

VALDOSTA STATE UNIVERSITY
MASTER OF LIBRARY & INFORMATION SCIENCE
MLIS 7100 INFORMATION SOURCES AND SERVICES
3 SEMESTER HOURS CREDIT

Instructor:	Dr. Eileen McElrath
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Course Description: This course is designed to provide an introduction to concepts and processes in reference and information service as well as to fundamental information sources and services provided by libraries and information organizations. An overview of the reference function including the history and future of reference service; question negotiation; information needs analysis; the development of effective search strategies; evaluation of information sources in various formats; and ethics of information services are included.

Course Objectives: The student should be able to:

- Demonstrate an understanding of theoretical concepts and techniques that support the provision of reference and information services by reading relevant literature, participating in discussion sessions, and group article evaluations.
- Demonstrate familiarity with current issues and trends in reference services by reading relevant literature, online discussion sessions and passing a final exam.
- Demonstrate knowledge of the reference process including techniques for question negotiation by producing a written reference observation paper.
- Develop successful search strategies and evaluate fundamental information sources.
- Develop successful search strategies and evaluate information sources on the Internet as evidenced by a Pathfinder consisting of Internet reference sources.
- Demonstrate an understanding of ethics of information services by producing a section of the written reference observation paper that evaluates ethics of one information provision observation.

Course Prerequisite: None

Format: This is an online course. Lectures, discussions and assignments will be in electronic format. Discussions in an online course are vital for your understanding of the material. Each student is expected to contribute responses to the following questions by Wednesday of the assignment week. Students will submit all work electronically.

Course Requirements:

- Reading the literature of reference
- Written responses to Source Exercises
- Group presentation of article evaluations
- Written discussion of the Observation Exercise
- Develop a Pathfinder using Internet Resources
- Online discussions of topics in reference
- Comprehensive final exam

Texts, Required:

Bopp, Richard and Smith Linda. (2000). *Reference and Information Services: An Introduction*. 3rd ed. Englewood, CO: Libraries Unlimited.

Texts, Optional:

Katz, William A. (1997). *Introduction to Reference Work*. Volumes I and II. 7th ed. New York: McGraw-Hill.

Textbooks are available for purchase from the VSU Bookstore by shopping on their web site: www.vsubookstore.com or you may call the Bookstore at (229) 333-5666 or (800) 618-1878. Students are responsible for ordering textbooks.

Academic Dishonesty

“Valdosta State University expects that graduate students will pursue their academic endeavors and conduct themselves in a professional and ethical manner. All work that a student presents to satisfy course requirements should represent his or her own efforts, including appropriate use and acknowledgement of external sources. Specific regulations related to student conduct and behavior are contained in the *Student Handbook*, *Student Code of Ethics*.” (Taken from the *Valdosta State University 1999-2000 Graduate Bulletin*, pages 250-250 and remains true today.) The Academic Dishonesty information can be found also at: <http://www.valdosta.edu/>

Special Needs Statement:

Valdosta State University is an equal opportunity educational institution. It is not the intent of our institution to discriminate against any applicant for admission or any student or employee of the institution based on the sex, race, religion, color, national origin or handicap of the individual. It is the intent of the institution to comply with Title VI of the Civil Rights Act of 1964 and subsequent executive orders as well as the Title IX section 504 of the Rehabilitation Act of 1973. Students requiring classroom accommodations or modifications because of a documented disability should discuss this need with the professor at the beginning of the semester. Students not registered with the Special Services Program should contact the Special Services office in Nevins Hall, Room 2164. The phone number is: (229) 245-2498.

Grading:

Written responses to Source Exercises	6 @ 13 points each	39%
Written discussion of Observation Exercise	1 @ 15 points	7.5%
Group presentation of article evaluations	1 @ 15 points	7.5%
Pathfinder on Internet Resources	1 @ 25 points	12.5%
Online Discussion of topics in reference	32 points	16%
Comprehensive Exam	1 @ 35 points	17.5%
	Total: 200 Points	100%

Grading Policy and Scale:

Grades are determined in the following manner. Quality is expected in all products and discussions. Late assignments are not accepted unless previously approved by the instructor.

90 - 100	A	180-200 points = A
80 - 89	B	160-179 points = B
70 - 79	C	140-159 points = C
60 - 69	D	120-139 points = D
Below 60	F	Below 120 = F

Attendance Policy:

MLIS 100 has no specific attendance requirements, however, because of the nature of an online course it is vital that each student develop the self-discipline to define regular blocks of times to devote to the course work. It is crucial that each student stay on schedule with the readings, assignments, and discussions.

Activity Assignments Eligible for Portfolio Inclusion:

Assignments, reports and presentations are eligible for inclusion in your portfolio. You should review the artifacts with your advisor to choose the most appropriate representation of your work. More information about the portfolio will be given to you later.