Course Syllabus

LI 802XS

Information-Seeking Behavior and Reference Services

Summer Semester 2017

Faculty: Dr. Tracie Kreighbaum
E-mail: tkreighb@g.emporia.edu
Primary Phone: (612) 250-0022
Online Course Login: canvas.emporia.edu
Credit Hours: 3
Meetings: Internet begins 5/22;
Weekend Classes 6/2-3 and 7/7-8

Important Dates for Summer 2017

5/22 First Day of Class
5/26 Last Day to Add/Drop
7/5 Last Day to Withdraw
8/11 Last Day of Classes
8/15 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

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>2B, 4A, 4B, 5C, 5G</td>
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<tr>
<td>4 Discuss the components of information literacy and the related instructional methods strategies.</td>
<td>4, 5, 7</td>
<td>5D, 5E, 5F, 7C, 7D</td>
<td></td>
</tr>
<tr>
<td>5 Apply instructional strategies for user-centered reference services.</td>
<td>4, 5, 6, 7</td>
<td>5D, 5F, 7C, 7D</td>
<td></td>
</tr>
<tr>
<td>6 Create and deliver an instructional module related to a course topic.</td>
<td>4, 5, 7</td>
<td>5D, 5E, 5F, 7C, 7D</td>
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</tr>
</tbody>
</table>

*Approved 3/9/15*
Instructor Contact Information

Please e-mail me with any questions you have to tkreighb@emporia.edu. I will always try to respond quickly (within 24 hours, but likely sooner). I am also free to talk by phone on Fridays from 8am-5pm (no need to make an appointment) at 612-250-0022, or we can schedule a day/time that works well for you. We can also talk via Skype or FaceTime if it is arranged in advance.

Required Readings


Recommended Readings


Learning Activities

Below is a brief list of the learning activities that you will complete over the course of the semester. More details will be posted in Canvas.

**Pathfinder** (25 points)

**Pathfinder Class Presentation** (10 points)

**Reference Desk Observation Study** (20 points)

**Weekend Class Participation** (20 points total)
We will be doing a number of activities in our face-to-face weekends. You will need to participate and do your best. 10 points total for each class weekend.

**Discussion Forums** (25 points total)
Three discussions and two activities, assigned throughout the term, will be graded.

### Assignments

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Course Outcome(s) Met</th>
<th>Due Date</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pathfinder</td>
<td>1-6</td>
<td>7/9</td>
<td>25</td>
</tr>
<tr>
<td>Pathfinder Presentation</td>
<td>5,6</td>
<td>7/7-7/8 class weekend</td>
<td>10</td>
</tr>
<tr>
<td>Reference Desk Observation Study</td>
<td>1-4</td>
<td>8/11</td>
<td>20</td>
</tr>
<tr>
<td>Discussion Forums (three discussions and two activities)</td>
<td>1-6</td>
<td>Throughout</td>
<td>25</td>
</tr>
<tr>
<td>Class Participation</td>
<td>1-6</td>
<td>Class weekends</td>
<td>20</td>
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</tbody>
</table>

### Tentative Course Outline

<table>
<thead>
<tr>
<th>Session</th>
<th>Topics</th>
<th>Readings</th>
<th>Activities and Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1: 5/22-5/28</td>
<td>Introductions</td>
<td>Syllabus Bird Cassell &amp; Hiremath Chapter 1</td>
<td>5/25 - Mini biography posted on the &quot;Introductions&quot; discussion forum</td>
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<tr>
<td></td>
<td>The Reference Desk/Information Seeking</td>
<td>Cassell &amp; Hiremath Chapter 2</td>
<td>Class meeting 6/2-6/3 (participation graded)</td>
</tr>
<tr>
<td>Session</td>
<td>Topics</td>
<td>Readings</td>
<td>Activities and Due Dates</td>
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<td>--------------------------------------------------------------</td>
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<tr>
<td>Week 3: 6/5-6/11</td>
<td>The Reference Desk (continued)</td>
<td>Cassell &amp; Hiremath Chapter 3</td>
<td>Discussion #1 (graded)</td>
</tr>
<tr>
<td>Week 4: 6/12-6/18</td>
<td>Reference Sources</td>
<td>Cassell &amp; Hiremath Chapter 4,5,6,8,9,10 (skim)</td>
<td>Discussion #2 (graded)</td>
</tr>
<tr>
<td>Week 5: 6/19-6/25</td>
<td>Reader’s Advisory Services</td>
<td>Cassell &amp; Hiremath Chapter 7,11,12,14 (skim)</td>
<td>Activity #1: Mock Reference Interview (graded)</td>
</tr>
<tr>
<td>Week 6: 6/26-7/2</td>
<td>Information Literacy &amp; Instruction</td>
<td>Cassell &amp; Hiremath Chapter 16</td>
<td>Finish up Pathfinder and Presentations (Q&amp;A discussion board for last minute questions on pathfinder/presentation)</td>
</tr>
<tr>
<td>Week 7: 7/3-7/9</td>
<td>Ethical Issues</td>
<td>Cassell &amp; Hiremath Chapter 18 Ulvik &amp; Salvesen</td>
<td>Class meeting 7/7-7/8 (participation graded) Pathfinder DUE 7/9</td>
</tr>
<tr>
<td>Week 8: 7/10-7/16</td>
<td>Diversity</td>
<td>Diversity Standards Berman McPherson</td>
<td>Personal reflection essay (do not turn in) Discussion board voluntary participation</td>
</tr>
<tr>
<td>Week 9: 7/17-7/23</td>
<td>Accessibility</td>
<td>Cassell &amp; Hiremath Chapters 19, 20</td>
<td>Discussion #3 (graded)</td>
</tr>
<tr>
<td>Week 10: 7/24-7/30</td>
<td>Collection Development in Reference</td>
<td>Cassell &amp; Hiremath Chapter 17, 15</td>
<td>Activity #2: Collection Assessment (graded)</td>
</tr>
<tr>
<td>Week 11: 7/31-8/6</td>
<td>Reference 2.0</td>
<td>Cassell &amp; Hiremath Chapter 21</td>
<td>Work on Reference Desk Observation Study + Q&amp;A discussion board for reference desk study</td>
</tr>
<tr>
<td>Week 12: 8/7-8/11</td>
<td>The Future of Reference</td>
<td>Cassell &amp; Hiremath Chapter 22</td>
<td>Reference Desk Obervation Study due 8/11 (graded)</td>
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SLIM Technology Requirements

SLIM has specific hardware, software and network requirements for all students that are specified on the SLIM website at [http://tinyurl.com/SLIMtechnology](http://tinyurl.com/SLIMtechnology). Computer technology is integrated throughout the curriculum, including the use of Canvas, ESU’s learning management system, and use of video-conferencing software. All students must have devices, high-speed Internet access, and current software for home use that makes possible full participation in extensive course assignments. The ESU financial aid office provides details about possible funding for purchase of computer equipment at [https://www.emporia.edu/finaid/](https://www.emporia.edu/finaid/).

Grading Criteria

SLIM Grading Scale

<table>
<thead>
<tr>
<th>96 -100</th>
<th>A</th>
<th>77 - 79</th>
<th>C+</th>
</tr>
</thead>
<tbody>
<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>
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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.

This SLIM Grade Policy applies to all students in SLIM’s master’s degree programs, certificate
programs, the doctoral program, and academic concentrations. It also applies to all those who have passed into MLS or doctoral degree candidacy. (Updated 8/26/2014)

**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. (Updated 4/16/2015)

**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