 8/13: Final Grades Due

Course Description
Introduction to a wide variety of print and electronic reference sources and current issues in the provision of reference services. Students learn effective ways to select information retrieval tools and resources, develop search strategies, and evaluate search results. Evaluation of print and electronic sources is also addressed. (Required) Prerequisite: LI 801 & LI 802.

Course Learning Outcomes

Course Outcomes

At the end of the course, students should be able to:

1. Identify the various reference and user services provided by libraries and other types of information-related organizations to their clients;
2. Identify, describe, and evaluate the basic types of information sources, print and electronic, available in most libraries or other information agencies;
3. Effectively search for and retrieve information from the various print and electronic types of information sources using appropriate search strategies;
4. Effectively diagnose a client's information need through a reference interview, and recommend the appropriate information source(s);
5. Use technology to enhance reference and user services and projects;
6. Demonstrate a proactive awareness of emerging issues in reference and user services.
Course Overview

The course provides an introduction to a wide variety of print and electronic reference sources and current issues in the provision of reference and user services. Students learn effective ways to select information retrieval tools and resources, develop search strategies, and evaluate search results. Evaluation of print and electronic sources is also addressed.

Required Readings


About RUSA

RUSA Definition of Reference

RUSA Professional Competencies

RUSA Behavioral Guidelines

RUSA Guidelines for Information Services

ALA Code of Ethics

Bunge article - Ethics and the Reference Librarian

Sense & Reference blog - On Ethical Reference Service

The following readings will be assigned to students during the first class weekend:


Recommended Readings
Learning Activities

Students will conduct a variety of learning activities throughout the class to demonstrate their knowledge of the course learning outcomes. These learning activities will include reading, researching, evaluating, and presenting content, observation and written analysis, and participating in class activities (both online and face-to-face).

Assignments

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Points</th>
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<tbody>
<tr>
<td>Assignment #1</td>
<td>May 26</td>
<td>10</td>
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<tr>
<td>Assignment #2</td>
<td>June 21</td>
<td>50</td>
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<tr>
<td>Assignment #3</td>
<td>June 22</td>
<td>50</td>
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<tr>
<td>Assignment #4</td>
<td>June 20</td>
<td>10</td>
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<tr>
<td>Assignment #5</td>
<td>June 30</td>
<td>25</td>
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<tr>
<td>Assignment #6</td>
<td>July 7</td>
<td>10</td>
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<tr>
<td>Assignment #7</td>
<td>July 14</td>
<td>25</td>
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<tr>
<td>Assignment #8</td>
<td>July 27</td>
<td>100</td>
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<tr>
<td>Class Participation</td>
<td>Throughout</td>
<td>100</td>
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<tr>
<td><strong>Total</strong></td>
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<td>380</td>
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Summer 2013 Course Schedule

Note: Detailed Instructions for assignments will be posted in Blackboard.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topics/ Readings/ Assignments</th>
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<tbody>
<tr>
<td>May 20 - 26</td>
<td>1) Introduction to Reference &amp; User Services</td>
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<tr>
<td></td>
<td><strong>Readings:</strong></td>
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<td>Course Syllabus</td>
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<td>Assignment Links in Blackboard</td>
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<td>RUSA</td>
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<td>RUSA Definition of Reference</td>
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<td>RUSA Professional Competencies</td>
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<td>RUSA Behavioral Guidelines</td>
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<td>RUSA Guidelines for Information Services</td>
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<td></td>
<td><strong>Assignment 1: Introduction (Due May 26, 10 pts)</strong></td>
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<td>May 27 June 9</td>
<td>2) Overview of Reference Services &amp; Materials</td>
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<tr>
<td></td>
<td><strong>Readings:</strong></td>
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<tr>
<td></td>
<td>Cassell &amp; Hiremath, Chap. 1-12 &amp; 17</td>
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<tr>
<td>Assignment 2: Reference Resource Types Individual Presentations  (Due: Post resource type by June 9, Presentation on June 21, 50 pts)</td>
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<tr>
<td>Assignment 3: Database &quot;Sales&quot; Pitch Group Presentations (Due: Post group and database choice by June 9, Presentation on June 22, 50 pts)</td>
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<tr>
<th>June 10 - 20</th>
<th>Ethical Issues in Reference</th>
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<tr>
<td>Readings:</td>
<td>Cassell &amp; Hiremath, Chap. 18</td>
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<td>ALA Code of Ethics</td>
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<td></td>
<td>Bunge article - Ethics and the Reference Librarian</td>
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<td></td>
<td>Sense &amp; Reference blog - On Ethical Reference Service</td>
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| Assignment 4: Ethical Issues Discussion (Due June 20, 10 pts): |

| June 21-22  | In-Class Activities: |
| Face-to-face| Friday, June 21, 6 - 9 |
|            | 1) Reference & Ethics Discussion |
|            | 2) Reference Resource Types - Presentations |
| Saturday, June 22, 9 - 5 |
| 1) Reference Resource Types - Presentations |
| 2) Reference Searching Activity |
| 3) Database "Sales" Pitch Presentations |
| 4) Reference Resources Discussion |

| June 23 - June 30 | Reference & Technology |
| Readings:          | Cassell & Hiremath, Chap. 13-16 |
|                    | Zabel, Chap. 13-19 |

| Assignment 5: Web-based Subject Guide (Due June 30, 25 pts): |

| July 1 - July 14 | Reference Interview |
Readings:

Cassell & Hiremath, Review Chap. 2


Article readings will be assigned during first class weekend:


Assignment 6: 3-2-1- Guide on the Reference Interview (Due July 7, 10 pts)

Assignment 7: Reference Observation (Due July 14, 25 pts)

Models of Reference Services & Future of Reference

Readings:

Cassell & Hiremath, Chap. 19-22

Zabel, Chap. 1-12, 20

Assignment 8: Models of Reference Service Presentations (Due July 27, 100 pts)
July 26-27 (face to face class)

In-Class Activities:

Friday, July 26, 6 - 9
1) Reference Interview Discussion & Activities

Saturday, July 27, 9 - 5
1) Models of Reference Services - Presentations
2) Future of Reference Discussion
3) Reference Connections Activity
4) Final Reflections

July 28 - Aug 3 Final comments/Wrap Up

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**Grading Criteria**

**Grading**

Final grades will be assigned based on the points earned by each student at the end of the semester. The following grading scale will be used (based on SLIM's grading scale):

- 365-380 : A
- 342-364: A-
- 331-341 : B+
- 319-330: B
- 304-318: B-
- 293-317: C+
- 281-292: C
- 266-280: D
- 265 and below : F

**Late Assignment Policy**

Late assignments will not be accepted except for rare instances in which the instructor is notified in advance of the due date. Students are responsible for contacting the instructor as soon as possible should such instances occur. Each instance will be assessed by the instructor on a case by case basis.

**Questions?**

Please send any questions or comments about the course to the instructor at: lwamsley@emporia.edu. Generally, response time is within 48 hours.

**SLIM Grading Scale***
| 96 –100 A | 77 – 79 C+ |
| 90 – 95 A-  | 74 – 76 C |
| 87 – 89 B+  | 70 – 73 D |
| 84 – 86 B   | 0 – 69 F  |
| 80 – 83 B-   |

*The SLIM Grading Scale does not apply to pass/fail courses. Instead, each pass/fail course instructor will determine the number of points that must be earned to pass the course successfully.*

**SLIM Attendance Policy**

Students must attend all face-to-face classes.

In cases of emergency, see SLIM's Policy and Procedures for Absence from a Class Weekend due to Illness or Personal Emergency (PDF).

**SLIM Grade Policy**

All graduate courses included in the SLIM MLS and doctoral programs' required curricula or their approved substitutions must be passed with a final grade of B- or better to receive academic credit. If a student does not receive a final grade of B- or better in any or all of SLIM’s required classes, then the student will be placed on academic probation and notified by the office of the director of program administration that he or she must retake that course or those courses.

When a student has been placed on academic probation, an administrative hold will be placed on the student’s record to block future enrollment. The administrative hold can only be released by the student’s academic advisor or by the SLIM dean or director of program administration. Before enrollment can be done, the student is required to meet with the student’s academic advisor with the goal of developing an academic improvement plan.

If a student has a semester GPA of less than 3.0 for two semesters or is on academic probation for two semesters, then the student’s academic progress will be reviewed in light of the academic improvement plan by the student’s program director, the SLIM dean, and the SLIM director of program administration, and a decision will be made regarding whether the student should be academically dismissed from the SLIM’s graduate program. This policy goes into effect fall 2009 semester. This SLIM Grade Policy applies to all SLIM students, including those students who entered SLIM under the 42-credit-hour MLS program, the 36-credit-hour MLS program, or the SLIM doctoral program. It will also apply to all those who have passed into MLS or doctoral degree candidacy.

**SLIM Incomplete Grade Policy**

SLIM’s Incomplete Grade Policy upholds the Emporia State University Incomplete Grade Policy (for full policy, go to: [http://www.emporia.edu/grad/docs/policyhandbook2.pdf](http://www.emporia.edu/grad/docs/policyhandbook2.pdf)).

SLIM’s Incomplete Grade Policy further stipulates that an incomplete request will not be considered approved without an Incomplete Request Form having been submitted by the instructor and approved by the SLIM dean within two weeks after the issuance of the incomplete. If the incomplete grade is being requested for reasons of health, then documentation must be submitted
to the SLIM dean’s office before the final grade change is made.

If a SLIM student’s request for a single incomplete grade is approved by the instructor and dean, then the student will be limited to enrolling in six credit hours in the immediately succeeding semester. If a SLIM student requests more than one incomplete grade to be issued at the conclusion of a semester, then an administrative hold will be placed on the student’s record to block future enrollment until all incomplete grades are finished and the final grade changes have been submitted by the instructor(s), signed by the SLIM dean, and accepted by the ESU Registrar’s Office.

Faculty-Initiated Student Withdrawal Procedure

Students should be aware that your instructor follows the university’s policy of faculty-initiated student withdrawal. It reads as follows: “If a student’s absences from class or disruptive behavior become detrimental to the student’s progress or that of other students in the class, the faculty member shall attempt to contact the student in writing about withdrawing from the class and shall seek the aid of the office of Vice President of Student Affairs to help insure contacting the Student. The Office of the Vice President of Student Affairs shall provide the student information about the existing appeals procedures. Upon receiving a written report from the faculty member, the Vice President of Student Affairs may initiate a student withdrawal from the class. None of the above implies or states that faculty members are required to initiate the student withdrawals for excessive absence. [Policy and Procedures Manual 43.11]

Academic Dishonesty

At Emporia State University, academic dishonesty is a basis for disciplinary action. Academic dishonesty includes but is not limited to activities such as cheating and plagiarism (presenting as one’s own the intellectual or creative accomplishments of another without giving credit to the source or sources.)

The faculty member in whose course or under whose tutelage an act of academic dishonesty occurs has the option of failing the student for the academic hours in question and may refer the case to other academic personnel for further action. Emporia State University may impose penalties for academic dishonesty up to and including expulsion from the university.

Disabilities Policy

Emporia State University will make reasonable accommodations for persons with documented disabilities. Students need to contact the Director of Disability Services and the professor as early in the semester as possible to ensure that classroom and academic accommodations are implemented in a timely fashion. All communication between students, the Office of Disability Services, and the professor will be strictly confidential.

Contact information for the Office of Disability Services:
Office of Disability Services
211 S Morse Hall
Emporia State University
1200 Commercial Street / Box 23
Emporia, KS 66801
Phone: 620/341-6637
TTY: 620/341-6646
Email: disabser@emporia.edu