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Title, course number, and section: LIBR 2416: Reference Services and Resources: M01

CRN: 10164

Term: January - April 2023

Platforms: D2L/Brightspace

Credits: 3

Course Description:

This 13-week, 3-credit course in Langara's diploma program in library and information technology is designed to introduce the learner to all aspects of reference work, including readers' advisory. The focus of activity in this practical, hands-on course will be on a detailed exploration and mapping of resources for a variety of subject areas. Resources in a variety of formats will be explored, along with the best approaches to support the reference process in any library environment.

It is understood that library service models have changed considerably with the advent of online resources. Whereas in the past students learned to use hardcopy resources, current training involves the study not only of a hardcopy resource such as a dictionary, but also what is generally referred to as "dictionary information", which can be available through a variety of online resources. It is important for students to master both traditional hardcopy materials *and* online resources.

The instructor will emphasize the importance of sensitivity to the needs of all library patrons and reference service users, including representatives of different demographic groups including seniors, new Canadians, ESL learners, and persons with physical and emotional challenges.

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Prerequisite(s):

Although there are no formal prerequisites for **LIBR 2416**, it is assumed that participants have already taken **LIBR 1111** and are concurrently enrolled in **LIBR 2411**. These two courses provide important background in terms of the technical knowledge, skills and techniques required for selecting, evaluating, using, searching and creating reference resources. Students without these courses or equivalent course work should contact the course instructor. At the very least, activities in this course demand basic computer literacy skills related to using email and the Internet, as well as insights related to the evaluation and development of online resources. A basic understanding of overall library processes and practices is also important. Participants should be able to:

- Use a browser for finding websites and follow hypertext links

- Select and use search engines and subject directories

- Develop effective strategies for searching typical online databases and Internet resources, as well as search engines

Transfer Credit: For information regarding transfer and articulation, please go to the BC-TRANSFERGUIDE, http://bctransferguide.ca/.

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Learning Outcomes:

After completing this course, the learner will have acquired the knowledge, values and skills to be able to:

• Analyze and discuss current issues in reference service.

• Develop strategies for personal and professional growth within the field.

• Describe how informational resources are created, organized and published.

• Identify and evaluate common types of reference questions and readers' advisory requests.

• Demonstrate effective reference interview techniques.

• Analyze the needs of different demographic groups, including seniors, new Canadians, and patrons with physical and emotional challenges.

• Develop successful strategies for responding to informational requests.

• Identify and evaluate appropriate resources for any informational request.

• Demonstrate the use of standard reference tools in all formats.

• Conduct successful searches, using effective search strategies, in appropriately selected databases, and other online resources, including the Internet.

Textbook and Course Materials:

There is no textbook for LIBR 2416. Reading materials are distributed during lectures and exercises. Students can benefit from access to the text referred to throughout the course:

• Richard E. Bopp and Linda C. Smith, *Reference and information services: an introduction. Fourth edition. 2011 (Available as an online book through the Langara library)*

Note: This course may use an electronic (online) instructional resource that is located outside of Canada for mandatory graded class work. You may be required to enter personal information, such as your name and email address, to log in to this resource. This means that your personal information could be stored on servers located outside of Canada and may be accessed by U.S. authorities, subject to federal laws. Where

possible, you may log in with an email pseudonym as long as you provide the pseudonym to your instructor so that he or she can identify you when reviewing your class work.

Assignments

Course participants are responsible for a variety of learning activities including: weekly readings, discussions, exercises, a reference observation exercise, as well as assignments and term projects. As active student participation is important for the success of any course, and essential for learning in the online course environment, there is a participation mark for the course.

Specifically, there will be **short weekly exercises /activities, six assignments, and a term project**, with weighting distributed as follows:

Function	Grade weighting
Activities and Exercises, including the Reference Observation	15%
Assignments 1 - 6	60%
Term project	15%
Participation	10%
Total	100%

All exercises, assignments, term project and reference observation must be completed in order to pass the course.

Grading Guidelines:

The Library Technician Grading Scheme will apply to LIBR 2416, as follows:

A+ = 96-100%
A = 91-95%
A-= 88-90%
B+=84-87%
B=80-83%
B-=77-79%
C+=71-76%
C=65-70%
C-=60-64%
D=50-59%
F=Below 50%

Policies:

As a student at Langara, you are responsible for familiarizing yourself and complying with the following policies:

E1003 - Student Code of Conduct

F1004 - Code of Academic Conduct

E2008 - Academic Standing - Academic Probation and Academic Suspension

E2006 - Appeal of Final Grade

F1002 - Concerns about Instruction

E2011 - Withdrawal from Courses

B5003 - Copyright Compliance

Tentative Course Schedule and background readings:

Please note that this document may be revised and updated throughout the Semester.

Week 1   **Reference process & practice: background & principles**
Explore D2L course environment
Course overview, learning outcomes, requirements and assignments

           Foundational sources:

              Bopp & Smith, **Reference and Information Services**
              Chapter 1: History and Variety of Reference Services

Week 2   **Reference process & practice: evaluating reference tools**
Evaluating reference resources/core collections/ready reference
The information industry

           Foundational sources:

              Bopp & Smith, **Reference and Information Services**
              Chapter 2: Toward a Philosophy for Reference Service
              Chapter 11: Selection and Evaluation of Reference Sources

         ASSIGNMENT 1 introduced

         TERM PROJECT introduced

Week 3   **The tools: controlling periodical literature**
Indexes/abstracts/databases/search engines

           Foundational sources:

              Bopp & Smith, **Reference and Information Services**
              Chapter 19: Indexes and Abstracts

Week 4   **Reference process & practice: reference interview**

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Reference interview/issues in reference service
Evaluating reference & readers' advisory requests
Reference observation exercise

Foundational sources:

Bopp & Smith, **Reference and Information Services**
Chapter 3: The Reference Interview
Chapter 4: Bibliographic Control, Organization of Information, and Search Strategies
Chapter 5: Electronic Reference Services
Chapter 6: Instruction as a Reference Service
Chapter 8: Evaluation of Reference Services

ASSIGNMENT 1 due

ASSIGNMENT 2 introduced

Week 5   **The tools: biographical sources**
Biographical dictionaries, directories and web sites

Foundational resources:

Bopp & Smith, **Reference and Information Services**
Chapter 14: Sources of Biographical Information

ASSIGNMENT 3 introduced

Week 6   **Reference process & practice: online/email/virtual reference**
E-mail/online reference
Role of www resources & services
Library skills/information literacy

ASSIGNMENT 2 due

Week 7   **The tools: dictionaries/encyclopedias**

Dictionaries/encyclopedias
Atlases/gazetteers

Foundational sources:

Bopp & Smith, **Reference and Information Services**
Chapter 15: Dictionaries
Chapter 16: Encyclopedias
Chapter 17: Geographical Sources

ASSIGNMENT 3 due

ASSIGNMENT 4 introduced

Week 8   **The tools: almanacs/directories**
Almanacs/yearbooks/quick facts
Directories/handbooks/manuals

Foundational sources:

Bopp & Smith, **Reference and Information Services**
Chapter 12: Directories
Chapter 13: Almanacs, Yearbooks, and Handbooks

ASSIGNMENT 5 introduced

Week 9   **Core resources: business**
Business/consumer information

ASSIGNMENT 4 due

Week 10   **Core resources: literature**
Literature/humanities

ASSIGNMENT 6 introduced

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TERM PROJECT or Mid-Term due

Week 11   **Core resources: medical**
Medical/consumer health

ASSIGNMENT 5 due

Week 12   **Core resources: legal/governmental**
Legal/government publications & resources

Foundational sources:

Bopp & Smith, **Reference and Information Services**
Chapter 20: Government Documents and Statistics Sources

Week 13   **Core resources: social sciences**
Social sciences/education

Note: This week's session can include the Reference Assessment
Test.

ASSIGNMENT 6 due