Course Syllabus
LI802XU

Info-seeking Behavior and Reference Services

Summer Semester 2015

Faculty: Mirah J. Dow, Professor
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Primary Phone: (620) 3414-52503
Online Course Login: canvas.emporia.edu
Credit Hours: 3
Meetings: June 5-6; July 17-18

Important Dates for Summer 2015

5/18 First Day of Class 5/25 Memorial Day (ESU Closed) 5/26 Last Day to Add/Drop
7/1 Last Day to Withdraw 7/3 Independence Day (ESU Closed) 8/7 Last Day of Classes
8/11 Final Grades Due

Program Goal

The goal of the SLIM Master of Library Science program is to prepare creative problem solvers who will provide proactive client-centered services in information agencies.
Catalog Description

This course is an introduction to user-centered reference services and the application of theories of information behavior. Students are introduced to models of information seeking, retrieval and sharing; student accommodations for the selection, evaluation, and use of appropriate resources; information literacy, learning styles, and best practices in providing user-centered reference services. (Required) Prerequisite: LI 801 or concurrent enrollment. (Approved 3/9/2015)

Course Learning Outcomes

<table>
<thead>
<tr>
<th>By the end of the course, students will be able to:</th>
<th>Program Outcomes</th>
<th>Professional Values</th>
<th>ALA Core Competence(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify major models of information-seeking behavior as applied to the design, implementation, and evaluation of information services.</td>
<td>1, 6</td>
<td>1</td>
<td>5A, 6B, 7C, 7D</td>
</tr>
<tr>
<td>2 Describe individual differences, including learning styles, and their effects on user-centered reference services.</td>
<td>1, 5</td>
<td>1</td>
<td>5B, 5F, 5G</td>
</tr>
<tr>
<td>3 Identify, describe and evaluate the basic types of electronic and print information sources available in libraries and other information organizations.</td>
<td>2, 4, 5</td>
<td></td>
<td>2B, 4A, 4B, 5C, 5G</td>
</tr>
<tr>
<td>4 Discuss the components of information literacy and the related instructional methods strategies.</td>
<td>4, 5, 7</td>
<td>1, 2</td>
<td>5D, 5E, 5F, 7C, 7D</td>
</tr>
<tr>
<td>5 Apply instructional strategies for user-centered reference services.</td>
<td>4, 5, 6, 7</td>
<td>1, 2</td>
<td>5D, 5F, 7C, 7D</td>
</tr>
<tr>
<td>6 Create and deliver an instructional module related to a course topic.</td>
<td>4, 5, 7</td>
<td>1, 2</td>
<td>5D, 5E, 5F, 7C, 7D</td>
</tr>
</tbody>
</table>

Approved 3/9/15

Course Overview

This course offers a blended learning environment with technology-assisted (Canvas) and face-to-face activities throughout the semester. Students are required to attend two, face-to-face class weekends in Orem, UT.
Instructor Contact Information

The best way to contact the professor is to send email: mdow@emporia.edu Telephone conversations may be scheduled upon request.

Required Readings

Books


Articles (Articles are available in William Allen White Library, Course Reserves)


Expected Participation and Responsibilities

Students are expected to stay actively engaged in this class and on time with readings and assignments. Students are expected to participate in all scheduled class sessions. Students are expected to contribute individually, as well as in small groups. Except in the case of an emergency that is immediately communicated to the professor or regional program director, no incompletes will be given. Students are likely to have a variety of backgrounds and experiences. Students are likely to have a variety of different kinds and quantity of prior knowledge and experiences. All students are expected to welcome and value all classmates’ participation. Students are expected to be flexible, tolerant and effective participants in this hybrid course delivery system.

Professor’s Responsibilities

My responsibility is to provide students with ongoing instruction, resources, strategies, and guidance as needed to facilitate intellectual, professional, and interpersonal growth. My goal is for you to experience a positive and productive learning experience during this course, and ultimately beyond this class while earning the Master of Library Science degree, Library and Information Management.

It is my practice to read e-mail almost every day except on some occasions when I am traveling or when I take a day or two off during the work week. I expect to respond to your e-mail within 48 hours. In the rare event that I am not able to write as much as is needed, I will tell you when I will be back to you. I also will also post a Canvas Announcement to the class most Mondays called “Monday from Mirah.” The purpose of this weekly announcement is to guarantee you a steady and continuous flow of instruction/information from me throughout the semester. The “Monday from Mirah” messages rarely require a response. I do ask that you read all of them and respond if it is necessary and/or useful for you to do so.
It is my practice to give scores on assignments and feedback throughout the semester. Each student will receive scores and/or comments from me in Canvas.

Student’s Responsibilities

*Your responsibility* is to complete all course requirements on time. It is your responsibility to diligently read course materials and to be competent in your face-to-face participation and/or with various forms of technology-assisted instruction. It is your responsibility to ask for assistance when you feel it is needed. It is your responsibility to organize and manage resources from this class in a knowledge management system befitting a professional in the library and information management field. It is your responsibility to read and use your professor’s comments and feedback on assignments to improve your work. It is your responsibility to file and save artifacts from this class (and others) for use in your MLS Capstone Portfolio (LI880). It is your responsibility to check your email each week. It is your responsibility to communicate via e-mail in an appropriate manner consistent with the structure and outline of this course.

Learning Activities

This course will be held face-to-face on the above-stated weekends in Orem, UT. This course will also utilize Canvas throughout the semester.

Assignment documents are available in Canvas Modules.

The overarching *research literacy* goal for this course is Customization of Resources.

Research Literacy

![Research Literacy Diagram](image)

**Research Literacy Threshold Performance Skills:** Student will know

14. And use indexes and databases to answer specific questions (e.g., law, health, education, business, government, lives of people, etc.),

15. How to identify, access, evaluation, and use bibliographic resources,

16. How bibliographic resources can be used for specific ready reference questions and in-depth research (with examples),
17. Strengths and weakness (with examples) of Internet resources,

18. Best formats (electronic and paper) for communicating specialized resources on an identified topic (to answer a range of questions) to a target audience (reference guides),

19. And accurately use APA rules for creating an academic paper or presentation.

Assignments

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Period (Begin and End Assignment Dates)</th>
<th>Due Date</th>
<th>Points (100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module-Concepts and Process (Outcome 1-6)</td>
<td>May 18-June 4</td>
<td>June 4</td>
<td>10 points</td>
</tr>
<tr>
<td>#1 Fundamental Concepts and Processes, Chapters 1-12 (Bopp &amp; Smith)</td>
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<td></td>
<td></td>
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<tr>
<td>Module-Sources and Uses (Outcome 3)</td>
<td>June 7-June 18</td>
<td>June 18</td>
<td>10 points</td>
</tr>
<tr>
<td>#2 Information Sources and Uses, Chapters 13-22 (Bopp &amp; Smith)</td>
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<td></td>
<td></td>
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<tr>
<td>Module-Information Seeking (Outcome 1, 2)</td>
<td>June 8-July 3</td>
<td>July 3</td>
<td>25 points</td>
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<tr>
<td>#3 Interview with Information Seeker and Essay</td>
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<td></td>
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<tr>
<td>Module-Special Topics (Outcome 4)</td>
<td>June 7-July 13</td>
<td>July 13</td>
<td>10 points</td>
</tr>
<tr>
<td>#4 Special Topics in Reference and Info Work (based on required articles)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Module-Instructional Strategy (Outcome 5, 6)</td>
<td>June 7- July 17</td>
<td>July 17 (bring to class)</td>
<td>25 points</td>
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<tr>
<td>#5 Resource Guide</td>
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<td></td>
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<tr>
<td>Module-Participation I</td>
<td>Posted after first f2f class weekend</td>
<td>June 8</td>
<td>10 points</td>
</tr>
<tr>
<td>#6 Participation</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Module-Participation II</td>
<td>Posted at end of semester</td>
<td>August 7</td>
<td>10 points</td>
</tr>
<tr>
<td>#6 Participation</td>
<td></td>
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Grading Criteria

All grading criteria are located in the assignment instructions.

SLIM Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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</tr>
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<tbody>
<tr>
<td>96 - 100</td>
<td>A</td>
<td>77 - 79</td>
<td>C+</td>
</tr>
<tr>
<td>90 - 95</td>
<td>A-</td>
<td>74 - 76</td>
<td>C</td>
</tr>
<tr>
<td>87 - 89</td>
<td>B+</td>
<td>70 - 73</td>
<td>D</td>
</tr>
<tr>
<td>84 - 86</td>
<td>B</td>
<td>0 - 69</td>
<td>F</td>
</tr>
<tr>
<td>80 - 83</td>
<td>B-</td>
<td></td>
<td></td>
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</table>

SLIM Grade Policy

All graduate courses required in the university-approved curricula of SLIM’s master’s programs, certificate programs, academic concentrations, and doctoral program--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 courses, then the student will be given an academic warning and the student will be notified by SLIM administration that he or she must retake that course or those courses. In addition, if a student has a semester GPA of less than 3.0 he or she will be given an academic warning.

When a student has been given an academic warning, an administrative hold will be placed on the student’s record to block future enrollment, and the student will be removed from any registered courses for the upcoming semester. Before the student can be enrolled, he or she is required to meet with the student’s academic advisor with the goal of developing an academic improvement plan. The administrative hold can only be released by the student’s academic advisor or by the SLIM dean upon satisfactory completion of the academic improvement plan.

If the student fails to complete the terms set forth in the academic improvement plan, then the student’s academic progress will be reviewed by the student’s academic advisor and the SLIM dean, and a decision will be made regarding whether the student should be academically dismissed from SLIM’s graduate program.

SLIM Attendance Policy

Students must attend all face-to-face classes. Class hours for weekend face-to-face meetings are 6pm-9pm on Friday and 9am-5pm on Saturday.

In cases of emergency, go to [http://www.emporia.edu/slim/studentresources/policies.html](http://www.emporia.edu/slim/studentresources/policies.html) for more information.

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/regist/trnscpt/grades.html](http://www.emporia.edu/regist/trnscpt/grades.html)).
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.

SLIM Netiquette Policy

This course will involve the exchange of ideas, questions, and comments in an online and/or blended learning community. In all of your class communications, please use the same tact and respect that you would if you were talking to classmates face to face. Remember that in online communication the visual and auditory aspects are missing, so be especially careful to ensure your emails and discussion postings accurately convey your meaning and are not open to misconstruction. Humor is especially difficult to convey in this environment, so take extra care with your writing. Please maintain your professionalism and courtesy at all times when interacting with others in the class.

Course Evaluations

Course evaluation is an important part of the process of teaching and learning. SLIM uses the IDEA evaluation instrument to gather feedback from students on the effectiveness of each and every course. The resulting data is reviewed by the instructors and the Dean, who work together to improve teaching and learning across the whole of SLIM. Evaluation surveys are made available to students toward the end of each semester, and periodic email reminders are sent to encourage participation. The surveys are administered by The IDEA Center through the Campus Labs platform, and student responses are anonymous (unless students share any identifying information in their comments). Nobody in SLIM has access to individual student surveys at any time, and aggregated data is only made available to instructors at least one week after final grades have been submitted.

Faculty-initiated Student Withdrawal Procedure

SLIM instructors follow the university’s policy of faculty-initiated student withdrawal which states:

If a student's absences from class, disruptive behavior, lack of prerequisites, or academic dishonesty become detrimental to the student's progress or that of other students in the class, the faculty member may advise the student to withdraw from the class. Withdrawal may also be advised if the student is inappropriately enrolled in the class. If the faculty member chooses to withdraw the student, he/she shall attempt to notify the student in writing that a faculty initiated withdrawal is in progress. This notification will be copied to the department chair and Academic Affairs office to serve as the request for withdrawal. If efforts to contact the student have been unsuccessful, or unacknowledged, the faculty member shall then seek the aid of the Academic Affairs office in contacting the student. The Academic Affairs
office shall provide the student with information about the existing appeals procedures. Upon receiving a written request for withdrawal from the faculty member, the Academic Affairs office may initiate a student withdrawal from the class. None of the above implies or states that faculty members are required to initiate any student withdrawal. [Policy and Procedures Manual 4E.13]

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
106 Plumb Hall
Emporia State University
1 Kellogg Circle / Box 4023
Emporia, KS 66801
Phone: 620/341-6637
TTY: 620/341-6646
Email: disabser@emporia.edu